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The Salesforce Certification Training course provides a thorough understanding of the Salesforce Administration and Salesforce Developer. The course enables the delegates to configure Sales and Service Cloud, implement automation, debugging and data validation, configure the user interface and deploy applications and manage changes to the Force.com platform. The course helps the delegates to pass the Salesforce Certified Platform App Builder and Salesforce Certified Administrator Certification. There is increased demand for Salesforce Administration and Salesforce Developer professionals as Salesforce is the most extensively used CRM software in the world.

During the Salesforce training course, the delegates will learn about Data model, Security model, Sales Cloud, Service Cloud, Salesforce1, SalesforceA, Reports and Dashboard. Master the concepts of Force.com Platform, SFDC Security Model, Lightning App Builder, AppExchange, Service Cloud, Salesforce Reports and Dashboard with our two day Salesforce Training course. The delegates will also be exposed to the core administrative features of CRM and advanced developer options like VisualForce and Apex.

Prerequisites

No specific pre-requisites are required for attending the Salesforce Certification training course. However, delegates having working experience as a functional consultant or an administrator or a developer would be beneficial.

Course Objectives

- Get insights into the Data model
- Explain Business process automation options
- Find out the difference between building blocks of Salesforce
- Understand SalesforceA and Salesforce1
- Understand the Security model
- Describe Reports and Dashboard
- Learn about various integration options like REST APIs, SOAP
- Master Sales Cloud and Service Cloud modules

Introduction to cloud computing and SFDC

- Introduction to CRM concepts and Cloud computing
- Market situation
- Cloud Ownership

- Meta-data Driven Architecture
- Multi-tenant

Building blocks of Force.com platform

- Sign-up for a Free Environment / Org
- Adding company logo
- Advantages of System overview
- Salesforce's Key Building Blocks
- Editions
- Availability of Different Environments
- MVC Pattern

Introduction to the student master app

- Student App
- Student Master Application Scope
- Student App Master Basic Data Model
- Student Master and Marks/Grades
- Student Master Basic Security Model
- Student Master Reports

SFDC Data model, Fields, Objects and Relationships

- Build Custom Objects
- Types of Relationship Fields
- Understand various properties in the Object definition section
- Customize standard objects
- Field and Data Types
- Custom Field Prosperities
- Field Dependencies
- Search Layouts

SFDC Security Model: Org-Level General administrative features and Object Level features

- Understand Security Model Mind Map
- Org Level or System Level Security
- User Administration
- Troubleshooting
- Permission Sets
- Field level security
- Profile
- Password Policy
- IP Address security
- Login hours
- Session settings
- Activations
- Page layout assignment
- Tab setting

SFDC Security Model: Object, Record and Field Level features

- Understand Security Model Mind Map

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- Role
- Role Hierarchy
- Criteria Based Sharing
- Different ways to get Record Level Access
- Public Group
- Queue
- Queue Vs Public group

Business Logic

- Understand Business Logic Mind Map
- Different Options to apply Business Logic
- Page Layouts and Record Types
- Functions
- Formula
- Validation Rules
- Rollup Summary Fields

Business Process Automation

- Business Process Automation
- Business Requirements – Workflow Rules
- Workflow - Actions
- Workflow – Actions
- Workflow – Considerations
- Approvals – Introduction
- Approvals - How to Create A Process
- Approvals - Actions
- Approvals - How and What Can Approvers Do

Overview of Sales Cloud

- 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

Overview of Service Cloud

- Service Cloud
- Case Management
- Typical Service
- Support Process
- Automation
    - Web2Case

- Email Templates in Case Management
- Channels
- Case Resolution – Solutions
- Case Resolution Using Knowledge
- Communities Basics
- Communities Setup
- Administration
- Communities – Ideas and Answers

Data handling and processing

- Understand Data Handling and Processing
- Exporting data and Regular Backup
- External ID and Unique Fields
- Import
- Install Apex Data loader
- Use the Import Wizard and Data Loader
- Compare the features
- Update, Upsert operations
- Delete and Hard Delete records
- Transfer record ownership

Reports and Dashboards

- Implement a report with and without modifications
- Create a tabular report and matrix report
- Report and Security
- Report Builder and Standard Reports Available
- Add a chart and few other features like highlighting
- Create a custom report type and store in a folder
- User filters in reports
- Create a dashboard
- Dynamic dashboard
- Bucket field
- Tabular Report significance
- Summary report significance
- Matrix report significance
- Joined report significance

Salesforce 1, Lightning, App Builder, Salesforce A, Outlook

- 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, AppExchange, Content and folder management

- Activity management - Tasks, Events and Open activities
- Creating and tracking tasks and events
- Folders and Document templates
- AppExchange

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- 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

Salesforce Mobile

- Salesforce1
- SalesforceA
- Salesforce1 Vs SalesforceA

Deployment

- Outbound Change Sets
- Inbound Change Sets
- Deployment Settings

Application Cycle

- Milestones
- Sandboxes
- Change Sets
- Packages

Lightning in Salesforce

- Lightning Components
- Lightning Component Capabilities
- Lightning Components vs. Visualforce

Buttons and Link management

- Creating Custom Buttons
- Creating Custom Links
- Creating Records with Actions
- Global Action
- Object Specific Action

App Exchange

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

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