

Salesforce.com Administration & Salesforce.com Development

Course Details

Prerequisites

- Core java
- Advanced java
 - ✓ Collection Frame work
 - ✓ MVC architecture
 - ✓ JDBC
 - ✓ Servlet programming
 - ✓ Web application development

Salesforce.com

- **CRM overview**
 - ✓ Introduction to CRM?
 - ✓ Why CRM?
- **Introduction to Cloud Computing & Salesforce.com**
 - ✓ Cloud Computing – Overview
 - ✓ What is Software-as-a-Service (SaaS)?
 - ✓ What is Platform-as-a-Service (PaaS)?
 - ✓ What is Infrastructure-as-a-Service (IaaS)?
 - ✓ What is Salesforce.com?
 - ✓ Salesforce.com CRM Editions
 - ✓ Salesforce.com Navigation – Overview
- **Sales Cloud – Terminology**
 - ✓ Campaigns
 - ✓ Leads
 - ✓ Accounts
 - ✓ Contacts
 - ✓ Opportunities
 - ✓ Forecast
 - ✓ Contracts

- ✓ Cases
- ✓ Solutions
- ✓ Products
- ✓ Chatter
- **Salesforce Cloud Platform – Explained**
 - ✓ Force.com Platform
 - ✓ Governor Limits
- **Salesforce Application elements**
 - ✓ Home Page, Tabs, Tab Home Pages, Detail Page, Side Bar, Apps, Record
- **Personal Setup**
 - ✓ Managing Personal information
 - ✓ Password Reset
 - ✓ User Management Overview
 - ✓ Roles
- **Salesforce Building Blocks**
 - ✓ Standard Objects
 - ✓ Create custom Objects
 - ✓ Create custom Fields
 - ✓ Create custom Tabs
 - ✓ Define dependent Pick lists
 - ✓ Customize page layouts
 - ✓ Custom Application
- **Working with Standard Objects**
 - ✓ Campaigns
 - ✓ Leads
 - ✓ Accounts
 - ✓ Contacts

- ✓ Opportunities
- ✓ Product

- **Relationship Types**
 - ✓ Master-detail Relationship
 - ✓ Look-up Relationship
 - ✓ Many-to-Many Relationship

- **Create and managing the Roll-up summary fields**

- **Data Validation rules**
 - ✓ Create data validation rule
 - ✓ Learn about custom field unique and duplicate properties

- **Customize formula-fields**
- **Workflows rules**
 - ✓ Define workflow
 - ✓ Create Email template
 - ✓ Set up workflow rules
 - ✓ Set up workflow actions

- **Workflow Approval process**
 - ✓ Plan approvals using workflow
 - ✓ Use the approval wizard – standard vs. jump start
 - ✓ Create workflow approvals

- **Analytics – Reports & Dashboards**
 - ✓ Report Overview
 - ✓ Create custom reports
 - ✓ Using filters
 - ✓ Using conditional highlighting
 - ✓ Custom summary formulas

- ✓ Working with dashboards
- **Data Management**
 - ✓ Importing Overview
 - ✓ Exporting Overview
 - ✓ Import custom object records using the Data Loader
 - ✓ Use mass delete
 - ✓ Use storage
- **User Management**
 - ✓ Creating Users
 - ✓ Creating Profiles
 - ✓ Creating Roles
 - ✓ Creating Groups
 - ✓ Security
- **Managing the Users**
 - ✓ Set Organization Wide Defaults (OWD)
 - ✓ Object-level Security
 - ✓ Field-level Security
 - ✓ Record-level Security
- **Record types**
 - ✓ What is Record type?
 - ✓ How to create Record type?
 - ✓ Managing Record types
- **Sharing Rules**
 - ✓ Define Sharing rule
 - ✓ Discuss about types of sharing rules

- **Monitoring Organization Data**
 - ✓ Debug logs and Email Logs
 - ✓ Login History
 - ✓ View Setup Audit Trail
 - ✓ Discuss about Queue
 - ✓ Outbound messages
 - ✓ Schedule Jobs
 - ✓ Apex Jobs
 - ✓ Bulk Data Load Jobs
- **Force.com Platform Revisited**
 - ✓ Apex , Visual Force, Database.com & AppExchange
 - ✓ How to install an AppExchange application
 - ✓ AppExchange – Application Management
- **Working with Developer Console**
 - ✓ Customizing the console

Salesforce.com Development Course Details

- **Salesforce CRM Overview**
 - ✓ Salesforce Architecture
 - ✓ Cloud Computing Overview & Architecture
- **Introduction to Force.com Platform (PaaS)**
- **Advanced Configuration**
 - ✓ Application Elements (Tabs, App, Links, Home Page Component)
 - ✓ Salesforce Building Blocks & Configuration
 - ✓ Objects

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- ✓ Page Layouts
- ✓ Related List
- ✓ Fields
- ✓ Buttons
- ✓ Formula Fields
- ✓ Relationships
- ✓ Workflow Rules & Approval Processes

- **Personal Customization**
- **Apex Development Building Blocks**
 - ✓ Apex Trigger
 - ✓ Apex Classes
 - ✓ Visual force Pages
 - ✓ Developer console
 - ✓ SOQL
 - ✓ SOSL
 - ✓ Developer Console
 - ✓ Debugging
 - ✓ System Log

- **Apex Triggers**
 - ✓ Trigger Events
 - ✓ Design Pattern and Best Practice
 - ✓ Bulk Trigger
 - ✓ Order of Execution

- **Apex Programming**

- ✓ Introduction to Apex
- ✓ Language Constructs
- ✓ Classes, Objects, and Interfaces
- ✓ Dynamic Apex
- ✓ Batch Apex
- ✓ SOQL & SOSL
- ✓ Email API
- ✓ Debugging
- ✓ Writing Apex Classes as Web Services
- ✓ Invoking Callouts Using Apex
- ✓ Deploying Apex

- **Apex Test Classes**

- **Visual force Development**

- ✓ Introduction to Visual force
- ✓ Standard Controllers
- ✓ Standard List Controllers
- ✓ Controllers and Controller Extensions
- ✓ Overriding Buttons, Links, and Tabs with Visual force
- ✓ Components
- ✓ Dynamic Visual Force Bindings & Components

- ✓ Integrating Email with Visual force
- ✓ Visual force Charting

- **Scripting Languages**
 - ✓ CSS
 - ✓ Java Script
 - ✓ Bootstrap
- **Lighting Experience**
- **Best Practices**

- **Salesforce.com Certifications – Overview**
 - ✓ Salesforce.com Certified Administrator (ADM 201)
 - ✓ Salesforce.com Certified Developer Platform 1(DEV 401)