TechyEdz Solutions

Training | Consulting | Developement | Outsourcing

Salesforce Admin + Development

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Salesforce Admin + Development Combo Course

✚ 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 Pollar
- 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

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

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