



Training | Consulting | Development | Outsourcing



Salesforce Admin + Developer

Salesforce Admin &  
Development

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# Salesforce Certification Training

## Course Overview:

This Salesforce course is designed to ensure that you learn and master the concepts of being a Salesforce Administrator and App Builder. In this Salesforce training, you will learn how to configure Salesforce to collect, analyze, and retrieve vital customer information and create applications using Salesforce Lightning. This Salesforce training course is fully immersive and helps you clear the Salesforce Administrator Exam (ADM 201) and the Salesforce App Builder (DEV 401) Exam.

## Course Outline:

### Admin

#### 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 Architecture – Cloud Computing is a Better Model Multi-tenant
- Salesforce Editions / Pricing

#### Salesforce.com Navigation - Overview:

- Salesforce Certifications
- Certified Force.com Developer(401)
- Certified Administration (201)
- Certified Advanced Force.com Developer(501), etc.,

## Database Introduction:

- Database Model - Object Creation
- Salesforce Building Blocks
- Standard Objects
- Create custom Objects
- CRM functionality in Salesforce and use of standard objects
- Custom Objects Vs. Standard Objects
- Create custom Fields
- Create custom Tabs

## Types of Tab:

- Standard Objects – Account, Contacts, Leads, Campaigns, Opportunities etc.,
- Custom object Tabs
- Web Tabs
- Visual force Tabs

## Custom Application:

- Limitations
- Field Creation and its Relationships a. Different Data types
- Standard Data types :
  1. Text, Email, Number, Currency, URL, Text Area.
  2. Storage Limitations
- Read only Data types:
  1. Auto Number, Formula and Rollup summary
  2. Rollup summary Operations
  3. Sum(), Min(), Max() and Count

## Relational Data types:

- Lookup Vs. Master - Detail Relationship
- Limitations
- Required, External Id, Default Value and Unique fields

**Salesforce Application elements:** Home Page, Tabs, Tab Home Pages, Detail Page, Side Bar, Apps, Record

**Page Layouts:**

- Defining Page layouts
- Field order changes
- Adding custom buttons and links
- Defining required and read only fields
- Adding related list

**Record Types:**

- To create and maintain record types for your organization.
- Display different page layouts and picklist values based on record types.
- Uses of Record Types

**Field Dependencies:**

- Controlling field/Dependent field?
- Making dependent pick list fields
- Limitations

**Validation Rules:**

- Defining Salesforce Data Validation
- Creating Custom Validation Rules
- Validation Vs. Trigger

**Workflow 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

### **Email Templates:**

- Email Templates – Sending Single emails and Mass emails.
- Types of Templates - HTML (Using Letter Head) , Custom HTML (without using letter head), Visual force Email Templates

### **Data Management:**

- Import Wizard Vs Data Loader
- Importing Overview
- Exporting Overview
- Import custom object records using the Data Loader
- Use mass delete
- Use storage

### **Personal Setup:**

- Managing Personal Information
- Password Reset
- User Management Overview
- Roles, Users, Profiles & Sharing

### **Users, Roles and Profiles:**

- Creating Users
- User Licenses Overview
- Understanding Record Ownership and Access
- Role Hierarchy
- Profiles

1. Overview and different profiles
2. User Permissions

### **Security:**

- Managing the Users

- Set Organization Wide Defaults (OWD)
- Object-level Security
- Field-level Security
- Record-level Security
- Sharing Rules

1. Define Sharing rules
2. Discuss about types of sharing rules

## **Reports & Dashboards**

### **AppExchange:**

- Installing an App
- Uninstalling an App

# **Development**

## **Introduction to oops concepts**

### **MVC Architecture:**

- Model
- View
- Controller

### **Apex Programming Overview:**

- CSS Introduction

### **JavaScript Introduction:**

- Internal
- External

### **Static Resources:**

- Adding External CSS files to the static resources
- <apex: stylesheet/>
- Adding External Javascript files to the static resources
- <apex: includescript/>

## **Apex Class Creation – Calling**

- Defining Class
- Access Specifiers
- Method Declarations
- Debugging results
- Naming conventions & Code Commenting

## **Data Types:**

- Primitives
- Collections (List, Set and Map)
- Subject

## **Controllers:**

### **Standard Controller**

- Record setvar

### **Custom Controller**

- SOQL Query – Query data with SOQL and place them on Pages
- Custom Save Functionality
- With Sharing class Vs. without Sharing Class
- User mode Execution Vs. System mode Execution

## **Extensions**

- Save - Standard controller with extension sample

## **Wrapper Classes:**

- Display multi object data
- Adding check boxes to the data and perform related operations

## **View State:**

- Inner Queries & Relational Queries

### **Triggers:**

- Trigger Events
- Trigger Overview
- Defining Triggers in Salesforce

### **Trigger Context variables**

### **Ajax Components & its related components:**

- Action Function
- Action Support
- Action Region
- Action Poller
- Action Status
- Rerender
- Render
- Facet
- Outputpanel

### **Packages:**

- Package Overview
- Defining packages
- Package Types

1. Managed
2. Unmanaged

- Managed Vs Unmanaged Packages

### **Force.com Sites – Public website Building:**

- Building public websites for the external Users

### **Batch Apex:**



- Batch apex Use and its Methods

### **Scheduling Apex:**

- Scheduling apex Use and its Methods
- Limitations

### **Different sandboxes:**

- Sandbox Vs. Production Environments
- Change sets
- Limitations

## **Lightning**

### **1. Introduction to Lightning**

- Introduction to Salesforce Lightning Platform

### **2. Working on Classic To Lightning Migration**

- About previous user experience
  - Check list before moving to lightning experience
  - Rolling out to lightning experience

### **3. Lightning Experience Basic**

- Get Started with Lightning
- Decide When Lightning Experience Is Right for Your Company
- Enable Lightning Experience
- Disable switch between lightning experience and Salesforce classic

### **4. Administrator**

- Type of page assignment
- Lightning App Builder
- App Launcher
- Object Manager
- Global Search
- Compact Layouts
- Sales Cloud Features in lightning
- Reports And Dashboards In lightning
- Lightning App Builder
- Domain
- Need of Custom Domain
- Lightning Process Builder
- Service Cloud Features
- Domain
- Need Of Custom Domain

## **5. Lightning Experience Development**

- User Interface Development Considerations
- Use Visualforce in Lightning Experience
- Use Lightning Components in Lightning Experience
- Salesforce Partners, Packaging, and AppExchange

## **6. Visualforce & Lightning Experience**

- Use Visualforce in Lightning Experience
- Develop Visualforce Pages for Lightning Experience
- Explore the Visualforce App Container
- Share Visualforce Pages Between Classic and Lightning Experience
- Manage Navigation
- Understand Important Visual Design Considerations
- Know Which Features to Avoid in Lightning Experience

## **7. Lightning Components**

## **8. Lightning Data Service Basics**

## **9. Lightning Out**

## **10. Lightning Connect**

## 11. Lightning Event

# Integration

### Integration and Web Services

- What is Integrations
- Definition Of Web Services.
- What is WSDL
- Types of integration
- WSDL
- XML
- Difference between Session Header & Session ID
- Types of API(force.com APIs,Streaming API and Bulk API,Meta Data api) SOAP & REST.
- Wrapper classes usability in SOAP Call In Integration.
- Integrating standard WSDL of SOAP
- Exposing Apex classes as SOAP Web Services
- Writing more efficient SOAP Apex Web Services & Testing WSDL
- SOAP Call out Integration
- Consuming external SOAP WSDL files into Salesforce.
- Generating Apex class code from Partner WSDL and Enterprise WSDL.
- Complete Analyzation while parsing external WSDL files into Salesforce
- Real-Time Call In Integration using SOAP and WSDL Files(salesforce to salesforce)

### Rest Call API

- Call in integration using standard rest resources
- Exposing apex classes as rest web services & rest annotations

### HTTP:classes

- http callouts,
- http,httprequest
- httpresponse
- How to implement callouts from triggers,unit test classes for callouts
- Practiing more efficient rest apex web services

- Scenario base rest call out integration
- JSON Parser Syntax
- Parsing JSON Data
- JSON Serialization
- JSON Parser and JSON De-serialization
- Real Time Call In Integration using Rest
- Real Time Call Out Integration using Rest
- Frequently Used Integration Tools:
- Custom Setting:
- Deployment: Quick Deployment, Change sets
- Advanced Security, Assigning Profiles.
- Organization wide defaults, Sharing rules, Criteria Based and Owner based
- Setup Duplicate Management, Create or Edit Duplicate rules
- Create or Edit Duplicate rules, Matching Rules
- Custom Labels & Translation Workbench, Custom Labels
- How to Enabling Translation Workbench

## **Communities**

- What is Communities.
- Salesforce Communities?
- Types of Communities.
- Enable Salesforce Communities.
- Creating Community.
- Enable Global header for Communities.
- Adding Tabs to the Community.
- Adding Member To your community.
- Community Users.

## **Process Builder**

- Overview
- Limits
- Considerations
- Create Processes
- Managing Process
- WorkFlows With Process Builder

## **Lightning Components and Builder**

- Introduction to lightning components
- Components and JavaScript Controllers

- Apex Components
- Creating Components
- Creating Component Attributes

## Apex and Visualforce

### Declarative Automation

- Creating Formula Fields
- Creating Roll-Up Summary Fields
- Understanding Record Types
- Review Other Automation Tools
- Building a Data Model on the Salesforce Platform

### Programming with Apex

- Describe key aspects of Apex that differentiate it from other languages, such as Java and C#
- Describe why Apex transactions and governor limits must be considered when writing Apex
- Execute simple Apex
- Use the sObject data type, the primitive data types, and basic control statements in Apex

### Use SOQL and SOSL to Retrieve Your Org's Data

- Write a basic query using Salesforce's query language, SOQL
- Process the result of a query in Apex
- Create a query dynamically at run-time Use SOQL to Query Parent-Child Relationships
- Describe a relationship query
- Write a query that traverses a child-to-parent relationship
- Write a query that traverses a parent-to-child relationship
- Use SOSL to Search Data

### Using DML to Manipulate Your Org's Data

- List the differences between the ways you can invoke DML operations
- Write Apex to invoke DML operations and handle DML errors

## **Deployment**

- What is Deployment?
- Deployment Using Change Sets
- Use the Ant Migration Tool
- Managed & Unmanaged Packages
- Salesforce DX

## **Trigger Essentials**

- Describe what a trigger is used for
- Describe the syntax of a trigger definition
- Use trigger context variables

## **Apex Class Essentials**

- Describe how Apex classes are used
- Define an Apex class
- Determine what data an Apex class can access

## **The Save Order of Execution, Apex Transactions and Platform Events**

- Describe key points in the Order of Execution
- Describe how triggers fit into and can be impacted by the Order of Execution
- Describe the lifecycle of an Apex Transaction
- Describe the memory lifecycle for static attributes
- Use Platform Events for Immediate Error Logging

## **Apex Testing**

- Describe Apex's testing framework
- Create test data
- Write and run an Apex test
- Testing Best Practices

## **Strategies for Designing Efficient Apex Solutions**

- Describe practices for writing code that is easy to maintain and extend
- Write triggers and classes that assume batches of data as input
- Write code that works efficiently with the database, both in querying and using DML

## Trigger Design Strategies

- List declarative mechanisms you can use to implement complex business logic, for what types of problems they are best used, and their limitations
- Describe ways in which you can use declarative functionality to improve your programmatic solutions

## Working with Visualforce

- Create a Visualforce page
- Reference a standard controller
- Launch a Visualforce page using a custom button
- Display data from a record in a Visualforce page
- Referencing Custom Controllers and Controller Extensions
- Working with List Controllers

## Visualforce Development Considerations and Testing

- Describe common limit issues and security concerns
- Describe strategies for Testing Visualforce controllers
- Write tests for controller constructors
- Write tests for action methods, getters, setters, and properties

## Lightning Components

- Create and Surface an Aura Component
- Create and Surface a Lightning Web Component

### Prerequisites:


- There are no such prerequisites for this Salesforce.com training course. But prior working experience as an administrator or a developer is beneficial.

### Who Can attend:

- Salesforce Professionals, Software Administrators, Developers, Analysts, Sales Managers and Executives can take this Salesforce course.
- The Sales force Administrator training course is best suited for the following IT Professionals

- System Administrators
- IT Managers
- Product Managers
- Consultants
- Sales Operations Professionals
- Power Users

 **Number of Hours: 50hrs**

 **Certification:** (ADM 201) and the Salesforce App Builder (DEV 401)

 **Key Features:**

- One to One Training
- Online Training
- Fastrack & Normal Track
- Resume Modification
- Mock Interviews
- Video Tutorials
- Materials
- Real Time Projects
- Virtual Live Experience
- Preparing for Certification