Celebrating

12
YEARS
OF
EXCELLENCE

SALESFORCE SERVICE CLOUD CONSULTANT CERTIFICATION TRAINING

Chase your dream companies

500K+ Satisfied Students	100K+ Online Students	300+ Trainers
300K+ Placements	200+ Global Certifications	150+ Companies

1.2 Million Learners

1-1 Personlized Mentorship

60% Average Salary Hike

www.cromacampus.com

About **PROGRAM**

Learning Format
Online / Offline

Trainer
Industry Professionals

Career Services
By Croma Campus

Our course content has been specifically designed to turn you into a skilled professional in this industry. As a part of your certification training, you will receive enough study material and recorded video sessions that will help you cover all the latest trends and features in this course. The training session will comprise important sections, features, advantages, and scope of the technology in the coming years. Moreover, our qualified trainers will help you imbibe all the required skills, and information in a much better manner to help you in you becoming an expert in this technology. Post the completion of your course, you will receive a training certificate recognized world-wide.

What Make Us **Trick**

Career-oriented Sessions
Attend 25+ career-oriented sessions by industry mentors and prepare your career trajectory

Profile Building
Craft a Cloud Computing resume and LinkedIn profile and make an impression on top employers

Mock Interview Preparation
Prepare with mock interviews including most asked questions by top employers

1:1 Mentoring Sessions
Get 1:1 guidance at every step in your career transition to Cloud Computing

Dedicated Job Portal Access
Get exclusive access to 200 job postings per month on Intellipaat's job portal

Minimum 3 guaranteed interviews
Get job interviews with 400+ hiring partners including promising startups and top MNCs

Program FEATURES

Key Highlights

- ✓ Instructor - Led Training
- ✓ Project & Exercises
- ✓ Flexible Schedule
- ✓ Mentor Support
- ✓ 1 - 1 with industry mentors

- ✓ Self- paced Videos
- ✓ Job Assistance
- ✓ Life Time Free Upgrade
- ✓ Guaranteed Interviews
- ✓ Training Certification

Who Should Enroll in this Program?

Any technical degree or equivalents such as B.tech, M.tech, a degree in engineering, bachelor/master's in computer science, and basic programming knowledge.

This program caters to a wide audience, from those who are hoping to enter the industry

- ✓ Fresh graduates who are intent on taking the plunge into the job market
- ✓ Developers who are working in one of the functional roles of front-end or back
- ✓ Development and want to shift to full stack development
- ✓ Test engineers, system engineers, and others who want to make a career shift to

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

e-Learning through LMS

Learning Management System

Our LMS (LearnPitch) is for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, or learning and development programs.

Our LMS has been designed to identify training and learning gaps, using analytical data and reporting to keep you up with the class activities.

Key Features Learning Management System

- Live Sessions with Class recordings
- Get study material with Assignments.
- Track your curriculum covered.

- Track your class wise attendance
- Share your feedback for Trainer & Training
- Get your Training Certificate from LMS

Training **Certification**

Earn Your **Certificate**

Your certificate and skills are vital to the extent of jump-starting your career and giving you a chance to compete in a global space.

Croma Campus is **Nasscom Certified**

Croma Campus is now

NASSCOM®

Certified Member

NASSCOM®

CERTIFICATE

OF MEMBERSHIP

CromaCampus Training & Development Private Limited

is a member of NASSCOM

Membership ID : NSCM/2023/33/7617

Valid Till : 31-March-2024

Debjani Ghosh

Debjani Ghosh
President, NASSCOM

www.cromacampus.com

Croma Campus! **Reviews**

"The most rewarding part of my experience has been achieving a prestigious certification in the subject that I love. Moreover, the training offered out by the specialists are of world-class and prepares out the students for corporate world. For me Croma Campus means a lot."

" **By The**
Students
For The
Students „

Your Success Is **Our Story**

Bharat
" I am fully satisfied with the excellent training services received by the expert staff at Croma Campus. I want to thank Croma Campus for providing me with the most innovative and affordable training services for learning all the software testing procedures and guidelines. „

Ankit
" It was a lifetime experience for me to get trained by IT Experts of Croma Campus. What I liked most about the training was the consistent high-quality education, which was friendly and co-active. The placement department was also proactive, they keep me updated regarding new job opportunities and provide the grooming session to crack the interview. At last, I would like to thank all faculty members of Croma Campus for their immense help and support. „
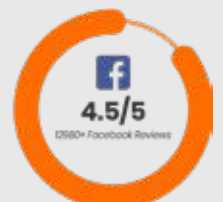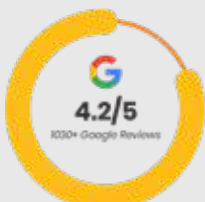
Umesh
" Without any second thought, I will give Croma Campus 10/10. Their placement department is highly proactive. I remember they started scheduling interviews for me from the very next day when I told them my course has been completed. These people are doing a phenomenal job and I highly recommend Croma Campus to everyone. „

Shams Khan
" Croma Campus is doing a phenomenal job in the IT training industry. The reason why I decided to join their training program was that they provide quality training at very a nominal price. Plus, the online training mode was also a factor due to which I decided to join the training program of Croma Campus as I didn't want to attend physical classes. „

G **4.2/5** 1030+ Google Reviews

4.8/5 1224+ Sulekha Reviews

4.6/5 1034+ Urbanpro Reviews

Jd **4.3/5** 1294+ Just Dial Reviews

f **4.5/5** 12960+ Facebook Reviews

Meet Our Team

Sales Team

Our Sales team is highly passionate, emphatic, positive attitude, great listening skills, ability to deliver quick solutions, and they are multitasker too. Our team always remains up-to-date about all the latest technologies and market trends. With effective communication skills, they always work to deliver the right information to customers when it is needed.

Product Team

Our product team is highly functional and collaborative working together to achieve the common outcome of designing exceptional digital experiences. Each of our members is a contributor to help us achieve success in long-run. Sitting at the high-end of technology and innovation, team helps to deliver high-end customer experiences and always comes out with a big idea as a game-changing plan.

Marketing Team

Our Marketing team works as gladiators and helps us to achieve business success in all possible ways. They are included in almost everything either it is building a brand, creating brand awareness, promoting products or services, delivering trailblazing customer experiences or increasing engagement at public forums. They are the true backbone of the Company.

Content Team

Our content team is responsible for ideation, creation, optimization, and distribution of content throughout the company. The team always starts its work with a strategy, how to create high-quality contents, and how to promote or share the content. Our in-house content team help us to produce all types of contents either they are educational content pieces, marketing content, SEO content, or any other forms too.

Customer Access Team

This is the team that has actually been taken up us from reactive state to a pro-active state. The team utilizes high-valued solutions to satisfy customers in all possible ways. It is truly said that no company can succeed if your customers are not satisfied. And our customer success team is dedicatedly working to keep all the customers satisfied and we always consider our customer feedback on priority.

HR Team

Our HR team is committed to provide high-end solutions to employees as they require. Our HR team has the right skills and knowledge to make sure that the HR department can always be legally and strategically successful. They know how to keep employees motivated all the time with the best HR policies and fun activities too from time to time.

Glimpse Of **Our Office**

Look **Who We are**

Our office's infrastructure comprises all the necessary software and network resources that are required to deliver IT & Design, Human Resources, Digital Marketing, and training services.

We are well-equipped with bright designed work bays for employees and managers having separate cabins with spacious cafeteria and training classrooms.

About **Croma Campus**

> **Our Mission is to Build Nation through Education & Beyond Limitation.**

Croma Campus Training & Development Private Limited is an education platform providing rigorous industry-relevant programs designed and delivered in collaboration with world-class faculty, industry & Infrastructure. In the past 12 years we have trained 18000+ candidates and out of which we are able to place 12000+ professionals in various industries successfully.

We Are Affiliated With Different Partners

ISO — CERTIFIED COMPANY
MSME — MICRO, SMALL & MEDIUM ENTERPRISES
N·S·D·C National Skill Development Corporation — Transforming the skill landscape
GST — GOODS AND SERVICES TAX
startupindia
Ministry Of Corporate Affairs Government of India
PMKVY

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