



Salesforce (Admin, Development with Lightning and Integration):

Cloud Computing

- What is Cloud Computing?
- SAAS/PAAS/IAAS
- Types of cloud
- Examples (Companies/Products)

CRM/ERP

- What is CRM/ERP
- Different Segment of CRM
- CRM Entities
- CRM Process Flow

Salesforce Overview

- What is salesforce?
- About the company their product.
- Existing Competitors.

Force.com Platform

- Overview
- Creating Developer Environment
- Understand Salesforce & Organization setting
- Licensing
- Declarative customization Vs Programmatic customization

Administration

Overview & Org Settings

- Salesforce Organization creation
- Understand Salesforce & Organization setting
- Licensing

Fundamentals of Salesforce

- Declarative customization Vs Programmatic customization
- User Setup

Understanding Salesforce Structure

- Application Creation
- Object Creation
- Scope and Benefits of external objects / ID
- Fields Creation-Deletion & Types
- Dependent Fields
- Field Tracking
- Formula Fields

Validation Rule

- Standard Validation
- Custom Validation



Business process with Standard Objects

- CRM objects & Relationship Model

Sales Process

- Service Process
- Lead Conversion Process.
- Sales Productivity Feature

Security Settings

- Network Security measures & Audit
- Organization Wide Defaults
- Profiles
- Record Type
- Custom buttons
- Custom links
- Actions
- List View

Reports

- Join Reports
- Tabular report
- Summary Report
- Matrix Report
- Date Filters
- Bucket Fields
- Custom Report Types
- Report Scheduling & Sharing Concepts
- Dashboards
- Using Dashboards
- Folders access & Scope to Store

Data Management

- Data Loader
- Data Import
- Data Export
- Introducing to Workbench

Relationship

- Lookup Relationship
- Master Detail Relationship
- Rollup Summary Fields
- Many to many Relationship
- Hierarchical Relationship
- Schema Builder

Salesforce Automation

- Workflow Rules
- Actions in Workflow
- Time dependent Actions
- Approval Process
- Field updates and recursion



Salesforce Apps

- AppExchange

Campaign Management

- Campaigns
- Campaign Members
- Campaign Influence

Team Management

- Queues
- Public Group

Salesforce Standard Object

- Account Teams
- Opportunity Teams
- Product and Price Book
- Solution Management
- Ideas
- Answers
- Knowledge
- Activity Management
- Content
- Case activities
- Case Teams
- Case Assignment Rules
- Escalation Rules

Lead activities

- Lead Conversion
- Web to Lead
- Lead Assignment Rules
- Lead Auto-Response Rules

Mobile

- Features of Salesforce1 Features

App Deployment

- Milestones & Considerations in application lifecycle
- Sandbox & Types
- Considerations using various types of sandboxes
- Change sets & Types
- Types of Packages
- Deployment & Best Practice

Salesforce getting Social

- What is Social?
- Features

Salesforce Mobile & Apps

- Declarative customization in Salesforce1
- Global and object-specific actions in Salesforce1
- Action layouts in Salesforce1



Phone: 1-732-325-1126 | **E-mail:** nanduv@gmail.com

Project

- CRM project(Campaign management, Lead management, Opportunity management)

Salesforce Development

- Console Environment /Development mode.
- What is Visualforce?
- Visualforce Page / Components
- What is APEX?
- Apex triggers
- Classes/Controllers
- Helper Class
- Handler Class
- Where Apex classes can be used
- Use of JavaScript in VF Page
- Salesforce governor Limit
- Best practice for Development
- Salesforce Sites

Lightning in Salesforce

- Declarative options for Lightning Components
- Basics of Lightning

Integration

- What is Integration?
- Inbound
- Outbound
- Programmatic Integration
- Web Services
- Creating Web Services
- Consuming Web Services
- SOAP API
- REST API with Authentication
- REST Api without Authentication
- Assignment on Web Services (Both Consuming and Creating)
- Authentication
- OAuth 2.0

Project Implementation

- CRM project(Campaign management, Lead management, Opportunity management)
- Integration Project(Advance Development)
- AppExchange Product

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