



salesforce

COURSE SYLLABUS

CLOUD COMPUTING INTRODUCTION

- Introduction
- Evolution of Cloud Computing
- Comparison with other computing technologies
- Characteristics of Cloud computing
- Advantages and Disadvantages
- Classification of Cloud Services
- PAAS(Platform As A Service)
- SAAS(Software As A Service)
- IAAS(Infrastructure As A Service)

IDENTITY CONFORMATION

- CRM functionalities, Products of SF, Login to SF page
- Sales Architecture, Accounts, Contacts, Lead, Cases

CUSTOMIZATION

- Create Custom Profiles and Users
- Custom Objects & Custom Fields & Custom Tabs
- Customizing Relationships, Formula fields and Rollup summary fields
- Define Dependent Picklists
- Customize page Layouts , Records Types
- Customize Standards related lists
- Learn About Record Types & Business Processes
- Use Field Level Security

SECURITY & ACCESS

- Set Organization-Wide Defaults
- Role Hierarchy, Public Groups, Queues, Permission Sets
- Sharing Rules

WORKFLOW

- Define Workflow
- Set up workflow rules
- Setup workflow tasks & Email Alerts & Field Updates
- Time dependant workflows

APPROVAL PROCESS

- Plan Approaches using workflow
- Use the approval wizard – standard vs. jump start
- Create workflow approvals

INTRODUCTION TO APEX : APEX LANGUAGE FUNDAMENTALS



- Data Types(Primitive Data Types, sObject Types)
- Writing Anonymous Blocks with Apex Datatypes
- Use DML Statements
- Sample Programs using the above concepts

RETRIEVING RECORDS FROM THE DATABASE

- sObject Relationships
- SOQL, SOSL, Apex Sharing
- Sample programs using the above concepts

COLLECTIONS

- Creating an Apex Class
- Calling a Class Method
- Alternative Apex Class Creation

TRIGGERS

- Trigger Events, Trigger Syntax, Trigger Context Variables
- Context Variable Considerations, Bulk Triggers
- Sample Programs using above concepts(using maps and sets in the Bulk Triggers)
- Order of Execution
- Governor Limits

DEPLOYMENT (TESTING APEX)

- Development overview (Understanding Testing in Apex)
- Annotations
- Testing Examples
- Sample programs using the above concept
- BATCH APEX & DEBUGGING APEX & APEX SCHEDULER DEPLOYING:
- By using Changes Sets
- By using Force.com IDE tool



- By using Force.com Migration tool kit

CASE & LEAD MANAGEMENT

- Web to cases
- Case Assignment rules

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