

# SALESFORCE COURSE SYLLABUS

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**Hi Folks,**

Oranium Tech introducing some amazing content on Salesforce. Ours is a total hands on training session to ace the popular Salesforce.com platform...

## **CLOUD COMPUTING INTRODUCTION**

- Introduction
- Evolution of Cloud Computing
- Comparison with other computing technologies
- Characteristics of Cloud computing
- Advantages and Disadvantages
- Classification of Cloud Services
- PAAS(Platform As A Service)
- SAAS(Software As A Service)
- IAAS(Infrastructure As A Service)

## **IDENTITY CONFORMATION**

- CRM functionalities, Products of SF, Login to SF page
- Sales Architecture, Accounts, Contacts, Lead, Cases

## **CUSTOMIZATION**

- Create Custom Profiles and Users
- Custom Objects & Custom Fields & Custom Tabs
- Customizing Relationships, Formula fields and Rollup summary fields
- Define Dependent Picklists
- Customize page Layouts , Records Types
- Customize Standards related lists
- Learn About Record Types & Business Processes

- Use Field Level Security

### **SECURITY & ACCESS**

- Set Organization-Wide Defaults
- Role Hierarchy, Public Groups, Queues, Permission Sets
- Sharing Rules

### **WORKFLOW**

- Define Workflow
- Set up workflow rules
- Setup workflow tasks & Email Alerts & Field Updates
- Time dependant workflows

### **APPROVAL PROCESS**

- Plan Approaches using workflow
- Use the approval wizard – standard vs. jump start
- Create workflow approvals

### **INTRODUCTION TO APEX : APEX LANGUAGE FUNDAMENTALS**

- Data Types(Primitive Data Types, sObject Types)
- Writing Anonymous Blocks with Apex Datatypes
- Use DML Statements
- Sample Programs using the above concepts

### **RETRIEVING RECORDS FROM THE DATABASE**

- sObject Relationships
- SOQL, SOSL, Apex Sharing
- Sample programs using the above conceptsSharing Rules

### **COLLECTIONS**

- Types of Collections
- Creating an Apex Class
- Calling a Class Method

- Alternative Apex Class Creation

#### TRIGGERS

- Trigger Events, Trigger Syntax, Trigger Context Variables
- Context Variable Considerations, Bulk Triggers
- Sample Programs using above concepts(using maps and sets in the Bulk Triggers)
- Order of Execution
- Governor Limits

#### DEPLOYMENT (TESTING APEX)

- Development overview (Understanding Testing in Apex)
- Annotations
- Testing Examples
- Sample programs using the above concept

#### BATCH APEX & DEBUGGING APEX & APEX SCHEDULER DEPLOYING

- By using Changes Sets
- By using Force.com IDE tool
- By using Force.com Migration tool kit

#### CASE & LEAD MANAGEMENT

- Web to cases
- Web to Leads
- Case Assignment rules

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**CHROMPET** : 73053 43555 [whatsapp](#) / oraniumtech@gmail.com

**VELACHERY** : 73052 77748 [whatsapp](#) / oraniumtechvh@gmail.com