

CRM – Customer Relationship Management

What is CRM (Customer Relationship Management)?

- CRM basic entities
- Sub modules of CRM
- Existing CRMs

Salesforce.com Introduction

- What is Salesforce.com?
- Why Salesforce.com?
- Different editions in Salesforce.com
- How to sign up for Developer Edition?

Salesforce.com Basic Navigations

- What are Records?
- What are Related Lists?
- Action column
- Help links

Development in Salesforce.com

- Custom settings
- Visualforce components
- Difference between developer, configuration and full sandboxes
- Adding controller to Visualforce page
- Apex classes
- Custom labels
- Adding error message in Visualforce page
- Triggers
- Unit testing
- Batch Apex
- Database save point and Database rollback
- Force.com IDE installation
- Salesforce to Salesforce connection
- Calling Apex method from Custom Button
- Java to Salesforce connection
- Fetching data from another Salesforce organization
- Date Picker in Visualforce page
- With Sharing and Without Sharing in Apex Classes
- List, Set and Map collection data types
- Moving Components from one organization to another organization
- Creating table in VF using apex:panelGrid
- Standard Controller, Custom Controller and Extensions
- How to create a Sandbox in Salesforce?
- How to login into Sandbox in Salesforce?
- How to create Inbound Change set?

- How to create Outbound Change set?
- Adding help text for apex:inputText
- Debugging Apex code
- Try and Catch block
- Governor Limits in Salesforce.com
- Hide and Show in Visualforce page
- Date and Datetime
- SOQL
- Coding Standard in Salesforce