

CERTIFICATION PREPARATION FOR COMMUNITY CLOUD CONSULTANTS



OVERVIEW

Are you ready to take the next step in your career by becoming a Salesforce Certified Community Cloud Consultant? You will be presented with scenarios to help reinforce your knowledge of Community Cloud functionality, challenging you to think 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 Community Cloud Consultant Certification exam.

WHO SHOULD TAKE THIS COURSE?

Certification Preparation for Community Cloud Consultants is designed for experienced administrators who are responsible for setting up, configuring, and managing Salesforce Communities in their organization. As a Salesforce administrator, you should have a solid understanding of Salesforce functionality and concepts.


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

- Enable communities in your organization.
- Describe the capabilities of communities and how they work.
- Review the different exam objectives and their weighting on the exam.
- Understand the product areas to focus on to best prepare for the exam.
- Assess your exam readiness by answering practice questions.

PREREQUISITES

You should have the following experience before attending this class:

- Attainment and maintenance of the Salesforce Administrator Certification.
- Knowledge of the topics covered in the Community Cloud Consultant Certification Study Guide.



SALESFORCE CERTIFIED
Community Cloud Consultant

DURATION

- 1 day

DELIVERY FORMAT

- Classroom
- Virtual Classroom

AUDIENCE

- Experienced Salesforce Administrators

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MODULES & TOPICS

Exam Overview

- Certification Exam Quick Facts
- Objective Overview
- Resources

What are Communities and How Do They Work?

- Communities and Scenario Overview
- Community Licenses, Users and Limits

Creating a Community for Partner Sales

- Partner Sales Community Objectives and Considerations
- Review Setting Up a Salesforce + Visual Tabs Partner Community

Creating a Community for Customer Self-Service Support

- Learn and review Community Builder in Detail
- Build a Community Using the Customer Service (Napili) Template

Measuring Success with the Community Page

- Learn and Review Community Workspaces (Community Management)
- Learn and Review Community Dashboards

Keeping the Community Active and Engaged

- Learn How to Set Up Reputation
- Learn How to Set Up Knowledgeable People

Practice Test

- Test Your Community Cloud Knowledge with Simulated Exam Questions

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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