A Report on Three-day Hands-on Workshop on
"Building Future-Ready Applications with Salesforce"
Organised by Department of Computer Science & Engineering
from 27.02.2025 to 01.03.2025

Report Submitted by: Mr. Ch. Hemanand, Assistant Professor, Department of Computer Science & Engineering.
Resource Person Details: Mr. Shabuddin Sheik, Salesforce Tech Lead, Tavant Technologies, Hyderabad.
Participants: II Year and III Year CSE Students
Attendance: 65 participants
Venue and Time: Circular Block Lab 12 and 10:00 AM to 4:00 PM.
Mode of Conduct: Offline.

Department of Computer Science & Engineering has organized "Three-Day Hands-on Workshop on Building Future-Ready Applications with Salesforce" on **27.02.2025,** (Thursday), 28.02.2025(Friday) and 01.03.2025(Saturday) from 10:00 AM to 4:00 PM.

Welcome Address:
The event commenced promptly at 10:00 AM with a warm and engaging welcome address to all by **Mr. Ch. Hemanand**, **Assistant Professor, Department of CSE,** Madanapalle Institute of Technology & Science (MITS), Madanapalle. The main objective of the Workshop on "Building Future-Ready Applications with Salesforce" is to provide participants with insights into how to develop applications for customer relationship management (CRM). It also highlights the importance of Salesforce in Service cloud, sales cloud and AI driven Einstein Analytics. This will help attendees to understand Salesforce Development (Apex, lightening Web Component). This workshop also deals with the present real-world case studies and creating different cloud components by Declarative tools.

Keynote Address:
Dr. M. Sreedevi, Head of the Department/CSE welcomed the resource person with her keynote address and motivated the students to enrich themselves with the knowledge gained from the Workshop.

Day – I (27.02.2025) Session - I:
Mr. Shabuddin Sheik, Salesforce Tech Lead, Tavant Technologies, Hyderabad started to explain about the advantage of salesforce and opportunities of sales force in current market and discussed about different roles created for salesforce in Industry like Salesforce Developer, Salesforce Business Analyst, Salesforce Administrator.

Day – I (27.02.2025) Session - II:

The Workshop on "The Future- Ready Applications on Salesforce" provided attendees with invaluable insights into the dynamic landscape of Salesforce. The objective of the session is to introduce participants to customer Relationship Management (CRM) concepts and provide overview on Salesforce.

- This session covers the role of salesforce in Customer Relationship Management and over view of Salesforce clouds which is used for sales, Services and Marketing.
- Hands on Activity:
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- Participants created account in Free Salesforce Developer Org and explored standard objects like accounts, leads, Opportunities. They understood how to navigate Salesforce UI. Participants understood how to modify page layouts and creating a custom field of objects.

Day – 2 (28.02.2025), Session - I:

The second session focused on Salesforce data modeling and automation, covering the creation of standard and custom applications, relationships, and automation tools like reports, dashboards, formula fields, and validation rules.

- Creation of salesforce standard application covers understanding standard applications in Salesforce, exploring built-in functionalities and customization options.
- Creating custom objects covers defining custom objects and fields, understanding field types and their significance.
- Creating relations covers one to many and many to many relationships. Schema builder has been used for visualization.
- Participants created simple custom application using standard salesforce tools.
- Participants designed and linked custom objects with appropriate relationships.
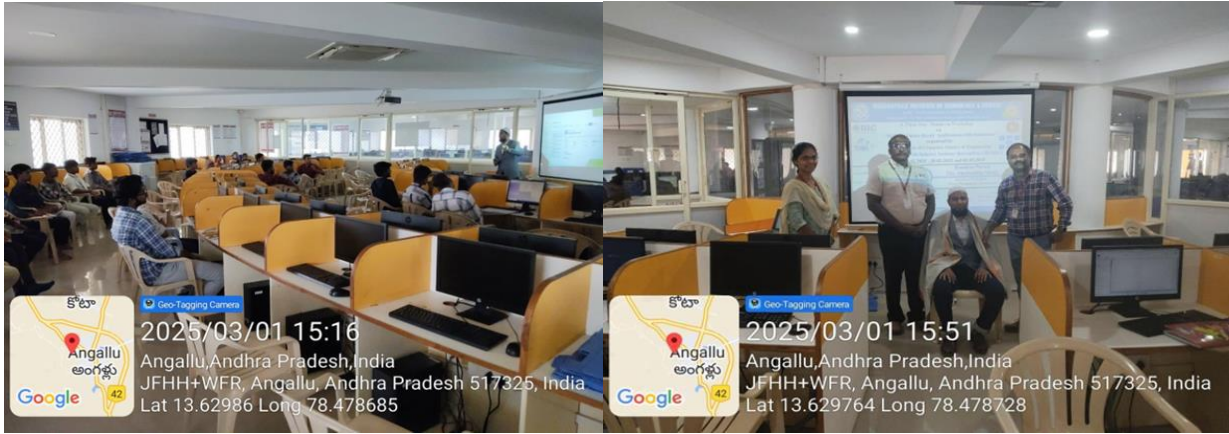

Day – 2 (28.02.2025), Session - II:

During this workshop, day II, afternoon session covers the creating of reports and dash board, formula fields and validation rules.

- Creating reports and Dashboard contains Introduction to salesforce reports, Creating custom reports using Report Builder and designing dashboards for visualization.
- Creating Formula fields and validation rules covers writing basic formula fields for calculations, implementing validation rules to enforce business logic.
- Participants created simple custom reports and dashboards based on sample data.

Day – 3 (01.03.2025), Session - I:

The third session introduced participants to Salesforce development processes, including the Salesforce Development Lifecycle (SDLC), tools used in development, and an overview of project development using Apex and Visual Studio Code (VS Code).

- Salesforce Development Phases covers Understanding the Software Development Life Cycle (SDLC) in Salesforce
- Few best practices for development in Salesforce Environments have been discussion in this session.
- Demonstrated the IDE environment for Visual Studio Code (VS Code) and installing Salesforce CLI and extensions for extensions for VS Code.
- Participants understood the difference between Developer, Partial copy and Full Sandboxes.
- Participants created an Apex class, and executed a SOQL Query.

Day – 3 (01.03.2025), Session – II:

- In this session, Project Development with Salesforce with Apex classes is covered.
- This session delivers the lecture on understanding the structure of salesforce, Writing Apex classes, Triggers.
- Participants understood different deployment methods and executed a basic deployment.

Vote of thanks:

The workshop formally concluded with a vote of thanks delivered by **Mr. Ch. Hemanand, Assistant Professor**, **Department of CSE**. In his address, he expressed sincere gratitude to resource person for the time to share her expertise, gratitude to management for providing all necessary resources for smooth conduction of workshop.

Outcomes: At the end of Workshop, Students can able to,

- Understand Salesforce CRM concepts, navigating the salesforce ecosystem efficiently.
- Develop and Customize Salesforce Applications.
- Creating reports and Dashboards for data visualization.
- Implementing formula fields and validation rules to maintain data accuracy.
- Use development tools like VS Code, Sandboxes for customization.
- Understand deployment strategies and deploy Salesforce Applications.