Salesforce Training

- What is Cloud Computing
- Service and Deployment models in the Cloud
- Market situation
- Cloud Ownership
- Introduction to SF1 and Force.com Platform
- Declarative & Programmatic Options in Force.com
- Meta-data Driven Architecture
- Multi-tenant Architecture
- Business and IT benefits
- Use of SF1
- Sign-up for a Free Environment / Org
- Adding company logo
- Benefits of System overview
- Salesforce Key Building Blocks
- Editions and Different Environments Available
- MVC Pattern
- Student App
- Student App Master Basic Data Model
- Student Master and Marks/Grades
- Student Master Basic Security Model
- Student Master Reports
- Student Master Application Scope
- Custom Objects and understand various properties in the Object definition section
- Standard objects
- Field and Data Types
- Custom Field Properties
- Field Dependencies
- Types of Relationship Fields
- Search Layouts
- Security Model Mind Map
- System Level or Org Level Security
- User Administration and Troubleshooting
- Permission Sets
- Profile and Permissions Sets

- Password Policy
- IP Address security
- Login hours
- Session settings
- Activations
- Page layout assignment
- Tab setting
- Field level security
- Security Model Mind Map
- Record Level and Object Level
- Organization wide defaults
- Organization wide defaults – Student App
- Role and Role Hierarchy
- Criteria Based Sharing
- Different ways to gain Record Level Access
- Public Group
- Queue
- Public group Vs Queue
- Business Logic Mind Map
- Different Options to Implement Business Logic
- Functions
- Formula
- Validation Rules
- Rollup Summary Fields
- Record Types and Page Layouts
- Business Process Automation
- Business Requirements – Workflow Rules
- Workflow - Actions (Time When Action Takes Place)
- Workflow – Actions
- Workflow – Considerations
- Approvals – Introduction
- Approvals - How to Create A Process
- Approvals - Actions
- Approvals - How and What Can Approvers Do
- Sales Cloud
- Sales Process
- Sales Productivity Features
- Lead Management

- Lead auto response
- Lead assignment
- Web to lead
- Accounts and Contacts Management
- Opportunities
- Campaign Management
- Price Book, Products, Price Book Entries
- Service Cloud
- Case Management
- Typical Service and Support Process
- Automation - Web2Case and Auto-Response
- Automation - Email2Case
- Automation - Assignment Rules
- Automation - Escalation Rules
- Email Templates in Case Management
- Channels
- Case Resolution – Solutions
- Case Resolution Using Knowledge
- Communities Basics
- Communities Setup and Administration
- Communities – Ideas and Answers
- Data Handling and Processing Overview
- Exporting data and Regular Backup
- External ID and Unique Fields
- Import Data
- Apex Data loader
- Import Wizard and Data Loader and compare the features, Update, Upsert operations, Delete and Hard Delete records,
- Transfer record ownership
- Report with and without modifications
- Tabular report, summary and matrix report
- Report and Security
- Report Builder and Standard Reports Available
- Custom report type and store in a folder
- User filters in reports
- Dashboard
- Bucket field
- Tabular Report significance

- Summary report significance
- Matrix report significance
- Joined report significance
- Dynamic dashboard
- Customizable parts of the SF1 app
- Security and customizable settings
- Navigation menu
- Compact layouts and Mobile cards
- Basic admin activities on Salesforce A
- Outlook and SF synch up
- Activity management - Tasks, Events and Open activities
- Tasks and events
- Folders and Document templates
- AppExchange
- Chatter groups, feeds, people
- Files, Follow records, people
- Groups Topics and Files
- Global action types-Create
- Log a call, Custom VF page
- Custom canvas, Publisher layout
- Global an Object specific actions
- Salesforce1
- SalesforceA
- Salesforce1 VsSalesforceA
- Know steps in deployment
- Learn types of change sets
- Understand deployment settings
- Milestones
- Sandboxes
- Change Sets
- Packages
- Lightning Components
- Lightning Component Capabilities
- Lightning Components vs. Visualforce
- Custom Buttons
- Custom Links
- Records with Actions
- Global Action

- Object Specific Action
- AppExchange Overview
- Finding and Selecting an App
- Installing an App
- Finding a Developer
- Finding a Consultant