

SALESFORCE COURSE CONTENT

- CRM Fundamentals
 - Introduction to CRM
 - Introduction to Sales Cycle
 - Understanding the terminologies of CRM
 - Introduction to SFDC
 - Understanding the workflow of SFDC with a real time example
- SFDC Basics and Development
 - Understanding the terms in SFDC
 - Introduction to SFDC Editions
 - Creating Objects, Tabs and Apps in SFDC
 - Creating layouts and applying hierarchy
 - Creating roles and profiles
 - Creating workflow rules
 - Creating Tasks and Events
 - Understanding the SFDC admin system
 - Creating relationships between the objects
- SFDC Advanced Development
 - Invoking Apex
 - Creating Apex Classes and triggers
 - Customization using Apex programming
 - Integration to third party systems using SFDC AP
 - Introduction to Visual Force
 - Creating Visual Force pages
 - Creating Packages
 - Deploying SFDC
 - Using Visual Force in a real time scenario
 - Creating Reports and Dashboards
 - How CRM is useful in Hospitality, Healthcare