

SALESFORCE ADMIN + DEVELOPMENT COURSE CURRICULUM



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SALESFORCE ADMIN + DEVELOPMENT CURRICULUM

ADMIN MODULE

Chapter 1 – Salesforce & CRM Basics

- What is Salesforce
- Why Salesforce
- Benefits of Salesforce
- What is CRM?
- Introduction to Cloud Computing
- Salesforce Architecture
- Multi-Tenant Architecture
- App Lifecycle
- Sandbox & Production Environments
- MVC Architecture in Salesforce

Chapter 2 – Data Modelling

- Database & Objects in Salesforce
- Apps & Tabs
- Global Picklist & Field Dependency
- Relationships in Salesforce
- Validation Rules
- Field Types
- Lookup Relationship
- Master-Detail Relationship
- Roll-Up Summary Fields

Chapter 3 – Process Automation

- Workflow Rules
- Process Builder
- Approval Process

Chapter 4 – Data Management

- Data Import
- Data Export

Chapter 5 – Data Security

- Levels of Data Access
- User Management
- Profile-Level Security
- Field-Level Security
- Record-Level Security
- Password Policies
- IP-Based Login Restrictions
- Login Time Restrictions
- Permission Sets
- Organization-Wide Defaults (OWD)
- Role Hierarchy
- Sharing Rules
- Manual Sharing

Chapter 6 – Reports & Dashboards

- Creating Reports in Salesforce
- Creating Dashboards

Chapter 7 – Sales Cloud

- Introduction to Sales Cloud
- Campaigns
- Leads
- Accounts
- Contacts
- Opportunities
- Products & Price Books

Chapter 8 – Service Cloud

- Introduction to Service Cloud
- Web-to-Case
- Email-to-Case
- Assignment Rules
- Knowledge Articles
- Queues
- Auto-Response Rules

DEVELOPMENT MODULE

Chapter 1 – Apex Programming

- Classes, Objects & Methods
- OOPs Concepts in Apex
- Constructors
- Collections in Apex:

List

Set

Map

Chapter 2 – SOQL & SOSL

- SOQL Basics & Syntax
- SOQL in Apex
- Variable Binding
- SOQL Functions & Keywords
- Child-to-Parent Relationships
- Parent-to-Child Relationships
- Multi-level Relationships
- SOSL in Query Editor & Apex

Chapter 3 – DML & Database Methods

- Insert, Update, Upsert
- Delete, Undelete, Merge
- Apex DML vs Database Methods

Chapter 4 – Triggers

I N F O T E K H

- Types of Triggers
- Trigger Order of Execution
- Context Variables:
Trigger.New / Trigger.Old
Trigger.NewMap / Trigger.OldMap
- Best Practices for Writing Triggers

Chapter 5 – Apex Testing

- Basics of Unit Testing
- Creating Test Data

Chapter 6 – Asynchronous Apex

- Batch Apex
- Schedulable Apex
- Queueable Apex
- Future Methods
- Governor Limits

Chapter 7 – Integration

- APIs in Salesforce
- SOAP & REST APIs
- Integration Concepts
- Deployment Process

Chapter 8 – LWC & Aura

- Introduction to Lightning Web Components
- Aura Components Overview

SALESFORCE CPQ

Module 1 – Introduction & Setup

- Package Settings & Product Configuration
- Updating Product Fields

Module 2 – Quote Creation

- Creating Account, Contact, Opportunity & Quote

Module 3 – Product Configuration

- Bundle Settings
- Features & Product Options
- Option Constraints
- Configuration Attributes

Module 4 – Product Rules

- Selection, Validation & Alert Rules
- Lookup Queries in Rules

Module 5 – Custom Actions

- Creating Custom Buttons and Actions

Module 6 – Guided Selling

- Implementing Guided Selling Process

Module 7 – Pricing

- Manual Discounts
- Discount Schedules
- Contracted Pricing
- Subscription Pricing
- Multi-Dimensional Quoting

Module 8 – Price Rules

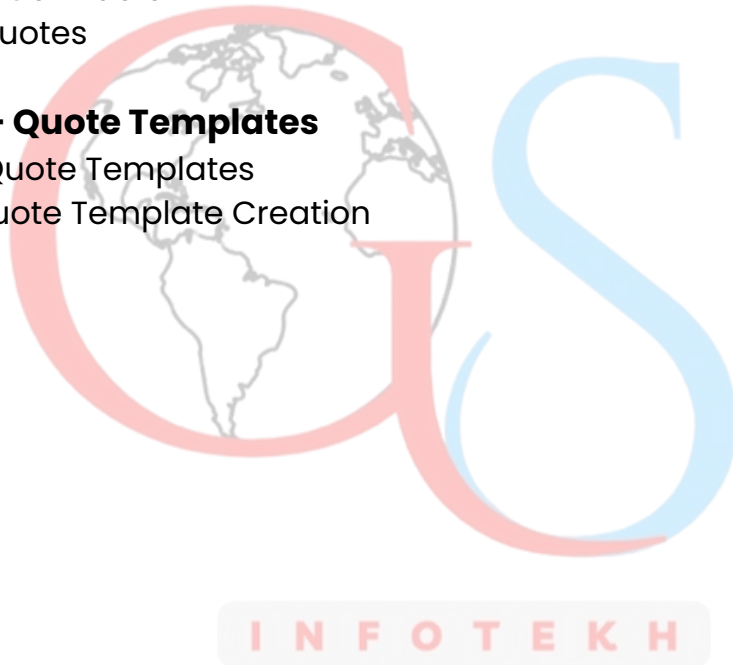
- Creating Price Rules
- Using Lookup Queries in Price Rules

Module 9 – Contracting

- Creating Contracts & Renewal Opportunities
- Amending Contracts
- Renewal Quotes

Module 10 – Quote Templates

- Basics of Quote Templates
- Custom Quote Template Creation



Thank you



Thank You for Going Through Salesforce Admin + Dev Curriculum
We hope this guide has provided a clear and structured learning path
to strengthen your skills in Salesforce Admin + Dev.

📌 **NEXT STEPS**

- Start practicing with real-world use cases and hands-on exercises
- Build personal or client-based projects for your portfolio
- Keep exploring updates and best practices in the industry
- Join discussions and stay connected with the community

📞 **Need Help or Guidance?**

Feel free to contact our course support team:

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