



Salesforce Community Cloud Consultant (SP-CON271)

Course ID #: 7000-434-ZZ-Z

Hours: 40

Course Content

Course Description:

This class is to teach students how to enable communities in their organization, create communities for partner and customers, and track activity and engagement. This class will also help students with passing the Salesforce Community Cloud Consultant Certification exam. This class is an alternative to the Get Started with Communities in Lightning Experience (ADX271) class offered by Salesforce.

Prerequisites:

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

Topics:

- Enable communities in your org.
- Learn how communities work and their capabilities.
- Create a new community for partner sales.
- Create a community for self-service support.
- Use dashboards to measure success.
- Keep the community engaged.