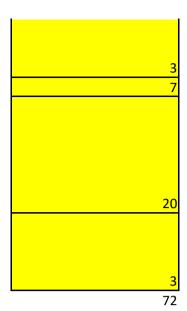
Home Page

Domain	
Modules to be covered	Sub topics
Introduction to Salesforce and CRM	Introduction to salesforce
	Introduction to CRM
	Salesforce Architecture
	Salesforce editions
	Salesforce licences
	Types of Sandboxes - Development lifecycle in Salesforce
	Salesforce Object Overview
	Salesforce Navigation
	User Creation
	Lead conversion process
Salesforce object Model	Datatypes in Sobjects - I
	Datatypes in Sobjects - II
	Developing custom objects
	Relationships in salesforce
	Formula fields, roll up summary
Modifying Standard UI	Creating custom tabs
	Creating custom applications
	Tracking Configuration modifications, Emails, Data Modification
	Page layouts
	Related Lists
	Quick Actions, search layouts etc
Automation of Business Logic	Introduction to Tools - Dataloader, Workbench
Automation of Business Logic	Validation rules
	Workflow rule
	Process builder
Sharing and Security in Salesforce	Record types
	Security Model - Profiles and Permission sets
	Sharing Model - OWD, Role hierarchy, Sharing rules, Manual Sharing
Approval Processes and Reports	Approval process
	Custom report types
	Reports
	Dashboards
Introduction to Apex	Datatypes in Apex
	Loops
	List
	Set
	Мар
	Nesting of Data Structures
	ORM
Querying data in apex	Basic SOQL queries
	relationship queries - standard Objects
	Relationship queries - custom Objects
	Queries in apex - Binding and Dynamic Queries
	Relationship queries in apex
	Aggregation in apex
Database Operations	DML Operations
-	

	Partial DML's	
	Handling DML errors	
	Introduction to Triggers	
Triggers - II (Bulkification)		
VisualForce	Visualforce Introduction	
	Visualforce Custom controllers	
	Using wrapper classes in visualforce	
	Visualforce Standard Controllers, Extensions	
	View State	
	Ajax	
Deployments in Salesforce	Test classes	
	Test setup	
	Test visible	
	Deployments in salesforce	

Duon and Dunction (the	١
Proposed Duration(Hrs)
	4
	4
	6
	5
	5
	5
	5
	_
	5

ı



Day	Session	Topic
- Duy	20001011	Overview of Salesforce
1	1	a. CRM functionalities, b. Products of Salesforce c. Login to Salesforce Page d. Sales Architecture, e. Lead Conversation, Accounts, Contacts
		Salesforce Navigation
	2	 a. Describe Salesforce (UI) terminology like tags, hover over b. Navigate and perform common tasks using Salesforce applications c. Understanding Chatter d. Understanding UI settings
		Getting Your Organization Ready for
2	1	users a. Set up the company profile b. Configure the user interface c. Set up activities and calendars d. Configure search settings e. Set up Chatter
		Setting Up and Managing Users
	3	 a. Manage user profiles b. Create and manage users c. Troubleshoot user login issues d. Understand Salesforce capabilities e. Set up Chatter Free Users and Invites
3	2	Security and Data Access a. Restrict logins b. Determine object access c. Set up record access d. Manage record access with the role hierarchy e. Deal with record access exceptions f. Control access to events g. Manage field-level security
		Customization: Fields a. Administer standard fields b. Create new custom fields

4	1	c. Create selection fields: picklists and lookups d. Create formula fields e. Work with page layouts f. Work with record types and business processes g. Maintain data quality h. Crearing Custom button i. Creating Custom Links j. Creating Records with Actions k. Global Action l. Object Specific Action
	2	Managing Data a. Import new records using import wizards b. Update existing records with the data loader c. Mass transfer records between users d. Back up data with a weekly export e. Mass delete records
5	2	Reports and Dashboards a. Run and modify reports b. Create new reports with the report builder c. Filter reports d. Summarize report data with formulas and visual summaries e. Print, export, and email reports f. Build dashboards
6	3	 Automation a. Email Templates b. Set up workflow rules and Process Builder c. Automate leads and cases d. Extending Salesforce _Corporate Template Mini Case study