

CERTIFICATION PREPARATION FOR SERVICE CLOUD CONSULTANT (CRT261)



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?

Preparing for Your Salesforce Service Cloud Consultant Certification 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

CERTIFICATION

CRT261 is recommended to prepare Salesforce Certified Service Cloud exam. Other courses and self-study materials are recommended for this exam. The complete list of prerequisites is provided by Salesforce in the [Exam Guide](#).

LESSONS AND TOPICS

- Lesson 1: Introduction and Exam Overview
- Lesson 2: Implementation Strategies
- Lesson 3: Solution Design
- Lesson 4: Knowledge Management
- Lesson 5: Interaction Channels
- Lesson 6: Case Management
- Lesson 7: Contact Center Analytics
- Lesson 8: Integration and Data Management
- Lesson 9: Service Console
- Lesson 10: Practice Exam



DURATION

1 day

DELIVERY FORMAT

- Classroom
- Virtual

LANGUAGE

Course in French/
Materials in English

USER INTERFACE

Lightning Experience



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