Salesforce Certified Service Cloud Consultant (SP-CON261)

Course Content

Course Description:

This class is delivered by a senior instructor with many years of real-world consulting experience and is specifically designed to prepare consultants to pass the Salesforce Certified Service Consultant Exam. The instructor will cover all the key customer service concepts within Salesforce in addition to sharing real world experiences and best practices.

Prerequisites:

Salesforce Administration & Configuration in Lightning Experience (SP-ADX201) or equivalent hands-on experience with Salesforce.

Topics:

The class presents a broad range of topics cover just about everything on which a student will be tested. These topics include but are not limited to: Software Development Lifecycles, project management strategies, the Force.com architecture, the model, view, controller design pattern, and typical customer service and call center goals. There is in depth coverage of system security topics such as: Users, Licenses, Profiles, Field Level Security, Permission Sets, Delegated Administration, Record Security, Organization Wide Defaults, Role Hierarchy & Roles, Sharing Rules, Account Teams, Case Teams, & Queues.

The object model related to customer service automation is thoroughly covered as well with sections on: Accounts, Contacts & Person Accounts, Cases, Assets, Solutions, Entitlements & Milestones, Knowledge, and Chatter. Finally, topics concerning Service Cloud Console, CTI, IVR, WFM, portals, integration, success metrics, analytics and best practices will be explored.