

Salesforce Supported Virtual Internship Program- 2025

An initiative to help the Young Minds of India build their Careers in the Salesforce Ecosystem

Handbook for Internship

Empowering Freshers to Become Salesforce Professionals

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Objective of the Salesforce Virtual Internship Program

The **Salesforce Virtual Internship Program (VIP)** is designed to equip recent graduates and aspiring Salesforce professionals with the technical and practical skills required to launch a successful career in the Salesforce ecosystem.

This internship focuses on:

- **Empowering Fresh Talent:** Bridging the gap between academic knowledge and industry expectations by offering real-world Salesforce learning experiences.
- **Credential-Based Learning:** Guiding learners to complete the **Salesforce Developer Credentials** and become an **Agentforce Champion** on Trailhead.
- **Hands-On Exposure:** Encouraging active participation in Trailhead modules, real-time query resolution through AMA sessions, and direct engagement with Salesforce mentors and MVPs.
- **Community and Career Readiness:** Emphasizing the importance of community contribution, self-learning via Trailhead, and the value of certifications in shaping a successful Salesforce career.
- **Structured Learning Delivery:** Offering a blend of VILT (Virtual Instructor-Led Training), Self-Paced Modules, and Expert Talks to ensure holistic skill development.

By the end of this program, learners will have a strong understanding of Salesforce admin and developer concepts, along with agentforce and will be prepared for entry-level job roles in the Salesforce ecosystem.

1. Registration Process

The Salesforce Virtual Internship Program begins with a **simple online registration**. Interested learners are required to register with this [link](#) with their basic academic and contact details. After reviewing the applications, successful candidates will be notified via email.

Upon confirmation, students receive access to the **Salesforce Skill Wallet** and their dedicated **student dashboard**, officially marking their onboarding into the program.

2. Skill Wallet Student Access

Once registration is successful, students gain access to their **Skill Wallet Student Account**. This account acts as their learning hub and includes:

- The **Training Calendar** with the daily schedule of sessions
- A list of **Trailhead modules** and superbades to be completed
- Access to **project guidelines and hands-on practice material**
- **Live session recordings** for reference and revision

This centralized portal helps students track progress and stay aligned with internship goals.

3. VILT Sessions (Virtual Instructor-Led Training)

VILT sessions are core to the Salesforce VIP learning journey. These are **live, interactive 2-hour/day sessions** conducted by experienced **Salesforce trainers and industry experts**.

Key features:

- Concept-driven training covering Salesforce Admin, Developer, and Agentforce Champion topics
 - Trainers provide real-world context and usage of the concepts
 - Recommended Trailhead modules and links are shared for self-paced practice
 - Active Q&A to clear doubts
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4. Mentor Sessions (Ask Me Anything - AMA)

Mentor sessions are designed to provide learners with personalized guidance.

- These sessions allow learners to ask questions about **Trailhead hands-on tasks**, errors, or concepts they find challenging
 - Mentors also recap important topics from VILT sessions
 - Learners interested in **hands-on projects** receive insights and structure from mentors
 - AMA fosters collaboration, peer learning, and real-world problem solving
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5. MVP Sessions

These are **special guest sessions** hosted by **Salesforce MVPs**.

The aim is to provide additional motivation by:

- Sharing real-life success stories of experts in the Salesforce ecosystem
- Explaining the importance of Trailhead and community contributions
- Discussing career opportunities, certifications, and future growth in Salesforce

These sessions offer valuable inspiration and help learners see their potential Salesforce journey.

6. Communication Support (via Slack)

To ensure continuous support throughout the internship, we use **Slack**, a collaboration platform by Salesforce.

Slack enables:

- **24/7 support** for all queries and technical issues
- Access to **multiple mentors** is available to guide learners promptly
- **Peer-to-peer learning**: learners can support each other by sharing experiences and resolving errors together
- Quick updates, session links, and announcements are shared instantly

It's your go-to platform for staying connected and supported throughout your learning journey.

7. Custom Trailmix Link:

As part of the VIP Salesforce Internship Program, participants are required to complete a curated set of learning modules provided through Salesforce Trailhead. To streamline your learning and track your progress efficiently, SmartBridge has created a custom TrailMix.

Steps to Follow:

1. Click on the Custom TrailMix Link: [SB – VIP 2025](#)
2. Now, click on the "Follow" Button at the top right corner of the trailmix
- 3 . Start Completing the Modules:
 - i)Go through each module listed in the TrailMix in the suggested order.
 - ii)Ensure you complete all quizzes, hands-on challenges, and assignments as required.
4. Track Your Progress:
 - i)Your completion status will be displayed as a percentage on the TrailMix page.
 - ii)Aim for 100% completion to successfully fulfill the learning component of the internship.
5. Revisit as Needed:

You can return to your TrailMix anytime from your Trailhead profile to continue from where you left off.

8. Career Fair

At the end of the internship, all learners are invited to participate in a **Salesforce Career Fair**, designed to connect trained students with potential employers and career opportunities within the Salesforce ecosystem.

What to Expect:

- **Employer Booths:** Interact directly with hiring partners and explore entry-level Salesforce roles.
- **Resume Reviews & Feedback:** Get expert feedback on your resume and LinkedIn profile tailored to Salesforce roles.
- **Mock Interviews:** Participate in practice interviews to build confidence and receive personalized feedback.
- **Live Job Opportunities:** Apply to curated job openings relevant to your skill set and internship performance.
- **Networking Opportunities:** Connect with recruiters, Salesforce professionals, and peers to build long-term industry relationships.

This is your opportunity to demonstrate the skills you've gained and take the first step toward launching your Salesforce career.

9. Delivery Content Plan

Day	Session	Topic	Sub-Topics	Hours	Trailhead Module
Day-1	VILT	Salesforce Introduction, Learning Path & Navigation	CRM, Salesforce Products, Customer 360, Cloud Services, Learning Platform and Platform Over View	2	1. Salesforce Platform Basics 2. Custom Objects
Day-2	VILT	Data Modeling	Standard vs Custom Objects, Fields, Field Data Types, Relationships & Roll-up Summary	2	1. Data Modeling 2. Salesforce Objects
Day-3	VILT	Data Security	Users Creation, Licences in Platform, Profiles, Permission Sets	2	1. Salesforce User Basics 2. User Management
Day-4	VILT	Record Level Access & Sharing Settings	OWD, Role Hierarchy, Sharing Rules, Manual Sharing	2	Data Security
Day-5	VILT	Data Management	Data Import Wizard, Data Loader	2	Data Management
Day-6	VILT	Approval Process	Creation of Approval Process , Approval Process Steps & Actions	2	1. Approve Records with Approval Processes 2. Build a Discount Approval Process
Day-7	VILT	Automation with Flows - Part 1	Screen Flows, Flow Elements	2	Flow Basics
Day-8	VILT	Automation with Flows - Part 2	Scheduled Flows, Auto-Launched Flows	2	Flow Admin Superbadge Prep
Day-9	VILT	Formula Fields , Validation & Assignment Rules	Formula Fields, Validation Rules, Assignment Rules	2	1. Formulas and Validations 2. Validation Rules
Day-10	VILT	Apex Basics	Syntax, Variables, Data Types	2	Apex Basics for Admins
Day-11	VILT	SOQL & Collections	List, Set, Map, Query Writing	2	Apex SOQL

Day	Session	Topic	Sub-Topics	Hours	Trailhead Module
Day-12	VILT	Apex Classes & Triggers	Class, Method, Trigger Structure, Best Practices	2	Apex Triggers
Day-13	VILT	Apex Testing & Debugging	@isTest, Test Class, Debug Logs	2	Apex Testing
Day-14	VILT	Lightning Web Components - Basics	Setup, Create LWC, Properties	2	LWC Basics
Day-15	VILT	Advanced LWC	Advanced LWC	2	Troubleshoot LWC
Day-16	VILT	Integration Basics	API Types, REST/SOAP, Named Credentials	2	API Integration
Day-17	VILT	Agentforce Introduction	What is Agentforce, Capabilities, Benefits	2	Get Ready for Agentforce
Day-18	VILT	Prompt Builder + AI for Customer Service	Prompt Studio, AI Use Cases, Bots	2	Prompt Builder
Day-19	VILT	Generative AI & Einstein Copilot Basics	NLP, Use Cases, Einstein GPT	2	Generative AI Overview
Day-20	VILT	Wrap-Up, Certification Guidance & Q&A	Recap, Trailhead Review, Interview Focus Areas	2	Summary of Completed Credentials & FAQs

10. Self-Paced Learning: Trailhead Module List

Day	Session	Topic	Sub-Topics	Hours	Trailhead Module
Day-21	AMA-Session	User Access Fundamentals Authentication Governance	User Access Authentication Governance	2	User Access Fundamentals Superbadge Unit Authentication Governance Superbadge Unit
Day-22	AMA-Session	Visualforce Basics Lightning Web Components Basics	i)App Development and Engineering Practices ii)User Interface and User Experience Design iii)App and Web Design iv)Process Improvement and Optimization v)Framework Development	2	i) Visualforce Basics ii) Lightning Web Components Basics
Day-23	AMA-Session	Approval Process Troubleshooting	i)Approval Requests ii)Approval Steps iii)Assigned Approvers iv)Delegated Approvers v)Queues in Approvals	2	Approval Process Troubleshooting Superbadge Unit
Day-24	AMA-Session	Flow Data Collections	i)Flow collections ii)Flow loops	2	Flow Data Collections Optimization Superbadge Unit
Day-25	AMA-Session	Search Solution Basics Developer Console Basics	i)Query Languages ii)Web Analytics and Search Engine Optimization	2	Search Solution Basics Developer Console Basics

Day	Session	Topic	Sub-Topics	Hours	Trailhead Module
		Command-Line Interface	iii)Application Programming Interface iv)Programming Languages v)App Development and Engineering Practices		Command-Line Interface
Day-26	AMA-Session	Approval Process Management	i)Approval Actions ii)Approval Requests iii)Approval Steps iv)Assigned Approvers	2	Approval Process Management Superbadge Unit
Day-27	AMA-Session	Multi-Factor Authentication Secure Client-Side Development Org Development Model	User Authentication Cybersecurity Product Management App Development and Engineering Practices	2	Multi-Factor Authentication and Single Sign-On Settings Superbadge Unit Secure Client-Side Development Org Development Model
Day-28	AMA-Session	Record-Triggered Flow Superbadge Unit Screen Flow Distribution Superbadge Unit	i)Record-triggered flows ii)Fast field updates iii)Actions and related records Distributing flows Flow interactions with Lightning record pages and apps	2	Record-Triggered Flow Superbadge Unit Screen Flow Distribution Superbadge Unit
Day-29	AMA-Session	Apex Specialist Apex & .NET Basics Find and Fix Bugs with Apex Replay Debugger	Apex Triggers Asynchronous Apex Apex Integration Apex Testing App Development and Engineering Practices	2	Apex Specialist Apex & .NET Basics Find and Fix Bugs with Apex Replay Debugger

Day	Session	Topic	Sub-Topics	Hours	Trailhead Module
			Programming Languages		
Day-30	AMA-Session	Agentforce for Service	i)Service Agent Configuration ii)Agentforce Data Library iii)Custom and Standard Topics iv)Agent Actions v)Conversation Routing	2	Agentforce for Service Superbadge Unit
					Become an Agentblazer Champion Salesforce Trailhead
Cert Prep: Platform Developer I: Developer Fundamentals			Cert Prep: Platform Developer I: Developer Fundamentals		

11. FAQ

1. Do we need any prior coding knowledge?

A)For admin, the Learners don't need any coding knowledge, but for development, the Learner should have basic Java programming skills.

2. How could this course help us?

A)This course helps in gaining knowledge about Salesforce from scratch and the final-year Learners Those enrolled in this course have an opportunity to participate in a career fair.

3. What is a career fair?

A) A career fair is a type of informational or recruitment/outreach event that connects recruiters and candidates in a virtual space. Attendees can learn about various organizations or sponsors and career opportunities from the comfort of their own homes, with all of the ease afforded by a virtual platform.

4. What is the minimum educational qualification?

A) All the graduation Learners, irrespective of their current year, can participate in this event.

5)What are the ways to explore Salesforce?

A. The best learning resource present in the market to learn Salesforce is “Trailhead”.

6)Do we have access to the recorded sessions?

A. Yes, we provide access to the recorded sessions.