

Forcecom Developer Guide | ced6fce77a6910ed88fc5c18bad79e92

Salesforce Reporting and DashboardsForce.com Developer Certification Handbook (DEV401)Apex Design PatternsWSO2 Developer's GuideSalesforce.com Lightning Process Builder and Visual WorkflowForce.com Enterprise ArchitecturePractical Salesforce.com Development Without CodeSalesforce Platform App Builder Certification HandbookDevelopment with the Force.com PlatformSalesforce CRM - The Definitive Admin HandbookPractical Salesforce Development Without CodeSalesforce HandbookMastering Application Development with Force.comSalesforce Platform Developer I Certification GuideAdvanced API SecurityThe developer's guide to the Force.com platformBeginning Salesforce DeveloperSalesforce Lightning Platform Enterprise ArchitectureAdvanced Apex Programming for Salesforce. Com and Force. ComMoving To The CloudLearning Salesforce Lightning Application DevelopmentForce.com Tips and TricksForce.com Developer Certification Handbook (DEV401)Getting Started with Salesforce Einstein AnalyticsProfessional Heroku ProgrammingVisualforce Developer's GuideSalesforce Lightning Reporting and DashboardsDevOps for SalesforceDevelopment with the Force.com PlatformLearning Apex ProgrammingAdvanced Apex Programming in SalesforceVisualforce Development CookbookSalesforce CRM - The Definitive Admin Handbook - Third EditionLearning Force.com Application DevelopmentSalesforce Platform Developer I Certification GuideSalesforce Advanced Administrator Certification GuideAdvanced Apex Programming for Salesforce.com and Force.comLearning Salesforce EinsteinPrestashop

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MVC Developer Guide Enterprise Integration Patterns

Architect and deliver packaged Force.com applications that cater to enterprise business needs About This Book Explore the lightning framework, advanced application life cycle processes, and testing Use the Force.com platform to build truly integrated, scalable, and robustly engineered applications focused on enterprise-level customer demands Using the Lightning technology to deliver modern and responsive user experiences targeting multiple devices through Lightning Experience and Salesforce1 Mobile. Step-by-step, work on examples to get you building your own ready-to-install packaged application Who This Book Is For This book is for advanced Force.com developers and architects who need to understand the Salesforce platform from the perspective of enterprise-level requirements. A prior understanding of Apex and Visualforce is a must. Those familiar with other enterprise software ecosystems will also find this book ideal as they adopt Force.com. What You Will Learn Package, install, test, and upgrade an application Define architecture-aligning data storage and functional requirements Develop Apex code that is easy to navigate, self-documenting, testable, robust, and organic Leverage your application's clientagnostic Service layer backbone to support numerous platform areas Get the most from hosting your application within the Lightning Experience and Salesforce1 Mobile clients Apply querying, indexing, and asynchronous best practices Leverage mocking and dependency injection in your Apex tests Explore tips for developing advanced applications In Detail Companies of all sizes have seen the need for Force.com's architectural strategy focused on enabling their business objectives. Successful enterprise applications require planning, commitment, and investment in the

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best tools, processes, and features available. This book will teach you how to architect and support enduring applications for enterprise clients with Salesforce by exploring how to identify architecture needs and design solutions based on industry standard patterns. There are several ways to build solutions on Force.com, and this book will guide you through a logical path and show you the steps and considerations required to build packaged solutions from start to finish. It covers all aspects, from engineering to getting your application into the hands of your customers, and ensuring that they get the best value possible from your Force.com application. You will get acquainted with extending tools such as Lightning App Builder, Process Builder, and Flow with your own application logic. In addition to building your own application API, you will learn the techniques required to leverage the latest Lightning technologies on desktop and mobile platforms. Style and approach The book takes a straightforward approach, taking apart the Force.com architecture for you to gain a deep understanding of how you can implement the Salesforce platform based on enterprise-level requirements.

A handy guide that covers the most essential topics for Salesforce Platform App Builder Certification in an easy-to-understand format About This Book Get to grips with the fundamentals of Force.com to pass the certification exam with flying colors Create Force.com applications, automate business processes, and manage data operations to be a successful Salesforce.com Certified Force.com app builder A step-by-step guide that covers the most essential topics for the Platform App Builder Certification in an easy-to-understand format Who This Book Is For Salesforce beginners who need to prepare for the Salesforce Platform App Builder Certification exam will benefit from this book. This book is ideal for developers and admins who are new to Salesforce CRM and the

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Force.com platform. It is recommended that users have some basic programming knowledge and are familiar with salesforce. By the end of the book, you will be ready to appear for the exam and develop various applications on the cloud platform. What You Will Learn Learn the basics of the force.com cloud platform Learn to build objects that align with your business Understand the process of building an application on force.com platform Kick-start your certification journey in basic- easy-to-follow guide Focus on important topics that help you accomplish your certification goals Learn to secure your application with the Salesforce security model Manipulate and process large amount of data using the data tools Prepare for the exam with sample mock questions In Detail The Salesforce Certified Platform App Builder exam is for individuals who want to demonstrate their skills and knowledge in designing, building, and implementing custom applications using the declarative customization capabilities of Force.com. This book will build a strong foundation in Force.com to prepare you for the platform app builder certification exam. It will guide you through designing the interface while introducing the Lightning Process Builder. Next, we will implement business logic using various point and click features of Force.com. We will learn to manage data and create reports and dashboards. We will then learn to administer the force.com application by configuring the object-level, field-level, and record-level security. By the end of this book, you will be completely equipped to take the Platform App Builder certification exam. Style and approach Simple and to-the-point examples that can be tried out in your developer org. A practical book for professionals who want to take the Salesforce Platform App Builder Certification exam. Sample questions for every topic in an exam pattern to help you prepare better, and tips to get things started. Full of screen-shots, diagrams, and clear step-by-step instructions that cover the entire syllabus for the exam.

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Design and develop state-of-the-art applications using Force.com's powerful development platform About This Book Flaunt your skillsets by developing complex applications that include demanding concepts such as triggers, Visualforce controllers, batch jobs, and Lightning components Earn the gratitude of your colleagues by structuring a project so that multiple developers can work independently of each other Kevin Poorman, the author of the book and a Force.com MVP, shares his years of Force.com knowledge and experience with you through the medium of telling examples Who This Book Is For If you're a Force.com developer with a fundamental understanding of Apex and JavaScript but now want to enhance your skills with tips, tricks, and guidance on the best architectural and engineering practices, then this book is for you. What You Will Learn Creating triggers, and the best practices for writing them Developing a number of Visualforce controllers and extensions Integrating third-party web APIs into your Apex code Writing unit tests that cover testing bulk safety, user and profile settings, and negative tests Creating a Lightning component for use in Salesforce1 Getting acquainted with various methods for deploying metadata between orgs Using the Rest sObject API for access to Salesforce objects and data using the REST methodology Learning about overarching architectural considerations such as naming conventions, testing practices, and data modeling practices In Detail Force.com is an extremely powerful, scalable, and secure cloud platform, delivering a complete technology stack, ranging from databases and security to workflow and the user interface. With salesforce.com's Force.com cloud platform, you can build any business application and run it on your servers. The book will help you enhance your skillset and develop complex applications using Force.com. It gets you started with a quick refresher of Force.com's development tools and methodologies, and moves to an in-depth discussion of triggers, bulkification, DML order of operations,

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and trigger frameworks. Next, you will learn to use batchable and schedulable interfaces to process massive amounts of information asynchronously. You will also be introduced to Salesforce Lightning and cover components—including backend (apex) controllers, frontend (JavaScript) controllers, events, and attributes—in detail. Moving on, the book will focus on testing various apex components: what to test, when to write the tests, and—most importantly—how to test. Next, you will develop a changeset and use it to migrate your code from one org to another, and learn what other tools are out there for deploying metadata. You will also use command-line tools to authenticate and access the Force.com Rest sObject API and the Bulk sObject API; additionally, you will write a custom Rest endpoint, and learn how to structure a project so that multiple developers can work independently of each other without causing metadata conflicts. Finally, you will take an in-depth look at the overarching best practices for architecture (structure) and engineering (code) applications on the Force.com platform. Style and approach A step-by-step tutorial, with plenty of tips and tricks that will help you develop complex Force.com applications.

Harness the power of Apex design patterns to build robust and scalable code architectures on the Force.com platform About This Book Apply Creational, Structural and behavioural patterns in Apex to fix governor limit issues. Have a grasp of the anti patterns to be taken care in Apex which could have adverse effect on the application. The authors, Jitendra Zaa is a salesforce MVP and Anshul Verma has 12+ years of experience in the area of application development. Who This Book Is For If you are a competent developer with working knowledge of Apex, and now want to deep dive into the world of Apex design patterns to optimize the application performance, then this book is for you.

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Prior knowledge of Salesforce and Force.com platform is recommended. What You Will Learn Apply OOPs principal in Apex to design a robust and efficient solution to address various facets to a business problem Get to grips with the benefits and applicability of using different design patterns in Apex Solve problems while instantiating, structuring and giving dynamic behavior to Apex classes Understand the implementation of creational, structural, behavioral, concurrency and anti-patterns in your application Follow the Apex best practices to resolve governor limit issues Get clued up about the Inheritance, abstract classes, polymorphism in Apex to deal with the object mechanism Master various design patterns and determine the best out of them Explore the anti patterns that could not be applied to Apex and their appropriate solutions In Detail Apex is an on-demand programming language providing a complete set of features for building business applications - including data models and objects to manage data. Apex being a propriotor programming language from Salesforce to be worked with multi tenant environment is a lot different than traditional OOPs languages like Java and C#. It acts as a workflow engine for managing collaboration of the data between users, a user interface model to handle forms and other interactions, and a SOAP API for programmatic access and integration. Apex Design Patterns gives you an insight to several problematic situations that can arise while developing on Force.com platform and the usage of Design patterns to solve them. Packed with real life examples, it gives you a walkthrough from learning design patterns that Apex can offer us, to implementing the appropriate ones in your own application. Furthermore, we learn about the creational patterns that deal with object creation mechanism and structural patterns that helps to identify the relationship between entities. Also, the behavioural and concurrency patterns are put forward explaining the communication between objects and multi-threaded programming

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paradigm respectively. We later on, deal with the issues regarding structuring of classes, instantiating or how to give a dynamic behaviour at a runtime, with the help of anti-patterns. We learn the basic OOPs principal in polymorphic and modular way to enhance its capability. Also, best practices of writing Apex code are explained to differentiate between the implementation of appropriate patterns. This book will also explain some unique patterns that could be applied to get around governor limits. By the end of this book, you will be a maestro in developing your applications on Force.com for Salesforce Style and approach This book is a step-by-step guide, complete with well-tested programs and real world situations to solve your common occurring problems in Apex design by using the anti-patterns. It gets crackling from exploring every appropriate solution to comparing the best one as per OOPs principal.

Beyond the Force.com documentation - Third edition Advanced Apex Programming for Salesforce.com and Force.com is neither a tutorial nor a book for beginners. Intended for developers who are already familiar with the Apex language, and experienced Java and C# developers who are moving to Apex, this book starts where the Force.com documentation leaves off. Instead of trying to cover all of the features of the platform, Advanced Apex programming focuses entirely on the Apex language and core design patterns. You'll learn how to truly think in Apex - to embrace limits and bulk patterns. You'll see how to develop architectures for efficient and reliable trigger handling, and for asynchronous operations. You'll discover that best practices differ radically depending on whether you are building software for a specific organization or for a managed package. And you'll find approaches for incorporating testing and diagnostic code that can dramatically improve the reliability and deployment of Apex software, and reduce your

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lifecycle and support costs. Based on his experience as a consultant, Salesforce MVP and architect of major AppExchange packages, Dan Appleman focuses on the real-world problems and issues that are faced by Apex developers every day, along with the obscure problems and surprises that can sneak up on you if you are unprepared. This third edition contains updates through Summer 15 (API 34) along with significant new content on asynchronous design patterns, optimization and maintaining Apex applications.

Build interactive dashboards using Salesforce Einstein analytics. Explore all of your data quickly and easily by providing AI-powered advanced analytics, right in Salesforce. You will manage datasets, query data with Salesforce Analytics Query Language (SAQL), and customize dashboards. Because Einstein Analytics is new, the curve to learn this technology can be difficult. This book guides you step-by-step in simple, easy-to-understand terms to get data from the Salesforce platform to the Einstein Analytics platform and also shows you how to import external data (e.g., CSV files). Core chapters focus on understanding data sources, dataflow, dataset, and lens leading up to building dashboards from scratch. Advanced features such as data transformation using computeExpression and computeRelative as well as dataflow with a multi-value lookup are explored. What You Will Learn Use data from Salesforce and external sources Create a dataflow to build a flexible dataset Build dashboards using Einstein Analytics Explore and analyze data using Einstein Analytics Utilize SAQL and binding to create advance dashboards Who This Book Is For IT users getting started with Einstein Analytics, Salesforce consultants starting new Einstein Analytics projects, and power users familiar with Salesforce reporting and dashboards who want to get up to speed on new analytics features

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A complete guide to building and deploying web apps with Heroku A cloud application platform, Heroku is currently the only approved platform for creating apps within Facebook, and its number of users is growing at rapid pace. However, there are very few books on the market that offer professional-level coverage of this platform, until now. The author duo begins with an introduction to the Heroku platform and its associated core concepts and then goes on to explain how writing for this platform differs from that of traditional development systems. Example applications, additional resources, and advice for your next steps round out this resource, making it a thorough, indispensable guide. Features information not found anywhere else, as both authors work for Heroku Explains the inner workings of Heroku with special emphasis placed on building web and mobile applications Introduces GIT-based development workflow and the process model within the Heroku platform Details coding, building, deploying, and scaling effectively using the Heroku tool base Providing you with fully functional code and downloadable code examples, Professional Heroku Programming is your complete guide to mastering this platform.

Build and deploy scalable applications on the Salesforce Lightning Platform using the latest features of Spring '19 Key Features An end-to-end guide with practice tests to help you achieve the Salesforce Platform Developer certification Design data models, user interfaces, and business logic for your custom applications Understand the complete development life cycle from designing to testing Book Description Salesforce Lightning Platform, used to build enterprise apps, is being increasingly adopted by admins, business analysts, consultants, architects, and especially developers. With this Salesforce certification, you'll be able to enhance your development skills and become a valuable

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member of your organization. This certification guide is designed to be completely aligned with the official exam study guide for the latest Salesforce Certified Platform Developer I release and includes updates from Spring '19. Starting with Salesforce fundamentals and performing data modeling and management, you'll progress to automating logic and processes and working on user interfaces with Salesforce components. Finally, you'll learn how to work with testing frameworks, perform debugging, and deploy metadata, and get to grips with useful tips and tricks. Each chapter concludes with sample questions that are commonly found in the exam, and the book wraps up with mock tests to help you prepare for the DEV501 certification exam. By the end of the book, you'll be ready to take the exam and earn your Salesforce Certified Platform Developer I certification. What you will learn Solve sample questions and mock tests and work with exam patterns Gain an understanding of declarative Salesforce tools such as Process Builder, flows, and many more Code in Salesforce using the Developer Console and IDEs Grasp the basics of object-oriented programming Write Apex classes, Visualforce pages, and Apex test classes with easy-to-follow steps Explore the different deployment tools that you can use to push metadata to different environments Build custom declarative apps and programs on Force.com platforms Who this book is for The Salesforce Platform Developer I Certification Guide is for you if you want to learn how to develop and deploy business logic and user interfaces using the capabilities of the Lightning Platform. No prior knowledge of Apex programming is required.

Use this hands-on guide to build powerful solutions on the Salesforce platform without using a single line of code. This revised and expanded second edition includes Process Builder, Flow Builder, Lightning App Builder, Lightning Bolt Solutions, and more.

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Practical Salesforce Development Without Code shows you how to unlock the power of the Salesforce platform to solve real business problems. Adhering to Salesforce's "clicks, not code" mantra, Salesforce expert Phil Weinmeister walks Salesforce newcomers and veterans through different business problems and identifies effective—and proven—approaches to solutions using the platform's declarative framework. By adopting this book as your guide, you will learn how to deliver business solutions within Salesforce by combining analysis, creativity, and logic with core elements such as validation rules, workflow rules, processes, flows, formula fields, and Lightning apps. In addition, Weinmeister dissects and explains the most useful functions and features for declarative developers and shows you how to use them. Best of all, Weinmeister uses real-life business scenarios and visuals. Applying the lessons learned from this how-to guide will ultimately save you time and ensure that your clients or internal customers are enabled, equipped, and empowered. What You'll Learn Build objects, fields, and relationships to establish a sensible data model Automate business processes by using Workflow, Process Builder, and Flow Utilize functions and develop formulas effectively for a variety of business needs Develop approval processes to handle exception scenarios Employ actions to easily create efficient and relevant user experiences Manage your environments and deploy your solutions Who This Book Is for Business analysts, Salesforce administrators, and Salesforce developers

Moving to the Cloud provides an in-depth introduction to cloud computing models, cloud platforms, application development paradigms, concepts and technologies. The authors particularly examine cloud platforms that are in use today. They also describe programming APIs and compare the technologies that underlie them. The basic

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foundations needed for developing both client-side and cloud-side applications covering compute/storage scaling, data parallelism, virtualization, MapReduce, RIA, SaaS and Mashups are covered. Approaches to address key challenges of a cloud infrastructure, such as scalability, availability, multi-tenancy, security and management are addressed. The book also lays out the key open issues and emerging cloud standards that will drive the continuing evolution of cloud computing. Includes complex case studies of cloud solutions by cloud experts from Yahoo! , Amazon, Microsoft, IBM, Adobe and HP Labs Presents insights and techniques for creating compelling rich client applications that interact with cloud services Demonstrates and distinguishes features of different cloud platforms using simple to complex API programming examples

This is a mini tutorial guide that discusses the most important and the most frequently used technical aspects of Visualforce development, thereby making it a perfect companion for Visualforce developers. This book is for Visualforce developers who are looking for a pocket guide that will resolve their most frequently faced issues.

Incorporate the power of Einstein in your Salesforce application About This Book Make better predictions of your business processes using prediction and predictive modeling Build your own custom models by leveraging PredictionIO on the Heroku platform Integrate Einstein into various cloud services to predict sales, marketing leads, insights into news feeds, and more Who This Book Is For This book is for developers, data scientists, and Salesforce-experienced consultants who want to explore Salesforce Einstein and its current offerings. It assumes some prior experience with the Salesforce platform. What You Will Learn Get introduced to AI and its role in CRM and cloud

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applications Understand how Einstein works for the sales, service, marketing, community, and commerce clouds Gain a deep understanding of how to use Einstein for the analytics cloud Build predictive apps on Heroku using PredictionIO, and work with Einstein Predictive Vision Services Incorporate Einstein in the IoT cloud Test the accuracy of Einstein through Salesforce reporting and Wave analytics In Detail Dreamforce 16 brought forth the latest addition to the Salesforce platform: an AI tool named Einstein. Einstein promises to provide users of all Salesforce applications with a powerful platform to help them gain deep insights into the data they work on. This book will introduce you to Einstein and help you integrate it into your respective business applications based on the Salesforce platform. We start off with an introduction to AI, then move on to look at how AI can make your CRM and apps smarter. Next, we discuss various out-of-the-box components added to sales, service, marketing, and community clouds from salesforce to add Artificial Intelligence capabilities. Further on, we teach you how to use Heroku, PredictionIO, and the force.com platform, along with Einstein, to build smarter apps. The core chapters focus on developer content and introduce PredictionIO and Salesforce Einstein Vision Services. We explore Einstein Predictive Vision Services, along with analytics cloud, the Einstein Data Discovery product, and IOT core concepts. Throughout the book, we also focus on how Einstein can be integrated into CRM and various clouds such as sales, services, marketing, and communities. By the end of the book, you will be able to embrace and leverage the power of Einstein, incorporating its functions to gain more knowledge. Salesforce developers will be introduced to the world of AI, while data scientists will gain insights into Salesforce's various cloud offerings and how they can use Einstein's capabilities and enhance applications. Style and approach This book takes a straightforward approach to explain

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Salesforce Einstein and all of its potential applications. Filled with examples, the book presents the facts along with seasoned advice and real-world use cases to ensure you have all the resources you need to incorporate the power of Einstein in your work.

A comprehensive guide filled with best practices and tailor-made examples - a must-read for all Lightning Platform architects! Key Features Use the Lightning Platform to build integrated, scalable, and robust apps focused on enterprise-level customer demands Use the Lightning Component framework to deliver modern and responsive user experiences targeting multiple devices through Lightning Experience and Salesforce Mobile Extend your application with access to external services and AI Book Description Salesforce Lightning provides a secure and scalable platform to build, deploy, customize, and upgrade applications. This book will take you through the architecture of building an application on the Lightning platform to help you understand its features and best practices, and ensure that your app keeps up with your customers' increasing needs as well as the innovations on the platform. This book guides you in working with the popular aPaaS offering from Salesforce, the Lightning Platform. You'll see how to build and ship enterprise-grade apps that not only leverage the platform's many productivity features, but also prepare your app to harness its extensibility and customization capabilities. You'll even get to grips with advanced application architectural design patterns such as Separation of Concerns, Unit Testing and Dependency Integration. You will learn to use Apex and JavaScript with Lightning Web Components, Platform Events, among others, with the help of a sample app illustrating patterns that will ensure your own applications endure and evolve with the platform. Finally, you will become familiar with using Salesforce DX to develop, publish, and monitor a sample app and experience standard

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application life cycle processes along with tools such as Jenkins to implement CI/CD. By the end of this book, you will have learned how to develop effective business apps and be ready to explore innovative ways to meet customer demands. What you will learn Create and deploy AppExchange packages and manage upgrades Understand Enterprise Application Architecture patterns Customize mobile and desktop user experience with Lightning Web Components Manage large data volumes with asynchronous processing and big data strategies Implement Source Control and Continuous Integration Add AI to your application with Einstein Use Lightning External Services to integrate external code and data with your Lightning Application Who this book is for This book is for Lightning platform developers who want to discover the true potential of the platform to develop complex scalable applications for use in enterprise businesses.

If you are a developer who has some object-oriented programming experience, *Learning Apex Programming* is the perfect book for you. This book is most appropriate for developers who wish to gain an understanding of the Force.com platform and how to use Apex to create business applications.

Build Powerful, Scalable, Cloud-Based Enterprise Solutions Fast with the Newest Version of Force.com Using Force.com, you can build enterprise applications with world-class value, scalability, and reliability--and do it in days or weeks, not months or years. In this book, top Force.com developer Jason Ouellette offers all the technical guidance and sample code you'll need to get outstanding results with the newest version of Force.com. Drawing on his experience building three of the world's top ten Force.com applications, Jason Ouellette walks you through the entire project lifecycle, from identifying potential

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applications to prototyping, coding, and deployment. Throughout, he offers practical insights you won't find in Salesforce.com's documentation--or anywhere else. This edition thoroughly covers Force.com's most powerful new improvements, including Batch Apex, Chatter, Adobe Flex and XML support, and the Force.com Free Edition. Throughout, Ouellette covers all you need to know about user interfaces, database design, workflow, analytics, security, and much more. All his code samples can be run and adapted using a no-cost Force.com Developer Edition account. Learn how Force.com provides customizable business application infrastructure and what makes it unique Master the Force.com database and configure its built-in security features Use advanced business logic, including Batch Apex, managed sharing, and metadata queries Build intuitive user interfaces with Visualforce and extend them with JavaScript, Adobe Flex, or Force.com Sites Master Force.com's options for seamlessly integrating existing systems and choose the right alternative for your project Create flexible reports and display them in dashboards Deliver applications in multiple languages and support multiple currencies Add social media features with Force.com's new Chatter collaboration tools

Build, design, and style beautiful and informative applications on the Salesforce Lightning platform Key Features Build and Test Lightning Components that enhance application usability and adaptability Apply Security Best Practices to your Custom Lightning Components Design Lightning Components for Salesforce UIs such as Lightning Pages, Salesforce 1 Application, Communities, and more. Book Description Built on the Salesforce App Cloud, the new Salesforce Lightning Experience combines three major components: Lightning Design System, Lightning App Builder, and Lightning Components, to provide an enhanced user experience. This book will enable you to

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quickly create modern, enterprise apps with Lightning Component Framework. You will start by building simple Lightning Components and understanding the Lightning Components architecture. The chapters cover the basics of Lightning Component Framework semantics and syntax, the security features provided by Locker Service, and use of third-party libraries inside Lightning Components. The later chapters focus on debugging, performance tuning, testing using Lightning Testing Services, and how to publish Lightning Components on Salesforce AppExchange. What you will learn

- Understand Lightning Components architecture
- Learn Locker security best practices
- Debug and Improve performance of your Lightning Components
- Use third-party libraries along with Lightning Component Framework
- Learn how to publish Lightning Components on AppExchange
- Use Lightning Out to take your Lightning Components outside the Salesforce platform

Who this book is for This book is for Salesforce developers or developers from other platforms who are familiar with HTML, CSS, and JavaScript and want to build and test Salesforce Lightning components. No knowledge of Salesforce Lightning is required.

Learn how to successfully administer, build, and manage Salesforce CRM and Salesforce mobile solutions using real-world and best practice techniques

About This Book See the latest best practice Salesforce administration principles, gain real-world advice, and understand critical design considerations to set up and customize Salesforce CRM

This is a pragmatic guide to the key functions of customizing and setting up the application for enterprise security, user and data management, process automation, analytics, and mobile features

Step-by-step navigation and descriptions of the features of Salesforce CRM platform and clear guidance on the customization and administration of the

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application Identify what is covered to create your own improved study guide for the certified administrator examination Who This Book Is For This book is for administrators who want to develop and strengthen their Salesforce CRM skills in the areas of configuration and system management. Whether you are a new administrator or a more experienced professional, this book will enhance your knowledge and understanding of the features of Salesforce CRM. What You Will Learn Manage and administer user records and password policies Configure and control the various organization-wide user interface features in Salesforce CRM Set up and maintain users, profiles, and permission sets and administer appropriate security and login access mechanisms Apply organization security Understand the capabilities of the Salesforce CRM sharing model Create, delete, and customize fields, page layout, and list views for custom and standard objects Find out how Apex and Visualforce coding can be used in Salesforce CRM Implement the mechanisms for data management Discover the tools to import, update, transfer, and mass delete data In Detail Salesforce CRM's Winter '17 release offers a host of new features for CRM designed to transform your sales and marketing requirements. With this comprehensive guide to implementing Salesforce CRM, administrators of all levels can easily acquire deep knowledge of the platform. The book begins by guiding you through setting up users and the security settings and then progresses to configuration, data management, and data analytics. We swiftly move on to the setting up of organization wide features that affect the look and feel of the application. Process automation and approval mechanisms are covered next, along with the functional areas of Sales Cloud, Service Cloud, Marketing Cloud, and Salesforce Chatter. This book details Salesforce CRM system administration in a practical way and is an invaluable reference for both new administrators and experienced professionals. At the end of the book,

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techniques to further enhance the system and improve the return on investment. Salesforce mobile apps and mobile administration are covered, along with Salesforce Adoption Manager. Every chapter is complete with a section containing example questions of the type that you might encounter in the certification examination. Style and approach This book takes a straightforward, no-nonsense approach to working with the Salesforce CRM platform. Filled with examples and use cases, the book presents the facts along with seasoned advice and real-world examples to ensure you have all the resources you need to become a more informed Salesforce Administrator.

Are you facing a challenging Salesforce.com problem--say, relating to automation, configuration, formulation, or reporting--that you can't quite crack? Or maybe you are hoping to infuse some creativity into your solution design strategy to solve problems faster or make solutions more efficient? Practical Salesforce.com Development Without Code shows you how to unlock the power of the Force.com platform to solve real business problems--and all without writing a line of code. Adhering to Salesforce.com's "clicks, not code" mantra, Salesforce.com expert Phil Weinmeister walks you through different business problems and identifies effective, creative--and proven--approaches to solutions using the platform's declarative framework. If you are a Salesforce.com administrator, analyst, consultant, or developer, you can attest to the insatiable appetite of users for new functionality. Your clients expect solutions--and now. By adopting Practical Salesforce.com Development Without Code as your guide, you will learn how to deliver business solutions within Salesforce.com by combining analysis, creativity, and logic with some of its core elements, including validation rules, workflow rules, and formula fields. In addition, Weinmeister dissects and explains the most useful functions

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and features for developers, and shows you how to use them. Among other things, you will learn how to: Build objects, fields, and relationships to establish a sensible data model Automate business processes by using workflow rules and flows (Visual Workflow) Utilize functions and develop formulas effectively for a variety of business needs Develop intricate approval processes to handle exception scenarios Employ publisher actions to drive additional functionality from the Chatter feed Manage your data using Data Loader Best of all, Weinmeister uses real-life business scenarios and visuals to keep you engaged and learning something new with every page you read. Practical Salesforce.com Development Without Code will help you absorb the principles behind dozens of creative and thoughtful ways to solve your business problems. Applying the lessons learned from this how-to guide will ultimately save you time and ensure that your clients or internal customers are well satisfied and productive.

This book is intended for all Salesforce users—administrators, managers, business analysts, or report writers who are new to creating reports or dashboards within Salesforce. Basic knowledge of the Salesforce platform is required.

Would you like to use a consistent visual notation for drawing integration solutions? "Look inside the front cover." Do you want to harness the power of asynchronous systems without getting caught in the pitfalls? "See "Thinking Asynchronously" in the Introduction." Do you want to know which style of application integration is best for your purposes? "See Chapter 2, Integration Styles." Do you want to learn techniques for processing messages concurrently? "See Chapter 10, Competing Consumers and Message Dispatcher." Do you want to learn how you can track asynchronous messages as

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they flow across distributed systems? "See Chapter 11, Message History and Message Store." Do you want to understand how a system designed using integration patterns can be implemented using Java Web services, .NET message queuing, and a TIBCO-based publish-subscribe architecture? "See Chapter 9, Interlude: Composed Messaging." Utilizing years of practical experience, seasoned experts Gregor Hohpe and Bobby Woolf show how asynchronous messaging has proven to be the best strategy for enterprise integration success. However, building and deploying messaging solutions presents a number of problems for developers. "Enterprise Integration Patterns" provides an invaluable catalog of sixty-five patterns, with real-world solutions that demonstrate the formidable of messaging and help you to design effective messaging solutions for your enterprise. The authors also include examples covering a variety of different integration technologies, such as JMS, MSMQ, TIBCO ActiveEnterprise, Microsoft BizTalk, SOAP, and XSL. A case study describing a bond trading system illustrates the patterns in practice, and the book offers a look at emerging standards, as well as insights into what the future of enterprise integration might hold. This book provides a consistent vocabulary and visual notation framework to describe large-scale integration solutions across many technologies. It also explores in detail the advantages and limitations of asynchronous messaging architectures. The authors present practical advice on designing code that connects an application to a messaging system, and provide extensive information to help you determine when to send a message, how to route it to the proper destination, and how to monitor the health of a messaging system. If you want to know how to manage, monitor, and maintain a messaging system once it is in use, get this book. 0321200683B09122003

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Provides information on building applications and solving enterprise challenges using Force.com.

Get started developing on the Force.com platform in no time. With step-by-step guidance, starting with setting up your developer environment and progressing through to deploying to production, you will learn industry best practices to release robust custom applications with tangible benefits to your company or your client. Geared specifically toward beginning developers, Beginning Salesforce Developer establishes a strong understanding of basic code constructs through examples. Rather than simply explaining how to use the platform, you will receive a comprehensive understanding of why, allowing you to address platform quirks and "gotchas" that might occur. The book also serves to lay the foundation for continuing on to Salesforce Developer Pro. What You'll Learn

- Configure your Salesforce development environment
- Understand the Salesforce data model and query languages
- Create basic Apex triggers
- Use standard controllers with basic Visualforce pages
- Utilize Visualforce with custom-built Apex controllers
- Write test coverage

Who This Book Is For

Salesforce administrators who wish to transition into developing on the Force.com platform. The book also serves as a quick immersion into the world of development for complete beginners through proprietary Salesforce development languages on the Force.com platform.

Salesforce Advanced Administrator Certification Guide is a complete resource that will help you gain the knowledge and master the skills required to earn the advanced administrator credentials. With plenty of questions and answers along with best practices, you will learn all the concepts asked in exams specially designed with this

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guide.

Note: The third edition of this book is now available ISBN: 978-1936754106 in both paperback and eBook formats Beyond the Force.com documentation - Second edition Advanced Apex Programming for Salesforce.com and Force.com is neither a tutorial nor a book for beginners. Intended for developers who are already familiar with the Apex language, and experienced Java and C# developers who are moving to Apex, this book starts where the Force.com documentation leaves off. Instead of trying to cover all of the features of the platform, Advanced Apex programming focuses entirely on the Apex language and core design patterns. You'll learn how to truly think in Apex - to embrace limits and bulk patterns. You'll see how to develop architectures for efficient and reliable trigger handling, and for asynchronous operations. You'll discover that best practices differ radically depending on whether you are building software for a specific organization or for a managed package. And you'll find approaches for incorporating testing and diagnostic code that can dramatically improve the reliability and deployment of Apex software, and reduce your lifecycle and support costs. Based on his experience as a consultant, Force.com MVP and architect of a major AppExchange package, Dan Appleman focuses on the real-world problems and issues that are faced by Apex developers every day, along with the obscure problems and surprises that can sneak up on you if you are unprepared. This second edition contains updates through Winter 14 (API 29) along with significant new content on triggers, asynchronous design patterns, concurrency and more

Probably the best preparation you could have for the DEV401 exam is this comprehensive

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handbook that covers all the fundamentals. It will put you on track for becoming a Salesforce.com Certified Force.com Developer. Simple and to-the-point examples that can be tried out in your developer org A practical book for professionals who want to take the DEV 401 Certification exam Sample questions for every topic in an exam pattern to help you prepare better, and tips to get things started Full of screen-shots, diagrams, and clear step-by-step instructions that cover the entire syllabus for the exam In Detail When migrating to the new wave of cloud-based applications, we now think about business logic, we think about automating processes, and we think about how we can make the systems better. Force.com is a cloud-based platform that is used to build and deploy enterprise applications on the cloud with minimum coding. Demand for Force.com experts is growing rapidly and companies look for certified professionals. This books comes in handy when you are seeking to clear the Salesforce.com Certified Force.com Developer exam. The Force.com Developer Certification Handbook (DEV401) is a practical guide for you to become a Salesforce.com Certified Force.com Developer. This book will help you to impress your colleagues with excellent Force.com skills, and prepare for the Dev 401 certification exam. From building applications to automating business processes everything is covered from the certification perspective, and you will gain hands-on expertise with the step-by-step approach of this book. Force.com Developer Certification Handbook (DEV401) will help you build and deploy a complete application on Force.com by using point and click. With this book you will learn to create and manage custom objects and their data. You will build the user interface for your applications and automate your business process by using workflows and approvals. This definitive certification guide provides a disciplined approach to be adopted for successfully clearing the DEV 401 exam, which gives you an edge over Force.com

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developers who are not certified. Each chapter contains ample practice questions at the end.

"Force.com Tips and Tricks" is not a complete reference guide for the Force.com platform development but it is a time-saving tips and tricks book that can be very helpful and handy for novice as well as experienced developers. This book would be very useful for Force.com developers who want to extend their Force.com applications using Flex, Apex, and Visualforce. "Force.com Tips and Tricks" is not a bible or a complete reference for the Force.com platform development. The time- saving tips and tricks make this book handy for novice as well as experienced developers. This is basically for Force.com developers, who want to extend their Force.com applications using Flex, Apex, and Visualforce.

Advanced API Security is a complete reference to the next wave of challenges in enterprise security--securing public and private APIs. API adoption in both consumer and enterprises has gone beyond predictions. It has become the 'coolest' way of exposing business functionalities to the outside world. Both your public and private APIs, need to be protected, monitored and managed. Security is not an afterthought, but API security has evolved a lot in last five years. The growth of standards, out there, has been exponential. That's where AdvancedAPI Security comes in--to wade through the weeds and help you keep the bad guys away while realizing the internal and external benefits of developing APIs for your services. Our expert author guides you through the maze of options and shares industry leading best practices in designing APIs for rock-solid security. The book will explain, in depth, securing APIs from quite traditional HTTP Basic

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Authentication to OAuth 2.0 and the standards built around it. Build APIs with rock-solid security today with Advanced API Security. Takes you through the best practices in designing APIs for rock-solid security. Provides an in depth tutorial of most widely adopted security standards for API security. Teaches you how to compare and contrast different security standards/protocols to find out what suits your business needs the best.

PrestaShop is a free, open source eCommerce solution written in PHP. It supports payment gateways such as DirecPay, Google Checkout & PayPal. With this book you'll find a link to download 100Mb+ including the module "MyProducts" with its own documentation. This book will help you to customize the Prestashop 1.5 to 1.7 through the Admin panel, and to make advanced code changes, and template customization. Many tools are discussed in this book to facilitate the developers and to help you to understand the architecture of Prestashop in the shortest amount of time.

Build and deploy scalable applications on the Salesforce Lightning Platform using the latest features of Spring '19 Key Features An end-to-end-guide with practice tests to help you achieve the Salesforce Platform Developer certification Design data models, user interfaces, and business logic for your custom applications Understand the complete development life cycle from designing to testing Book Description Salesforce Lightning Platform, used to build enterprise apps, is being increasingly adopted by admins, business analysts, consultants, architects, and especially developers. With this Salesforce certification, you'll be able to enhance your development skills and become a valuable member of your organization. This certification guide is designed to be completely aligned with the official exam study guide for the latest Salesforce Certified Platform

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Developer I release and includes updates from Spring '19. Starting with Salesforce fundamentals and performing data modeling and management, you'll progress to automating logic and processes and working on user interfaces with Salesforce components. Finally, you'll learn how to work with testing frameworks, perform debugging, and deploy metadata, and get to grips with useful tips and tricks. Each chapter concludes with sample questions that are commonly found in the exam, and the book wraps up with mock tests to help you prepare for the DEV501 certification exam. By the end of the book, you'll be ready to take the exam and earn your Salesforce Certified Platform Developer I certification. What you will learn Solve sample questions and mock tests and work with exam patterns Gain an understanding of declarative Salesforce tools such as Process Builder, flows, and many more Code in Salesforce using the Developer Console and IDEs Grasp the basics of object-oriented programming Write Apex classes, Visualforce pages, and Apex test classes with easy-to-follow steps Explore the different deployment tools that you can use to push metadata to different environments Build custom declarative apps and programs on Force.com platforms Who this book is for The Salesforce Platform Developer I Certification Guide is for you if you want to learn how to develop and deploy business logic and user interfaces using the capabilities of the Lightning Platform. No prior knowledge of Apex programming is required.

If you are a developer who wants to learn how to develop and deploy applications from the Salesforce.com platform, then this book is for you. No prior knowledge of Salesforce is necessary.

Discover over 70 real-world examples to overcome the most complex concepts you will

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face developing with Visualforce About This Book This book provides an enhanced user experience with dynamically-generated, reactive pages Access data over additional channels via public web sites and mobile pages Packed with easy-to-follow recipes, including step-by-step instructions and Apex/Visualforce code downloads this title is the all in one package you need to get more from Visualforce. Who This Book Is For This book will be beneficial to developers who are already well-versed with the basics of Visualforce. An awareness of the standard component library and the purpose of controllers is expected. What You Will Learn Pass parameters between Visualforce pages Update attributes in component controllers Avoid validation errors with action regions Refresh record details from embedded Visualforce Create and develop a website template from scratch Get to know about the Salesforce Lightning Design system and use Visualforce in Salesforce1 Effectively tackle frequently-faced problems while developing Visualforce pages In Detail Visualforce is a framework that allows developers to build sophisticated, custom user interfaces that can be hosted natively on the Force.com platform. The Visualforce framework includes a tag-based markup language, similar to HTML that is used to write the Visualforce pages and a set of controllers that are used to write business logic to the Visualforce pages. Visualforce Development Cookbook provides solutions to a variety of challenges faced by Salesforce developers and demonstrates how easy it is to build rich, interactive pages using Visualforce. Whether you are looking to make a minor addition to the standard page functionality or override it completely, this book will provide you with the help you require throughout. You will start by learning about the simple utilities and will build up to more advanced techniques for data visualization and to reuse functionality. You will learn how to perform various tasks such as creating multiple records from a single page, visualizing data as charts, using

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JavaScript to enhance client-side functionality, building a public website, and making data available to a mobile device. With an interesting chapter on tackling common issues faced while developing Visualforce pages, the book provides lots of practical examples to enhance and extend your Salesforce user interface. Style and approach Following a cookbook structure, the book provides recipes on some essential technical scenarios and a few that focus on real-world development problems. This book is packed with illustrations and contains lots of code samples to improve your understanding.

Advanced Apex Programming focuses entirely on the Apex language and core design patterns. You'll learn how to truly think in Apex - to embrace limits and bulk patterns. You'll see how to develop architectures for efficient and reliable trigger handling, and for asynchronous operations. You'll discover that best practices differ radically depending on whether you are building software for a specific organization or for a managed package. And you'll find approaches for incorporating testing and diagnostic code that can dramatically improve the reliability and deployment of Apex software, and reduce your lifecycle and support costs. Based on his experience as a consultant, Salesforce MVP, and architect of major AppExchange packages, Dan Appleman focuses on the real-world problems and issues that are faced by Apex developers every day, along with the obscure problems and surprises that can sneak up on you if you are unprepared.

WSO2 Made Simple - dive deep into the core concepts of WSO2 to overcome the challenges faced while using the Enterprise Integrator About This Book Design, create, and publish services in the WSO2 technology Integrate the WSO2 Enterprise Integrator with other components and servers Log and test deployed services Who This Book Is For

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If you are a Java solutions architect or developer and are keen to understand how to build enterprise applications with WSO2, this book is for you. No prior knowledge of WSO2 is expected. What You Will Learn Configure WSO2 Enterprise Integrator server in a production environment Create SOAP Proxies and REST APIs Interact with WSO2 Message Broker Write services using the new language: Ballerina Schedule automatic tasks for the services you create Manage log messages depending on the log level of the system Integrate with social networks such as Twitter, Facebook, Instagram, and Yammer Test SOAP Services using the Tryit feature and SoapUI tool Work with Quality of Services In Detail WSO2 Enterprise Integrator brings together the most powerful servers provided by the WSO2 company for your SOA infrastructure. As an Enterprise Service Bus (ESB), WSO2 Enterprise Integrator provides greater flexibility and agility to meet growing enterprise demands, whereas, as a Data Services Server (DSS), it provides an easy-to-use platform for integrating data stores, creating composite views across different data sources, and hosting data services. Using real-world scenarios, this book helps you build a solid foundation in developing enterprise applications with powerful data integration capabilities using the WSO2 servers. The book gets you started by brushing up your knowledge about SOA architecture and how it can be implemented through WSO2. It will help build your expertise with the core concepts of ESB such as building proxies, sequences, endpoints, and how to work with these in WSO2. Going further, you will also get well-acquainted with DSS data service concepts such as configuring data services, tasks, events, testing, and much more. The book will also cover API management techniques. Along with ESB and DSS, you will also learn about business process servers, the rules server and other components that together provide the control and robustness your enterprise applications will need. With practical use cases, the book

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covers typical daily scenarios you will come across while using these servers to give you hands-on experience. Style and approach The book is a complete guide and helps you get the right start—from understanding SOA architectures to getting valuable experience with two important integration servers such as ESB and DSS. It will include some real-world practical scenarios to help you master the best practices followed right across the industry and overcome the challenges you're likely to face on a daily basis.

This book is not intended to be a deep-dive on security, programming, reporting, configuration, etc. but more of a high-level overview on salesforce.com, Force.com development, tools, methodology and other resources. We will not cover all aspects of salesforce.com. We wrote this book to (hopefully) become an invaluable resource for anyone new or inexperienced with the Force.com platform. For new administrators and developers coming on to the platform, we see a gaping hole in existing reference books. This book is not intended for end users or advanced developers. This book is for people somewhere in the middle; let's say a business analyst or a new Java or .NET developer. We would like this to be the first book you pick up after your boss walks in and says, "Let's take a look at salesforce.com and see if we can build some applications in the cloud." This book contains the information that we wish we had when we started developing applications on Force.com.

Learn how to build logic into your apps by configuring Salesforce.com Lightning Process Builder and Visual Workflow software tools to meet the needs of your organization without the use of code. You will be able to build workflow diagrams on the Salesforce.com platform and perform complex logic. Individuals who have created

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workflow diagrams in other applications (e.g., Microsoft Visio) will feel very comfortable using these two tools from Salesforce. If you find yourself in a situation where a standard Salesforce configuration does not meet your needs, you can always rely on a developer to extend the functionality through Visualforce and Apex code. What if you could take back that control and not rely on a developer or consultant? With two new technologies—Process Builder and Visual Workflow—introduced onto the Salesforce.com platform, you can accomplish much of what was normally handled with Apex code. Lightning Process Builder and Visual workflow both allow for advanced logic that standard configuration such as Salesforce.com Workflow cannot do. Salesforce.com Lightning Process Builder and Visual Workflow details how these technologies can be used to: Create a call center application that guides operators through a call with screens that change based on the caller's responses. Automatically submit approvals to speed up and streamline your business. Update related records for any object being modified, including standard and custom objects.

A practical guide that will help you discover fundamentals for building applications on Force.com without writing a single line of code. If you are new to the Force.com platform and want to learn from scratch, it is advisable that you begin with the first chapter and move on to the last. However, if you are familiar with Force.com and want to understand in detail some aspect of it, you can dip into any chapter. Each certification module is covered in a separate chapter, and is accompanied by questions being asked in the exams. Developers who need to prepare for the Salesforce.com Certified Force.com Developer exam will benefit from this book. This book is ideal for developers who are new to Salesforce CRM and the Force.com platform. It would be advantageous if readers have

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some familiarity with Salesforce applications and have basic HTML and XML skills. By the end of the book, you will be ready to appear for the exam and develop various applications on the cloud platform.

Implement DevOps for Salesforce and explore its features Key Features Learn DevOps principles and techniques for enterprise operations in Salesforce Implement Continuous Integration and Continuous Delivery using tools such as Jenkins and Ant script Use the Force.com Migration Tool and Git to achieve versioning in Salesforce Book Description Salesforce is one of the top CRM tools used these days, and with its immense functionalities and features, it eases the functioning of an enterprise in various areas of sales, marketing, and finance, among others. Deploying Salesforce applications is a tricky event, and it can get quite taxing for admins and consultants. This book addresses all the problems that you might encounter while trying to deploy your applications and shows you how to resort to DevOps to take these challenges head on. Beginning with an overview of the development and delivery process of a Salesforce app, DevOps for Salesforce covers various types of sandboxing and helps you understand when to choose which type. You will then see how different it is to deploy with Salesforce as compared to deploying with another app. You will learn how to leverage a migration tool and automate deployment using the latest and most popular tools in the ecosystem. This book explores topics such as version control and DevOps techniques such as Continuous Integration, Continuous Delivery, and testing. Finally, the book will conclude by showing you how to track bugs in your application changes using monitoring tools and how to quantify your productivity and ROI. By the end of the book, you will have acquired skills to create, test, and effectively deploy your applications by leveraging the features of DevOps. What you

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will learn Implement DevOps for Salesforce and understand the benefits it offers Abstract the features of Force.com MigrationTool to migrate and retrieve metadata Develop your own CI/CD Pipeline for Salesforce project Use Qualitia to perform scriptless automation for Continuous Testing Track application changes using Bugzilla Apply Salesforce best practices to implement DevOps Who this book is for If you are a Salesforce developer, consultant, or manager who wants to learn DevOps tools and set up pipelines for small as well as large Salesforce projects, this book is for you.

Learn how to build advanced reports and dashboards in Salesforce Lightning experience About This Book Visualize and create advanced reports and dashboards using Lightning Experience Improve overall business efficiency with advanced and effective reports and dashboards Understand and create custom reports and dashboards Who This Book Is For This book is targeted at Salesforce.com administrators, business analysts, and managers who use Salesforce.com for their daily job and want to learn in depth about Salesforce Reporting and Dashboard in Lightning Experience. Readers should have a basic knowledge of Salesforce, such as: Accounts, Contacts, Leads, Opportunities and custom objects. What You Will Learn Navigate in Salesforce.com within the Lightning Experience user interface Secure and share your reports and dashboards with other users Create, manage, and maintain reports using Report Builder Learn how the report type can affect the report generated Explore the report and dashboard folder and the sharing model Create reports with multiple formats and custom report types Explore various dashboard features in Lightning Experience Use Salesforce1, including accessing reports and dashboards In Detail Built on the Salesforce App Cloud, the new Lightning Experience combines the new Lightning Design System, Lightning App Builder, and Lightning

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Components to enable anyone to quickly and easily create modern enterprise apps. The book will start with a gentle introduction to the basics of Salesforce reports and dashboards. It will also explain how to access reports in depth. Then you will learn how to create and manage reports, to use Schedule Report, and create advanced report configurations. The next section talks about dashboards and will enable you to understand and compare various types of dashboard component and how you can benefit the most from each of them. Then we move on to advanced topics and explain tips and tricks related to reports and dashboards, including reporting snapshots, report parameters, and collaboration. Finally, we will discuss how to access dashboards and reports from the Salesforce1 mobile app. Style and approach This comprehensive guide covers the advanced features of the all new Salesforce Lightning concepts and communicates them through a practical approach to explore the underlying concepts of how, when, and why to use them.

This book is for administrators who want to develop and strengthen their Salesforce CRM skills in the areas of configuration and system management. Whether you are a novice or a more experienced administrator, this book aims to enhance your knowledge and understanding of the Salesforce CRM platform and features.

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