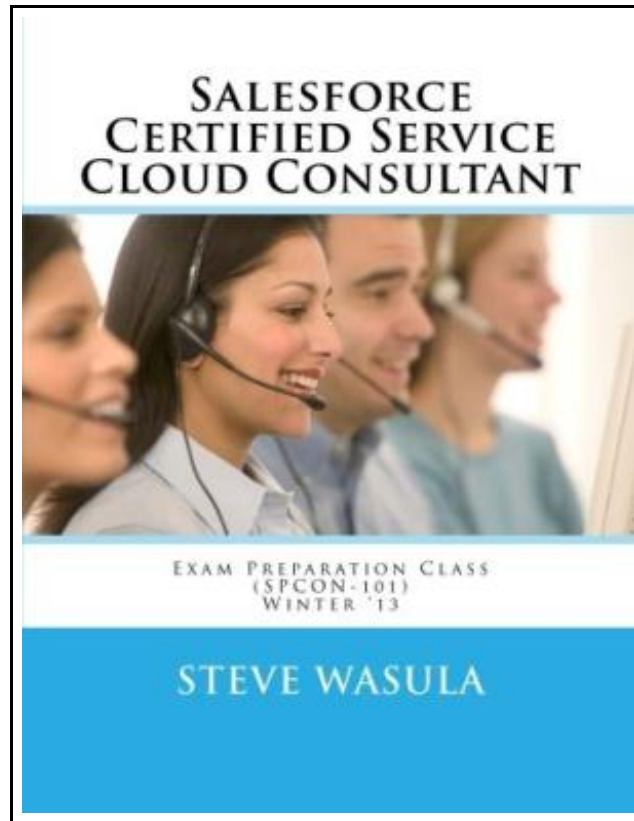# Salesforce Certified Service Cloud Consultant Exam Preparation Class (Spcon-101) (Paperback)

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SALESFORCE CERTIFIED SERVICE CLOUD CONSULTANT EXAM PREPARATION CLASS (SPCON-101) (PAPERBACK)

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Createspace, United States, 2013. Paperback. Book Condition: New. 278 x 216 mm. Language: English . Brand New Book ***** Print on Demand *****.NOT A STAND ALONE STUDY GUIDE. This book is designed to accompany the Salesforce Certified Service Consultant Exam Preparation class offered by Stony Point. A student in this class will learn how to be a Salesforce Service Cloud Consultant. This book should only be purchased by students who will be attending class. The class is delivered by a senior instructor with many years of real world consulting experience and is specifically designed to prepare consultants to pass the Salesforce Certified Service Consultant Exam. The instructor will cover all the key customer service concepts within Salesforce in addition to sharing real world experiences and best practices. The class presents a broad range of topics cover just about everything on which a student will be tested. These topics include but are not limited to: Software Development Lifecycles, project management strategies, the architecture, the model, view, controller design pattern, and typical customer service and call center goals. There is in depth coverage of system security topics such as: Users, Licenses, Profiles, Field Level Security, Permission Sets, Delegated Administration, Record Security, Organization Wide Defaults, Role Hierarchy Roles, Sharing Rules, Account Teams, Case Teams, Queues. The object model related to customer service automation is thoroughly covered as well with sections on: Accounts, Contacts Person Accounts, Cases, Assets, Solutions, Entitlements Milestones, Knowledge, and Chatter. Finally, topics concerning Service Cloud Console, CTI, IVR, WFM, portals, integration, success metrics, analytics and best practices will be explored. As a participant in the class, each student will be given a practice learning environment to use during hands-on exercises during the class. The student will be able to use this learning environment indefinitely after the class without any additional...

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