PREPARE FOR YOUR SERVICE CLOUD CONSULTANT CERTIFICATION EXAM (CRT261)

OVERVIEW

Discover how to boost your exam readiness and gain the confidence you need to become a Salesforce Certified Service Cloud Consultant. In this 1-day instructor-led certification prep course, reinforce your knowledge of Service Cloud features and functionality by reviewing exam objectives, including implementation strategies, solution design, knowledge, and case management, intake and interaction channels, Contact Center Analytics, and integrations. Answer practice questions to assess your knowledge of exam topics and maximize your success on the Salesforce Service Cloud Consultant certification exam.

WHO SHOULD TAKE THIS COURSE?

This course is designed for anyone who is actively preparing to earn their Service Cloud Consultant credential.

WHEN YOU COMPLETE THIS COURSE, YOU WILL BE ABLE TO:

• Recall exam objectives.
• Discuss product features and functionality covered on the exam.
• Assess your exam readiness by answering practice questions.

PREREQUISITES AND PREWORK

Students should hold the Salesforce Administrator credential or possess equivalent knowledge, have at least two years of experience implementing Service Cloud solutions, and feel comfortable with all concepts covered in the Salesforce Certified Service Cloud Consultant Exam Guide.

Please complete the following trailmix before attending our expert-led class: Trailmix, Trailhead Academy

IMPORTANT : If you use your personal computer and a configuration is described in the Computer Setup Guide, you must complete it before attending the class

CERTIFICATION

CRT261 is recommended to prepare Salesforce Certified Service Cloud exam. Other courses and self-study materials are recommended for this exam. The complete list of prerequisites is provided by Salesforce in the Exam Guide. Registration for an inter-company training session entitles you to a voucher to pass the corresponding certification exam. The voucher, valid for 6 to 12 months, is sent to the trainee on request, at no additional cost. Note that this offer is valid for only one voucher per certification; If you register for multiple courses preparing for the same certification, you will be entitled to only one free voucher.

Note :

- Salesforce certification exam doesn't take place during the training and it's up to the delegate to register to the exam via the webassessor
- We don't recommend passing the Salesforce certification exam directly after attending the course. Additional work must be provided

DURATION
1 day

DELIVERY FORMAT
- Classroom
- Virtual

LANGUAGE
Course in French /
Materials in English

USER INTERFACE
Lightning Experience

PREPARE FOR YOUR SERVICE CLOUD CONSULTANT CERTIFICATION EXAM (CRT261)

LESSONS & TOPICS

Industry Knowledge
- Review Contact Center Metrics
- Understand Service Analytics

Implementation Strategies
- Review Consulting Engagements
- Identify Deployment Strategies
- Understand Data Migration
- Discuss Data Quality

Service Cloud Solution Design
- Discuss Licensing and Permission Sets
- Understand the Lightning Service Console
- Review Einstein for Service
- Identify Productivity Solutions
- Explore Experience Cloud Sites

Knowledge Management
- Review Knowledge-Centered Support
- Define the Knowledge Article Lifecycle
- Discuss Data Categories and Record Types
- Understand Knowledge Migration

Intake and Interaction Channels
- Define Interaction Channels
- Review Mobile Publisher
- Discuss Omni-Channel Routing
- Understand Omni-Channel Supervisor
- Review Einstein Classification and Case Routing

Case Management
- Review a Common Support Call
- Discuss Case Reduction
- Review Case Routing and Resolution
- Examine Service Cloud Objects and Relationships
- Define Entitlement Processes
- Identify Milestones
- Discuss Business and Holiday Hours
- Understand Case Collaboration
- Understand Case Automation

Contact Center Analytics
- Generate Contact Center Metrics
- Identify Contact Center Visibility
- Review Analytics Report Types
- Discuss Reporting Snapshots
- Understand Historical Trend Reporting

Integrations
- Identify Integrations and Extensions
- Review Incident Management
- Discuss Salesforce Connect
- Understand Flow Orchestration

Practice Exam

DS_CRT261_EN_V2.0 - JAK