
SALES FORCE SYLLABUS CONTENT

Customer Relationship Management (CRM)

- ✓ CRM
- ✓ CRM Submodules
- ✓ CRM Basic entities
- ✓ Existing CRMs

Salesforce.com Introduction

- ✓ Salesforce.com basics
- ✓ Different Salesforce.com editions
- ✓ Why Salesforce.com?
- ✓ Developer Edition

Salesforce.com Basic Navigations

- ✓ What are Records?
- ✓ Public Solutions
- ✓ Entitlement Management
- ✓ Edit
- ✓ Delete
- ✓ Clone Buttons
- ✓ Appexchange
- ✓ Web-to-Case
- ✓ Chatter Answers
- ✓ Help Links
- ✓ MVC Pattern
- ✓ Tags in Salesforce
- ✓ Web-to-Lead
- ✓ Live Agent

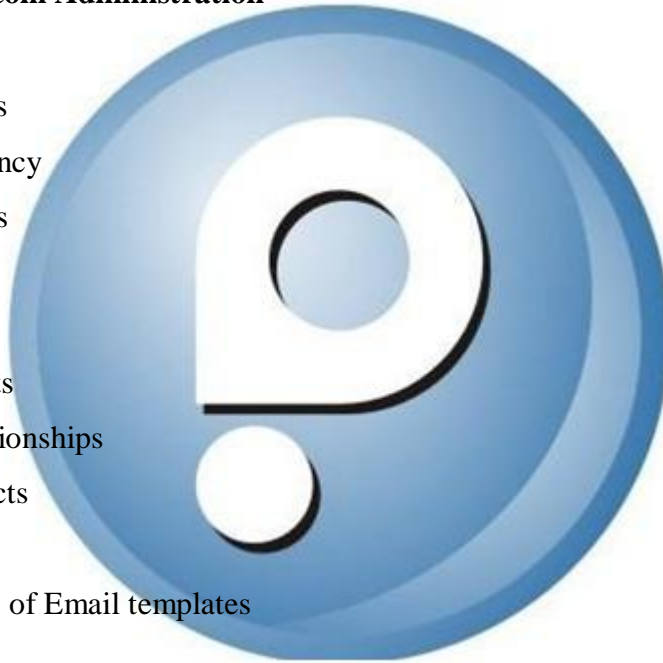
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- ✓ Visualforce page
- ✓ Email to Case
- ✓ Schema Builder
- ✓ Action Column
- ✓ Salesforce Actions
- ✓ Manual Sharing
- ✓ Workbench

Level 1 – Salesforce.com Administration

- ✓ Objects Types
- ✓ Types of Fields
- ✓ Field Dependency
- ✓ Standard Fields
- ✓ Custom Fields
- ✓ Text
- ✓ Custom Objects
- ✓ Types of Relationships
- ✓ Standard Objects
- ✓ HTML
- ✓ Different types of Email templates
- ✓ Visualforce



Level 2 – Salesforce.com Development

- ✓ Custom Settings
- ✓ Calling Apex method from Custom Button
- ✓ Custom Labels
- ✓ Adding Error message in Visual force page
- ✓ Triggers
- ✓ Salesforce to Salesforce connection

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- ✓ Unit testing
- ✓ Batch Apex
- ✓ Java to Salesforce connection
- ✓ Database.
- ✓ Save Point and Database.
- ✓ Rollback
- ✓ Visualforce Components
- ✓ Adding controller to Visualforce page
- ✓ Apex Classes
- ✓ Coding Standard in Salesforce
- ✓ Force.com IDE installation
- ✓ Date Picker in Visual force page
- ✓ Governor Limits in Salesforce.com
- ✓ Hide and Show in Visualforce page
- ✓ Date and Date time
- ✓ SOQL

