#### **Module 1: Salesforce.com Introduction (Duration-2hrs)**

* Cloud Computing & its Models.
* What is Salesforce.com?
* Evolution and Products
* Different Editions in Salesforce.com
* How to sign up for Developer Edition.

#### **Module 2: Getting Your Organization Ready for Users (Duration-2hrs)**

* Set up the company profile
* Configure the user interface
* Configure search settings
* Set up Chatter

#### **Module 3: Security and Data Access (Duration-4hrs)**

* Restrict logins
* Determine object access
* Set up record access
* Manage record access with the role hierarchy
* Deal with record access exceptions
* Manage field-level security

#### **Module 4: Managing Data (Duration-3hrs)**

* Data Loader v/s Import wizards
* Import new records using import wizards
* Update existing records with the data loader
* Upsert operation, Export and Export All
* Mass transfer records between users
* Back up data with a weekly export
* Mass delete records

#### **Module 5: Automation (Duration-5hrs)**

* Manage Email Administration
* Set up workflow rules and Approval Processes
* Automate Leads and Cases

#### **Module 6: Getting Around the App (Duration-3hrs)**

* Understand the data model and navigation
* Find answers in Help & Training
* Rollup summary & Cross object formula.

#### **Module 7: Setting Up and Managing Users (Duration-2hrs)**

* Manage user profiles
* Create and manage users
* Troubleshoot user login issues
* Set up Chatter Free and Chatter external users.

#### **Module 8: Customization: Fields (Duration-3hrs)**

* Administer standard fields
* Create new custom fields
* Create selection fields: picklists and lookups
* Create Formula Fields
* Work with Page Layouts
* Work with Record Types and Business Processes
* Maintain Data Quality

#### **Module 9: Reports and Dashboards (Duration-4hrs)**

* Run and modify reports
* Create new reports with the report builder
* Filter reports
* Summarize Report Data
* Bucket Fields in Reports
* Print, Export, Scheduling and Email Reports
* Build Dashboards
* Adding Dashboards in Home Page

#### **Module 10: More Administration (Duration-2hrs)**

* Queues
* Public Groups

### **Salesforce Lightning Syllabus**

Salesforce Lightning Syllabus is for you if you want to get Salesforce Lightning Training at Besant Technologies. Salesforce Lightning professionals created this syllabus, covering essential topics like salesforce lightning components, application of lightning components, reusable lightning components, and app exchange.

**Introduction to Lightning**

* Introduction to Salesforce Lightning Platform

**Working on Classic to Lightning Migration**

* About previous user experience
* Check list before moving to lightning experience
* Rolling out to lightning experience

**Lightning Experience Basic**

* Get Started with Lightning
* Decide When Lightning Experience Is Right for Your Company
* Enable Lightning Experience
* Disable switch between lightning experience and Salesforce classic

**Administrator**

* Walkthrough of Setup in lightning
* Lightning App Builder
* App Launcher
* Object Manager
* Compact Layouts
* Reports And Dashboards In lightning
* Lightning Process Builder
* Creating / Registering Domain
* Need of Custom Domain

**Lightning Experience Development**

* User Interface Development Considerations

**Visualforce and Lightning Experience**

* Use of Visualforce in Lightning Experience
* Develop Visualforce Pages for Lightning Experience
* Explore the Visualforce App Container
* Share Visualforce Pages between Classic and Lightning Experience
* Manage Navigation
* Understand Important Visual Design Considerations

**Lightning Components**

* Discussion about Lightning Component Bundle
* Lightning Applications
* Calling Component from App
* Helper Methods
* Combining App, Component and JS Controller
* Create and Edit Lightning Components
* Attributes and Expressions
* Handle Actions with Controllers
* Input Data Using Forms
* Connect to Salesforce with Server-Side Controllers
* Debugging
* Error Handling
* Server Request Lifecycle and Handling Navigation

**Lightning Data Service Basics**

* Get Started with Lightning Data Service
* Manipulate Records
* Handle Record Changes