



An ISO 9001:2015 Certified

Center For Higher Technical Educations



Global Techsys

excellence within



SALESFORCE TRAINING

www.globaltechsyslearning.com

■ ABOUT US

Global Techsys Learning is a leading Skills and Talent Development Corporate Training Institute that is building a manpower pool for global industry requirements. Global Techsys Learning has three main lines of business – Corporate Training, Skills and Careers, and Placement Solutions.

Global Techsys Learning has been founded by a group of highly qualified professionals with an excelled expertise in varied technological domains as a center for IT education & training with a vision to make candidates ready for the IT industry from day one. We believe in in-depth perfection in whatever we do and we strive to bring it alive through Global Techsys . Global Techsys proved that every candidate from fresher to experience got trained on latest IT requirements and became the first choice for industries

That's Why Now We are (**Global Techsys Learning**) Punes One Of The Trusted Corporate Training Institute In Many More Domains ... We Provide the best Corporate Training with 100 % Practical work & live projects its help many of our candidates to get a job in Leading MNC & Corporate Company in this industry with good position & salary structure

One More Reasons To **Global Techsys Learning** Sucess Our Experience Placement Consultation Team

■ Salesforce Training Overview

Salesforce Customer Relationship Management usually pronounced as Salesforce which has began with the vision of re-inventing. The major role of Salesforce is to run entirely in the cloud storage and there is no need of setup costs which helps your workers to do work from any device just with an internet connection either it may be a smart phone, tablet, laptop or PC. Salesforce is easy to operate for small business as well as large business organizations. It not only starts and end with CRM for sales and marketing but also enables you to manage all interactions with your customers.

Objectives of the Course

- ▣ Salesforce software and its features.
- ▣ Implementing automation, security and debugging data.
- ▣ To learn Standard List Controller and Configure the user interface.

Who can attend This Course?

- ▣ There are no certain pre-requisites to take the Salesforce course.
- ▣ Who should do the course: App Builders?
- ▣ Developers System, Administrators, Sales Managers, Sales Executives.

Prerequisites to learn Salesforce

- ▣ Core Java or Any Programming Language

SalesForce CRM Course Content

Definition Of Cloud Computing And Types

- ▣ Importance of Salesforce
- ▣ Importance of CRM and Solutions
- ▣ Growth of Revenue using CRM
- ▣ Comparison of Salesforce CRM with other CRM Products
- ▣ Salesforce Products
- ▣ Salesforce Features and Edition Limits

Salesforce Administration

Sales Cloud-Generic Business Process

- ▣ Features of Sales Cloud
- ▣ Products
- ▣ Campaign
- ▣ Lead
- ▣ Account
- ▣ Opportunity
- ▣ Contact
- ▣ Contract
- ▣ QuoteManage
- ▣ Order
- ▣ Forecast
- ▣ Entitlement

Service Cloud and Customer Service

- ▣ Features of Service cloud
- ▣ Case
- ▣ Solution
- ▣ Public Knowledge Base
- ▣ Web-to-case
- ▣ Self-Service Portal
- ▣ Escalation rules

Company Information

- ▣ Creating Company Profile
- ▣ Setting Fiscal Year, Business Hours
- ▣ Setting Holidays and Language
- ▣ Identifying Edition

Salesforce-Force.Com Platform

- ▣ Creating User Login Credentials
- ▣ Setup-Personal Setup
- ▣ About Administration Setup
- ▣ Standard Applications, Tabs and Objects
- ▣ Creating Custom Application(Design), Custom Objects and Custom Tabs
- ▣ Creating Custom Fields Using DataTypes and Picklist and Dependencies

Manage Users

- ▣ Creating users and Roles
- ▣ Creating Custom Profiles
- ▣ Discussion on Standard Profiles
- ▣ Creating Permission Sets and Public Groups and Queues
- ▣ Login History

Relationships In Salesforce

- ▣ Lookup Relationship
- ▣ Master-Detail Relationship
- ▣ Many to many Relationships
- ▣ Junction Object
- ▣ Rollup Summary Fields
- ▣ RealTime Scenarios

Applying Validations And Formulas

- ▣ Overview of validation
- ▣ Creating Validation Rule
- ▣ Apply Formula in Validation
- ▣ PageLayout on Objects
- ▣ Mini PageLayout
- ▣ Search Layout
- ▣ Record Type
- ▣ Field Level Security on Layout

Object Level Security Model (Table)

- ▣ Profile Level
- ▣ Permission Set Level

Field Level Security Model (Column)

- ▣ Profile Level
- ▣ Page Layout Security
- ▣ Permission Set Security

Record Level Security Model-Sharing Settings(Row)

- ▣ Overview of Record Level security
- ▣ Organization-Wide-Default
- ▣ Sharing Rules
- ▣ Grant Access Using Hierarchies
- ▣ Internal Access
- ▣ External Access
- ▣ Manual Sharing
- ▣ Owner Based Sharing Rule
- ▣ Both Usage of Profile and OWD
- ▣ Real Time Scenarios

Workflows And Approvals

- ▣ Overview of Workflows
- ▣ Email Alerts
- ▣ Tasks
- ▣ Field Updates
- ▣ Outbound Messages
- ▣ Time Dependent Workflow Actions
- ▣ Order of Execution
- ▣ Approval Process Definition
- ▣ Dynamic Approval Process
- ▣ Multi-Step Approval Process
- ▣ Parallel Approval Process
- ▣ Approval Process Actions
- ▣ Real Time Scenarios

Data Management With SFDC

- ▣ Overview Import wizard
- ▣ Limitations on Import Wizard
- ▣ Data Export
- ▣ Import Objects
- ▣ CSV File usage in salesfore
- ▣ Import Data into Salesforce
- ▣ Data Loader
- ▣ Mass Transfer Records and Delete of Records

Process Builder

- ▣ Overview of Process Builder
- ▣ Working with Process Builder
- ▣ Workflows With Process Builder

Community Creation

- ▣ Customer community
- ▣ Partner Community
- ▣ Creating User On Community
- ▣ Self Registration

Security Settings

- ▣ Single-Sign-on settings
- ▣ Session Settings
- ▣ Password Policies
- ▣ Identity Provides
- ▣ Login Access
- ▣ Identity Connect
- ▣ Email Admin Setup

Email Administration

- ▣ Deliverability
- ▣ Test Deliverability
- ▣ Organization-Wide Addresses
- ▣ Setting Email Footers
- ▣ Compliance BCC Email

Administrative Integration

- ▣ Overview on Declarative(no-code) and Programmatic (coding)
- ▣ Integrating SFDC to SFDC, SFDC to Excel and SFDC to Facebook

Reports And Dashboards

- ▣ Importance of Reports
- ▣ Discussion On Standard Report
- ▣ Creating Custom Report, Tabular Report, Summary report, Matrix Report
- ▣ Creating Joined Report and Report Types
- ▣ Applying Filters on Report
- ▣ Run Report
- ▣ Export Report
- ▣ Create Dashboard
- ▣ Fetching Dashboard in to Visualforce

Resolving Project Issues

- ▣ Overview on Types of Projects
- ▣ Issue Capturing and Priority
- ▣ Issue Resolving and escalation
- ▣ How RealTime Issues
- ▣ Overview on Outlook Email
- ▣ Code Checking

- ▣ BluePrint
- ▣ Agile Methodology
- ▣ How to Clear RoadBlocks
- ▣ Office Communicator(O.C)

Salesforce Development

Project Related

- ▣ Resolving User Issues In Project
- ▣ Importance of User In Application
- ▣ Real time project explanation and Project Business Process
- ▣ Project Development Life Cycle
- ▣ Project Management Tools
- ▣ Sandbox and UAT
- ▣ Change Set
- ▣ Deployment
- ▣ Production

Before Start Development

- ▣ Enable Development Mode
- ▣ MVC Architecture
- ▣ Developer Console Usage
- ▣ Query Editor Usage
- ▣ Execute Anonymous Window
- ▣ Create Class Using Developer Console and Visualforce Using Developer Console
- ▣ Test and Debug Using Developer Console
- ▣ Installing Eclipse

Visualforce Pages

- ▣ Comparison With HTML Tags
- ▣ Create VF Using URL, Developer Console, Standard Navigation and Eclipse

Data Sources In Visualforce

- ▣ Apex Class Variables
- ▣ Parameters Using URL
- ▣ Global Standard Objects or Custom Objects
- ▣ Static Data

Page Block Tags

- ▣ Page Block
- ▣ Page Block Section, Section Item
- ▣ Page Block Button and Location
- ▣ Command Buttons and Actions

Input Components

- ▣ Input Text, Input Field and Input Secret
- ▣ Input Hidden
- ▣ Input File

Select Components

- ▣ Select Option
- ▣ Select Options
- ▣ Select Check Box
- ▣ Select Radio

Message Tags

- ▣ Page Message
- ▣ Page Messages

Panel Tags

- ▣ Panel Bar
- ▣ Panel Barm Item
- ▣ Panel Grid
- ▣ Panel Group

Other VF Tags

- ▣ Column
- ▣ Command Link
- ▣ Detail
- ▣ Facet
- ▣ Form
- ▣ Iframe
- ▣ Image
- ▣ Include Script
- ▣ Include Page
- ▣ List Views
- ▣ Repeat
- ▣ Tab and Tab Panel
- ▣ Render, Rerender, RenderAs
- ▣ Passing Parameters
- ▣ Creating VF Tabs
- ▣ Realted List
- ▣ Enhanced List

List Views

- ▣ Creating Views
- ▣ Page Block Table List View
- ▣ DataTable
- ▣ Data List
- ▣ Repeat

Action Components In Visualforce

- ▣ Action Support
- ▣ Action Function
- ▣ Action Status
- ▣ Action Region
- ▣ Action Poller

Real Time Topics With Visualforce

- ▣ Usage of Static Resource In VF
- ▣ Overriding Buttons, Links and Tabs with VF
- ▣ Dynamic Visualforce Binding
- ▣ Integrating Email with Visualforce
- ▣ VisualforceTemplates
- ▣ Generate Visualforce page as PDF, Word Document
- ▣ Real Time Scenarios

Usage Of CSS In Visualforce

- ▣ Create CSS Class
- ▣ InternalCSS
- ▣ External CSS
- ▣ StaticResource In ExternalCSS
- ▣ Bootstrap Usage in Visualforce
- ▣ Realtime Scenarios

Usage Of Java Script

- ▣ JS Functions Usage in Visualforce
- ▣ JS DOM Usage in visualforce
- ▣ JS Events Usage in Visualforce
- ▣ JS Validations In Visualforce
- ▣ Internal JavaScript
- ▣ External JavaScript
- ▣ Realtime Scenarios

Usage Of jQuery In Visualforce

- ▣ Using Less Code In Visualforce
- ▣ JQuery Static Resources
- ▣ URL Plugins
- ▣ Auto Complete

Usage Ajax In Visualforce

- ▣ Overview on Connections
- ▣ Ajax SOQL
- ▣ Ajax DML

Usage Of Angular Js In Visualforce

- ▣ Overview on Single Page Web Application
- ▣ Dependency Injection
- ▣ Controller, Directives
- ▣ Filters, Model
- ▣ Scope, Service
- ▣ Expressions, Module

OOPS (Object Oriented Programming)

- ▣ Fundamental and Properties
- ▣ Variables
- ▣ Identifiers
- ▣ Data types
- ▣ Access Modifiers
- ▣ Methods
- ▣ Conditional Statements
- ▣ Exceptional Statements
- ▣ Class syntax writing
- ▣ Constructing Method
- ▣ Reference Variables
- ▣ Setter Method
- ▣ Getter method
- ▣ Constructors
- ▣ Class Properties
- ▣ Return Statements
- ▣ Inheritance
- ▣ Abstarction
- ▣ Polymorphism
- ▣ Encapsulaion
- ▣ Creating Wizard Class
- ▣ Wrapper Class
- ▣ Usage Of properties in sfdc

APEX

Collections

- ▣ List class-Scenarios
- ▣ Set class-Scenarios
- ▣ Map class-Scenarios
- ▣ Advanced Example Programs

SOQL And SOSL

- ▣ Overview on SOQL, SOSL
- ▣ Fetching Records on VF Using SOQL
- ▣ Inserting Records from VF to Salesforce
- ▣ Debug Logs
- ▣ Static SOQL
- ▣ Dynamic SOQL
- ▣ Relational SOQL (p-c,c-p)
- ▣ Functional SOQL (Aggregate, Date)
- ▣ Creating Interfaces Using SOSL
- ▣ Governing Limits on Apex
- ▣ Real Time Project Scenarios

DML Operations

- ▣ DML STATEMENTS VS DATABASE CLASS METHODS :
- ▣ Database DML Operations
- ▣ Insert Statement
- ▣ Update Statements
- ▣ Upsert Statement
- ▣ Delete Statements
- ▣ Undelete Statements
- ▣ Merge Statements
- ▣ Rollback operations
- ▣ SavePoint In DML
- ▣ Realtime Project Scenarios

Controllers In APEX

- ▣ Standard Controller
- ▣ Standard Set Controller
- ▣ Custom Controller
- ▣ Controller Extensions

Schema Programming

- ▣ Objects
- ▣ Fields
- ▣ Selected Options

Email Service Using Apex Class

- ▣ Overview Of Email Sending
- ▣ Outbound Email Service
- ▣ Inbound Email service
- ▣ Email Service Using Templates
- ▣ Sending PDF Attachments

- ▣ Sending VF Attachments
- ▣ Mass Email Message Sending
- ▣ Creating Methods for Sending Emails
- ▣ Syntax for Send Emails
- ▣ Realtime Scenarios

Custom Setting

- ▣ List Custom setting
- ▣ Hierarchical Custom Setting

Asynchronous APEX

- ▣ Future Method-Long Running
- ▣ Queueable Apex-Chain Jobs
- ▣ Batch Apex-LargeDataVolumes
- ▣ Scheduled Apex:Run On Schedule
- ▣ Implementation
- ▣ Invoking Future Method from Schedule
- ▣ Schedule Using Point and click
- ▣ Schedule Using Code Customization

Batch APEX

- ▣ Iterable Class
- ▣ Query Locator
- ▣ Get Query Locator
- ▣ Start Method
- ▣ Execute Method
- ▣ Finish Method
- ▣ Sending Email From finish Method
- ▣ Batchable Context
- ▣ Debug Batch Apex
- ▣ Creating Future Methods in Batch Apex
- ▣ Implementing Database.Allow Callouts
- ▣ Call Batch In a Batch
- ▣ Serialize Batch By Batch
- ▣ Real Time Scenarios

Apex Triggers

- ▣ Overview On Triggers
- ▣ Trigger Events
- ▣ Before Triggers
- ▣ After Triggers
- ▣ Insert Triggers
- ▣ Update Triggers
- ▣ Delete Triggers

Apex Triggers

- ▣ Undelete Triggers
- ▣ New
- ▣ Old
- ▣ New Map
- ▣ Old Map
- ▣ Recursive Triggers
- ▣ Validation Rule with Trigger
- ▣ Workflow with Trigger
- ▣ Invoking Batch Apex, Callouts from trigger
- ▣ Invoking Schedule, Future Methods from Trigger
- ▣ Real Time Scenarios on Each Topic

Support : Interview Preparation, Mock interview, Resume formatting and Placement support.



KYE FEATURES

- ✓ Higher Package IT Jobs
- ✓ 1 on 1 Career Support
- ✓ Interview Preparation
- ✓ Dedicated mentoring session from industry experts
- ✓ Trainer is From Top MNC'S
- ✓ Profile Building
- ✓ Flexible Batches
- ✓ Job Opening
- ✓ Internship

WE PROVIDE FOLLOWING COURSES :

- ▣ ERP
- ▣ Data Science Training Programme
- ▣ Cyber Security
- ▣ Sales Force
- ▣ RPA (Robotic Process Automation)
- ▣ AWS Training
- ▣ Python Development
- ▣ Machine Learning (ML)
- ▣ Ethical Hacking
- ▣ Statistical Analysis Software (SAS)
- ▣ Cloud Security
- ▣ AI & Deep Analysis
- ▣ Automation Testing - Selenium



Our Alumini Work At



Head Office

415-A Wing, Jay Ganesh Vision, Akurdi, Pune-411035



Branch Office

222, Kakade Plaza, Karve Nagar, Pune-411052



Opening Hours

Monday to Friday : 10 am to 6 pm

Saturday : 10 am to 5 pm

Sunday : Closed



Get In Touch

+91 8308405445 / +91 8308998128



info@globaltechsyslearning.com



www.globaltechsyslearning.com

Follow Us On

