



Salesforce Course Content

Salesforce Admin Course Content

- ✓ Overview
- ✓ Salesforce Licenses and Editions
- ✓ Creating Developer Account, User Setup and Administration, Standard Objects
- ✓ Custom Objects, Tabs, Fields
- ✓ Relationships (Look Up, Master Detail, M to M and Self)
- ✓ Record Types, Page Layout Assignments, Roles, Profiles and Permission Sets
- ✓ Field Level Security, Organization Wide Defaults and Sharing Rules
- ✓ Campaign Management, Lead Management and Case Management
- ✓ Automation of Case Management
- ✓ Email to Case, Web to Case
- ✓ Validation Rules
- ✓ Assignment Rules, Auto Response Rules, Escalation Rules
- ✓ Custom Labels, Custom Settings
- ✓ Workflows, Approvals
- ✓ Import Wizards, Force.com Data Loader
- ✓ Overview of Customer, Partner and Self Service Portals
- ✓ Change Set Deployment, Eclipse
- ✓ Reports & Report Types
- ✓ Analytic Snapshots, Dashboards
- ✓ Chatter
- ✓ Misc (Ideas, Content, Knowledge Base, Answers, Solutions)



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...Career Through opportunities

Salesforce Developer Course Content

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- ✓ Custom Labels, Custom Settings
- ✓ Workflows, Approvals
- ✓ Triggers
- ✓ VisualForce
- ✓ Apex Classes
- ✓ SOQL and SOSL
- ✓ Static Resources
- ✓ Governor Limits and Test Classes
- ✓ Batch Apex, Schedules Classes
- ✓ Apex Scheduler, Monitoring, Debug Logs and Developer Console
- ✓ Import Wizards, Force.com Data Loader
- ✓



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- ✓ Force.com Sites
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