

## Introduction

Our Salesforce Training course covers

- Salesforce Administrator Exam (ADM 201)
- Salesforce App Builder (DEV 401)

This training focuses on the topics related to cloud, Service Cloud, Sales Cloud, Security Model, App Builder and Reports.

## Introduction to CRM

- What is CRM
- Different CRM Products in Market

## Cloud concepts

- What is Cloud Computing?
- SAAS, PAAS, IAAS
- CRM and PAAS market
- What is SFDC?
- How to develop apps with salesforce

## Salesforce Data Model

- Create Custom Objects and understand various properties in the Object definition section
- Customize standard objects
- Field and Data Types
- Custom Field Prosperities
- Field Dependencies
- Types of Relationship Fields
- Search Layouts

## UI and Configuration

- Creating Custom Buttons and Links
- Creating Records with Actions
- Global Action
- Object Specific Action
- Record Type
- Page Layout

## Security & Access

- Organization
- Role and Role Hierarchy
- Sharing Rules
- Manual Sharing

## Business Logic

- Workflows & Process builders
- Approvals
- Validation Rules

## Reports

- Join Reports
- Tabular Reports
- Summary Report

## Introduction to Sales ,Service & Marketing Cloud

## **Introduction to Apex Lightning & Visualforce pages**

### **Deployment**

- Deployment Steps
- Types of change sets
- Deployment settings