

Trailhead Virtual Bootcamp for Platform App Builder

Course Summary

Description

Trailhead Virtual Bootcamp for Platform App Builder is a blended, prescriptive, expert-led training program that gives you a 30-day plan to learn what you need to become a Salesforce Certified Platform App Builder. The program is a mix of engaging bite-sized Trailhead content and live coaching from Salesforce Certified instructors. Twice a week, you will have the opportunity to tune in and review each week's learning with your instructor and the chance for Q&A with fellow students.

Objectives

At the end of this course, students will be able to:

- Set up the case management process automating the support process with queues, assignment/escalation rules, and Process Builder
- Configure Salesforce knowledge to help you manage the creation, publication, and maintenance of knowledge articles
- Enable entitlements to set up service contracts
- Set up the Salesforce Service Console app to help your support reps work more efficiently
- Understand the capabilities of the Softphone Utility in the Lightning Console
- Configure online chat with customers using Web Chats
- Understand and set up communities.

Topics

- Data Modeling and Management
- Data Access Security
- User Interface
- User Interface (cont.) and Business Process Automation
- Business Process Automation (cont.) and App Development
- App Development (cont.), Reporting, and Declarative Boundaries

Audience

This training is designed for:

- Anyone who wants to start developing their Salesforce skills and become Platform App Builder certification-ready.
- New application Developers
- Developers new to Salesforce products, point-and-click Developers who want to understand the declarative development tools available on the platform

Whether you are looking to become a Salesforce Developer, Architect, or Consultant, this course will provide you with a solid foundation of the Salesforce Platform by learning how to automate business processes with Process Builder, approvals, and flows.

Prerequisites

There are no prerequisites for this course.

Duration

Thirty (30) days

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Course Outline

- I. Data Modeling and Management*
 - A. Salesforce Platform Architecture
 - B. Standard and Custom Objects
 - C. Fields and Relationships
 - D. External Objects
 - E. Schema Builder

- II. Data Access Security*
 - A. Data Import and Export
 - B. Profiles and Permissions
 - C. Record Access
 - D. Custom Applications and Custom Tabs

- III. User Interface*
 - A. Page Layouts
 - B. Lightning App Builder
 - C. Salesforce Mobile App
 - D. Quick Actions

- IV. User Interface (cont.) and Business Process Automation*
 - A. Feed Tracking and Social Tools
 - B. Record Types
 - C. Formulas and Rollup Summaries
 - D. Validation Rules
 - E. Processes
 - F. Flows

- V. Business Process Automation (cont.) and App Development*
 - A. Workflow Rules
 - B. Approval Processes
 - C. Save Order of Execution
 - D. Application Lifecycle Management
 - E. Sandboxes and Change Sets

- VI. App Development (cont.), Reporting, and Declarative Boundaries*
 - A. Alternatives to Change Sets
 - B. Reports and Dashboards
 - C. When Declarative Isn't Enough