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Track 1 (Admin & Consultant)

Topic	Sub Topics
Salesforce Overview	Overview of Salesforce.com
	Other Cloud Computing Providers
Identity Management	Trusted IP Ranges
	Login Access Settings
	Security Token
	Personal Email Settings
	Changing Password
UI / Navigation Settings	Configuring the UI
	Configuring the Search Settings
	Configuring Chatter
Organization Administration	Company Profile & Licenses
	Multi Currencies
	Fiscal Year
	Storage Settings
Customization	Profiles
	User Login Restrictions
	Administering the Standard Objects & Fields
	Creating custom Objects & Fields
	Objects Relationships
	Managing the Pick lists
	Creating Formulas & Roll Up Summary Fields
	Creating Applications, Tab
	Page Layouts
	Record Types
	Data Quality - Validation rules
Security & Data Access	Role Hierarchy
	Organization Wide Defaults(OWD)
	Sharing Rules
	Record Level Access & Exceptions
	Managing Users, Public Groups
	Queues
Automation - Work Flows	Workflow rules
	Tasks & Email Alerts
	Field Updates
	Approval Process Steps
Data Utilities	Import Wizard
	Data Loader - DML Operations
	Data Export – Schedule

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	Mass Update, Delete and Recycle bin
Analytics	Reports & Dashboards
	Report Types
	Scheduling Reports & Dashboards
	Analytical Snapshots
Marketing Administration	Campaign Management
	Lead Management
	Assignment & Auto Response Rules
Service Administration	Case Management
	Solution Management
	Assignment & Auto Response Rules
Additional Content	Application Exchange Market Place
	Console Setup
	Security Settings
	Password Policies
	Session Settings
	Viewing Setup Audit Trial
	Desktop Integration
	Sandbox Management
	Deployment
	Communication Template
	Email Administration & Mass Email
	Monitoring
	Mobile Administration
	Custom Links
	Web Tabs
Business Logic	Analyze & Gather the Requirements
	Build & Test Application

Track 2 (Development)

Topic	Sub Topics
Introduction	Cloud computing background
	Multitenant Architecture
	SAAS Vs PAAS
	Overview and Sales*f*orce Architecture
	OOPS Concepts
	Other cloud computing providers (other than sales*f*orce)
Apex	Introduction to Apex
	Difference b/w Traditional programming/Markup languages with Apex
	What, How and Why of Apex?
	When is Apex Used?

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	Primitive Data Types, Sobjects
	Collections in Apex
	SOQL and SOSL
	DML operations.
	Apex Triggers
	Order of Execution in Triggers
	Testing Triggers and improving the code coverage.
	Testing Strategies to make it accurate and exhaustive
	Governor Limits
	Tips to make sure that the code we write is well within the Governor limits.
	Apex Scheduler
	Scheduling Apex classes through the API
Visualforce	Visualforce Architecture.
	Understanding the MVC style development in Visualforce.
	Why write custom pages in Visualforce?
	The Visualforce Component Reference Library.
	Building sophisticated UI with Visualforce markup.
	Visualforce Controllers.(Standard, custom and controller Extensions)
	Creating reusable Custom components in Visualforce.
Integration	Asynchronous Apex calls using AJAX
	Apex Callouts (Consuming external Web services)
	Apex APIs & Consuming Salesforce Web Services
	Apex Best Practices
	Case studies