

Salesforce Course Content

Part-I Salesforce Admin

1. 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

2. Sales Cloud Concepts

- Home Page, Tabs, Apps, Tab Home Pages, Record, Detail Page, Related Lists And Sidebar
- Understanding Leads And Opportunities
- Adding A Lead
- Adding An Account
- Edit An Account Record
- Adding A Product To An Opportunity
- Sales ID
- Adding A Task
- Connect To Microsoft Outlook
- Send And Add An Email
- Logging A Call
- Document Tab
- Web To Lead
- Web To Case
- Assignment Rules
- Auto Response Rules
- Sales Automation
- Converting A Lead



- Team Contacts
- Adding An Opportunity
- Adding A Contact
- Creating A View
- Activity History
- Submitting A Case
- Campaigns Partner Roles Portals
- Communities

3. Standard SFDC Applications

- Salesforce CRM Content
- Chatter
- Salesforce Knowledge
- Entitlements & Service Contracts
- Salesforce Answers
- Salesforce Mobile
- Customer Portal Partner Portal Salesforce To Salesforce
- Force.Com Sites

4. Sales Force.Com Overview

- Overview Of Products
- Sales Cloud And Jigsaw
- Service Cloud And Remedyforce
- Social Chatter And Radian6
- Custom Force.Com, Database.Com, Heroku
- App Exchange
- Editions And Pricing

5. Service Cloud Concepts Create Case

- Researching And Resolving Cases
- Communicating The Outcome
- Automate Case Management
- Capturing And Associating Cases Efficiently
- Helping Customers Helping Themselves
- Improving Productivity
- Manage Cases



6. Security

- User Security And Authentication
- Session Security Network
- Security Security Tokens
- Data Security

7. Standard Objects

- Account
- Person Account
- Contact
- Lead
- Campaign
- Opportunity
- Quote
- Product And Price Bank
- Case
- CRON Trigger

8. Managing Users

- Profiles
- Roles
- Groups
- Queues
- Permission Sets

9. Securing And Sharing Data

- Object-Level Security
- Field- Level Security
- Record-Level Security
- Field Accessibility
- Record Types

10. Automate Business Process With Workflow Developing Approval Processes

- Formulas
- Syntax
- Object Formulas
- Where Do I Use Them?
- Workflows & Business Rules
- Visualforce
- Limitations
- Best Practices
- Predefined Function And Experiment

11. Going Global

- Divisions
- Locale
- Currencies
- Advanced Currency Management
- Translating The User Interface
- Import
- Export

12. Using Analytics

- Running Dynamic Reports
- Custom Report Types
- Dashboards
- Analytic Snapshots

13. Overriding Link, Tabs And Label Sending Mass Email Importing Data

- Import Data Wizard
- APEX Data Loader
- From Command Prompt

14. Monitoring Your Org

- Debug Logs
- Email Logs
- Login History
- View Setup Audit Trail
- Time-Based Workflow
- Scheduled Job
- Outbound Messages
- Apex Job Queue
- Import Queue
- Mass Email Queue
- Case Escalation Rule Queue
- Entitlement Process Queue
- Bulk Data Load Jobs

Part-II Salesforce Development

- i. Enable Developing Mode
- ii. Over View About Developer Console
- iii. Installing Eclipse
- iv. Overview About Using Eclipse And Options
- v. Installing Ant And Maven In The Eclipse

OOPS(Object-Oriented Programming)

1. MVC Architecture
2. Comparison Of MVC To Salesforce APPS
3. OOPS Basics
4. Lexical
5. Tokens
6. Identifiers
7. Variables
8. Data Types
9. Methods
10. Access Modifiers
11. Comparison Between Method/Function And Procedure
12. Classes
 1. Creation Of Variables
 1. Getter Methods

2. Setter Methods

2. Creation Of Methods
3. With Sharing
4. With Out Sharing
13. Creation Of Objects
14. Reference Variables
15. Constructors
16. Class Scope
17. Static Variables
18. Static Methods
19. Static Blocks
20. Final Variables
21. Final Static Variables
22. Arrays
23. Advantages And Disadvantages Of Arrays

Apex

24. Collections
 1. List Class And Methods
 2. Set Class And Methods
 3. Map Class And Methods
25. Select Option Class
 - . SOQL (Salesforce Object Query Language)
 1. Group By
 2. Having
 3. Limit
 4. Offset
 5. Update Lock
 6. Parent To Child Object Query
 7. Child To Parent Object Query
 8. Aggregate Result
26. Compression Of Database. Query And Static Query
27. Governing Limits For SOQL
28. DML Operations
29. Database. DML Operations
30. Compression Of DML With Database.DML
31. Database. Save Point
31. Database. Rollback Operations
32. Inheritance In Class
33. Overriding Classes

34. Working With Workbench
35. Writing A Test Classes
36. Soql Governing Limit
37. DML Governing Limit
38. DML On No . Of Records
39. Future Methods
40. Setup Objects
41. Non Setup Objects
42. Mixed DML Exception
43. Asyncapexjob Class
44. Batch Apex
 1. Custom Iterable Class
 2. Database.Querylocator
 3. Start Method
 4. Executemethod
 5. Finishmethod
 6. Database.Batchablecontext
 7. Implementing Database.Stateful Interface
 8. Calling Future Methods
 9. Creating A Future Methods In A Batch
 10. Invoking Callouts From Batch Apex
 11. Implementing Database.Allowcallouts
 12. Calling Batch With In A Batch
 13. Handling Exceptions In Batch Apex
 14. Sending Email From Finish
 15. Invoking Another Batch From Batch
 16. Serializing Batch Apex
45. Email Services
 1. Outbound Email Services
 1. Single Email Message
 2. Sending PDF Attachment
 3. Sending Email Template
 4. Attaching VF Page As An Attachment
 5. Attaching The Email To Activities
 6. Creating A PDF From Future Methods
 7. Mass Email Message
 8. Governing Limits
 2. Inbound Email Service
 1. Creating Inbound Email Handlers
 2. Creating Inbound Email Service
 3. Creating A Lead Based On Inbound Email
 4. Invoke A Batch Apex Based On Inbound

46. Schedule Apex

1. Implementing Schedule Apex
2. Cron Trigger
3. Invoking Batch Apex
4. Invoking Future Methods From Schedule Apex
5. Invoking The Callouts From Schedule Apex
6. Sending Email From Schedule Apex
7. Test Classes
8. Governing Limits

47. Triggers

1. Trigger Events
2. Trigger Context Variables
3. Insert Triggers
 1. Trigger. New In Before Insert And After Insert .
 2. DML In Before Insert And After Insert.
 3. System Validation And Before Insert Trigger Combination.
 4. System Validation And Before Insert And Custom Validations.
 5. System Validation And Before Insert, Custom Validation And After Insert Trigger Combination.
 6. System Validation, Before Insert, Custom Validation, After Insert, Assignment Rule Combination.
 7. System Validation, Before Insert, Custom Validation, After Insert, Assignment Rule, Auto Response Combination
 8. System Validation, Before Insert, Custom Validation, After Insert, Assignment Rule, Auto Response, Workflow Combination
 9. System Validation, Before Insert, Custom Validation, After Insert, Assignment Rule, Auto Response Workflow 1, Workflow Rule 2 Combination
 10. System Validation, Before Insert, Custom Validation, After Insert, Assignment Rule, Auto Response Workflow 1, Workflow Rule 2, Rollup Summary Combination
 11. System Validation ,Before Insert, Custom Validation, After Insert ,Assignment Rule, Auto Response Workflow 1, Workflow Rule 2 ,Rollup ,Formulas Combination
4. Update Triggers
 1. Trigger.Old
 2. Trigger.Oldmap
 3. Trigger.New
 4. Triger.Newmap
 5. Recursive Trigger
 6. Trigger Handlers
 7. Trigger's On Parent Child Objects

- 5.Delete Triggers
 - Trigger. Old
 - Trigger. Oldmap
- 6.Undlete Triggers
 - Trigger. New
 - Trigger. New Map
7. Invoking Batch Apex From Triggers
8. Invoking Schedule Apex From Triggers
9. Invoking Email's From Triggers
10. Invoking Future Methods From Triggers
11. Invoking Callouts From Triggers
12. Invoking Apex Classes From Triggers
13. Dataloader With Triggers
14. Test Classes
48. Schema Programming
 1. Invoking List Of Object From Schema
 2. Invoking List Of Field From A Given Object
 3. Comparing The Data Type And Fetching Picklist Fields From The Object
 4. Creating A Custom Picklist Field With The Options From The Given Picklist Field From Given Object
 5. Fetching The List Of Tabs Available In The Schema
49. Meta Data API
 - 1.Creating Object Using Apex
 - 2.Creating A Field In The Object With Given Field Type In The Custom Object
 3. Comapring Two Objects And And Their Field And Creating Them In Case There Are No Mapping
 4. Creating A Tab In Sales Force Using Java /Salesforce External Org
50. Custom Setting :
 - 1.List
 - 2.Hierarchial
- 51.Salesforce To Salesforce With Out Coding
- 52.Salesforce To Excel Without Coding
- 53.Salesforce To Informaticawithout Coding
54. Salesforce To Facebook Without Coding (Authentication Provider , Single Sing On)
- 55.Salesforce To OKTA (Single Sign On)
- 56.Apex Based Sharing Rules
- 57.Apex Based Auto Approval Process
- 58.Wrapper Class

Visualforce :

- 1.Create VF Page
 - 1.Using Url
 - 2.Using Developer Console
 - 3.Using Eclipse
 - 4.Using Standard Navigation
- 2.Printing Static Data
- 3.Binding The Global Data On VF Page
- 4.Global Objects In VF Page
5. Apex:Pageblock
6. Apex:Pageblocksection And Apex :Pageblocksectionitem
- 7.Input Components
 - 1.Inputtext
 - 2.Inputfield
 - 3.Inputhidden
 - 4.Iinputsecret
 - 5.Inputtextarea
 - 6.Inputcheckbox
- 8.Output Components
 - 1.Outputtext
 - 2.Outputlabel
 - 3.Ooutputfield
- 9.Creating Custom Account Object Edit Page
- 10.Creating Custom Object Detail Page
- 11.CSS In VF Page
 - 1.Internal CSS
 - 2.Inline CSS
 - 3.External CSS Using Static Resource
- 12.Javascript In VF Page
 - 1.Internal Javascript
 - 2.External Javascript
 - 3.Events & Validations
 - 4.Invoice Pages
- 13.Jquery In VF Page
 - 1.Establish A Plugin Using Static Resource
 - 2.Establish A Plugin Using Url
 - 3.Autocomplete
 - 4.Paginations
- 14.Ajax In VF Page
 - 1.Sforce Connection

- 2.Querying Data From VF Page
- 3.DML Operations Directly Form VF Page Without Apex
- 15.Autolookup Functionality Using Ajax And Jquery

16.List Views

- 1.Pageblocktables
- 2.Data Tables
- 3.Data List

17.Enhanced List View

18.Insert,Include And Define

19.Panel Grid, Panel Group ,Output Panel

20.Selectlist,Selectoption,Selectoptions

21.Establishing Connection Between Apex And VF Page Using Controller

22.Custom Pick List Filed Using Select Option

23.Action Support , Actionfunction, Action Pooling

24.Remote Method Invocations

25.Soap Call Form VF Pages

26.Charts And Dashboard Using VF Page

27.PDF Pages

28.Visualforce Custom Components

29.Apex Pagination

30.Data Transfer Between The Pages

31.Controller And Extensions

32.Overriding The Standard Buttons And Links

33.Scontrollers

Integration

1. Introduction To Integration
2. Understanding Salesforce APIS
3. Basics Of XML & JSON
4. Intorduction To Callouts
5. Invoking APEX Through WEB Services
6. SOAP API In Salesforce
7. Exposing APEX As SOAP WEB Services
8. REST API In Salesforce
9. Exposing APEX As REST WEB Services
- 10.Introduction To APEX WSDL
- 11.APEX To WSDL
- 12.WSDL To APEX



13. Differentiate Between SOAP & REST

14. Implementation Of SOAP

15. Implementation Of REST

16. APEX In AJAX

17. Wrapper Classes

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