

S.No	Main Topic
1	Introduction to the Cloud Environments
2	Salesforce Terminology & Editions
3	Overview of Standard Objects Part-1
4	Overview of Standard Objects Part-2

5	Overview of Standard Objects Part-3
6	Overview of Standard Objects Part-4
7	Overview of Standard Objects Part-5
8	Customization Part-1
9	Customization Part-2
10	Security and Data Access

11	Data Management
12	Salesforce Automation
13	Reports & Dashboards
14	Work with Communities, Portals & Service Cloud Apps

Sub Topic	Duration in
1.What is Cloud Computing ? –Different Cloud Deploymnet Models –Cloud computing Services 2.What is Salesforce.com –What is CRM? –Salesforce products	1
1.Terminology Used in Salesforce. 2.Different Editions in Salesforce 3.Salesforce CRM Cycle. 4.User,Profile,User License.	1
1.Overview of Products &PriceBooks -How to Create Product Record ? -How to Use Product Schedules? -How to Create a PriceBook? -How to Add Products to Different priceBooks? 2.Overview of Campaigns -How to Create Campaign Records ? -Who are Campaign Memebers ? -Differnt ways to Add Members to a campagin -Campaign hierarchy?	2
1.Overview of Leads -How to create Lead Records? -Lead Conversion Process? -Web to Lead -Lead Assignment Rules -Lead Auto Responce Rules. 2.Overview of Contacts -How to create Contact Records? 3.Overview of Accounts -How to create Account Records? -Different account types -What are Account Teams?	2

<p>1.Overview of Opportunities</p> <ul style="list-style-type: none"> -How to create Opportunity Records? -Big Deal Alerts ? -Similar Opportunities? -Opporuntnity Products? -Opportunity Teams? -Opportunity Splits? <p>2.Overview of Quotes</p> <ul style="list-style-type: none"> -Sync Quotes with Opportuniites 	2
<p>1.Overview of Cases</p> <ul style="list-style-type: none"> -Assignment Rules -Escalation Rules -Auto Response Rules -Email to Case -Case Teams -Case Case Comments -Quick Text <p>2.Overview of Solutions</p> <ul style="list-style-type: none"> • Solution Categories <p>3.Over view Knowledge base</p> <ul style="list-style-type: none"> • How to Setup Knowledge base 	2
<p>Overview of Forecasts ?</p> <p>Overview of Orders ?</p> <p>Overview of Contracts ?</p> <p>Overview of Assests?</p>	2
<ul style="list-style-type: none"> •Relation Ships,Work with Tabs,Home Page Components & User Interface. • Manage Standard Object and fields •Create Custom objects and fields •Create Custom application • Work with formula fields, unique fields, Rollup summary fields, Pick list and Lookup fields. 	2
<ul style="list-style-type: none"> • Work With Validation Rules • Work with Page Layouts • Work with Record types • Work with Business Processes 	2
<ul style="list-style-type: none"> • OWD settings • Sharing Rules • Work with Role hierarchy and field level security • Trouble shoot record access exceptions • Determine Object Access • Define Password policies 	2

<ul style="list-style-type: none"> • Importing Records with Import Wizard • Usage of Data loader • Mass transfer of records between users • Back up data with a weekly export • Mass delete records 	2
<ul style="list-style-type: none"> • Set Up Workflow Rules -Workflow field Updates -Work with Flow Designer • Set Up Approval Process -Field Updates -Approval Steps -Process Visualizer • Manage email administration 	2
<ul style="list-style-type: none"> • Create new reports with the report builder • Run and modify reports • Filter reports • Summarize report data with formulas and visual summaries • Work with Report Types • Build dashboard & work with dashboard components 	2
<ul style="list-style-type: none"> • Understanding and Managing salesforce Communities, Portals. • Service cloud apps –Live Agent, Call Centre. 	2

HRS Days

26