

- CRM Fundamentals --- 5hr
 - Introduction to CRM
 - Introduction to Sales Cycle
 - Understanding the terminologies of CRM
 - Introduction to SFDC
 - Understanding the workflow of SFDC with a real time example

- SFDC Basics and Development --- 20hrs
 - Understanding the terms in SFDC
 - Introduction to SFDC Editions
 - Creating Objects, Tabs and Apps in SFDC
 - Creating layouts and applying hierarchy
 - Creating roles and profiles
 - Creating workflow rules
 - Creating Tasks and Events
 - Understanding the SFDC admin system
 - Creating relationships between the objects

SalesForce .com Training Information from Yes-M Systems

- SFDC Advanced Development --- 30hrs
 - Invoking Apex
 - Creating Apex Classes and Triggers
 - Customization using Apex programming
 - Integration to third party systems using SFDC API
 - Introduction to Visual Force
 - Creating Visual Force pages
 - Creating Packages
 - Deploying SFDC
 - Using Visual Force in a real time scenario
 - Creating Reports and Dashboards
 - How CRM is useful in Hospitality, Healthcare, Manufacturing etc. Industries

- An review of Entire SFDC with exercises --- 5hrs
- Duration : Total: 60 hours training

Other classes that we offer



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- QA
 - Business Analyst
 - QA and BA as a single course (Integrated QA+BA) at a reduced fee.
 - Healthcare as a Domain Class
 - Healthcare BA
 - Certification QA
 - QTP
 - ISTQB
 - Quality Center
 - Java
 - .Net
 - Oracle Financials (11i and R12)
 - Java
 - Project Management
 - SAP FICO, SAP BASIS, SAP HR
 - SAP Testing, SAS and Advance LoadRunner classes

Contact us for details [Yes-M Systems, <http://myyesm.com>, 678-643-7777]