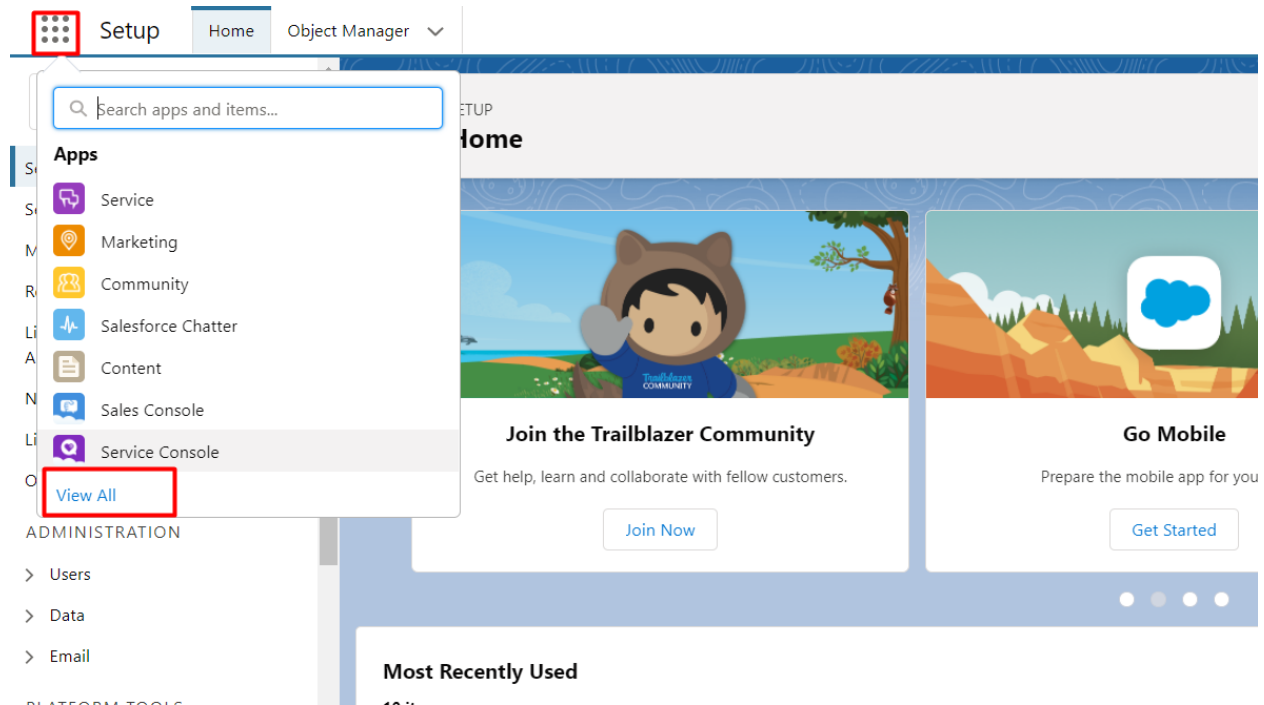So salesforce basically provides two types of apps: standard navigation app and console navigation app so in this lecture we will understand about these apps.

Step 1: Let's understand how we can differentiate between standard apps and console apps. Click on app launcher and click on view all.


Step 2: Once you click on view all you will see all the apps that are available these apps are all standard apps which are provided by salesforce by default.
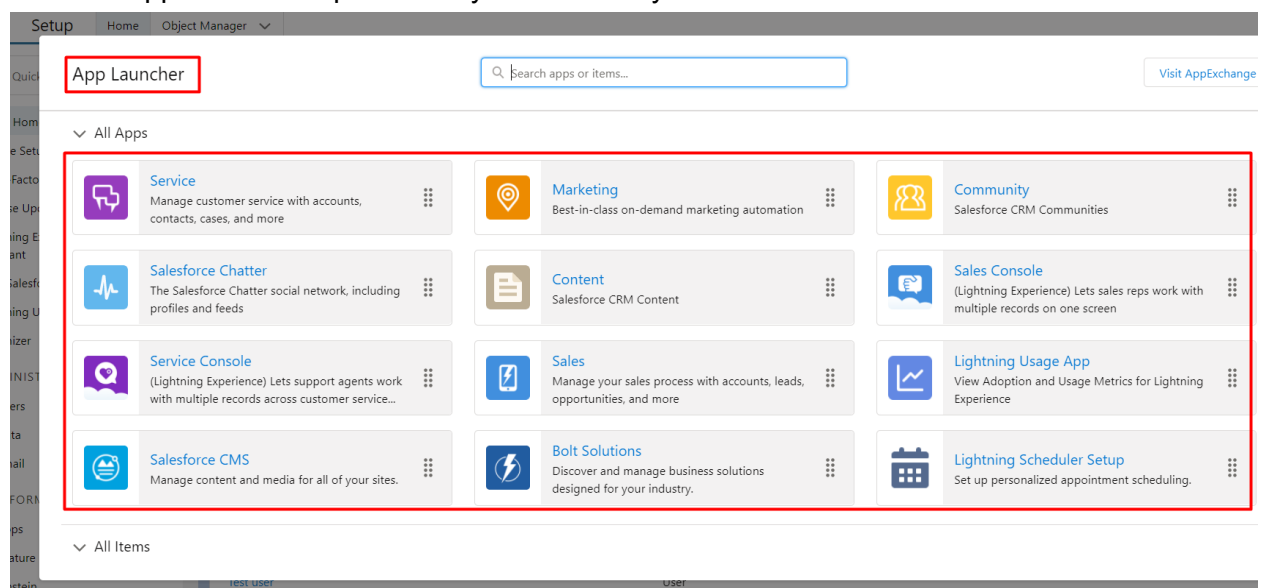
Step 3: You can also create custom apps but while creating custom apps you need to choose navigation. It can be standard navigation or console navigation.so if we focus on these available apps we will notice that there is an app as service and another app as service console. The normal service app is standard and the service console is console navigation.
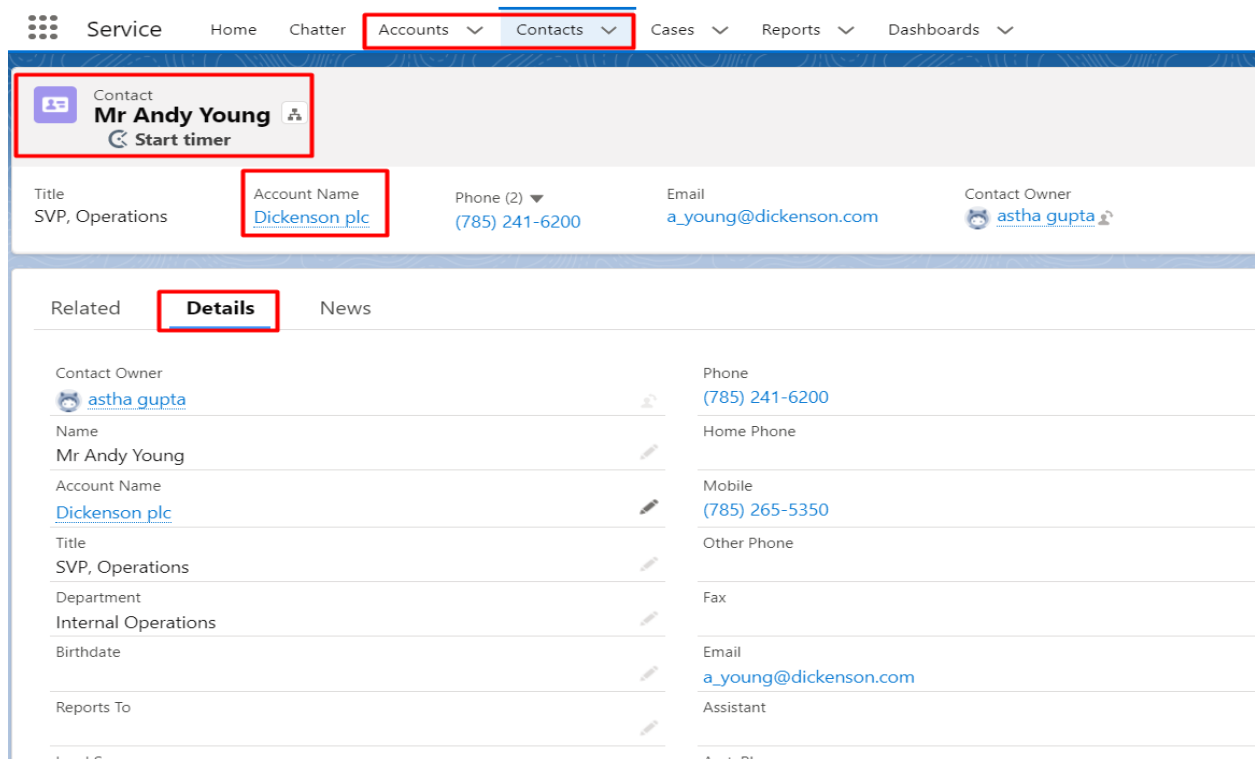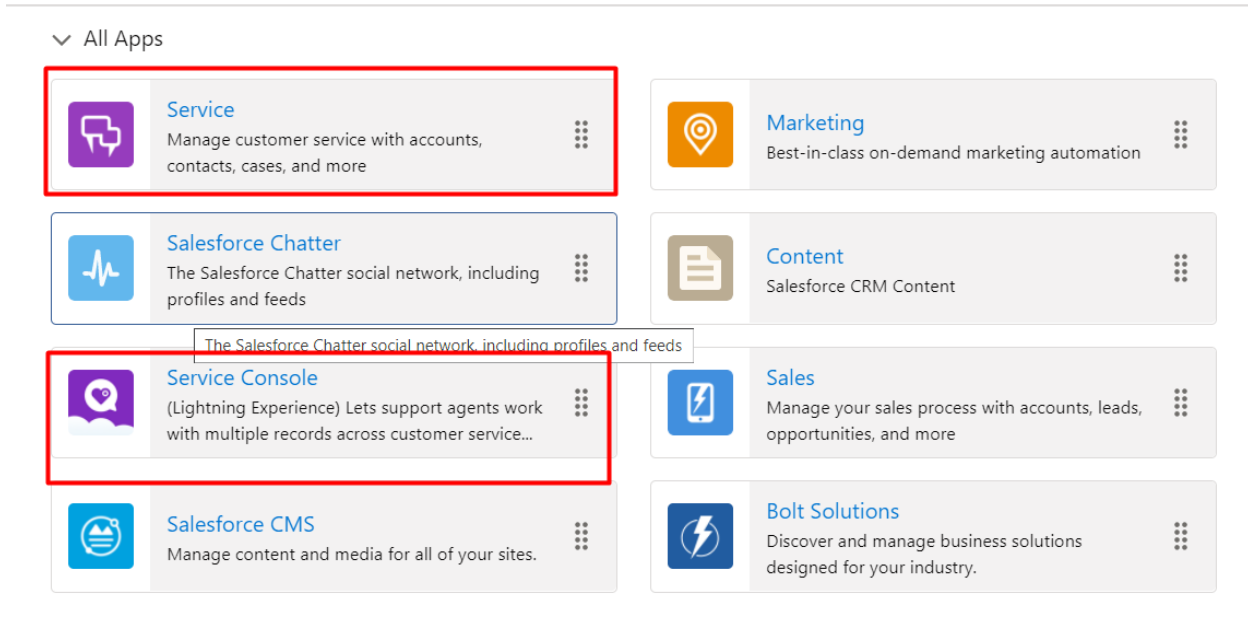

Step 4 : Now in order to understand, let's open service app in a new tab and service console app in another tab.So if you open service app with standard navigation you will see tabs like chatter, account, contact, case, reports and dashboard.
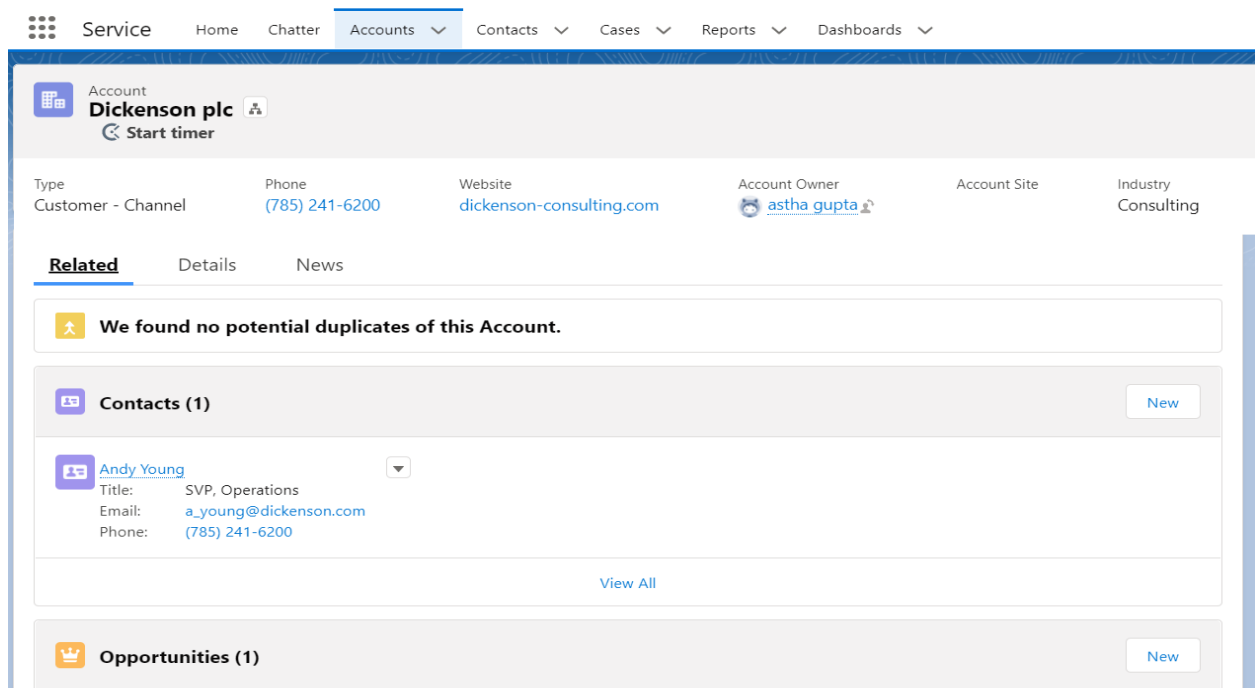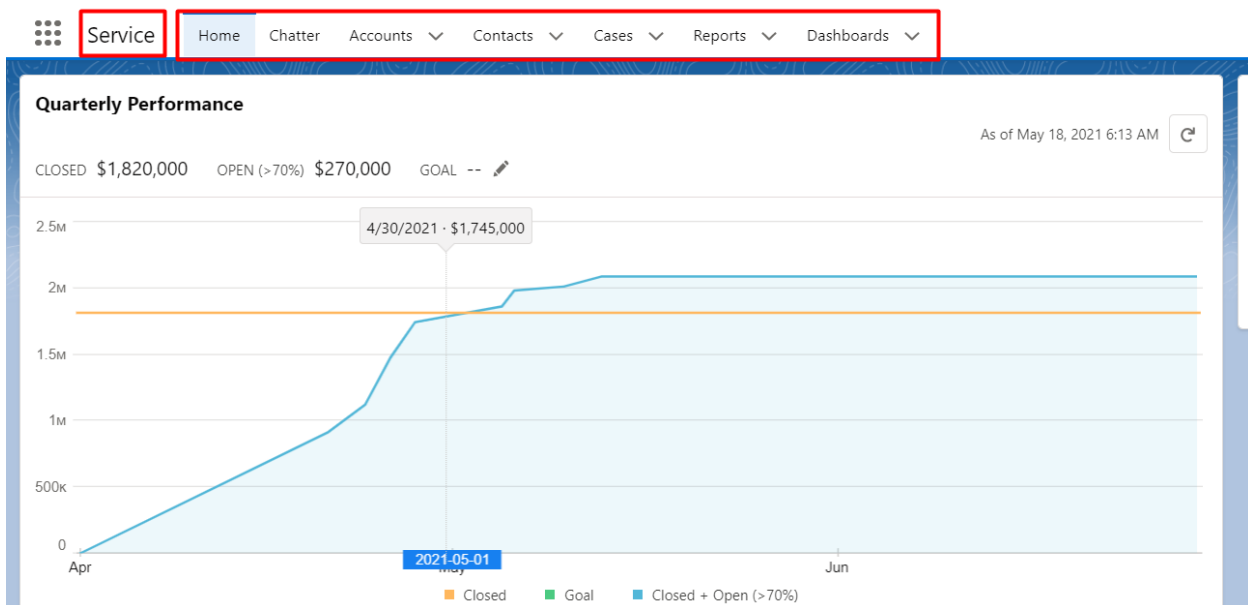
Step 5: Now if you click on contacts you can see all the available contacts through the list view and if you open any contact details will be available.

In salesforce contact is the child of the account so if we click on the available account name the tab will automatically shift from contact to account.

Step 6: Understanding the behaviour you can open a particular object's record at a time in the same screen while using a standard navigation app.