

SALESFORCE ADMINISTRATOR AND DEVELOPER COURSE CONTENT

Day	Topic	Details
Day-1	Basics	<ol style="list-style-type: none"> 1. Basic of Cloud Computing 2. What is CRM 3. What is force.com, basic of different kind of clouds 4. Version and Editions of SFDC, Release Cycle 5. Developer Account, Sandbox - Various kinds 6. Open a Developer Account
Day-2	Basics	<ol style="list-style-type: none"> 1. Salesforce Data model 2. Standard Object relationships 3. Recap - Field Types 4. Introduction to Force.com Explorer
Day-3	Basics	<ol style="list-style-type: none"> 1. Salesforce Data model 2. Security Model - OWD, Profiles, Roles 3. Field Level Security, Record types, Page Layout Creation & Assignment
Day-4	Basics	<ol style="list-style-type: none"> 1. Creating Custom Objects, Tabs 2. Custom Fields & Data Types 3. Record Types 4. Page Layouts, Related Lists, Views 5. Roll up summary, Formula, Validation Rules 6. Views - List View, Search View, Detail View, Edit View 7. Different Data types, Salesforce Primary Key, External Id
Day-5	Marketing Cloud	<ol style="list-style-type: none"> 1. Lead - Lead Process, Assignment rule, Web to Lead 2. Campaign - Campaign Hierarchy, Campaign Member, Campaign Influence
Day-6	Sales Cloud	<ol style="list-style-type: none"> 1. Account - Account Team, Account Hierarchy, Partner Account 2. Contact 3. Person Account 4. Event & Task
Day-7	Sales Cloud	<ol style="list-style-type: none"> 1. Opportunity - Sales Process, Sales team, Opportunity Split, Similar Opportunity 2. Product & Pricebook - Product Group, Product Family
Day-8	Service Cloud	<ol style="list-style-type: none"> 1. Case - Case Team, Case Assignment Rule, Support Process, Auto Response Rule, Escalation Rule, Email to Case, Web To Case 2. Solution 3. Knowledgebase

Day-9	Activity Management	<ol style="list-style-type: none"> 1. Creating Activities 2. Shared Activities Overview 3. Creating Event/outlook appointment 4. Cloud Scheduler 5. Managing public and resource calendar.
Day-10	Reporting and Dashboard	<ol style="list-style-type: none"> 1. Reports 2. Standard and Custom Reports 3. Custom Report types 4. Tabular/Matrix/Joined Reports 5. Complex Reports using report type
Day-11	Analytics	<ol style="list-style-type: none"> 1. Analytics Snapshot 2. Charts 3. Dashboards
Day-12	Workflow and Approval Process	<ol style="list-style-type: none"> 1. Define Workflow 2. Workflow Components 3. Workflow Actions 4. Define Approval Process 5. Define Approval Actions 6. Test Workflow and Approval Process
Day-13	Data Migration and Tools	<ol style="list-style-type: none"> 1. Data Loader (GUI) & Data Loader (CLI) 2. Merge, Mass Update & Delete 3. Developer Workbench (Cloud App) 4. Offline and Office Connector 5. Force.com Explorer and SOQL
Day-14	Monitoring and Salesforce Chatter	<ol style="list-style-type: none"> 1. Monitoring 2. Notifications on API Usage 3. Checking Debug Logs 4. Bulk Data Load Jobs 5. Chatter
Day-15	Administration	<ol style="list-style-type: none"> 1. Force.com Governance Limits 2. Security, Password Policies 3. Best Practices 4. Translation Workbench 5. Appexchange 6. Content Management
Day-16	Customization via Code	<ol style="list-style-type: none"> 1. MVC Design of Salesforce 2. Apex Code 3. Apex Trigger 4. Visual Force Pages 5. Test Methods
Day-17	Deployment	<ol style="list-style-type: none"> 1. Deployment - Using Change Set, Eclipse, Ant 2. Portal capability of SFDC (Sites, Community, Partner, Customer)

