

Sales Force CRM

Sales force Administrator

- 1) CRM Overview & SaaS
- 2) Sales force Applications
Marketing, Sales, Service Overview
- 3) Configuration Basics Overview
 - Application Elements Overview
Tabs, App, Links, Homepage Component
 - Sales force 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

Sales force Developer - Configuration Track

1) CRM Overview

2) Sales force Architecture
SaaS, PaaS, On Demand

3) Sales force Applications
Marketing, Sales, Service Overview

4) Advanced Configuration

Application Elements

 Tabs, App, Links, Homepage Component

- Sales force 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

Sales force Developer - Customization Track

1) CRM Overview

2) Sales force Architecture SaaS, PaaS, On Demand

3) Advanced Configuration Application Elements Tabs, App, Links, Homepage Component

Sales force 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
- 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