

**Salesforce.com Administration and Developer
Course Outline**

CLOUD COMPUTING FUNDAMENTALS

- Introduction to the Cloud Computing
- Evolution of Cloud Computing
- Comparisons with other computing techniques fetchers
- Key characteristics of cloud computing
- Advantages/Disadvantages
- Classification of Cloud Computing
- Based on as a service model
- SAAS (Software as a service)
- PAAS (Platform as a service)
- IAAS (Infrastructure as a service)
- Based on deployment or access model
- Public Cloud
- Private Cloud
- Hybrid Cloud

SALES FORCE CRM CONCEPTS

- What is CRM?
- How CRM can help?
- Sales force CRM Navigation terminology
- Compare Salesforce.com CRM with other CRM products
- Customization in sales force .com CRM
- Introduction to sales force CRM Setup tool
- Personal Setup
- App Setup
- Admin Setup

SALESFORCE.COM CLOUD OVERVIEW

- Sales Cloud
- Service Cloud
- Collaboration Cloud
- PROJECT DEVELOPMENT LIFE CYCLE
- SALES FORCE EDITIONS
- APEX DATA LOADER
- COURSE DETAILS: ADMINISTRATION (with Real- time Scenarios)
- ORGANIZATION ADMINISTRATION
- Set your organization's language & locale
- Manage currency

CUSTOMIZATION

- Create custom profiles & custom fields
- Define dependent pick list
- Customize lookup fields
- Customize validation & formulas
- Customize page layouts
- Customize standard related lists
- Use field-level security

WORKFLOW

- Define workflow
- Set up workflow rules
- Set up workflow tasks & alerts

WORKFLOW APPROVALS

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

SECURITY & ACCESS

- Create & Manager Users
- Set organization-wide defaults
- Learn about record accessed
- Create the role hierarchy
- Learn about role transfer & mass Transfer functionality
- Profiles, Login History

DATA UTILITIES

- Importing overview
- Learn about import solutions & Custom Object records using the data loader
- User mass delete
- Initiate weekly export
- Use storage

ANALYTICS

- Create custom reports
- Use advanced filters
- Use conditional highlighting
- Use custom summary formulas
- Use dashboards

EXTENDING SALESFORCE CRM

- Learn about custom objects
- Learn about custom tabs
- Learn about custom web tabs
- THE APEXCHANGE
- The AppExchange
- Install an app
- Delete an app

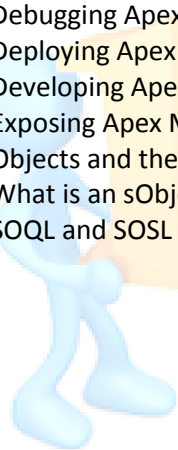
COURSE DETAILS: DEVELOPMENT (with Real-time Examples) VISUAL FORCE

- Introduction and Tools
- Purpose of Visualforce
- MVC Architecture
- Controllers
- Variables and Formulas
- Standard Controllers and Standard List Controllers
- Custom Controllers and Controller Extensions
- Using static resources and custom components

- Styling VF pages
- Overriding buttons, links and tabs with VF
- Using JavaScript in VF Pages
- Advanced examples
- Best Practices

APEX

- Introduction to Apex
- Purpose of Apex
- Apex Fundamentals
- Collections
- Loops
- Apex Scheduling
- Triggers
- Invoking Apex
- Classes, Objects and Interfaces
- Testing Apex
- Dynamic Apex
- Batch Apex
- Debugging Apex
- Deploying Apex
- Developing Apex in managed packages
- Exposing Apex Methods as web services
- Objects and the Database
- What is an sObject
- SOQL and SOSL Queries



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