



Salesforce Certification Training

STRUCTURE



Salesforce Admin Training Course Content

“Enhance your Skills with a cutting-edge Curriculum of Salesforce Certification Training Program”

Course Objectives:

- Master the Salesforce concepts comprehensively.
- The course we offer ensures job success and acquire all related skills.
- Clear the certification exam with all the skills that have been gathered during the course.
- Learn to configure and setup the Salesforce account so that you can collect, retrieve, or analyze the data related to your customer base, precisely.

Course Description:

Once Salesforce Certification Course will be finished, you will learn all Salesforce admin & developer concepts - SFC data models, various basic terms of Salesforce, a profound comprehension of the salesforce security model, salesforce pinnacle triggers, salesforce test classes, and Salesforce automation alternatives.

You will almost certainly ace the Salesforce clouds like sales cloud, community cloud, service cloud, marketing cloud, analytics cloud, and so forth., report age, dashboards, and the essentials of Salesforce integration.

There are various benefits that you get when you learn Salesforce Training online with Croma Learning Campus and they are as follows-

- All the sessions are conducted in a real-time environment
- The learners are put in a collaborative ecosystem of learning
- Surprise quizzes, live debates are a part of learner’s daily routines
- The course covers all Salesforce Admin concepts in-depth.
- It is a comprehensive training that covers practical and theoretical training
- It comes with an interesting range of Salesforce admin training materials.
- Learners get real-life projects-based learning and an assured practical training in tools.

Salesforce Certified Admin Course Curriculum:

Module 1: Salesforce.com Overview

- Cloud Computing Overview
 - Introduction to Cloud Computing
 - Introduction to IAAS, PAAS, SAAS
 - Deployment Models
 - Introduction to CRM
 - How can CRM help?
 - Evolution of CRM
 - Advantages of CRM
 - A view of available of CRM Products
- Introduction to Salesforce CRM
 - What is Salesforce.com?
 - Salesforce CRM Overview

- Why Salesforce?
- Understanding Salesforce Architecture
- Services Provided by Salesforce
- Salesforce Vs Other Cloud
- Market Demand for Salesforce CRM.
- Job Market and growth in CMR industry.
- Salesforce Editions, Licenses and Pricing
- Salesforce Sandboxes (Dev, QA, Full, Prod.)
- Creating First SFDC Dev Account
- Salesforce.com CRM Editions
- Salesforce.com Navigation – Overview
- Creating Salesforce Developer Account
- Salesforce Applications
 - Sales Cloud, Service Cloud, Custom Cloud
 - Rapid application Development, Cost Reduction & Quality Products
- Salesforce Certifications
 - Certified Administration (201)
 - Certified Advanced Administration (211)
 - Salesforce certified platform developer 1 (PD1: 401)
 - Salesforce certified platform developer 2 (PD2: 501)
- Organization Setup
 - Salesforce Quick Navigation Walk Through
 - Popular Std. Objects and their purpose
 - Set up Menu Intro (Various OOB and Dev Options)
 - Popular in different other objects
 - Organization profile, Currency etc.
 - Salesforce User Interface Overview

Module 2: Force.com Database Configuration

- Objects in Salesforce
 - Types of objects available in salesforce
 - Standard Objects
 - Custom Objects
 - Use of Standard Objects and Custom Objects in Salesforce
 - Difference between standard and custom object
 - Limitations of Standard Objects
- Tabs in Salesforce
 - Introduction to tab
 - Assigning tab to object
 - Types of Tab - Custom Object Tabs, Visualforce, Web tab, Lightning Page tabs
- Intro on various Data Types/Fields
 - Various data type fields creation
 - Standard Data types
 - Read only Data types
 - Relational Data types
 - Roll-Up Summary Fields and its features.

- Limitations of Roll-up Summary Fields
- Required, External Id, Default Value and Unique fields
- Object Relationships
 - Introduction to Relationships
 - Need of Relationships in salesforce
 - Brief on Types of relationship
 - Master-Details, Lookup, Self-relationship, External lookup relationship, Indirect lookup relationship, Many-to-many relationships (Junction object), Hierarchical relationship
 - Deep in to Junction object
 - Use of Junction object.
 - Difference between master-detail and lookup relationship
 - How to convert lookup to master details and vice Versa.

Module 3: Workflows in Salesforce

- Defining Workflows
- Workflow Rules
- Types of evaluation criteria in Workflow rules
- Introduction to Approval Process
- Understanding Approval steps, Approval actions, Rejection actions
- Introduction to process builder and its action
- What is the difference between workflow and process builder?
- Workflow Actions
 - Email Alert
 - Task Create
 - Field Update
 - Outbound Message
- Difference between Evaluation Criteria and Rule Criteria
- Workflow Vs Trigger
- Email Templates Overview
- Email Templates for Email Notifications
- Sending Email Templates
 - Sending Single emails
 - Sending Mass emails.
- Types of Templates
 - HTML (Using Letter Head)
 - Custom HTML (without using letter head)
 - Visual force Email Templates

Module 4: Formula Fields and Validation rules

- Understanding of formula fields
- Purpose of formula field
- Types of formula field in salesforce
- Text/Logic/Math/Date functions & Other popular functions
- Introduction to cross object formula

- What is the need for object formula?
- Introduction to validation rule, Need, and Various popular functions
- What is the difference between the formula field and Rollup summary in Salesforce?

Module 5: Record Types/Page Layouts

- Page Layouts
 - Defining Page layouts
 - Field order changes
 - Adding custom buttons and links
 - Defining required and read only fields
 - Adding related list
 - Adding Sections in Detail page
- Record Types
 - To create and maintain record types for your organization.
 - Display different page layouts and picklist values based on record types.
 - Uses of Record Types
- Field Dependencies
 - Controlling field/Dependent field?
 - Making dependent pick list fields
 - Limitations

Module 6: SFDC Security Model

- Introduction to User Management, User Object
- Different types of user licenses available - Salesforce, Salesforce Platform
- Roles and Profiles
- Creating Users
- Permission Sets
- Profile Vs Permissions Sets
- Password Policy
- IP Address security
- Login hours & Session settings
- OWD -Public Read/Write, Public Read, private only
- Manage record access with the role hierarchy
- Sharing record-Manual and owner based
- Manage field-level security

Module 7: Data Management

- Introduction to Data migration
- Overview to Data loader and its installation process
- Data Loader Action-Insert, Update, Delete, hard delete
- Configure the Data Loader via command line
- Attachment upload with Data loader
- Data Loader Vs Other Third Party ETL Tools
- Introduction to salesforce import wizard

- Mass Transfer Records and Delete of Records
- Difference between Data loader and import wizard
- Mass Transfer Records and Delete of Records
- Back up data with a weekly export

Module 8: Reports & Dashboard

- Introduction to Data Visualization-Reports and Dashboard
- Introducing Reports and Custom Reports
- Types of report-Tabular, summary, Matrix, and joint report
- Understanding the formula field and bucket field.
- Add a chart and a few other features like highlighting
- Understanding -Reporting Snapshots, Report types
- Overview to the dashboard and its types
- What is a dynamic dashboard?
- Adding Dashboard Snapshots to Home Page
- Understanding Sharing & Security of Reports-Dashboards

Module 9: App Design

- What is AppExchange?
- Installation of an App
- Uninstall an App
- Create a custom app
- Service Cloud Console

Salesforce Certified Developer Course Curriculum:

Module 10: Introduction

- Salesforce.com Overview
- What is Salesforce CRM?
- Salesforce CRM features and benefits
- Salesforce CRM Services and Applications
- Salesforce.com Architecture MVC
- Comparing MVC to Apps
- Course Overview
- Why should you go for development in Salesforce?
- Salesforce editions and licensing
- Salesforce Sandboxes
- Sandbox Overview
- Different Type of Sandboxes
- Developer Sandbox
 - Configuration only Sandbox
 - Full Copy Sandbox
 - Sandbox Vs Production Environments

- Create your first Salesforce Dev Account
- Salesforce Certifications
- Career as a Salesforce Developer

Module 11: OOPs Basics

- OOPs Basics
- Class & Object
- Inheritance
- Polymorphism (Method Overloading)
- Benefits in Object Oriented Programming Language
- Identifiers
- Variables and its type
- Access Modifiers
- Classes, Construction, & Methods
- Data Types, Variables
- Types of variables
- Getter & Setter Methods, With Sharing & Without Sharing
- Creation of Objects
- Reference Variables
- Final Variables & Static Variables

Module 12: Apex Programming in Salesforce

- Apex Overview
 - Introduction to Apex
 - Purpose of apex
 - Enable Developer mode
 - Overview about Developer Console
- Classes in APEX
 - Language Constructs
 - Understanding the variables
 - Constants declaration in Apex
 - Assign values using expressions
 - Understanding Data types-string, Integer, Decimal, Boolean
 - Loops in apex-do {statement} while (Boolean condition)
 - While statement
 - for statement
 - Conditional statement in apex-If, If else
 - Debug & System Log – Purpose and Use
- Collection in APEX
 - C Collection in apex
 - When to use collection
 - Benefits of using collection
 - Types of collection.
 - List methods in salesforce apex
 - Set methods in salesforce apex
 - Map methods in salesforce apex

- Difference between List and set

Module 13: Web programming in Salesforce

- CSS Introduction
 - What is HTML?
 - HTML Components on VF page
 - What is CSS?
 - Why CSS?
 - Type of CSS
 - Create CSS Class
 - Inline CSS
 - Internal CSS
 - External CSS
 - Static Resource in External CSS
 - Adding External CSS files to the static resources
 - JavaScript
 - Introduction to JS
 - JS Functions Usage in Visualforce
 - JS DOM Usage in Visualforce
 - JS Events Usage in Visualforce
 - JS Validations in Visualforce
 - Internal JavaScript
 - External JavaScript
- Adding External JavaScript files to the static resources
 - JQuery in Salesforce
 - Using Less Code in Visualforce
 - JQuery Static Resources
 - URL Plugins
 - AutoComplete

Module 14: SOQL and SOSL in Salesforce

- Overview on SOQL,
- Overview of SOSL
- Fetching Records on VF Using SOQL
- Inserting Records from VF to Salesforce
- Debug Logs
- Governing Limits in Apex

Module 15: DML Operations

- DML statements vs database class methods
- Database DML Operations
- Insert Statement
- Update Statements
- Upsert Statement
- Delete Statements

- Undelete Statements
- Merge Statements
- Rollback operations
- Save Point in DML

Module 16: VisualForce Tags

- Tag in Visualforce page
- Use of tag in Visualforce page
- Input & output tags
- Select tag
- Message Tags
- Panel Tags
- Tab and Tab Panel
- Render, Render, RenderAs
- Table tag in Visualforce
- Other VF Tags

Module 17: Action Components in Visualforce

- Intro to Visualforce action
- ActionSupport
- Action Function
- ActionStatus
- ActionRegion
- ActionPoller

Module 18: Controllers in APEX

- Introduction to Visualforce page
- Controller in Visualforce
- Standard controller, custom controller and extension
- Understanding different Visualforce tag
- Routing to a different page (Page Reference)
- Different action method Visualforce
- Understanding of render, re-render & re-renderAs
- Introduction to dynamic Visualforce
- Implementation of Visualforce page

Module 19: Schema Programming

- Schema programming in Apex
- Purpose of schema class
- Objects
- fields
- Selected Options
- Creation of dynamic page

Module 20: Custom Settings

- List Custom setting
- Use of custom setting
- Methods in custom setting
- Display data in VF page using custom setting
- Hierarchical Custom Setting
- Methods in Hierarchical Custom Setting

Module 21: Asynchronous APEX

- Asynchronous APEX
 - Introduction to Asynchronous process
 - Future Method-Long Running
 - What is Mixed DML error.
 - Implementing Database.Stateful Interface
 - Sending email from finish
 - Cron job
 - Governing Limits
 - Test Classes in asynchronous apex
 - Batch Apex
 - Batch Apex Overview
 - Multitenant Architecture – Governing Limits
 - How Batch Apex Helps to overcome Governing Limits
 - Different Methods Used in Batch Apex
 - Calling Batch Apex from Developer Console
 - Batch Apex Limitations
- Scheduling Apex
 - Scheduling Apex Overview
 - Different Methods used in Scheduling Apex
 - Apex Scheduling through Standard UI
 - Apex Scheduling through Developer Console
 - Scheduling Apex Limitations
- Dynamic Apex
 - Retrieve objects in the Organization
 - Retrieve Fields of an Object
 - Retrieve picklist values using described calls
 - Field sets on Visual force Programming
 - Dynamic Binding – Dynamic Visual force Page Building

Module 22: APEX Triggers

- Overview on Triggers
- Types of Triggers
- Trigger Events
- Context Variables
- Before Triggers
- After Triggers
- Use of NewMap & OldMap

- Execution order of Triggers
- Recursive Triggers
- Validation Rule with Trigger
- Bulkify trigger
- Workflow with Trigger
- Invoking Batch Apex, callouts from trigger
- Invoking Schedule, Future Methods from Trigger
- Best practice in trigger.

Module 23: Test Class

- Overview on Test classes
- Apex Unit Testing
- Creating a Unit Test Class
- Unit Test for Governor Limits
- Unit Test Execution
- StartTest, StopTest
- Test Class on Apex class, Batch APEX, Schedule Apex and Triggers
- Best Practices for Unit Testing

Module 24: Web Services

- Introduction to web service
- Use and need of web service
- Working with web services
- Types of web service
- Custom web services
- SOAP based web services callouts
- APEX REST-based web services
- RESTful web services callouts

Module 25: Salesforce Lightning

- Introduction to Lightning Experience
- Common business issues faced by companies today.
- Lightning Component Framework
- Introduction to aura framework
- Advantages of developing UI using Lightning Components
- Introduction to development using Lightning Component Framework
- Using Lightning Component for embedding Static Resource
- Creation of Lightning Resource using Console
- Steps for creating Lightning Component
- Development of Lightning App
- Lightning Components
- Controller
- Helper classes
- Introduction to lightning events

Module 26: Deployment

- Deployment Overview
- Deployment Process
- Prerequisites for Deployment
- Types of Deployment
- Deploying Apex Code
- Deployment through force.com IDE
- Deployment through force.com Migration Tool
- Deployment through Change Sets
- Changeset Overview
- Types of Changeset
- Outbound Changeset
- Inbound Changeset
- Deploying Apex into another org