SalesForce Course Syllabus

Cloud Computing

- What is Cloud Computing?
- SAAS/PAAS/IAAS
- Types of cloud
- Examples (Companies/Products)

CRM/ERP

- What is CRM/ERP
- Different Segment of CRM
- CRM Entities
- CRM Process Flow

Salesforce Overview

- What is salesforce?
- About the company their product.
- Existing Competitors.

Force.com Platform

- Overview
- Creating Developer Environment
- Understand Salesforce & Organization setting
- Licensing
- Declarative customization Vs Programmatic customization

Salesforce Development

- Console Environment /Development mode.
- What is Visualforce?
- Visualforce Page / Components
- What is APEX?
- Apex triggers
- Classes/Controllers
- Helper Class
- Handler Class
- Where Apex classes can be used
- Use of JavaScript in VF Page

- Salesforce governor Limit
- Best practice for Development
- Salesforce Sites

Lightning in Salesforce

- Declarative options for Lightning Components
- Basics of Lightning

Integration

- What is Integration?

1. Inbound
2. Outbound

- Programmatic Integration

1. Web Services
2. Creating Web Services
3. Consuming Web Services
4. SOAP API
5. REST API with Authentication
6. REST Api without Authentication
7. Assignment on Web Services (Both Consuming and Creating)

- Authentication

1. OAuth 2.0

Project Implementation

- CRM project(Campaign management, Lead management, Opportunity management)
- Integration Project(Advance Development)
- AppExchange Product