

Salesforce Online Training Course Content

Faculty: Real time and certified

(Includes theoretical as well as practical sessions)

Salesforce Administrator

- 1) CRM Overview & SaaS
- 2) Salesforce Applications (Marketing, Sales, Service) Overview
- 3) Configuration Basics Overview
 - Application Elements Overview (Tabs, App, Links, Home Page Component)
 - Salesforce Building Blocks Overview (Objects, Page Layouts, Related List, Fields, Buttons etc)
 - Workflow Rules Overview
- 4) Personal Customization (Password Reset, Login Access, Calendar Sharing etc)
- 5) System Administration
 - Roles
 - Profiles
 - User Setup
 - Login History
 - Queues
 - Groups
- 6) Advanced System Administration (Security Controls)
 - OWD
 - Sharing Settings
 - Password Policies
 - Audit Trail
 - Communication Templates
 - Data Loader
 - Mass Update/Transfer Records
 - Storage Usage
 - Sandbox
- 7) Monitoring Logs & Jobs
- 8) Concluding Session with Q&A

Salesforce Developer - Configuration Track

- 1) CRM Overview
- 2) Salesforce Architecture (SaaS, PaaS, On Demand)
- 3) Salesforce Applications (Marketing, Sales, Service) Overview

www.smartmindonlinetraining.com

Ph: +91 9949599844, +919949566322
contact@smartmindonlinetraining.com

4) Advanced Configuration

- Application Elements (Tabs, App, Links, HomePage Component)
- Salesforce Building Blocks & Configuration (Objects, Page Layouts, Related List, Fields, Buttons, Formula Fields, Relationship fields, Lookup Master Detail, Cross Object, reference Workflows and Approvals, Workflow actions: Email, Tasks, Outbound etc)
- Workflow Rules & Approval Processes
- Time Dependent Workflows

4) Personal Customization (Password Reset, Security Token Login Access, Calendar Sharing etc)

5) System Administration Basics

- Roles
- Profiles
- User Setup
- Login History
- Queues
- Groups

6) Apex Development Basics

- Apex Classes
- Apex Triggers
- VF Pages

7) Concluding Session with Q&A

Salesforce Developer - Customization Track

1) CRM Overview

2) Salesforce Architecture (SaaS, PaaS, On Demand)

3) Advanced Configuration

- Application Elements (Tabs, App, Links, HomePage Component)
- Salesforce Building Blocks & Configuration (Objects, Page Layouts, Related List, Fields, Buttons, Formula Fields, Relationship Fields, Lookup Master Detail, Cross Object Reference, Workflows and Approvals, Workflow actions: Email, Tasks, Outbound etc)
- Workflow Rules & Approval Processes
- Time Dependent Workflows

4) Personal Customization (Password Reset, Security Token Login Access, Calendar Sharing etc)

5) Apex Development Building Blocks

- Apex Classes
- VF Pages
- Apex Trigger
- SOQL
- SOSL

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Debugging
System Log

6) Apex API Programming
SOQL & SOSL
Batch Apex
Writing Apex Classes as Web Services
Email API

7) Visual Force Programming
Standard Controller
Custom Controller
List Controller
Controller Extensions

8) Apex Triggers
Trigger Events
Design Pattern
Bulk Trigger