CRM Salesforce - COURSE CONTENT

Ch1: Introduction to CRM and SFDC

- ☐ CRM Overview
- ☐ Cloud Computing
- ☐ Introduction to Salesforce.com (SFDC)
- ☐ SFDC Modules

Ch2: SDFC Overview

- ☐ SDFC Business objects & their application
- ☐ Standard Business Objects
- ☐ Custom Business Objects
- ☐ Salesforce Data Model
- ☐ Salesforce Relationships

Ch3: SDFC Security Model-1

- ☐ Salesforce Data Fields
- ☐ Salesforce Security Features
- ☐ Organization Wide Default
- ☐ Profiles
- ☐ Roles

Ch4: SDFC Security Model-2

- ☐ Record Mass Transfer
- ☐ Sharing Rules & Application
- ☐

☐ Profiles

☐ Permission Sets

Ch5: SDFC Configuration-1

☐ Profiles

☐ Permission Sets

☐ Page Layout

☐ Record Type

☐ Field Level Security

Ch6: SDFC Configuration-2

☐ Marketing Cloud

☐ Sales Cloud

☐ Products & Price Book

☐ Quote Management

☐ Service Cloud

☐ Activities

☐ Analytics

☐ Reports

☐ Dashboards

☐ Translation Workbench

Ch7: SFDC Advanced Configuration - 1

☐ Queue

☐ Assignment Rules

☐ Auto Response

☐ Approval Processes

☐ Workflow

☐ Escalation Rules

☐ Validation Rule

Ch8: SDFC Advanced Configuration-2

☐ Chatter

☐ Content Management

☐ Data Loader

☐ Deployment using Change Sets

☐ Apex & Visual Force