Salesforce Administrator

1. Introduction to Salesforce & Cloud Computing

- Overview of Salesforce Platform
- Salesforce Architecture
- Multi-Tenant Environment & Metadata

2. Organization Setup

- Company Information
- Locale Settings
- Fiscal Year, Business Hours, Holidays
- User Interface Customization
- Profiles, Permission Sets, and Field-Level Security

3. User Management

- Creating and Managing Users
- Delegated Administration
- Login Access Policies
- User Authentication Settings
- Sharing Rules, Public Groups, and Role Hierarchies

4. Security & Access

- Org-Level Security (Profiles, Permission Sets, and Roles)
- Record-Level Security (OWD, Sharing Rules, Manual Sharing)
- Field-Level Security
- Data Security Best Practices
- Login IP Ranges & Login Hours

5. Standard & Custom Objects

- Object Relationships (Master-Detail, Lookup, Hierarchical)
- Schema Builder
- Advanced Field Types (Formula, Roll-Up Summary)
- Custom Object Management
- Record Types, Page Layouts, and Compact Layouts

6. Sales & Marketing Applications

- Lead Management, Campaigns, and Opportunities
- Sales Process & Path
- Price Books & Products
- Quotes & Contracts
- Campaign Influence

7. Service & Support Applications

- Case Management & Case Assignment Rules
- Support Process Automation
- Entitlements & Milestones

Flat No: 506,5th Floor, Nilgiri Block, Aditya Enclave, Ameerpet ,Hyd -5000038.
Contact: +91 9032734343, Mail: info@vritsol.com www.vritsol.com

- Knowledge Management
- Omni-Channel Routing & Console

8. Workflow Automation

- Workflow Rules, Email Alerts, and Field Updates
- Process Builder
- Approval Processes
- Flows (Advanced Automation)
- Escalation Rules

9. Data Management

- Data Import Wizard & Data Loader
- Duplicate Management
- Data Export & Backup
- Mass Transfer of Records
- Data Quality & Governance

10. Reports & Dashboards

- Report Types & Filters
- Summary & Matrix Reports
- Custom Report Types
- Dashboard Components & Filters
- Dynamic Dashboards & Scheduled Reports

11. Salesforce Mobile App

- Salesforce1 Setup & Customization
- Mobile Navigation & Compact Layouts
- Actions on Mobile
- Mobile-Specific Features

12. Chatter

- Chatter Groups & Feeds
- Chatter Best Practices
- Collaboration & File Sharing

13. Environment Management

- Sandboxes & Change Sets
- Deployment Strategies
- Managing and Troubleshooting Deployments
- Version Control & Release Management

14. Compliance & Governance

- GDPR Compliance
- Salesforce Shield (Encryption, Event Monitoring)
- Audit Trail & Field History Tracking

Salesforce Developer

1. Apex Programming

- Apex Triggers (Before, After)
- Apex Classes & Controllers
- SOQL & SOSL Queries
- Governor Limits & Best Practices
- Bulk Apex & Batch Apex
- Scheduled Apex & Queueable Apex
- Exception Handling & Debugging Techniques
- Test Classes & Code Coverage

2. Visualforce Pages

- Visualforce Page Components
- Standard & Custom Controllers
- Visualforce Templates
- Visualforce with JavaScript & jQuery
- Best Practices for Visualforce Development

3. Lightning Web Components (LWC)

- Introduction to LWC Architecture
- LWC vs. Aura Components
- Creating & Deploying LWCs
- LWC Services (Apex, SOQL)
- Data Binding & Events in LWC
- Lightning Data Service (LDS)
- LWC Performance Optimization
- Testing & Debugging LWCs

4. Aura Components

- Aura Framework Basics
- Aura Component Bundle Structure
- Client-Side Controllers (JavaScript)
- Server-Side Controllers (Apex)
- Aura Application Events & Component Events
- Advanced Aura Design Patterns

5. Asynchronous Processing

- Future Methods
- Queueable Apex & Batch Apex
- Apex Managed Sharing
- Platform Events & Change Data Capture

6. Salesforce Integration

- REST & SOAP API
- Apex Callouts
- Salesforce Connect

- External Objects & OData
- Integration Patterns (Inbound & Outbound)
- OAuth & Connected Apps

7. Lightning Flow

- Flow Types (Screen, Autolaunched)
- Flow Elements & Resources
- Custom Lightning Components in Flows
- Advanced Flow Design Patterns
- Error Handling in Flows

8. Einstein Analytics (Advanced)

- Introduction to Salesforce Einstein Analytics
- Dataset Creation & Data Flow
- Lenses & Dashboards
- Binding & Dynamic Dashboards
- Custom JSON for Advanced Configurations

9. Salesforce DX & DevOps

- Salesforce DX Fundamentals
- Source-Driven Development
- Version Control Integration (Git)
- Continuous Integration (CI/CD) with Salesforce DX
- Managing Packages & Dependencies

10. Salesforce Lightning Experience

- Migrating from Classic to Lightning
- Customizing Lightning Experience
- App Builder, Lightning Pages, and AppExchange Apps
- Lightning Component Best Practices
- Responsive Design in Lightning Components

Project Work & Real-World Scenarios

- Real-Time Scenarios in Salesforce Administration
- Advanced Customizations in Salesforce Development
- Integration Projects with Third-Party Applications
- Performance Tuning & Optimization
- Deployment & Environment Management Case Studies