Salesforce Service Cloud Consultant Certification Training Curriculum

STRUCTURE

Salesforce Service Cloud Consultant Certification

About Croma Campus:

Croma Campus Training & Development Private Limited is an education platform since 2010 providing rigorous industry-relevant programs designed and delivered in collaboration with world-class faculty and industry.

- Hands-On Live Projects
- Simulation Test Papers
- Industry Cases Studies
- 61,640+ Satisfied Learners
- 140+ Training Courses
- 100% Certification Passing Rate
- Live Instructor Classroom / Online Training
- 100% Placement Assistance

Croma Campus Training Program Deliverables:

- **Session Recordings** - Original Classroom Voice & Video Recording
- **Training Material** - Soft Copy Handbooks
- **Assignments** - Multiple Hands-on Exercises
- **Test Papers** - We provide **Practice Test** as part of our course to help you prepare for the actual certification exam.
- **Live Case Studies**
- **Live Projects** - Hands-on exercises and Project work. You will work on real time industry-oriented projects and assignments for each module to practice.
- **Key focus on Hands-on exercises and Project work**. You will work on real time industry-oriented projects.
- Faculty with more than **10+ Years of Experience** in the Industry.
- **Technical Resume Designing & Job Assistance:** With more than 100+ Clients across the Globe and we help learners to get a good job in their respective field. We also help learners with resume preparation.
- **Interview Q&A**
- **About Croma Campus Training Certificate:** Croma Campus will provide you with an industry-recognized (Certified by ISO 9001:2015 & E-Cell IIT Jodhpur) course completion certificate, which has lifelong validity.
- **How I unlock my Croma Campus Certificate:** Attend Complete Batch & Submit at least One Completed Project.

Salesforce Service Cloud Consultant Certification Training Description:

The Salesforce Service Cloud Consultant Certification demonstrates that you can implement the Salesforce Lightning Service Console, design service solutions on the Salesforce platform, and can implement Omnichannel, create Macros, and create custom apps to deliver world class service as a Service Cloud consultant.

Salesforce is currently the 7th most in demand IT skill in the world, and Salesforce Consultant Certifications help you rise above the competition. The Consultant Certifications are especially in demand by Salesforce Partner companies.

A Salesforce Certified Service Cloud Consultant designs and deploys solutions that support customer business processes and requirements using Salesforce applications. The consultant has experience designing solutions using the Service Cloud functionality and can lead the implementation of these solutions within a customer organization. The consultant has both contact center industry experience and expertise in Salesforce applications including the knowledge needed to implement multiple applications in common customer scenarios.

This course fully prepares you for the Service Cloud Consultant Exam. Throughout the duration of this course, I cover and demonstrate each of the Knowledge Areas and core concepts you need to understand, such as:

Certification Exam Structure:

- Introduction and Getting Started
- Industry Knowledge
- Implementation Strategies
- Service Cloud Solution Design
- Knowledge Management
- Interaction Channels
- Case Management
- Contact Center Analytics
- Integration and Data Management
- Release Readiness and Updates

Module 1: Introduction and Getting Started

- Getting Started Introduction
- Signing Up for A Free Salesforce Account
- Logging into Salesforce and Switching Between Lightning and Classic
- Downloading and Reviewing the Service Cloud Consultant Certifications Exam Guide
- Assigning The Service Cloud and Knowledge User Feature Licenses
- Introduction and Getting Started Quiz

Module 2: Industry Knowledge

- Industry Knowledge Introduction
- Installing Service and Support Dashboards to Measure Contact Center Metrics
- Contact Center Kpis
- Contact Center Business Challenges and How Salesforce Helps
- Use Cases and Benefits for Different Interaction Channels
- Challenges and Considerations for Business Continuity in The Contact Center
- Types of Contact Centers and Displaying the Service Console
- KCS Core Tenets and A Glimpse of the Service Setup Menu and Salesforce Knowledge
- Contact Center Components and How They Solve Business Challenges
- Practice Activity – Industry Knowledge Trailhead Units
- Industry Knowledge Quiz

Module 3: Implementation Strategies

- Implementation Strategies Introduction
- Typical Phases of a Consulting Engagement and Creating Custom Objects and Fields
- Contact Center Deployment Strategies
- Practice Activity – Implementation Strategies Trailhead Units
- Implementation Strategies Quiz

Module 4: Service Cloud Solution Design

- Service Cloud Solution Design Introduction
- Analyzing Customer Requirements for Service Cloud Solution Design
- Extending the Service Cloud with Custom Application Development and Third-Party
- Key Components for Performance Optimization and Creating a Validation Rule
- User Experience Requirements Solved by the Salesforce Lightning Service Console
- Salesforce Lightning Service Console Custom List Views and Creating a New User
- Service Console Interaction Logs (Salesforce Classic Only)
- Service Console Custom Components
- Service Console Keyboard Shortcuts
- Service Console Macros
- Service Console Integration Toolkit and Lightning Console JavaScript API
- Adjusting the Service Console Settings
- Practice Activity – Service Cloud Solution Design Trailhead Units
- Service Cloud Solution Design Quiz

Module 5: Knowledge Management

- Knowledge Management Introduction
- Enabling Salesforce Knowledge and the Knowledge Article Lifecycle
- Managing Knowledge Adoption and Maintenance
- Creating Knowledge Data Categories Groups and Data Categories
- Creating Knowledge Article Record Types and Assigning Page Layouts
- Turning on the Knowledge Sidebar in the Service Console

- Knowledge Publishing Workflow
- Knowledge Data Migration Strategies
- Knowledge vs. Solutions
- Practice Activity – Knowledge Management Trailhead Units
- Knowledge Management Quiz

Module 6: Interaction Channels

- Interaction Channels Introduction
- Understanding and Implementing Multiple Support Processes Mobile Interaction Channel and Creating a Mobile Case Record Type
- Telephony (aka 'phone') Interaction Channel
- Email Interaction Channel and Creating an Email Case Record Type
- Email to Case vs. On-Demand Email to Case and Configuring a Routing Address
- Adding Emails Related List to Cases Page Layout
- Configuring Email Templates for Effective Case Communications
- Web Interaction Channel
- Chat Interaction Channel – Web Chat (Live Agent)
- Enabling Live Agent and Creating Live Agent Users
- Creating Live Agent Skills
- Creating Live Agent Configurations
- Creating Live Agent Deployments
- Setting Up Live Agent in the Salesforce Console
- Creating Chat Buttons
- Enabling OmniChannel and Creating Service Presence Status
- Adding the Supervisor Panel to the Salesforce Console
- Social Media Interaction Channel
- Chatter Groups as Internal Interaction Channels
- Exam Guide Sample Question
- Interaction Channels UI Design Considerations
- Case Feed Configuration and Customization
- Adding and Configuring the Email Action to the Case Feed
- Interaction Channels Profile Design Considerations
- Interaction Channels Objects to Expose Design Considerations
- Interaction Channels Sharing Model Design Considerations
- Interaction Channels Reporting Design Considerations
- Kan Ban View and Case Feed Page Layout Assignments
- Practice Activity – Interaction Channels Trailhead Units
- Interaction Channels Quiz

Module 7: Case Management

- Case Management Introduction
- Designing a Case Management Solution
- Case Creation Design Considerations
- Case Queues Configuration

- Case Assignment Design Considerations
- Omni Channel for Routing of Cases
- Creating Service Channels for Omni-Channel
- Creating Routing Configurations for Omni-Channel
- Creating a Presence Status for Omni-Channel
- Creating Omni-Channel Permission Sets
- Adding Omni-Channel to your Service Console Footer
- Adding Sidebar Components to the Service Console
- Adding Fields to Page Layouts and Related Lists for Improved Usability
- Case Escalation Design Considerations
- Log a Call Activity Management and Call Disposition Design
- Case Resolution Design Considerations – Case Closure
- Enabling Entitlement Management for SLA Driven Case Management
- Improve Agent Productivity by Bundling Multiple Case Actions in Macros
- Field Service Lightning
- Final Live Agent Configurations
- Creating a Self-Service Community to Increase Case Deflection
- Visual Workflow Use Cases, Capabilities and Limitations for Case Management
- Practice Activity – Case Management Trailhead Units
- Case Management Quiz

Module 8: Contact Center Analytics

- Contact Center Analytics Introduction
- Contact Center Reporting Solutions
- Reports and Dashboards Design Considerations
- Practice Activity – Contact Center Analytics Trailhead Units
- Contact Center Analytics Quiz

Module 9: Integration and Data Management

- Integration and Data Management Introduction
- Design Considerations for Large Data and Transaction Volumes
- Contact Center Integration Patterns
- Practice Activity – Integration and Data Management Trailhead Units
- Integration and Data Management Quiz

Module 10: Release Readiness and Updates

- Service Setup Menu