

Salesforce - Service Cloud Essentials for Agents (SVC-101)

Code:	SVC-101
Length:	2 days
URL:	View Online

Salesforce Service Cloud assists support agents with their daily activities, from collaborating with other agents to logging and resolving cases. In this interactive course, support agents will gain hands-on experience on how to use Service Cloud to share knowledge with each other and with customers, divert cases by creating self-service resources for customers (including knowledgebase articles), receive cases through a variety of channels (including CTI and social media), and use a web-based console specifically built for support agents to manage and resolve cases efficiently.

Skills Gained

- Help customers resolve their own issues using self-service techniques
- Assist customers with logging issues through a variety of channels, including CTI and social media
- View and manage customer information and cases in a single console
- Work with specialized automation tools that are meant to increase agent productivity
- Collaborate and share knowledge with customers and teammates

Who Can Benefit

This course is designed for support agents. No prior knowledge of Salesforce is needed.

Course Details

Service Cloud Overview

- Your Support Team
- Service Cloud Features

Collaborate Using Chatter

- Chatter groups and posts
- Chatter profiles

Deflect Cases with Self-Service Options

- Salesforce Knowledge
- Salesforce Communities

Receive Cases through Multiple Channels

- Overview of Channels
- Salesforce Communities as a Channel

- Web Chat as a Channel
- Other Channels

Case Assignment

- Case Assignment
- Case Escalation

Get Oriented to the Console

- Case Assignment
- Case Escalation

Get Oriented to the Console

- Salesforce Console for Service Overview
- Console Navigation, List Views, and Case Detail
- Console Shortcuts

Send Customer Communications from the Console

- Contact Customers through Email
- Contact Customers by Phone
- Contact Customers through Web Chat
- Contact Customers through Social Media

Work a Case in the Console

- Manage a Case
- Own a Case
- Collaborate on a Case
- Resolve a Case Using Salesforce Knowledge

Boost Productivity with Reporting

- Reports and Dashboards
- Mobile Reports and Dashboards in Salesforce1