

Module 1: Introduction to CRM

- Sales Concept-Generic
- Support Concept -Generic
- CRM Basics
- Cloud Computing Basics
- SaaS
- PaaS
- IaaS
- SFDC Basics -Introduction
- Different editions available and basic differences SFDC Landscape

Module 2: Modules (Clouds)

- Sales and Service Business process

Module 3: Introduction to Sales force and App case study and Application Essentials

- Learn about factors to consider when building a data model Develop custom objects and fields,field help, and field history tracking Use master detail, lookup, and many-to-many relationships Create a user interface for custom applications using the Custom Object tab, Page Layout, and Customization options

Module 4: Designing Applications for Multiple Users

- Learn about factors to consider when designing applications for multiple users Create profiles,understand what a profile controls (including data access), and customize profiles to manage the user experience Customize the user experience with record types and page layouts Control access to records Employ OWD, sharing rules and levels, roles

Module 5: Designing Applications for Multiple Users continuation

- Apply profiles, OWDs, role hierarchy, and sharing to restrict access to sensitive data ,manual sharing to create conditional access to data ,page layouts, and record types to satisfy business requirements

Module 6: Provide strong foundation on sharing model

- Validation Rules
- Workflow Rules
- Work flow Approval process
- Process builder

Module 7: Data management

- Managing Data Learn when and how to use upsert Use data management tools and the capabilities of API-based tools.

Module 8: Analytic's

- Creating reports -tabular, summary, matrix, Join Creating Dashboards with various components.

Module 9: Apex Triggers

- Describe Apex Trigger Explain the order of trigger execution Identify when and where to use Apex Trigger Successfully write an Apex Trigger.

Module 10: Visual force Pages

- Visualforce Page – Different Elements Writing First Visualforce Page
- Visualforce – Standard Component
- Visualforce – Controller

Module 11: Apex

- SOQL and SOSL Queries
- APEX Collections
- Visualforce Functions
- Inheritance in APEX Custom Controller
- Data Manipulation Language
- APEX Component

Module 12: Governor limits and Test classes and best practices

- Test cases