



Salesforce Course Syllabus:

Understanding Salesforce Platform:

What is CRM What is
Salesforce
Understanding Salesforce Terminologies
Multitenancy and Cloud
Understanding Salesforce Metadata and API
Understanding Salesforce Architecture
Finding and Navigating Salesforce Documentation
Understanding Salesforce Trust
Walkthrough with Lightning Experience UI
Working with Salesforce UI as End User Lead
process
Convert Lead into Account, Contact, Opportunity Assign
Task
Schedule Event
Chatter post and comment Chatter
public vs private group Chatter
group role
@Mention and #Topic Exercises
Summary and Quizzes

Configuration and Security

Company Information
Checking Licenses Storage
Uses

User Management
Profile
User Creation
Chatter Free User v/s Chatter External Users
Permission Set

Security
Org level security
Trusted IP Range
Password policies Object
level security Record
level security OWD
Role

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Sharing Rule
Public Group
Permission Set v/s Sharing Rule
Teams
Manual Sharing Field
level security

Summary and Quizzes and Recap

Data Management

Data Management in Salesforce
Monthly Export Service
Data Import Wizard
Data Loader
Mass delete records
Exercises
Summary and Quizzes

Customization

Page Layout
Field and its types Field
dependencies History
tracking Lookup
relationship Formula
field Record type
Business process Sales
process

Business Logic

Validation Rule
Workflow Rule
Assignment Rule
Process Builder Visual
Flow Approval
Process

Marketing Cloud

Campaign Management
Process of leads
Import leads, Web-To-Lead

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Report and Dashboard

Reports and its type
Report and dashboard folder & its sharing
Schedule reports
Summary and matrix report
Data backup
Schedule report Report
types Dashboard
Dynamic dashboard

Service Cloud

Case
Solution
Escalation Rule
Web-To-Case
Knowledge
Service Cloud console
Support process Solution
process

Custom App

Custom Object MD
Relationship
MD vs Lookup relationship
Rollup summary
Junction Object Tab
App Exercises

Apex Programming

Apex Development Process
Apex Development Tools Apex
Governor Limits Developer
Console
Visual Studio Code

Anonymous Window
Apex class
Data Types
sObject Data Types Enum
Data Types Collections Data
Types
OO implementation in Apex

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Apex Class Variables and Methods Access

Modifiers

Class Constructors The

'this' Keyword

Inheritance

Logic Building using Apex

Sharing

Interface

System Classes and Methods

Exercises

Quiz

SOQL

Relationships in Apex

Summary and Quizzes and Recap

Basic Syntax of SOQL

SOQL Functions

SOQL Variable Binding

SOQL "for" Loops SOQL

Keywords Relationship

Queries

Salesforce Object Search Language (SOSL)

Apex Triggers

Triggers and Their Execution Order

Creating and Viewing Triggers Trigger

Context Variables Understanding

Trigger Events Apex Trigger Best

Practices Summary and Quizzes and

Recap Exceptions

Exception Statements

System-Defined Exception

Exception Methods

Catching Different Exception Types

Custom or User-Defined Exception Handling

Summary and Quizzes

Debugging Using Debug Logs

Anonymous Blocks—Another Debugging Tool

Summary and Quizzes

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Apex Testing

Overview of Unit Tests and Test Classes System Test Class Methods
Accessing Private Variables and Methods in Test Classes
Test Data—Overview
Unit Tests
Summary and Quizzes
Different Development Environments

Deployment—Migration of Applications and Components

Deployment Types
Best Practices for Deployment
Change Set
Visual Studio Code
Exercises
Summary and Quizzes

UI Development

Visualforce Page
Understanding the MVC Pattern How
Visualforce is Architected Tools for
Visualforce Development Visualforce
Tags and its Syntax Types of Binding
Using Static Resources with Visualforce Use
of CSS and JavaScript in VfPage Exercise
Quiz

Controllers and Extension in Visualforce

Standard Controller Use
of Apex class Custom
Controllers Extension
Exercises
Quiz

Lightning Component Development

Lightning Record Page
Aura
Lightning App development
Lightning Component
CSS and JavaScript in Lightning

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