

# Salesforce Service Cloud Administration Training

*COURSE CONTENT*

## GET IN TOUCH



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## **About Multisoft**

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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**

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Salesforce Service Cloud Administration training by Multisoft Systems is designed to empower professionals with the essential skills to configure, manage, and optimize Service Cloud for delivering exceptional customer service. This comprehensive training provides in-depth knowledge of the Service Cloud platform, covering key functionalities such as case management, service console setup, automation tools, knowledge base management, and omni-channel routing.

## **Module 1: Case Management, Automation, and Entitlements**

- ✓ Create a support process to meet business requirements
- ✓ Extend Salesforce automation to the service and support environment with web-to-case, workflow from case comments, case queues, assignment rules, and escalation rules
- ✓ Understand Entitlement Management

## **Module 2: Salesforce Knowledge**

- ✓ Understand the key concepts of Salesforce Knowledge
- ✓ Complete the features required to deploy Knowledge using article types, data categories and case integration
- ✓ Understand Knowledge Centered Support
- ✓ Define use cases for article type workflow and approval processes

## **Module 3: Multi-Channel Support in the Console for Service**

- ✓ Understand the functionality of the Salesforce Console for Service
- ✓ Assign Service Cloud User licenses to users
- ✓ Create a Service Console app
- ✓ Understand and enable Live Agent in the Console
- ✓ Understand the basics of CTI
- ✓ Enable and add the Salesforce Open CTI Demo to the Console

## **Module 4: Salesforce Self-Service Communities**

- ✓ Understand the use cases, goals, and setup of Communities
- ✓ Enable Communities in a Salesforce organization
- ✓ Create and customize a community
- ✓ Create a community dashboard
- ✓ Understand and set up Reputation