



Course: SalesForce

Duration: 30 Hrs (Changeable) | Fees: Individual / Batch

Since 2007, Nestsoft TechnoMaster has been providing training, internships, and services in IT technologies, both online and offline, with the expertise of over 250 industry experts. We have delivered internships, training, and seminars to more than 50,000 students, resulting in numerous success stories. We offer 100% placement support through JobsNEAR.in

Our Courses/Internship

- Python/Django Fullstack
- Artificial Intelligence
- Machine Learning
- Data Science
- Software Testing (All)
- Wordpress, Woocommerce
- Digital Marketing, SEO
- Php/MySQL, Laravel
- Flutter, Android, IOS
- Asp.net MVC
- Web Design, Javascript
- Angular JS, React JS
- CCNA, MCSA, CCNP
- AWS, GCP, Azure
- Odoo, SalesForce, Sap
- Microsoft Excel
- Ethical Hacking



Syllabus on the Next Page ..



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1. Introduction to Salesforce CRM

- * Overview of CRM and its importance in businesses
- * Introduction to Salesforce ecosystem
- Sales CloudService Cloud
- Marketing Cloud
- * Commerce Cloud
- Editions and Licensing in Salesforce
- * Key Terminologies in Salesforce

2. Salesforce Basics and Navigation

- * Understanding the Salesforce user interface (UI)
- * Salesforce Apps and AppExchange
- Tabs, Objects, Records, and Fields
- Setup and Configuration: Basics
- * Creating and managing list views

3. Salesforce Data Model and Management

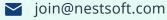
- * Data Models: Standard vs. Custom Objects
- * Fields: Standard and Custom Fields
- Relationships in Salesforce:
- Master-Detail Relationship
- * Lookup Relationship
- * Many-to-Many Relationship
- Data Import and ExportData Loader
- * Import WizardData Validation and Rules

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* Validation RulesRequired Fields

4. Salesforce Security and Access

- * User ManagementCreating and managing users
- * Profiles and Permission Sets
- * Role HierarchiesOrganization-Wide Defaults (OWD)
- Sharing Rules and Manual SharingField-Level Security
- * Login IP Ranges and Session Settings

5. Business Process Automation

- * Workflow RulesProcess Builder
- * Approval ProcessesEmail Alerts and Templates
- * Escalation and Assignment Rules

6. Salesforce Lightning Experience

- * Overview of Salesforce Lightning
- * Transition from Classic to Lightning
- * Lightning App BuilderCreating and customizing pages
- * Components and utilities
- * Lightning Flow (Flow Builder) Types of Flows
- * Flow vs. Process Builder

7. Reports and Dashboards

- * Creating and customizing Reports
- * Tabular, Summary, Matrix, and Joined Reports
- * Report Filters and FormulasDashboards:

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- * Dashboard Components Dynamic Dashboards
- * Scheduling and Exporting Reports

8. Sales and Service Cloud

- * Sales Cloud:Lead Management
- * Lead Conversion Process
- Opportunity Management
- Stages, Forecasting, and Pipeline
- Products, Price Books, and Quotes
- Service Cloud:Case Management
- Creating and resolving casesCase Assignment Rules
- * Knowledge Base ManagementEntitlements and Milestones
- * Service Console

9. Integration and AppExchange

- * Introduction to Salesforce Integrations
- * REST and SOAP APIs
- * Integration with third-party tools
- * (e.g., Outlook, Gmail, Slack)
- * Introduction to AppExchange
- * Installing and managing apps
- * Popular AppExchange tools

10. Salesforce Development Basics

* Overview of Salesforce Development

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- * Introduction to ApexApex Triggers
- * Apex Classes Visual force Basics
- * Introduction to Lightning Web Components (LWCs)

11. Salesforce Deployment and Sandbox Management

- * Types of SandboxesChange Sets
- Deployment Best Practices
- * Version Control with Git and other tools

12. Industry-Specific Use Cases

- * Salesforce for RetailSalesforce for Healthcare
- * Salesforce for Financial Services

13. Certification Guidance

- * Overview of Salesforce Certifications
- * Salesforce Administrator
- * Salesforce Platform App Builder
- * Salesforce Developer
- * Salesforce Architect
- * Exam Tips and Preparation

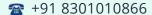
14. Advanced Topics (Optional)

- * Salesforce Einstein (Al features)
- * Salesforce Marketing Cloud Overview
- * Advanced Security (Shield)
- * Advanced Analytics (Tableau CRM)

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(Click on Course for more details)

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- Thank You -

N.B:This syllabus is not final and can be customized as per requirements / updates.

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