CLOUD COMPUTING

COURSE CONTENT

Key Concepts:

- Cloud Computing Basics and Terminology
- CRM & Salesforce Introduction
- Administration Basics on Salesforce.com
- VisualForce
- Programmatic Logic with Apex
- Eclipse & Data-Loader

Course Objectives:

- Provide the students with the fundamental knowledge, understanding, and skills required for designing and building applications to exploit cloud computing paradigm.
- Enable them to explore Salesforce.com and Force.com IDE and customize the applications using programmatic logic.
- Help them expertise in using Eclipse and Data-Loader software and in developing pages and sites.
Topics Covered:

Cloud Computing

1. What is cloud computing
2. Key aspects of cc
3. Benefits of cc
4. Cloud system
5. Services offered by cc
6. Old IT infrastructure vs. cloud
7. Web 1.0 to 4.0
8. SAAS, PAAS and IAAS
9. Public, Private and Hybrid Cloud

CRM Introduction

1. What is CRM
2. Purpose of CRM
3. Benefits of CRM
4. CRM metrics
5. CRM technologies
6. Channels
7. Customer
8. Why towards CRM
9. Salesforce.com and other CR products

Salesforce Introduction

1. what is salesforce
2. salesforce Terminologies
3. logging into Salesforce
4. Salesforce user creation
5. Salesforce navigation term – Home page
6. Salesforce navigation term – Records
7. Salesforce navigation term – Sidebar
8. Salesforce.com and Force.com
9. Database.com
10. Sales Cloud Overview
11. Service cloud Overview
12. Editions of Salesforce
13. Types of Salesforce sandbox
14. Salesforce development
15. Tabs, objects and Fields

**Warehouse App**

1. Create Warehouse App
2. Custom Objects
3. Custom fields
4. Create records
5. Field types (DT)
6. Tabs

**Relationships**

1. Master-Detail
2. Lookup
3. Record Format

**Formulas & Validation**

1. Formula
2. Roll Up Summary
3. Improve Validation Rule

**Workflow**

1. What is workflow
2. Evaluation Criteria
3. Rule Criteria
4. Workflow Actions
5. Formula
6. Testing Workflow

**Administration Basics**

1. Company Profile
2. Company Information
3. Local Settings
4. Currencies
5. Custom Profile
6. Viewing Profile
7. Standard Fields
8. Custom Fields
9. Page layouts
10. Field level security
11. Record Ownership
12. Organization – wide Defaults

**Profile & User**

1. Custom Profile
2. Custom Tab settings
3. Create User

**Approval**

1. Create Email Template
2. Create Approval Process
3. Criteria
4. Approver
5. Submission Actions
6. Field Value

**Reports & Dashboards**

1. Report Builder
2. Tabular Report
3. Summary Report
4. Matrix Report
5. Create Dashboard
6. Field Value

Data Models
1. Introduction
2. Ways to get data into DM
3. Importing
4. Data Loader
5. Integration
6. Web-to-lead

VisualForce
1. UI Technologies
2. VF Page
3. VF Architected
4. Benefits of VF
5. VF Inline Editor
6. MVC Introduction
7. MVC- Opportunities Tab
8. VF Key Elements
9. VF controllers
10. VF Types Controllers
11. Expression & Data Binding
12. Versioning
13. VF Namespaces
14. Standard vs. Custom
15. VF Page compare to controls
16. Global Variables
17. VF Page get requests
18. VF Page post back requests
Create Custom Account Detail Page Using VF

1. Create Page
2. Override Account Details
3. Customize Details
4. Adding Input Field
5. Adding Dropdown Input Field

Using VisualForce

1. Enable VF Dev Mode
2. Create VF Page
3. Add Style sheet Resource
4. Add controller to Page
5. Display results on VF Page
6. Inline Editing Support
7. Viewing created VF Page
8. Variables & Formulas
9. Standard Controller
10. Standard UI Components
11. Overriding & Pointing to Pages
12. Custom UI Component
13. Inputting Data With Forms
14. Reusing Page with Templates
15. Custom Component
16. Custom UI using VF
17. Display Warnings & Error Messages
18. Other FAQ’s

Create Public Web Page

1. Introduction
2. Create xxx page
3. Force.com domain
4. Desktop Integration
5. Configure and Test

**Personal Set-up**

1. My personal info
2. E-mail
3. Import
4. Desktop Integration
5. My Chatter Settings
6. My Social Contacts

**Apex**

1. What is Apex
2. How Does Apex Work
3. When to use Apex
4. Apex core concept
5. Data Types
6. Rules of Conversion
7. Constants
8. Expression Operators
9. If-Else statements
10. Loops
11. Apex Classes
12. Apex Keywords
13. Classes & Casting
14. Apex & Java Classes
15. OOPS
16. Inheritance, Methods, CTO’s
17. Interface
18. Collections
19. DML Statements
20. SOQL & SOSL queries
21. Exception Statements
22. Explain Triggers
23. Don’t Invoke Triggers
24. Apex Scheduler
25. Coding Standards
26. Types of Variables
27. Annotation & Batch Apex

**Programmatic Logic with Apex**

1. Ways to develop Apps
2. Install Force.com IDE
3. Explain Force.com IDE
4. List variable
5. Iterate list
6. Apex trigger
7. Testing
8. Adding tests to App
9. Create Apex Test Class
10. Adding test Methods
11. Execute the test
12. Looking statements

**SF CRM sales**

1. Google Ad Words
2. Campaign
3. Campaign Types
4. Campaign Status
5. Campaign Records
6. Lead
7. Lead Sources
8. Lead Status
9. Lead & Create Activity
10. Convert Qualified Leads
11. Lead Record Details
12. Automate Lead Creation
13. Accounts
14. Ways to create Account
15. Ownership
16. Account Record Details
17. Contact
18. Ways to Create Contact
19. Contact Record Details
20. Opportunity
21. Ways to Create Opportunities
22. Opportunity Types
23. Opportunity stage
24. Opportunity Record Details
25. Opportunity Fields
26. Closing Opportunity
27. Opportunity Reports
28. Home page Activities
29. Why SF CRM
30. Other FAQ’s

Other Understandings

1. Rename standard Tabs
2. Data Format in SF
3. How Date DT works
4. How currency DT works
5. How Pone DT works
6. Picklist & Multiselect DT
7. Change User Language
8. IE configuration
9. Home Tab
10. Chatter.com
11. Tabs in SFDC
12. Vlookup in SFDC
13. Roles and Profiles in SF
14. Incline Editing
15. Auto Number
16. Auto-Response Rule
17. Campaign ROI
18. Google Ad Words
19. Mail Merge
20. Recycle Bin
21. Web-to-Case
22. Web-to-Lead
23. Integrate
24. Security & Protection
25. Apex Data Loader
26. Trigger Context variable
27. Trigger Order Execution
28. DML Operation Example
29. Trigger Types
30. Other FAQ’s

Course Format:

**Lectures**: Classroom & Online Teaching

**Videos & Presentations**: Expert Video lectures & Recorded sessions

**Exercises & Discussions**: Implementing the conceptual download

**Assignments**: Hands-on experience

**Exam**: Objective Type Exam and Evaluation

**Project**: Real Time project work
Trainer Profile:

Arun Kotha (B.Tech, M.E)

Developer & Certified Trainer

M.E in Electrical Engg.(Industrial Drives & Control) from University College of Engineering, Osmania University.

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Bibliography:

✓ Cloud Computing for Dummies by Judith Hurwitz
✓ The Little Book of Cloud Computing by Lars Nielsen
✓ Salesforce.com and Force.com Help pages