

Prepare for your Service Cloud Consultant Certification Exam (CRT261)

OEM: Salesforce • Duration: 1 Day (8 hrs) • Code: CON-202

COURSE MODULES & TOPICS

Module 1: Industry Knowledge

- Contact Center Metrics review
- Service Analytics understanding

Module 2: Implementation Strategies

- Consulting engagement review
- Deployment strategies
- Data Migration and Data Quality

Module 3: Service Cloud Solution Design

- Licensing and Permission Sets
- Lightning Service Console
- Einstein for Service
- Productivity Solutions
- Experience Cloud Sites

Module 4: Knowledge Management

- Knowledge-Centered Support
- Knowledge Article Lifecycle
- Data Categories and Record Types
- Knowledge Migration

Module 5: Intake and Interaction Channels

- Interaction Channels and Mobile Publisher
- Omni-Channel Routing and Supervisor
- Einstein Classification and Case Routing

Module 6: Case Management

- Case Routing and Resolution

- Service Cloud Objects and Relationships
- Entitlement Processes and Milestones
- Case Automation and Collaboration

Module 7: Contact Center Analytics

- Generate Contact Center Metrics
- Analytics Report Types
- Reporting Snapshots
- Historical Trend Reporting

Module 8: Integrations

- Integrations and Extensions
- Incident Management
- Salesforce Connect
- Flow Orchestration

Module 9: Practice Exam

- Review certification objectives
- Practice exam questions and answers