

Salesforce Admin Topics

1. Organization Setup

- Company Information(Organization Name, Fiscal Year, Business Hours)
- Locale Settings(TimeZone, Language, Currency)

2. User Setup

- Creating and Managing Users
- User Profiles and Permission Sets
- Role Hierarchy and Public Groups

3. Security and Access

- Profiles and Permission Sets
- Organization-Wide Defaults (OWD)
- Role Hierarchy and Sharing Rules
- Field-Level Security and Record-Level Security

4. Standard and Custom Objects

- Understanding Standard Objects
- Creating and Managing Custom Objects
- Object Relationships (Lookup, Master-Detail)
- Object Schema and Data Model

5. Cloud Computing

- Overview of Cloud Computing
- Salesforce as a Cloud-Based CRM
- Multi-Tenant Architecture

6. Data Management

- Importing and Exporting Data(DataLoader, DataImport Wizard)
- Data Validation Rules

7. Reports and Dashboards

- Types of Reports(Tabular, Summary, Matrix, Joined)
- Creating Custom Reports
- Dashboards and Components

8. Workflow Automation

- Work-Flow & Process Builder
- Flow (ScreenFlows, Record-Triggered Flows)
- Approval Processes

9. Relationships in Salesforce

- Lookup and Master-Detail Relationships
- Many-to-Many Relationships (Junction Objects)

10. Sandbox

- Types of Sandboxes (Developer, Partial, Full)
- Sandbox Refresh and Management
- Deployment Between Sandboxes

12. Tabs, Fields, and Rules

- Creating and Managing Tabs
- Custom Fields and Field Types
- Validation Rules and Formula Fields

13. Page Layouts and Record Types

- Customizing Page Layouts
- Record Types and Business Processes
- Dynamic Forms and Conditional Visibility

14. Salesforce Lightning and Classic

- Differences Between Classic and Lightning
- Lightning Experience UI and Features
- Lightning App Builder and Components

Salesforce Developer Topics

1. Apex

- Introduction to Apex Programming
- DataTypes, Collections, and ControlFlow
- DML Operations and Exception Handling

2. Apex Trigger

- Types of Triggers(Before,After)
- Bulkification and Best Practices
- Context Variables

3. Batch Class

- Creating and Running Batch Apex
- Stateful vs. Stateless Batch

4. Synchronous and Asynchronous Apex

- Future Methods
- Queueable Apex
- Scheduled Apex

5. Lightning Web Components(LWC)

- Introduction to LWC
- Component Lifecycle
- Communication Between Components

6. Integration

- REST and SOAP APIs
- Authentication (OAuth, JWT)
- Callouts and Named Credentials

7. SOQL and SOSL Query

- Writing SOQL Queries
- SOQL Best Practices and Bulkification
- Difference Between SOQL and SOSL

Skills Covered in Salesforce

Salesforce training covers a wide range of technical and functional skills, including

- Salesforce Administration – User management, security, data management, automation, and reporting.
- Salesforce Development – Apex programming, triggers, batch processing, and Lightning Web Components (LWC).
- Salesforce Integration – REST/SOAP APIs.
- Customization & Configuration – Page layouts, record types, workflow automation, and validation rules.
- Data Handling – SOQL & SOSL queries, data import/export, and deduplication techniques.
- Deployment & Sandboxes – Change sets, metadata API.
- Industry-Specific Solutions – Sales Cloud, Service Cloud, Marketing Cloud, and Experience Cloud.

ThankYou