

The Salesforce logo, consisting of the word "salesforce" in white lowercase letters inside a blue cloud-like shape.

salesforce

Introduction to Salesforce Testing

1. What is Functional Testing
2. What is Salesforce Application
3. How is Salesforce Implemented
4. Role of a Salesforce Tester
5. How is Salesforce Testing done?
6. Demo
7. How to get started to become a Salesforce Tester





Testing

- Process that checks the quality, performance and reliability of a Product.

Software Testing

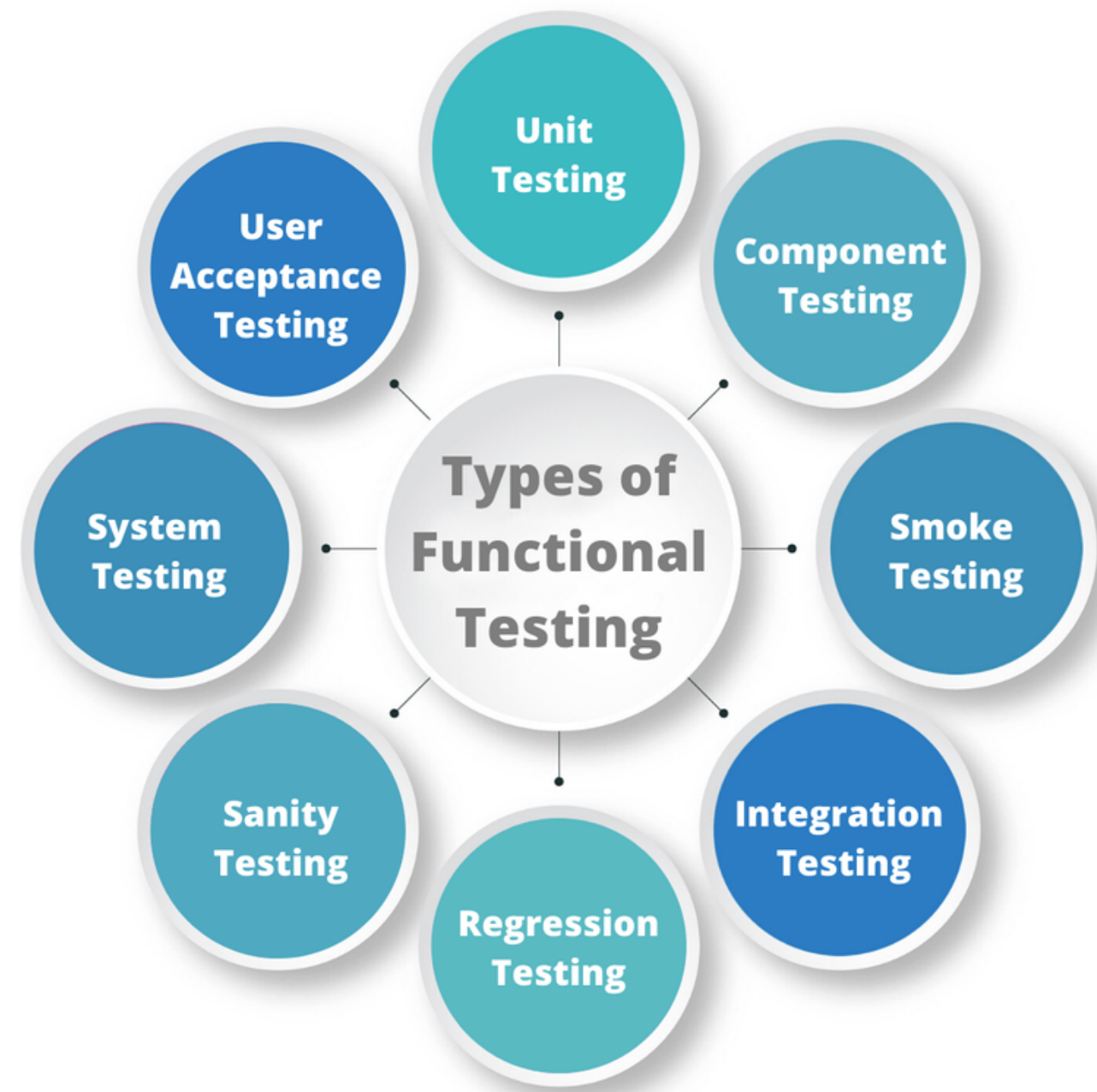
- Process of evaluating and verifying that a software product or application does what it is supposed to do.

Types of Software Testing

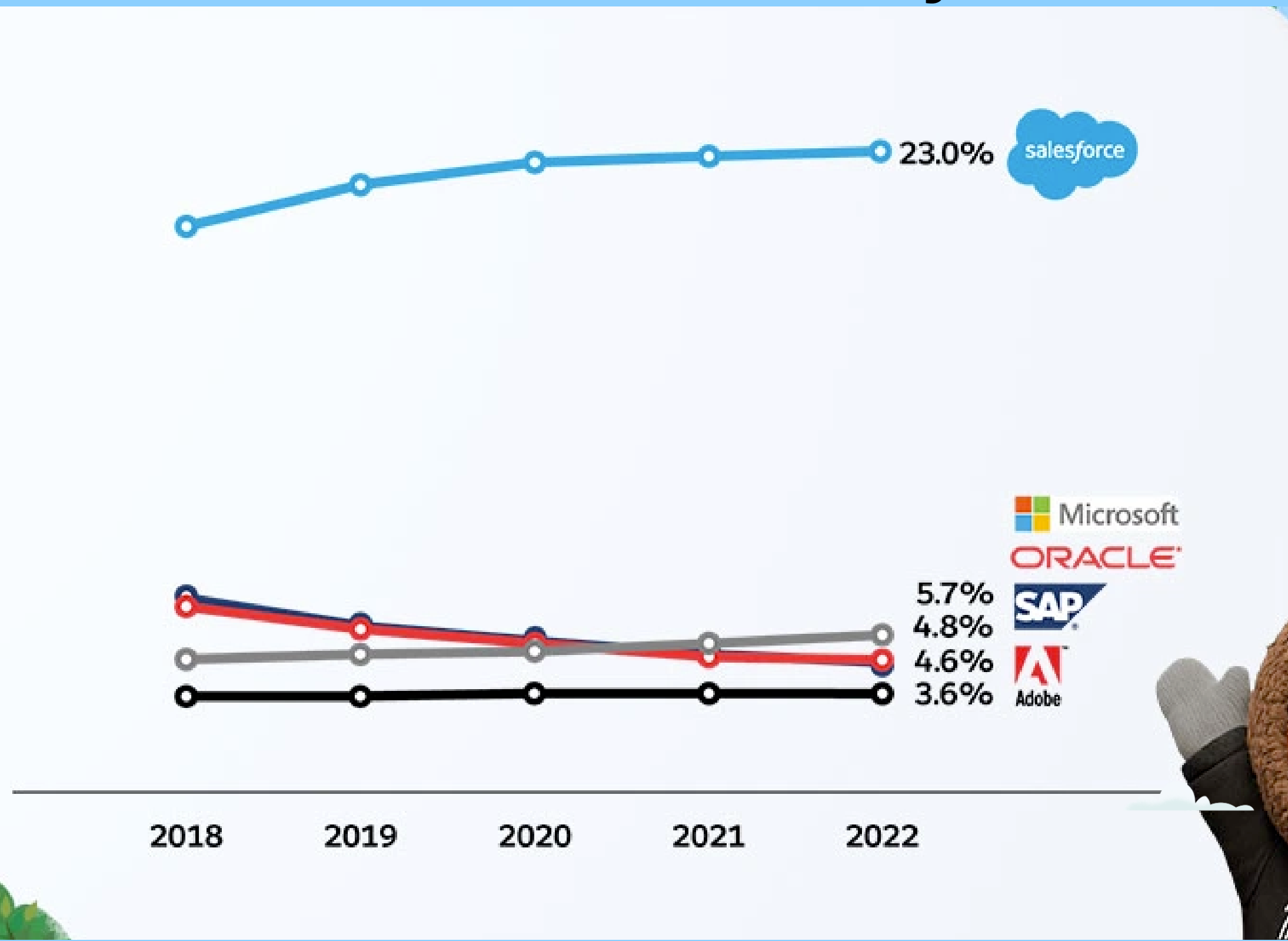
- Functional Testing
- Non-Functional Testing (Load Testing, Scalability Testing, Performance Testing etc.)

Functional Testing

- Process of validating the functionality of a software application to find any software bugs.
- Process to check if it meets the specified requirements
- Identify any gaps, errors, or missing requirements contrary to the actual requirements.
- Can be done manually (Manual Testing) or using automated scripts (Automation Testing)



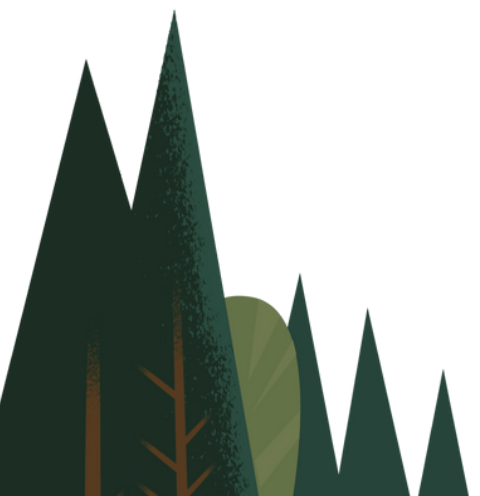
Salesforce Ranked #1 CRM Provider for the 10th consecutive year



Salesforce dominance in the market

What is Salesforce CRM Application ?

Let's jump into Salesforce!



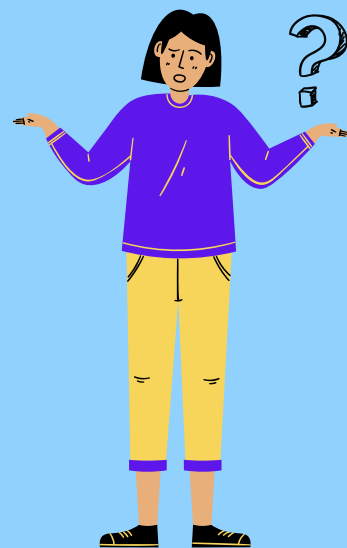
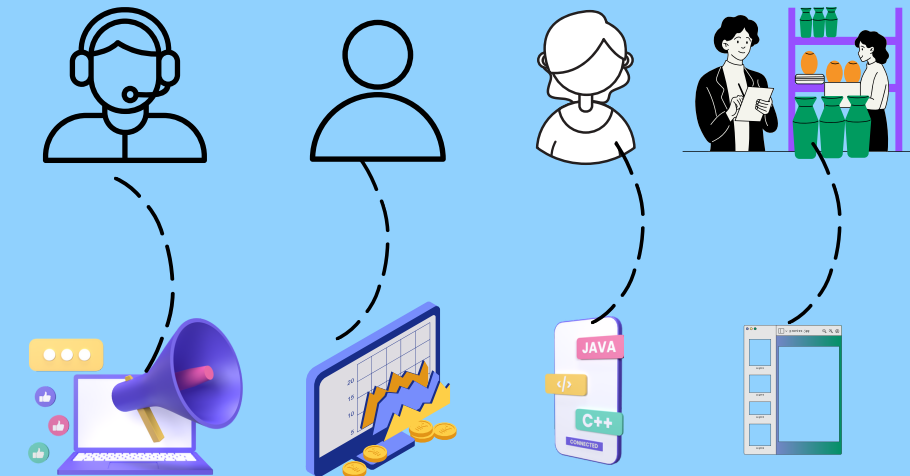
Example



Real Estate leasing company has 2 Properties uses Excel to track data



Grew to 100 Properties & has different tools for tracking data, sales, marketing etc.



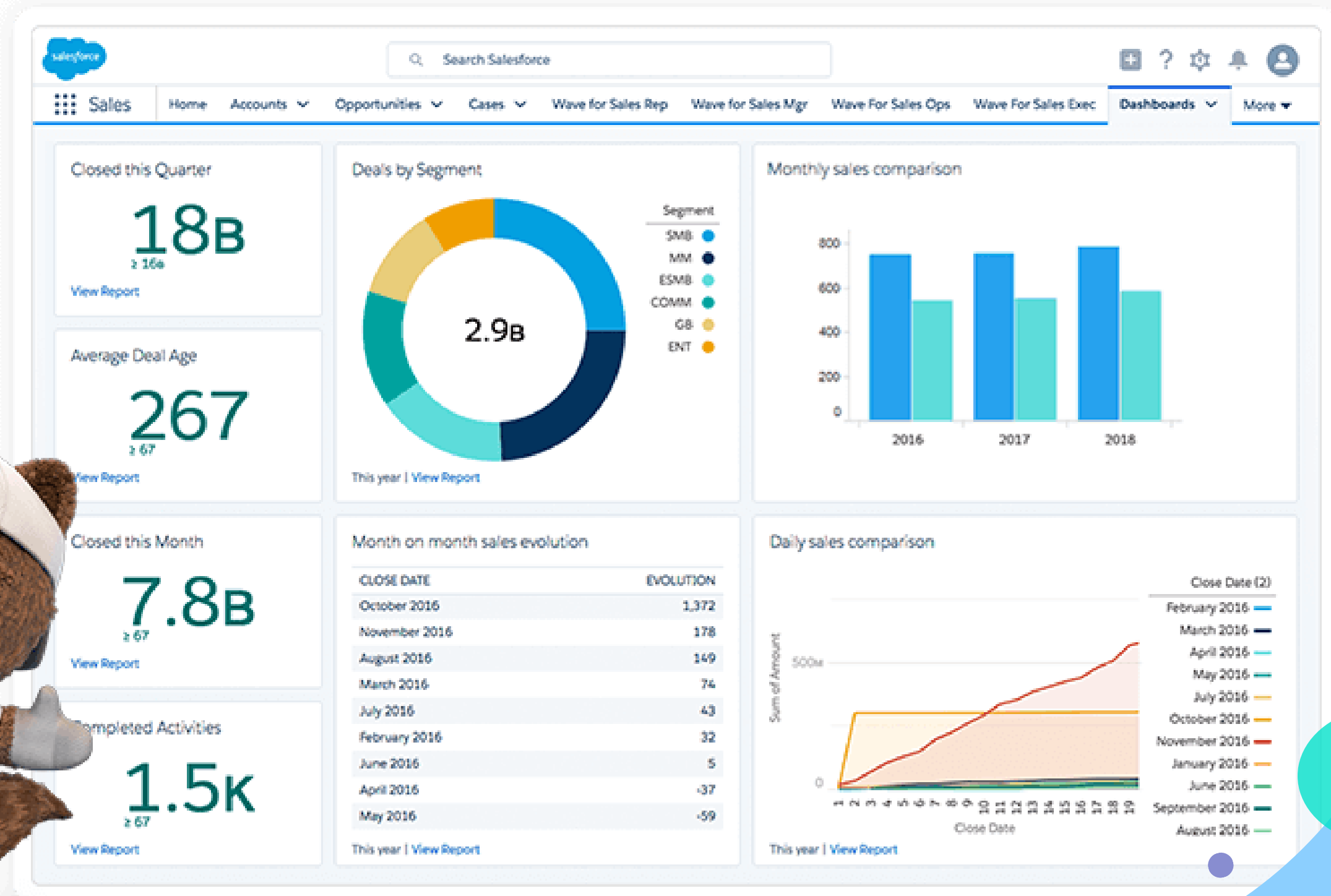
Grew to 1000 Properties. How do they handle all the data in one place?



Salesforce CRM



Salesforce is a cloud-based Customer Relationship Management (CRM) application or a tool that helps businesses manage sales, marketing campaigns, customer data and so much more.



How is Salesforce Implemented ?

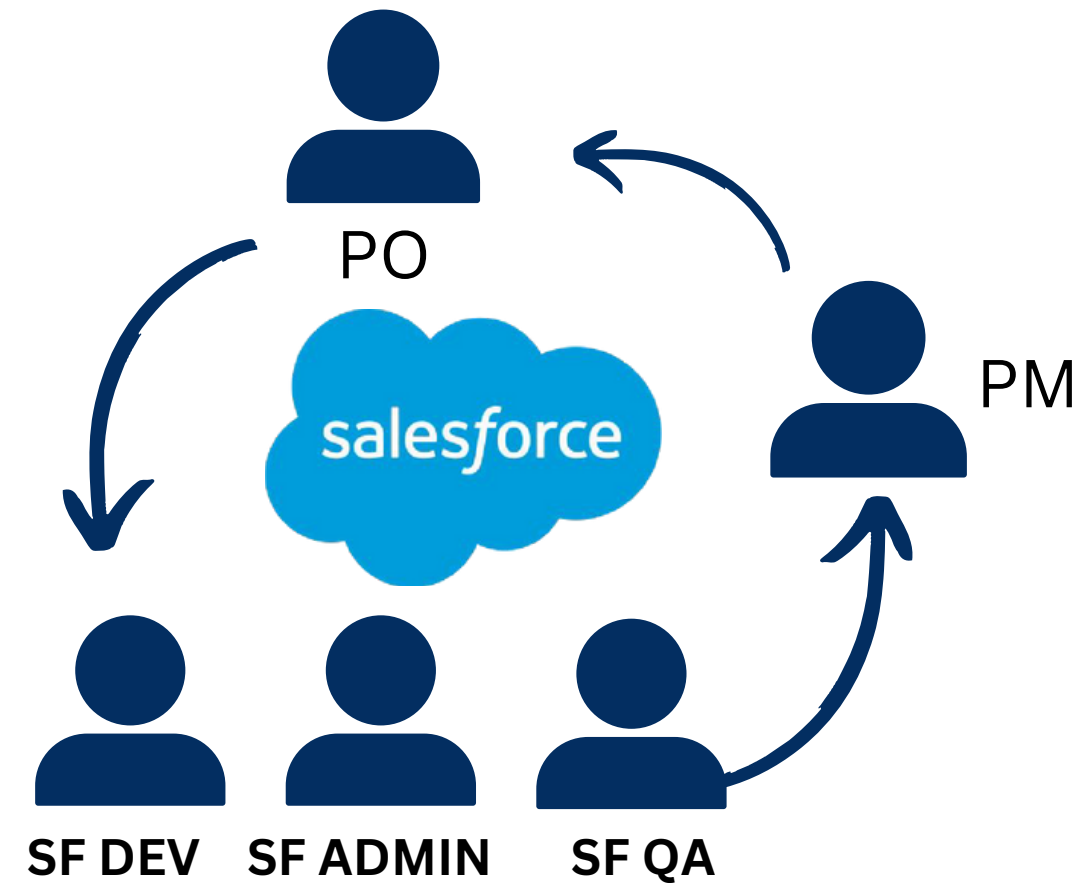




Sending a rocket into space requires a team with all the right expertise!



It's no different for a Salesforce Implementation.



SF Developer

- Programmer/Coder
- Build apps and solutions with Salesforce products

SF Administrator

- Works on non-code related configuration changes
- UI page layouts, data maintenance, builds reports

SF Quality Analyst

- Confirms that code and configuration are functional and supports business processes
- Identifies issues
- Regression testing
- Functional testing





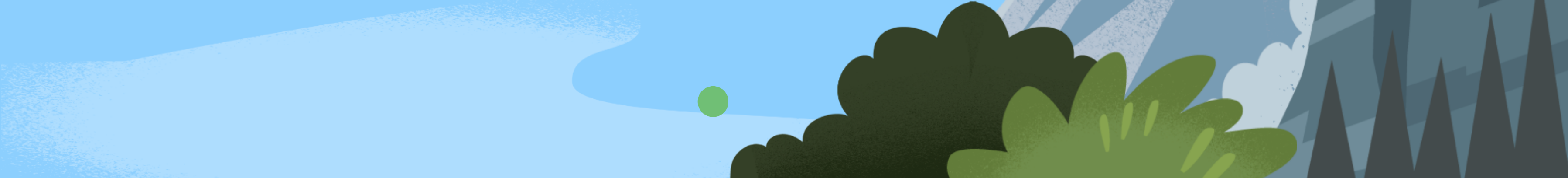
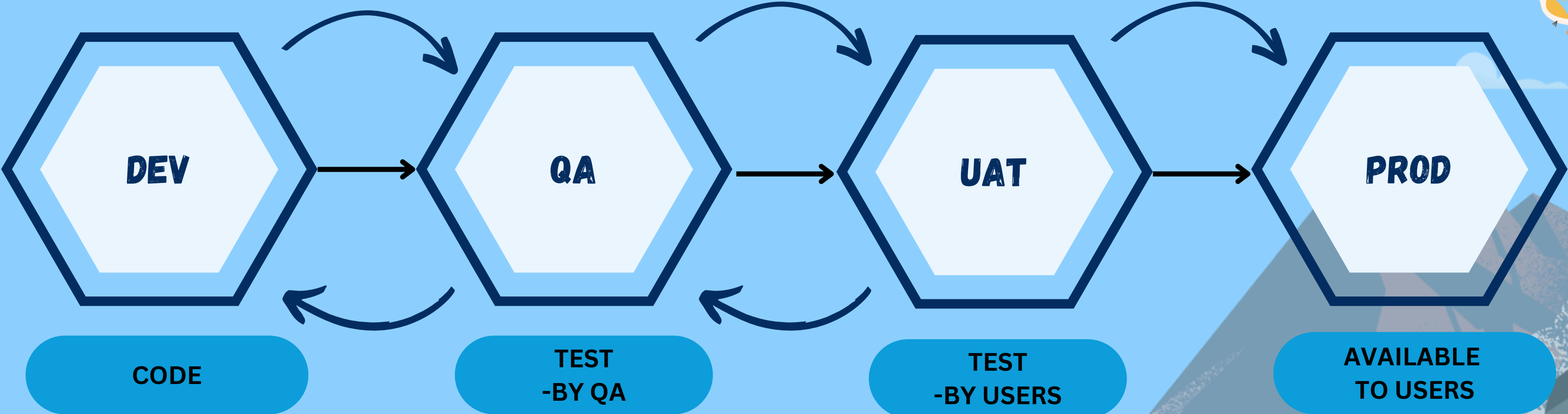
Salesforce QA Role

- Confirms that code and configuration are functional and is free of errors.
- Identify issues in initial phases and coordinate with development team on fixes
- Monitoring bug resolutions and providing feedback on overall functionality and usability.
- Verifies that the system can support the business processes
- Establishes that the system's initial build meets approved business requirements.

How is Salesforce Testing done?

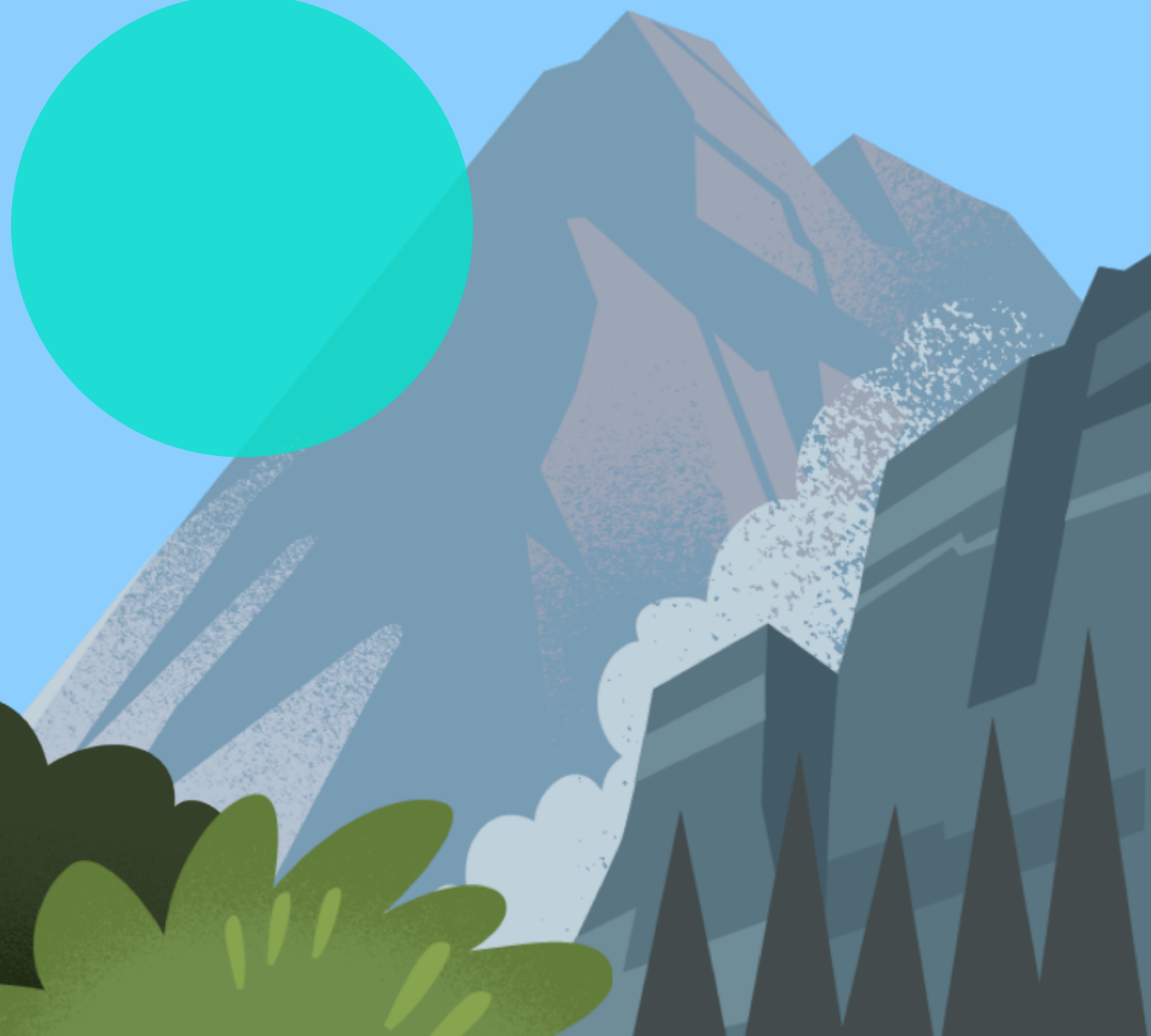
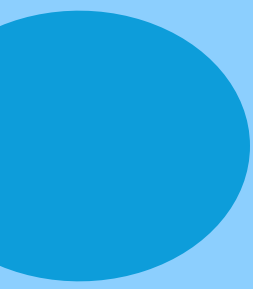


Environments



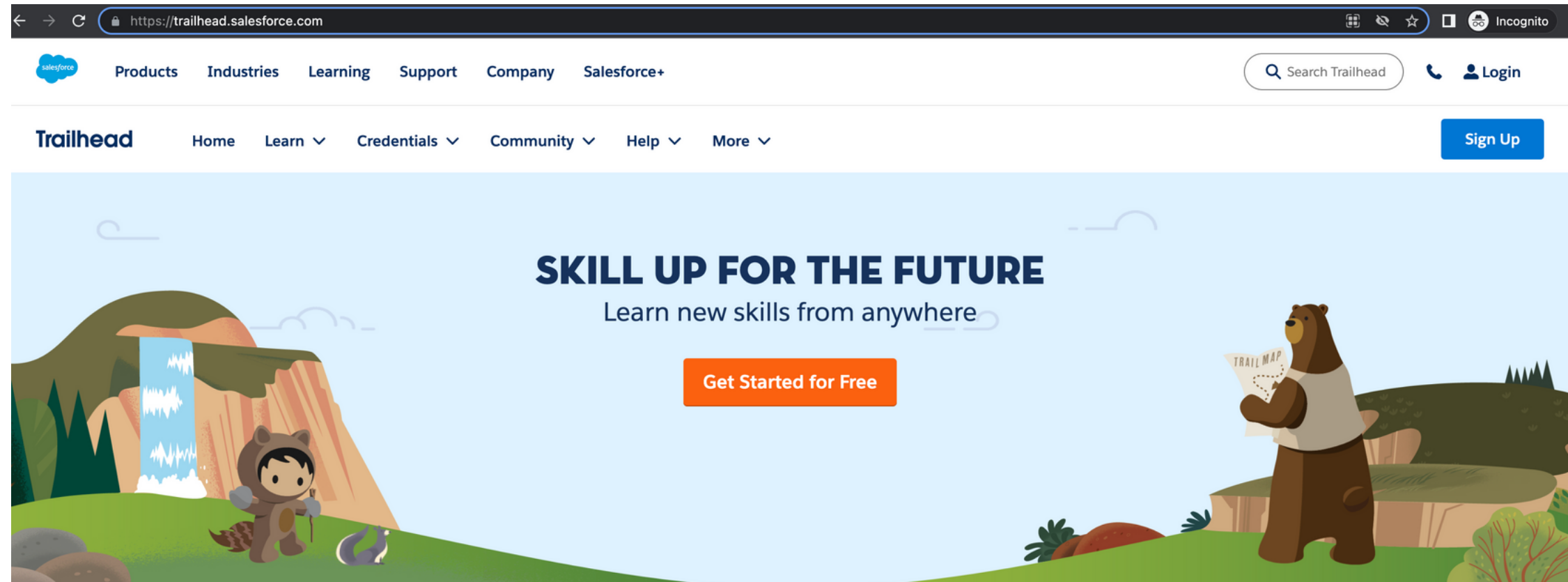
Demo

Lets see a demo of SF



Where to get started on Salesforce

<https://trailhead.salesforce.com>



SF Admin Trail - Self Study

https://trailhead.salesforce.com/content/learn/trails/force_com_admin_beginner

Modules

1. SF Basics

- Get to Know Salesforce
- Salesforce CRM
- Salesforce Platform Basics


2. User:

- User Authentication
- User Management

3. Data:

- Data Security
- Identity Basics
- Data Modelling
- Data Management

4. Leads/Accounts/Contacts/Opp/Campaigns

- Leads & Opportunities for LE
- Accounts & Contacts for Lightning Experience
- Campaign Basics 

5. Reports

- Reports & Dashboards for Lightning Experience
- Lightning Experience Customization

<https://trailhead.salesforce.com/users/aamirapu1/trailmixes/salesforce-qa>

Salesforce QA Deep Dive- Course Content

1. Salesforce CRM Overview
 1. What is Salesforce CRM
 2. SaaS & PaaS (Salesforce & force.com)
 3. Products or Apps
 4. Classic Vs Lightning
 5. Creating your own Salesforce Org
2. Salesforce Implementation
 1. How is Salesforce Project Implementation done
 2. Salesforce Licensing
3. Salesforce Data Model
 1. Objects
 2. Fields
 3. Relationship
4. Data Security & Access Control
 1. Users
 2. Roles
 3. Profiles
 4. Permission sets
 5. Security & Sharing
5. Data List View and Personal Settings
 1. List View & Controls
 2. Display - Table, Kanban & Split View
 3. Filters and Sorting
6. Reports & Dashboards
 1. Reports and Dashboard view & personalization
 2. Customization
7. Salesforce Testing Live Project
 1. Salesforce QA Role
 2. Salesforce Testing Project discussion
 - ▶ 3. Live Project - Test scenarios & challenges & exercises

Thank you for joining!

Lets connect on LinkedIn 

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