**What is Workflow?**

Workflow rules can help automate the following types of actions based on your organization's processes:

**Tasks:** Assign a new task to a user, role, or record owner.

**Email Alerts:** Send an email to one or more recipients you specify.

**Field Updates:** Update the value of a field on a record.

**What is Process Builder?**

**What is Approval Process?**

An approval process is an automated process your organization can use to approve records in Salesforce. An approval process specifies the steps necessary for a record to be approved and who must approve it at each step.

1. Initial Submission Actions
2. Approval Steps
3. Final Approval Actions
4. Final Rejection Actions
5. Recall Actions

**What is a trigger in Salesforce?**

Apex triggers enable you to perform custom actions before or after changes to Salesforce records, such as insertions, updates, or deletions. A trigger is Apex code that executes before or after the following types of operations: insert, update, delete.

**What is validation rule?**

Validation rules verify that data entered by users in records meet the standards you specify before they can save it. A validation rule can contain a formula or expression that evaluates the data in one or more fields and returns a value of “True” or “False.”

**What is Salesforce SOSL?**

Use the Salesforce Object Search Language (SOSL) to construct text-based search queries against the search index. You can search text, email, and phone fields for multiple objects, including custom objects, that you have access to in a single query in the following environments. SOAP or REST calls.

**What is context variable in Salesforce?**

Trigger Context Variables: isInsert, isUpdate, isDelete are the context variables.

**What is SOQL query in Salesforce?**

Salesforce Object Query Language (SOQL) Use the Salesforce Object Query Language (SOQL) to search your organization's Salesforce data for specific information. SOQL is similar to the SELECT statement in the widely used Structured Query Language (SQL) but is designed specifically for Salesforce data.

**What is difference between SOQl and SOSL?**

|  |  |
| --- | --- |
| **SOQL** | **SOSL** |
| SOQL (Salesforce Object Query Language ) retrieves the records from the database by using “SELECT” keyword. | SOSL(Salesforce Object Search Language) retrieves the records from the database by using the “FIND” keyword. |
| By Using SOQL we can know in Which objects or fields the data resides. | By using SOSL, we don’t know in which object or field the data resides. |
| We can retrieve data from single object or from multiple objects that are related to each other. | We can retrieve multiple objects and field values efficiently when the objects may or may not be related to each other. |
| We can query on only one table. | We can query on multiple tables. |

**SOSL example:**

FIND {"Joe Smith" OR "Joe Smythe"}

IN Name Fields

Returning lead(name, phone), contact(name, phone)

**Custom Object** - Record Table

**Custom setting** - configuration table

- limited data types

- limit - we cannot have trigger / workflow on it

- data is stored in application cache - limit(2 MB)

**Class Security**

You can specify which users can execute methods in a particular top-level class based on their user profile or permission sets. You can only set security on Apex classes, not on triggers.

**To set Apex class security from the class list page:**

1. From Setup, enter **Apex Classes** in the Quick Find box, then select Apex Classes.
2. Next to the name of the class that you want to restrict, click **Security**.
3. Select the profiles that you want to enable from the Available Profiles list and click **Add**, or select the profiles that you want to disable from the Enabled Profiles list and click **Remove**.
4. Click **Save**.

**To set Apex class security from the class detail page:**

1. From Setup, enter **Apex Classes** in the Quick Find box, then select Apex Classes.
2. Click the name of the class that you want to restrict.
3. Click **Security**.
4. Select the profiles that you want to enable from the Available Profiles list and click **Add**, or select the profiles that you want to disable from the Enabled Profiles list and click **Remove**.
5. Click **Save**.

**To set Apex class security from a permission set:**

1. From Setup, enter Permission Sets in the Quick Find box, then select Permission Sets.
2. Select a permission set.
3. Click Apex Class Access.
4. Click Edit.
5. Select the Apex classes that you want to enable from the Available Apex Classes list and click Add, or select the Apex classes that you want to disable from the Enabled Apex Classes list and click Remove.
6. Click Save.

**To set Apex class security from a profile:**

1. From Setup, enter **Profiles** in the Quick Find box, and then select Profiles.
2. Select a profile.
3. In the Apex Class Access page or related list, click **Edit**.
4. Select the Apex classes that you want to enable from the Available Apex Classes list and click **Add**, or select the Apex classes that you want to disable from the Enabled Apex Classes list and click **Remove**.
5. Click **Save**.

**You can use the Process Builder to perform more actions than with workflow:**

**Process Builder**

1. Create a record
2. Update any related record
3. Use a quick action to create a record, update a record, or log a call
4. Launch a flow
5. Send an email
6. Post to Chatter
7. Submit for approval
8. Call apex methods
9. But the process builder doesn’t support outbound messages.

**Workflow does only 4 actions**

1. Create Task
2. Update Field
3. Email Alert
4. Outbound Message

**What is Approval process?**