

Amadeus Sales and Event Management – Advanced (Delphi.fdc) Corporate Administrator Training

Day One

8:30AM – 9:00AM

Introduction to Corporate Admin Training

- _ Introductions & Agenda Review
- _ Logging In

9:00AM – 10:30AM

Delphi.fdc Settings

- _ Delphi.fdc Settings
- _ Configuring Availability Settings

10:30AM – 11:00AM

Break

11:00AM – 12:30PM

Fields

- _ Standard vs Custom
- _ Field Types
- _ Help Text
- _ Required Fields / View Only fields
- _ Basic Formulas
- _ Field History Changes

12:30PM – 1:30PM

Lunch

1:30PM – 2:00PM

Managing Picklist Values

- _ Corporate & Property Setup Values
- _ Custom Picklist Fields

2:00PM – 2:30PM

Page Layouts

- _ Editing Existing Layouts
- _ Fields & Related Lists Placement
- _ Adding Sections

2:30PM – 3:00PM

Break

3:00PM – 4:00PM

Users & Security

- _ Managing Users
- _ Profiles
- _ Login Restrictions
- _ Property User Access
- _ Permission Sets

4:00PM – 5:30PM

Email Templates and Letterheads

- _ Email Templates - Text
- _ Email Templates - HTML
- _ Letterheads and Logos



Hard Rock Hotel
San Diego, CA

Day Two

8:30AM – 10:00AM

- _ Workflow Rules & Tasks
- _ Email Notifications

Workflows

10:00AM – 10:15AM

Break

10:15AM – 11:30AM

Database Management

- _ Account & Contact Import
- _ Data Backup
- _ Merging Duplicate Accounts
- _ Transferring Account Ownership

11:30AM – 12:30PM

Data Validation

- _ Options for Managing Data Integrity
- _ Updating Using List Views
- _ Required Fields
- _ Managing/Preventing Duplicates
- _ Creating New Validation Rules
- _ Areas to avoid

12:30PM – 1:30PM

Lunch

1:30PM – 2:30PM

Customizing Salesforce1 Mobile App

- _ Global Actions
- _ Object-Specific Actions
- _ Custom App
- _ Salesforce1 Settings

2:30PM – 3:30PM

Data Loader

- _ Downloading the Data Loader Tool
- _ Mass Exporting Data
- _ Updating and Upserting Data

3:30PM – 3:45PM

Break

3:45PM – 5:00PM

Let's Build It!

- _ During this session you will how to create a commonly requested custom object, with all the appropriate fields, relationships, page layout, security, duplicate settings and even make it mobile!

5:00PM – 5:30PM

Corporate Admin Training Wrap-up

- _ Best Practices for Salesforce Configuration
- _ Future Assistance / Support
- _ Q&A