

CELEBRATING  
12 YEARS

QualityThought®



**Course Duration**  
**75 Days**

**Total Sessions Hours**  
**480 Hrs**

## Administrator

### Cloud Computing Concepts

- ⇒ Introduction
- ⇒ Evolution of Cloud Computing
- ⇒ Comparison with Other computing techniques
- ⇒ Characteristics of Cloud Computing
- ⇒ Advantages and Disadvantages

### Classification of Cloud Computing Services

- ⇒ PAAS (Platform As A Service)
- ⇒ SAAS (Software As A Service)
- ⇒ IAAS (Infrastructure As A Service)

### CRM Concepts

- ⇒ CRM Vocabulary
- ⇒ CRM Processes
- ⇒ Marketing Process
- ⇒ Sales Process
- ⇒ Support Process
- ⇒ Lead Conversion Process

### Creating Salesforce Developer Account

- ⇒ Salesforce Products Overview
- ⇒ Salesforce Editions
- ⇒ Creating Salesforce Developer Account
- ⇒ Salesforce overview

### Salesforce.com Products Overview

- ⇒ Overview of products
- ⇒ Sales : Sales Cloud
- ⇒ Service : Service Cloud
- ⇒ Editions and

### Salesforce Object Management

- ⇒ Standard Objects and Custom Objects
- ⇒ Creating / Editing / Deletion of records
- ⇒ Creating Custom Fields, Custom Objects
- ⇒ Field Dependency, Field History Tracking
- ⇒ Lead Conversion Process
- ⇒ Web to Lead
- ⇒ Creating Applications & Configuration

### Data Validation & Formula Fields

- ⇒ Learn about Salesforce CRM Data Validation
- ⇒ Create Data Validation Rules & Formula Fields
- ⇒ Salesforce Functions for Validation Rules & Formula Fields
- ⇒ Learn about the Custom fields & Unique properties

### Customizing Page Layouts

- ⇒ Creating and Customizing Page Layouts (Fields, Buttons, Related Lists)
- ⇒ Page Layout Assignments
- ⇒ Creating Salesforce Business Records (Record Types)
- ⇒ Introduction to Business Processes (Lead Process, Sales Process, Support Process, Solution Process)
- ⇒ Customizing Record Types

### Object Relationships

- ⇒ Datatypes – Read Only, Relationship and Generic
- ⇒ Lookup & Master details
- ⇒ One to Many & Many to Many relationship

### Business Process Automation Tools

- ⇒ Workflow
- ⇒ Email Templates
- ⇒ Approval Processes
- ⇒ Process Builder
- ⇒ Visual workflow /



## Security & Data Visibility

- ⇒ Introduction to Salesforce Security Model
- ⇒ Role Hierarchy & OWD
- ⇒ Sharing Settings & Sharing Rules
- ⇒ Profiles & Permission Sets & Users
- ⇒ Public Groups and Queues & Assignment Rules
- ⇒ Field Level Security & Object Level Security

## Data Management

- ⇒ Introduction to Data Loader
- ⇒ Import & Export Operations in Data Loader
- ⇒ Performing DML Operations on Records (Insert, Update, Delete, Upsert)
- ⇒ Introduction to Import wizard and Import & Export operations
- ⇒ Import wizard Vs Data Loader

## Sales Cloud Implementation

- ⇒ Campaign, Leads
- ⇒ Account, Contact & Opportunity
- ⇒ Web to lead
- ⇒ Email to case
- ⇒ Lead Assignment rules

## Service Cloud Implementation

- ⇒ Introduction to Service Cloud and Objects

## Analytics in Salesforce

- ⇒ Creating Reports in Salesforce
- ⇒ Report Types (Standard & Custom)
- ⇒ Types of Reports (Tabular, Matrix, Summarize, Joined)
- ⇒ Creating Custom Report Types & Implementation
- ⇒ Scheduling the Reports
- ⇒ Introduction to Dashboards
- ⇒ Dashboard Components & Charts
- ⇒ Dynamic Dashboards



## Development

### Introduction to Cloud Computing

- ⇒ Classification of Cloud Services
- ⇒ SAAS (Software As A Service)
- ⇒ PAAS (Platform As A Service)
- ⇒ IAAS (Infrastructure As A Service)
- ⇒ Overview of Cloud Computing Vendors
- ⇒ Introduction to Salesforce.com and its Services
- ⇒ Salesforce.com Platform (Force.com) and Benefits
- ⇒ Multitenant Architecture and Benefits
- ⇒ Overview of Apex and Visual Force
- ⇒ Overview of Tools (Developer Console, Eclipse IDE)
- ⇒ Apex Language Yes

### Building Blocks of Apex

- ⇒ Data Types (Primitive Types and Object Types)
- ⇒ Conditional Statements and Iterative Statements
- ⇒ Object Oriented Programming concepts
- ⇒ OOPs Overview
- ⇒ Access Specifiers
- ⇒ Classes and Objects
- ⇒ Constructors and Types
- ⇒ Inheritance and its usage
- ⇒ Abstract classes & Interfaces
- ⇒ Overloading and Overriding
- ⇒ Overview of Properties (Set, Get)
- ⇒ Overview of sObject Types
- ⇒ Collection Classes:---Yes

### SOSL and SOQL

- ⇒ Overview of Sales force Query Language (SOQL)
- ⇒ Select Statement overview
- ⇒ Retrieving Data from Objects
- ⇒ Query Conditions (Where, Group By, Having, Order By,Limit, Offset)
- ⇒ SOQL Governor Limits

### DML Statements

- ⇒ Overviews of DML Statements (insert, update, delete and upsert)
- ⇒ DML Operations with Conditions
- ⇒ Bulkify DML operations

## Overview of Database Class and Methods

### Triggers

- ⇒ Overview of Triggers and Benefits
- ⇒ Trigger Events and Trigger Context Variables
- ⇒ Bulkify Trigger Operations
- ⇒ Trigger Execution Order
- ⇒ Trigger Best Practices
- ⇒ Overview of Trigger Handler Factory

### Batch Processing

- ⇒ Overview of Batch Apex and Limits in DML Statements
- ⇒ Introduction to Database.Batchable and implementation
- ⇒ State full Batch Processing with Database.Stateful
- ⇒ Callouts in Batch Apex
- ⇒ Governor Limits & Best Practices

### Scheduling

- ⇒ Overview of Apex Scheduler
- ⇒ Introduction to System.Schedule Interface and Methods
- ⇒ Implementing the Schedulable interface
- ⇒ Schedule the Jobs using Sales force UI
- ⇒ Tracking Schedule Job Status using Queries
- ⇒ Overview of Cron Triggers and Usage

### Overview of Collections and its Benefits

- ⇒ List Collection
- ⇒ Set Collection
- ⇒ Map Collection

### Deployment

- ⇒ Overview of Deployment and Organization Landscape
- ⇒ Preparing Migration Checklist
- ⇒ Deployment Tools in Sales force (workbench tool)



## LWC – Lightning Web Components

1. Introduction to LWC
2. Custom Elements
3. HTML Templates
4. Creating Basic LWC (HTML, CSS & JS)
5. LWC : Button, Button Group, Button Icon, Button Menu and Button Stateful.
6. LWC Card : Card, Layout, Layout Items (CSS).
7. LWC Tabs : Tab, Tab Set, Tab Area.
8. LWC Formatted : Date, Number, Phone, Text, Time, Address, Email, URL.
9. LWC Actions : OnClick, OnChange, OnFocus Etc.,
10. LWC with Apex Classes and Methods
11. LWC Events

## Introduction to LWC Styles

- ⇒ Defining LWC Custom Styles
- ⇒ Defining LDS (Lightning Design System) Styles
- ⇒ Creating Custom CSS Component
- ⇒ Calling Custom CSS Component in LWC

## Introduction to LWC Data System

- ⇒ LWCDS load, edit, create
- ⇒ LWC Data Tables
- ⇒ LWC Data with Wire
- ⇒ LWC Data Error Handling
- ⇒ LWC Data (General)
- ⇒ LWC Data Subject
- ⇒ LWC Data without Params
- ⇒ LWC Data with Params
- ⇒ LWC DS with Server-Side Controllers



# STUDENT TRANSFORMATION STAGES



## OUR STUDENTS ARE PLACED IN
