Salesforce Course Content

Cloud Computing Fundamentals

- Introduction to the Cloud Computing
- Evolution of Cloud Computing
- Comparisons with other computing techniques fetchers
- Key characteristics of cloud computing
- Advantages/Disadvantages
- Classification of Cloud Computing
    - Based on as a service model
        - o SAAS (Software as a service)
        - o PAAS (Platform as a service)
        - o IAAS (Infrastructure as a service
    - Based on deployment or access model
        - o Public Cloud
        - o Private Cloud
        - o Hybrid Cloud

Sales Force CRM Concepts

- What is CRM?
- How CRM can help?
- Sales force CRM Navigation terminology
- Compare Salesforce.com CRM with other CRM products
- Customization in sales force .com CRM
- Introduction to sales force CRM Setup tool
    - o Personal Setup
    - o App Setup
    - o Admin Setup

Salesforce.Com Cloud Overview

- o Sales Cloud
- o Service Cloud
- o Collaboration Cloud

Project development life cycle

Sales force editions

Apex data loader

Organization Administration

- Set your organization's language & locale
- Manage currency

Customization

- Create custom profiles & custom fields
- Define dependent pick list
- Customize lookup fields
- Customize validation & formulas
- Customize page layouts
- Customize standard related lists
- Use field-level security

Workflow

- Define workflow
- Set up workflow rules
- Set up workflow tasks & alerts

Workflow Approvals

- Plan approvals using workflow
- Use the approval wizard – standard vs. jump start
- Create workflow approvals

Security & Access

- Create & Manager Users
- Set organization-wide defaults
- Learn about record accessed
- Create the role hierarchy
- Learn about role transfer & mass Transfer functionality
- Profiles, Login History

Data Utilities

- Importing overview
- Learn about import solutions & Custom Object records using the data loader
- User mass delete
- Initiate weekly export
- Use storage

Analytics

- Create custom reports
- Use advanced filters
- Use conditional highlighting
- Use custom summary formulas
- Use dashboards

Extending Salesforce CRM

- Learn about custom objects
- Learn about custom tabs
- Learn about custom web tabs

The Appexchnage

- The AppExchange
- Install an app
- Delete an app

Visual Force

- Introduction and Tools
- Purpose of Visualfoce
- MVC Architecture

Controllers

- Variables and Formulas
- Standard Controllers and Standard List Controllers
- Custom Controllers and Controller Extensions
- Using static resources and custom components
- Styling VF pages
- Overriding buttons, links and tabs with VF
- Using JavaScript in VF Pages
- Advanced examples

APEX

- Introduction to Apex
- Purpose of Apex

Apex Fundamentals

- Collections

- Loops

Apex Scheduling

- Triggers
- Invoking Apex
- Classes, Objects and Interfaces
- Testing Apex
- Dynamic Apex
- Batch Apex
- Debugging Apex
- Deploying Apex
- Developing Apex in managed packages

sObjects and the Database

- What is an sObject
- SOQL and SOSL Queries