multisoft Systems

Salesforce Service Cloud Training

COURSE CONTENT

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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

The Salesforce Service Cloud Training by Multisoft Systems is a comprehensive program designed to equip learners with the skills and knowledge necessary to effectively use Salesforce Service Cloud. This training is tailored for professionals who aim to enhance their expertise in customer service management using Salesforce's robust platform. This course is ideal for customer service professionals, system administrators, and IT managers who seek to leverage Salesforce Service Cloud for optimal customer service operations.

Module 1: Industry Knowledge

- ✓ Explain the factors that influence key contact center metrics, KPIs, and business challenges.
- ✓ Explain the uses cases, costs and benefits for different interaction channels.
- ✓ Identify challenges and considerations for business continuity in the contact center.
- ✓ Compare and contrast the different types of contact centers and their business drivers.
- ✓ Identify the core tenets of KCS.
- ✓ Describe how various components of a contact center can solve different business challenges

Module 2: Implementation Strategies

- ✓ Given a scenario, determine how to facilitate a successful consulting engagement
- ✓ Given a scenario, determine appropriate contact center deployment strategies

Module 3: Service Cloud Solution Design

- ✓ Given a scenario, analyze customer requirements to determine an appropriate solution design considering capabilities, limitations and design trade-offs
- ✓ Distinguish when it is appropriate to include custom application development or third-party applications
- ✓ Distinguish the key components that contribute to performance optimization within a design
- ✓ Describe the user experience requirements that can be solved by the Salesforce Console for Service

Module 4: Knowledge Management

- ✓ Explain the knowledge article lifecycle including creation, publishing, consumption, and feedback.
- ✓ Given business process requirements, determine the appropriate approach to manage Knowledge adoption and maintenance
- ✓ Compare and contrast Files, Content, Solutions, and Knowledge.
- ✓ Given a set of requirements, determine how to configure data categories, article types, and publishing workflow
- ✓ Distinguish the key factors to consider when designing a knowledge data migration strategy.

Module 5: Interaction Channels

- ✓ Describe the use cases and functionality for each interaction channel including mobile, phone, email, web, chat and social media
- ✓ Differentiate between the available email-to-case and web-to-case solutions and explain how to configure each
- ✓ Explain the Open CTI features, architecture, and implications
- ✓ Given a set of requirements, recommend the appropriate Communities solution
- ✓ Explain the design considerations and best practices when configuring an interaction channel solution

Module 6: Case Management

- ✓ Given a set of requirements, design a case management solution from case creation to closure including case assignment, case escalation, case resolution, and case disposition.

- ✓ Describe the relationships between cases and other areas such as assets, entitlements, Communities, Live Agent, and Knowledge
- ✓ Given a set of KPIs, determine the appropriate case management solution
- ✓ Identify use cases for Chatter, Chatter Answers and Case Feed within case management
- ✓ Explain the capabilities, use cases, and how to configure the service entitlements in Salesforce
- ✓ Explain the use cases, capabilities and limitations of Visual Workflow pertinent to case management
- ✓ Identify capabilities for managing cases using social media

Module 7: Contact Center Analytics

- ✓ Given a set of desired metrics, determine the appropriate reporting solution taking into account data sources, data volume, and various contact center technologies
- ✓ Given a scenario, evaluate the considerations when designing reports and dashboards to serve different stakeholders (agents, supervisors, managers, executives)
- ✓ Given a scenario, recommend appropriate strategies to measure adoption given customer size, implementation design, and required metrics

Module 8: Integration and Data Management

- ✓ Given a scenario, analyze the implications and design considerations of large data and transaction volumes.
- ✓ Explain the use cases and considerations common to contact center integration patterns.
- ✓ Explain the use cases and considerations for data migration and data quality