

CETPA INFOTECH PVT. LTD.

CURRICULUM OF SALESFORCE ADMINISTRATOR

Duration: 40 Hours


<p>GETTING AROUND THE APP</p> <ul style="list-style-type: none"> • Understand the data model and navigation • Find answers in Help & Training <p>GETTING YOUR ORGANIZATION READY FOR USERS</p> <ul style="list-style-type: none"> • Set up the company profile • Configure the user interface • Set up activities and calendars • Configure search settings • Set up Chatter <p>SETTING UP AND MANAGING USERS</p> <ul style="list-style-type: none"> • Manage user profiles • Create and manage users • Troubleshoot user login issues • Understand Salesforce capabilities • Set up Chatter Free and Chatter external users • Understand Salesforce1 settings <p>SECURITY AND DATA ACCESS</p> <ul style="list-style-type: none"> • Restrict logins • Determine object access • Set up record access • Manage record access with the role hierarchy • Deal with record access exceptions • Control access to events • Manage field-level security <p>CUSTOMIZATION: FIELDS</p> <ul style="list-style-type: none"> • Administer standard fields • Create new custom fields • Create selection fields: picklists and lookups 	<ul style="list-style-type: none"> • Create formula fields • Work with page layouts • Work with record types and business processes • Maintain data quality <p>MANAGING DATA</p> <ul style="list-style-type: none"> • Import new records using import wizards • Update existing records with the data loader • Keep records up to date with Data.com and social accounts and contacts • Mass transfer records between users • Back up data with a weekly export • Mass delete records <p>REPORTS AND DASHBOARDS</p> <ul style="list-style-type: none"> • Run and modify reports • Create new reports with the report builder • Filter reports • Summarize report data with formulas and visual summaries • Print, export, and email reports • Build dashboards <p>AUTOMATION</p> <ul style="list-style-type: none"> • Manage email administration • Set up workflow rules and Process Builder • Automate leads and cases <p>MANAGING THE SUPPORT PROCESS*</p> <p>*For virtual classroom attendees, this content is delivered as an online module.</p> <ul style="list-style-type: none"> • Automate the support process • Understand the the Salesforce Console • Enable collaboration in the Service Cloud • Analyze support data with reports and dashboards
<p style="text-align: center;"><u>What you will learn</u></p> <ul style="list-style-type: none"> • When you complete this course, you'll be able to: • Customize your application, including page layouts, fields, tabs, and business processes • Create a secure Salesforce environment • Maintain and import clean data • Create high-value reports and dashboards • Set up workflow automation 	<p style="text-align: center;"><u>Prerequisites</u></p> <p>The prerequisites include a solid understanding of basic Cloud Computing Courses, which are available at CETPA Four weeks course module which are available at:</p> <p>http://www.cetpainfotech.com/syllabus/Cloud%20Computing%204-Weeks</p> <ul style="list-style-type: none"> • Getting Started: Introduction to Cloud Computing • Getting Started: Service Models, Deployment Models <p style="text-align: center;"><u>Objectives</u></p> <ul style="list-style-type: none"> • Customize fields, applications, business processes, tabs, and page layouts • Understand how to create a safe and successful Salesforce environment • Administer your data • Describe an application's data model • Build efficient reports and dashboards

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CURRICULUM OF SALESFORCE DEVELOPER

Duration: **40 Hours**

<p><u>BUILDING APPLICATIONS WITH FORCE.COM</u></p> <p>DESIGNING APPLICATIONS ON FORCE.COM</p> <ul style="list-style-type: none">• Learn about factors to consider when building a data model• Develop custom objects and fields• Create and customize page layouts and publisher actions• Create master-detail, lookup, and many-to-many relationships• Create custom applications• Use custom object queues and event-based workflow rules with field update actions <p>DESIGNING APPLICATIONS FOR MULTIPLE USERS</p> <ul style="list-style-type: none">• Learn about factors to consider when designing applications for multiple users• Create and customize profiles to manage the user experience• Create and customize permission sets to manage the user experience• Employ organization-wide defaults (OWDs), sharing rules, roles, role hierarchy, public groups, and manual sharing to control access to records• Analyze suitability of field-level security, page layouts, and record types to satisfy business requirements	<p>IMPLEMENTING BUSINESS PROCESSES</p> <ul style="list-style-type: none">• Use validation rules to enforce conditional required behavior• Use functions to enforce data format and data consistency• Create parallel approval processes and approval processes with dynamic approval routing to automate business processes• Establish approval process criteria with cross-object formulas• Set up field history tracking to audit processes• Learn techniques to prevent or record data changes• Create and deploy a flow using Visual Workflow <p>MANAGING DATA</p> <ul style="list-style-type: none">• Learn when and how to export, delete, insert, update, and upsert data• Use the Data Import Wizard and Data loader to manage data <p>VISUALFORCE PAGES: ENHANCING THE USER INTERFACE</p> <ul style="list-style-type: none">• Learn about the capabilities of Visualforce pages• Create Visualforce pages to modify the user interface• Learn about the functionality that comes with Visualforcepage standard controllers• Create templates that can be applied to multiple Visualforcepages• Learn about incorporating Visualforce into a page layout• Learn about incorporating JavaScript and Ajax with Visualforce• Learn about exposing Visualforce to the Internet• Learn about incorporating Visualforce into Salesforce1
<p><u>What you will learn</u></p> <ul style="list-style-type: none">• When you complete this course, you'll be able to:• Build and customize multi-user cloud applications with just clicks• Define an application's data model• Customize the user interface• Create advanced workflows, processes, validation rules• Automate business processes• Manage your data• Modify the user interface with Visualforce pages	<p><u>Prerequisites</u></p> <p>The prerequisites include a solid understanding of basic Cloud Computing Courses, which are available at CETPA Four weeks course module which are available at:</p> <p>http://www.cetpainfotech.com/syllabus/Cloud%20Computing%204-Weeks</p> <ul style="list-style-type: none">• Getting Started: Introduction to Cloud Computing• Getting Started: Service Models, Deployment Models <p><u>Objectives</u></p> <ul style="list-style-type: none">• Modify the user interface• Modify the user interface with Visual force• Modify advanced workflows and validation rules• Understand learn how to automate Business/workflows processes• Build multi-user cloud applications with just clicks

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