

Salesforce Course Contents

Prerequisite

There are no pre requisites. Although it is not compulsory but individuals should have some basic computer programming awareness.

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

SALESFORCE ADMINISTRATION

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

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

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

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

Security

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

Standard Objects

- Account
- Person Account
- Contact
- Lead
- Campaign

- Opportunity
- Quote
- Product and Price Book
- Case
- CRON Trigger

Managing Users

- Profiles
- Roles
- Groups
- Queues
- Permission Sets

Securing and Sharing Data

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

Automate Business Process with Workflow Developing Approval Processes

- Formulas
- Syntax
- Object Formulas
- Where Do I Use Them?
- Workflows & Business Rules
- Process Builder
- Visualforce
- Limitations
- Best Practices
- Predefined Function and experiment

Going Global

- Divisions
- Locale
- Currencies
- Advanced currency Management
- Translating the User Interface
- Import
- Export

Using Analytics

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

Overriding Link, Tabs and Label Sending Mass Email Importing Data

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

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

Salesforce Development

1. Enable Developing Mode
2. Overview about Developer Console
3. Installing Eclipse
4. Overview about using eclipse and options
5. 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
 - ◆ Creation of Variable
 - ◆ Getter Methods
 - ◆ Setter Methods
 - ◆ Creation of Methods
 - ◆ with Sharing
 - ◆ 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

- ♦ List Class and Methods
- ♦ Set Class and Methods
- ♦ Map Class and Methods

25. Select Option Class

. SOQL (SalesForce Object Query Language)

- ♦ Group By
- ♦ Having
- ♦ Limit
- ♦ Offset
- ♦ Update Lock
- ♦ Parent to Child object Query
- ♦ Child to Parent object Query
- ♦ 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. Async ApexJob class

44. Batch Apex

- ♦ Custom Iterable Class
- ♦ Database.QueryLocator
- ♦ Start Method
- ♦ Execute Method
- ♦ finish Method
- ♦ Database. BatchableContext
- ♦ Implementing Database. Stateful Interface

- ♦ Calling Future Methods
- ♦ Creating a future methods in a batch
- ♦ Invoking callouts from Batch apex
- ♦ Implementing Database.AllowCallouts
- ♦ Calling batch with in a batch
- ♦ Handling exceptions in batch apex
- ♦ Sending email from finish
- ♦ Invoking another batch from Batch
- ♦ Serializing Batch apex

45. Email Services

1. Outbound Email Services

- ♦ Single Email Message
- ♦ Sending Pdf attachment
- ♦ Sending Email Template
- ♦ Attaching VF page as an attachment
- ♦ Attaching the Email to activities
- ♦ Creating a PDF from future methods
- ♦ Mass Email Message
- ♦ Governing Limits

2. Inbound Email Service

- ♦ Creating Inbound Email Handlers
- ♦ Creating Inbound Email Service
- ♦ Creating a lead based on inbound email
- ♦ Invoke a batch apex based on Inbound

46. Schedule Apex

- ♦ Implementing Schedule Apex
- ♦ Cron Trigger
- ♦ Invoking Batch Apex
- ♦ Invoking Future Methods from Schedule Apex
- ♦ Invoking the Callouts from Schedule Apex
- ♦ Sending Email from Schedule Apex
- ♦ Test Classes
- ♦ Governing Limits

47. Triggers

A. Trigger Events

B. Trigger Context variables

C. Insert Triggers

- ◆ Trigger. New in before insert and after Insert
- ◆ DML in before insert and after Insert
- ◆ System validation and before Insert Trigger Combination
- ◆ System validation and Before Insert and custom validations
- ◆ System validation and Before Insert, Custom validation and after Insert trigger Combination.
- ◆ System Validation, Before Insert, Custom validation, after insert, Assignment Rule Combination
- ◆ System Validation, Before Insert, Custom validation, after insert, Assignment Rule, Auto Response Combination
- ◆ System Validation, Before Insert, Custom validation, after insert, Assignment Rule, Auto Response, workflow Combination
- ◆ System Validation, Before Insert, Custom validation, after insert, Assignment Rule, Auto Response workflow 1, workflow rule 2 Combination
- ◆ System Validation, Before Insert, Custom validation, after insert, Assignment Rule, Auto Response workflow 1, workflow rule2, Rollup summary combination
- ◆ System Validation , Before Insert, Custom validation, after insert, Assignment Rule, Auto Response workflow 1, workflow rule 2, Rollup, Formulas combination

D. Update Triggers

Trigger.Old

Trigger. OldMap

Trigger. New

Trigger. NewMap

Recursive trigger

Trigger handlers

Trigger's on Parent Child objects

E. Delete Triggers

Trigger. Old

Trigger. OldMap

F. Undelete Triggers

- ◆ Trigger. New

- ◆ Trigger. New Map

G. Invoking Batch Apex from Triggers

H. Invoking Schedule Apex from Triggers

I. Invoking Email's from Triggers

J. Invoking future Methods from Triggers

K. Invoking Callouts from Triggers

L. Invoking apex classes from Triggers

M. Data loader with Triggers

N. 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. Comparing two objects 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 :

List

Hierarchical

51. Salesforce to Salesforce with out Coding
52. Salesforce to Excel without 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
 - Using Url
 - Using Developer Console
 - Using Eclipse
 - Using Standard Navigation
2. Printing Static data
3. Binding the global data on VF page
4. Global Objects in VF page
5. Apex: Page Block
6. Apex: Page Block Section and apex : Page Block Section Item

7. Input Components

Input Text

Input Field

Input Hidden

Input Secret

Input Text Area

Input Check box

8. Creating Custom Account object Edit Page

9. Creating Custom Object Detail page

10. CSS in VF page

Internal CSS

InLine CSS

External CSS using static Resource

12. List Views

PageBlockTables

Data Tables

Data List

13. Establishing Connection between Apex and VF page using Controller

13. Custom Picklist field using SelectOption

14. Action Support ,ActionFunction, Action Pooling

15. PDF pages

16. Controller and Extensions

17. Overriding the Standard buttons and links

18. 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

Salesforce- Lightning Frame Work Concepts

Salesforce Lightning Web Component

1. What is LWC(Lightning Web Components) and why it introduced
2. What is Scratch org and how to create
3. Lightning Web Component Bundle
4. Render the HTML file conditionally
5. Iterate over an array in HTML file
6. Types of decorators in lightning web components
7. Lightning web component with unsupported tool
8. Command is use to authorize a dev hub
9. Purpose of .css file and svg file in Lightning Web Component bundle
10. Meta configuration file in Lightning Web Component
11. Types of attributes that we can use to store values
12. get the id of the record from the record Detail page
13. Flexipage: available For All Page Types
14. Call the controller method based on a component load
15. Child to parent component communication
16. Parent to child component communication
17. Dispatch event
18. template.querySelector
19. Custom label in LWC
20. Custom object in LWC
21. Import fields in LWC

Introduction And Basic Lightning Components

- Introduction to Lightning.
- Discussing about current trending and existing frame works.
- Why Salesforce lightning frame work?
- Creating basic visual force page and converting this code to lightning component code.
- Applying existing knowledge of visual force pages and creates new lightning components.
- Creating basic calculator to understand get, set and rendering model.

Lightning Components and Applications

- Developing Apps: Using HTML5 and Lightning Components.
- Getting Started with Lightning Development
- Theming Components with CSS
- How to Define and Manipulate Component Attributes
- Handling System and User Events
- How to Debug and Troubleshoot Your App
- Working with Apex
- Using Base Lightning Components

Raising and Handling Events

- CRUD Operations using Lightning Data Services.

Documenting and Unit Testing

Components

- How to Document a Component
- Apex Testing and Troubleshooting

Surfacing Lightning Components

- Deep-Diving into Building Lightning Pages with Components and App Builder
- Building Components for Lightning Experience Record Pages
- Overriding Standard Actions with Lightning Components
- Defining a Lightning Application
- Using Lightning in Visualforce Pages with Lightning Out
- Installing and Using Components from AppExchange
- Packaging Components for Distribution

Lightning Experience

- Introduction to Lightning Experience Lightning Component Framework
- Introduction to aura framework

Migration Assistance

- Enabling and Disabling of Lightning Experience for your organization
- Migrating from Classic to Lightning Experience Vice-Versa

Domain Management

- What is Domain Management?
- Creating Custom Domain for organization
- Configuring Custom Domain
- Configuring Authentication Setting for your Domain

Debugging in Lightning Experience

- Lightning Inspector
- Installing Lightning Inspector Extension
- Enabling of Debug mode in LightningComponents

Static Resource

- What is Static Resource?
- Steps for Creating Static Resource Stylesheet Creation using Static Resource

Lightning Component

- Using Lightning Component foreembedding Static Resource

CSS

- What is CSS? Types of CSS

Namespace

- Creating Namespace for your organization

Lightning Resource

- Creation of Lightning Resource using Console Lightning Application
- Lightning Component Lightning Interface Lightning Event

Lightning Component Bundle

Steps for creating Lightning Component Component

- CSS Styles Controller
- Design Documentation
- Re-render Helper
- SVG File

Component IDs

Local IDs Global Ids

Expressions

Value Providers GlobalProviders Global ID

\$Browser

\$Label

\$Locale

\$Resource

Custom Labels

- What is Custom Labels?
- Steps for Creating Custom Labels Getting Labelin Javascripts
- Setting Label using Parent Attributes

Component Documentation

- Creating Component Documentation

Design

- Designing in lightning Experience

Lightning Application Bundle

- Steps for creating Lightning ApplicationApplication
- Controller Helper
- Style
- Documentation

- Renderer
- SVG
- Adding of SVG resource to Component BundleAdding
- Lightning Component to application