SALESFORCE CRM

Programming Basics

Language Introduction : Translators, Language Types, Object Oriented Programming

What is Object & Class, Decisions Types, Loops, Arrays

Object Oriented Programming System : Features, Class and Object, Developer Console, Constructors

Inheritance, Overloading and Overriding, Abstract Static, Abstract Class, Interface and Exception Handling

Visual Force

Visual Force Introduction: VF Architecture? Create/Edit a Visual force Page

VF programs using URL and set up, Static and Dynamic Pages

Understanding Simple Variables and Formulas and UI Controllers:

Global Variables ($), Retrieving values from standard Controllers

Form, Page, Block, Section

UI Controllers: Input Text, Input Field, Input Secret, Output Text, Output Field

HTML Controls in VF

Cascading Style Sheets (CSS): Inline, Internal,

External style sheet, Image controller

Table and Image Controls in VF

Adding Attributes, Components

Using Custom VF Controllers: Displaying Data from a record, Fields

Displaying list of records using PageBlockTable

Data Table, Data list, Repeat, Tab panel and Tab

APEX Language

Apex Introduction: Introduction

Apex Programming Types (URL, Setup, Console)

Property syntax

Getter and Setter

Apex Data Manipulation: Updating Records from VF to Salesforce

Displaying Records from Apex to VF

Eclipse Configuration

Login Page Validation

Force.com: IDE Setup

Features, eclipse

JavaScript: Customizing User Interface Components

Validations: Login Page Validation Using JavaScript

Collections: List & Arrays

Sets and Maps

Database Programming: Subject, Aggregate Functions

SOQL

SOSL: Salesforce Object Search Language

Scheduled Apex: Scheduled Execution of Apex

Scheduling and Monitoring Scheduled Jobs

Batch Apex: Batch Apex Class and Running Batch Job

Sending Email to user after batch completes

Triggers and Testing

Triggers: Trigger Features

Types & Events

Salesforce Testing: Apex Unit Tests & Annotations

Adding Test Methods and Class

Running Apex With in Governor Limits

Display Warning and Error Messages

Render and Re Render

Navigations: CheckBoxes

Modal Dialog box

Advance Controllers: Command Link

Grid Panel

SFDC Life Cycle: Templates, Technical Specs

Development Lifecycle,

Support Lifecycle

Interview Questions

Cloud Basics

Cloud Computing : Services: IAAS, PAAS, SAAS, Cloud Features Key Aspects, Stakeholders of SF.com

Salesforce.com CRM : Features, Relationships and Benefits of CRM? CRM Metrics (Marketing, Sales,

Service), Applications in SF.com (Marketing, Sales, Service), Salesforce.com Editions & Environments.

Application : Creating Application, Object, Assigning to Tab, Explain about Warehouse application,

Merchandize, Invoice Table & Line Items Table and fields, Layouts, Relationship, Workflow

Salesforce Customization

Market Cloud: Campaign

Formulas & Validations

Lead Management: Leads

Lookup Relations

Sales Cloud: Accounts

Payments using Master Detail

User Management: Roles, Users Profiles Creation

Permissions and settings

Customizing Profiles:Field Accessibility, Password Settings

Policies, Permission Sets, Public Groups and Queues

Approval Process: Communication Templates

Letterhead Types, Email Templates Types

Email Templates: Workflow Approval Process,

Testing through E-Mail from Users

Opportunities: Opportunities & Contracts

Custom: Buttons and

Links

Service Cloud: Call Center, Solutions

Activities, Products

Reports: Tabular, Summary Reports

Report on Product Wise

Dashboards: Matrix & Join Reports

Dashboards

Reports on Customer Wise, Product Wise and Mini Project

Integration, Configuration

Integration: Data Loader, Exporting, Inserting, Updating records from .csv file

Procedure for Mass Delete Records in Salesforce.com

Translation Workbench & Email Configuration:

Translation Settings, Export & Import

Google Apps Settings & Chatter, Facebook

Distribution & Web Services: Objects Distributions

Salesforce objects Transportation

SOAP, REST and JSON

Scheme Builder: Mass Transfer,

Delete & Update Records,Import and Export

Website: Developing Web site using salesforce.com

Appexchange collection of Applications.