**Salesforce Curriculum  
(Covers Administrator & Developer )**

**Introduction to cloud computing**

**what is cloud, Cloud Computing, Types of Cloud, Multitenancy, Services of Cloud, Advantages**

**Introduction to Salesforce.com and force.com**

**What is Salesforce.com, Difference between Salesforce.com and Force.com**

**Different Environments**

**Types of Editions & Comparision of Editions**

**Salesforce.com Releases & Products**

**Salesforce Overview**

**Creating Salesforce Account**

**Creating & Customizing Applications, Tabs**

**Company Profile, System Overview Page, Logged In User Information**

**Building Data Model**

**Data Model, Standard and Custom Objects, Junction Objects**

**Fields and types of fields**

**CRM**

**Overview of CRM functionality**

**Sales Cloud**

**creation of Campaign , Lead Cycle, Creation and conversion of Lead**

**Creating Lead Assignment Rule & Lead Queue, Auto-Response Rule**

**Creating Accounts, Contacts, Quote & Opportunity**

**Creating products, PriceBooks & Activities**

**Service Cloud**

**Introduction to Service Cloud**

**Creating Cases and Solutions , Case Assignment Rules , AutoResponse Rules, Case Escalation Rules**

**Creating a Web-to-Case**

**Reports**

**Report Formats**

**Creating Report Types**

**Creating & Scheduling Reports**

**Analytic SnapShot, BucketFields, Exporting Reports to Excel**

**Dashboards**

**Types of Dashboard Components**

**Creating Dashboard, Modifying Columns, Adding Filters, Adding a Report as a Dashboard Component**

**Dynamic Dashboards**

**Workflow Rules & Approvals**

**Creating Workflow Rules & Approvals**

**WorkFlow and Approval Actions (Field Update, Email Alert, Task, OutBound Messaging)**

**Security**

**Introduction to Security**

**Profiles, creating custom profiles, Permission Sets and its purpose**

**Administrative & User Permissions**

**Providing access to page layouts, Record Type , Tabs, classes, vf pages, Custom App Settings**

**Enforcement of security at the Database (object level, field level and record level )**

**Role Hierarchy ( Creating Roles, Public Groups , Assigning Roles to Users)**

**Viewing Object Security ( Changing Default Record Access, Sharing Settings, Field Accessibility)**

**Enforcement of security at the Organization**

**Delegated Administration, Viewing Setup Audit Trail , Password Policies, Session Settings, Network Access, Login Access Policies, Executing Expire All Passwords, Certificate and Key Management, Remote Site Settings, Named Credentials, Login Hours and IP Ranges Preview**

**Data Loader**

**Installing Data Loader, Records Export, Import(Insert, Update, Delete) & scheduling**

**Deployment**

**Using Eclipse, ChangeSet and ANT tools**

**Introduction to Apex**

**Apex development using Force.com IDE for Eclipse and standard Editor**

**Data Types (Primitive, sObject, Enum & User Defined), Operators , Arrays, Collections**

**Conditional and Control statements in Apex**

**Object Oriented Concepts using Apex**

**Class data members and Methods**

**Modifiers & Access Modifiers**

**Class Constructors**

**The ‘this’ Keyword, Sharing and Without Sharing**

**Inheritance & Polymorphism**

**Interface**

**System Classes and Methods**

**Visualforce Pages/MVC Pattern**

**Tags, Expression Syntax, Include Static Resources, JavaScript, Style Sheets into Visualforce**

**Data Binding, Action Binding**

**Standard Controllers, Extension Controllers & Custom Controllers, Constructors ,Methods, Actions,Data Binding, Traversing Data & Error Messages**

**Data Manipulation Language**

**SOQL & SOSL**

**DML Operations on Records(SaveResult Class, Transaction Control , Database.DMLOptions)**

**Apex Triggers**

**Trigger Types and Order of Execution**

**Trigger Context Variables & DML Operations on Records**

**Restrict Save Operations with addError()**

**Bulkification of Code, Triggers and Apex Governor Limits**

**Exception Handling**

**Exception Statements, Types of Exceptions, Common Exception Methods & Catching different  
 Exception Types**

**Creating Custom Exceptions**

**Debugging, Developer Console (Anonymous Blocks), Logs & Debug Logs**

**Lightning & SLDS**

**Integration  
 Tools  
 SOAP based Web Services  
 REST based Web Services  
 Canvas & Connected Apps**