

CERTIFICATION PREPARATION FOR SERVICE CLOUD CONSULTANT



OVERVIEW

Are you ready to take the next step in your career by becoming a Salesforce Certified Service Cloud Consultant? Instructors will present scenarios that will help reinforce your knowledge of Service Cloud functionality by thinking through requirements and design considerations. The course provides an overview of the exam objectives to help you focus your efforts to prepare for the Salesforce Service Cloud Consultant Certification exam.

WHO SHOULD TAKE THIS COURSE?

Certification Preparation for Service Cloud Consultant is designed for individuals who have experience designing Service Cloud solutions and are preparing to take the Salesforce Service Cloud Consultant Certification exam. You should have the following experience before attending this class:

- Attainment and maintenance of the Salesforce Administrator Certification
- Knowledge of the topics discussed in the Service Cloud Consultant Certification Study Guide
- Experience implementing Service Cloud and designing Service Cloud solutions

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

- Review the different exam objectives and their weighting on the exam
- Understand the product areas to focus on to best prepare for the exam
- Discuss how to design Service Cloud solutions to meet specific business needs
- Assess your exam readiness by answering practice questions

The logo for Salesforce Certified Service Cloud Consultant, featuring the text 'SALESFORCE CERTIFIED' in white on a dark blue background, with 'Service Cloud Consultant' in white on a light blue background below it.

DURATION

- 1 day

DELIVERY FORMAT

- Classroom
- Virtual Classroom

AUDIENCE

- Experienced Salesforce Administrators

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ABOUT SALESFORCE UNIVERSITY

Salesforce University offers a comprehensive catalog of courses and certifications to help you administer, develop, and use your organization's Salesforce environment. Whether you need a customized private course for your whole team or an in-depth instructor-led classroom experience for one person, Salesforce University can help you take the next steps on your journey to success. Contact us today to learn how we can help you get the most out of your Salesforce investment.

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