



SALESFORCE ADMIN & DEVELOPMENT

Available Delivery Methods:

E-learning

Instructor Led Virtual Class

Instructor Led Face to Face Class

Course Outline

DEVELOPMENT

- SOQL & SOSL
- Introduction to OOPS Concept
- Developer Console
- Apex Trigger Introduction & Implementation
- Email To Case, Web To Case, Phone To Case
- Apex Classes

ADVANCED DEVELOPMENT

- Collection – List, Set, Map
- API familiarity'
- Batch Jobs
- Deployment Methods – Change Sets & Eclipse
- Best Practices
- Web Services and Web Callouts
- Code Bulkification
- How to leverage PDF generation
- Wrapper Objects
- Apex Emails

INTEGRATION

- Exposing Apex Methods as web services
- REST API
- Soap API
 - GET
 - POST
 - PUT
 - PATCH
 - DELETE
 - HEAD
 - OPTIONS
- Invoking call outs using Apex
- Deploying Apex
- Connected apps
- OAUTH
- Single Sign on Settings
- Remote Sites
- Workbench Usage
- Using Rest/Soap Web Clients For Testing
- Test Classes for Webservices
- Using IFrames

HOW WILL THEY GET TRAINED?

- ✓ We will make aware right from the basic building block
- ✓ Acquaint with real time case studies
- ✓ Live examples
- ✓ Practice assignments
- ✓ Doubt Clearing sessions
- ✓ Regular interaction
- ✓ Regular Feedback
- ✓ Personal attention

HOW TECHNICALLY & PRACTICALLY WE DIFFERENT?

- ✓ Training from industry experts
- ✓ Practical real time based scenario.
- ✓ No Cramming, total understanding of concepts.
- ✓ Regular tracking of progress

WHY IS THERE SO MUCH DEMAND?

- ✓ Salesforce is a Cloud based CRM solution
- ✓ No 1 CRM in World
- ✓ Most sought after due to faster time to market
- ✓ Huge demand for Certified Professionals
- ✓ Easy to Learn



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VISUAL FORCE DEVELOPMENT

- Introduction to Visual force (Examples)
- Standard Controllers
- Standard List Controllers
- Controllers and Controller Extensions
- Overriding Buttons, Links, and Tabs with Visual force
- Components - Intro
- Dynamic Visual force Bindings & Components –Intro

ORGANIZATION DATA

- Email Templates
- Outbound Messages – Purpose
- Data Loader – Purpose and Example
- Import Wizard Purpose

WORKFLOWS

- Workflow Rules – Types
- Field Updates & Email Alert with examples
- Complex example of Workflow

APPROVAL PROCESS

- Business process of Approvals
- Simple Approval Process
- Branch Approval Process

DATA VALIDATION

- Data Quality Need
- Explanation
- Validation Rules – (Purpose and examples)
- Record Locking with Validation Rules

TESTING

- Apex Test Classes
- Debugging
- Checking for permissions
- Debug & System Log – Purpose and Use

USERS AND SECURITY

- User Setup – types and licenses, Login History
- Roles & Profiles
- Record, Object and Field Level Security
- Managing Users – OWDs
- Sharing Rules
- Groups & Queues

REPORTING

- Purpose of Reports
- Tabular, Summary and Matrix Reports (Examples of each)
- Join Reports
- Analytic Snapshots
- Report Type and Purpose (Example)
- Dash board Creation and purpose, home page layout.



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SECTION 1 - CLOUD COMPUTING CONCEPTS

- Introduction
- Evolution of Cloud Computing
- Comparisons with other computing techniques
- Key characteristics of cloud computing
- Advantages/Disadvantages
- Classification of Cloud Computing
- Based on as a service model
 - PAAS (Platform as a service)
 - SAAS (Infrastructure as a service)
 - IAAS (Infrastructure as a service)
- Based on deployment or access model
 - Public Cloud
 - Private Cloud
 - Hybrid Cloud
- Statistics of Cloud Computing and Web
- Web 1.0 Vs Web 2.0 Vs 3.0

SECTION 2 CRM CONCEPTS

- What is CRM?
- Common business issues faced by companies today
- How CRM can help?
- What CRM brings to business?
- Evolution of CRM
- Business value of CRM
- What CRM means to you as a user?
- Customers benefiting from CRM
- A view of available of CRM products from IT industry
- Compare Salesforce.com CRM with other CRM products

SECTION 3 SALESFORCE.COM OVERVIEW

- Purpose of Reports
- Tabular, Summary and Matrix Reports (Examples of each)
- Join Reports
- Analytic Snapshots
- Report Type and Purpose (Example)
- Dash board Creation and purpose, home page layout.

SECTION 4 SALES COULD CONCEPTS

- Home Page, Tabs, Apps, Tab Home Pages, Record, Detail Page, Related lists and Sidebar
- Understanding Leads and Opportunities
- Adding A Lead
- Converting A Lead
- Adding An Account
- Team Contacts
- Edit An Account Record
- Adding An Opportunity
- Adding A Product To An Opportunity
- Sales ID
- Adding A Contact
- Adding A Task
- Creating A View
- Connect To Microsoft Outlook
- Send And Add An Email
- Activity History
- Logging A Call
- Submitting A Case
- Documents Tab
- Campaigns



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SECTION 5 SERVICE CLOUD CONCEPTS

- Create Case
- Manage Cases
- Researching and Resolving Cases
- Communicating the Outcome
- Automate case management
- Capturing and associating cases efficiently
- Helping customers helping themselves
- Improving productivity

SECTION 6 APEX WORLD'S FIRST CLOUD COMPUTING LANGUAGE

- Introduction to Apex Code
- Language Constructs
- Invoking Apex
- Classes, Objects and Interfaces
- Apex Design Patterns
- Testing Apex
- Dynamic Apex
- Batch Apex
- Debugging Apex
- Developing Apex in managed packages
- Exposing Apex Methods as web services
- Invoking call outs using Apex
- Deploying Apex

SECTION 7 VISUALFORCE CUSTOM USER INTERFACES

- Introduction and Tools
- Styling VF pages
- Standard Controllers and Standard List Controllers
- Custom Controllers and Controller Extensions
- Advanced examples
- Overriding buttons, links and tabs with VF
- Using static resources and custom components
- Dynamic VF Bindings and Components
- Integrating e-mail with VF
- Rendering Flows with VF
- Templating with VF
- Developing for Mobile Devices
- Adding VF to force.com AppExchange App
- Using JavaScript in VF Pages
- Best Practices