

Salesforce Developer & Admin Training Online Training

Unit 1: Introduction

- CRM Overview
- Introduction to Cloud Computing
- Salesforce Basics
- Home Page Customization
- User Management
- Creating and customizing Tabs, Apps and other elements
- Business and IT Benefits of SFDC
- Development environment & Sandboxes
- Updating the Fiscal Year

Unit 2: Organization Administration and customization of Salesforce.com CRM

- Set your organization's language & locale
- How to Manage organization's currency
- How to Create custom profiles & custom fields
- How to Define dependent picklists
- How to Customize lookup fields & formula fields
- How to Customize page layouts
- Customize standard related lists
- Learn about record types & business processes
- Use field-level security

Unit 3: SFDC Security Model Org-Level General administrative features and Object Level features

- Introduction to Security – Analogy
- Introducing Org-level security settings with profiles and permission sets
- Introducing Object level security settings with profiles and permission sets
- Difference between profiles and permission sets
- Work with page layouts
- Work with record types and business processes
- Maintain data quality

Unit 4: SFDC Security Model Object, Record and Field Level features

- Introduction to OWD
- Introduction to Role and Role Hierarchy
- Introduction to record sharing - Criteria based and Manual

Unit 5: Business Logic

- Need for different business processes for different departments and leveraging record types and page layout
- Need for formula fields and different types of functions
- Different ways to enforce data quality

- Perform basic field level validations
- Automation using Formulas
- Defining Validation Rules
- Creating SFDC Flows
- Email Alerts
- Assigning Tasks
- Workflow Rules & Approval Processes
- Record Types
- Roll-Up Summary

Unit 6: Sales Cloud

- Introduction
- Capture Leads from website and Lead assignment rules
- Creating List Views
- Customize Lead
- Create queue
- Key sales objects Accounts, Contacts, Opportunity, Opportunity teams and Account teams
- Using Chatter for collaboration in the sales process across teams
- Reports -Standard and Custom reports

Unit 7: Service Cloud

- Capture cases from website and email
- Customize case process, solutions, communities and Salesforce knowledge

Unit 8: Field Types

- Introduction
- Modifying standard fields
- Creating auto number fields
- Creating formula fields, rollup summary fields, lookup and master detail fields
- Creating currency, number and percent fields
- Creating date field and date and time fields
- Creating Phone and email fields
- Creating geolocation fields
- Creating picklist and multi-select picklist
- Creating text and text area fields
- Creating text area long and text area rich fields
- Creating encrypted fields and URL fields

Unit 9: Data handling and processing

- Data Handling and Processing Overview
- Exporting data and Regular Backup
- Importance of record IDs
- Install Apex Data loader

- Use the Import Wizard and Data Loader and compare the features
- Upsert operations
- Delete and Hard Delete records
- Transfer record ownership

Unit 10: Reports and Dashboards

- Execute a report with and without modifications
- Create a simple tabular report
- Summary and matrix report
- Working with Standard Reports
- Report Formats
- Controlling Report Accessibility
- Scheduling Reports
- Defining Report Types
- Add a chart and few other features like highlighting
- Create a custom report type and store in a folder
- User filters in reports
- To create a simple dashboard

Unit 11: Visual force

- Custom Controllers
- Custom List Controllers
- Controller Extensions
- Overriding Standard Pages
- Using Input Components
- Visualforce Page Blocks
- Creating Email Templates with Visualforce
- Creating VF Pages in IDE
- Configuring Development Mode
- Creating VF Pages in UI
- Standard Controllers
- Standard List Controllers
- Visualforce Forms
- Custom List Controllers
- Adding Interactivity to Pages
- HTML in Visualforce
- CSS in Visualforce

Unit 12: APEX

- Basics – OOPS Concept
- Understanding Classes
- Introduction to APEX
- Data Types
- Variables
- Expressions

- Assignment Statements
- Conditional (If-Else) Statements
- Creating APEX Classes in IDE
- SOSL-Salesforce Object Search Language
- SOQL-Salesforce Object Query Language
- Creating APEX Classes in UI
- Creating APEX Triggers in IDE
- Creating APEX Triggers in UI
- Understanding APEX Methods
- Creating Search Layouts
- Creating Test Classes

Unit 13: AppExchange

- Creating Packages
- Deploying Apps to AppExchange
- Introduction to AppExchange
- Installing Apps from AppExchange

Unit 14: Integration

- Creating Force.com Sites
- Creating Customer & Partner Portals
- Distributing Packages
- Deploying Apps to other Org
- Web to Lead
- Uploading Apps

Unit 15: Development on IDE

- Working on Eclipse
- Configuring Force.com IDE
- Creating Force.com Projects
- Working with Metadata Components