

Salesforce - Service Cloud Essentials for Managers (SVC-201)

Code:	SVC-201
Length:	2 days
URL:	View Online

Salesforce Service Cloud helps support managers establish and maintain solutions for call center CRM and customer self-service. In this interactive course, support managers will gain hands-on experience on how to oversee the establishment of the Service Cloud to facilitate collaboration among agents and customers, for customer self-service and case deflection, for multi-channel support of incoming cases, for case management and case workflow automation, and for support-related analytics and reporting.

Skills Gained

- Advise your Salesforce administrator on how to set up Salesforce Service Cloud to best meet your team's needs
- Establish productivity tools using recommended practices to make your team more efficient and accurate
- Use collaboration tools such as Chatter, Salesforce
- Knowledge and Salesforce Communities to share knowledge and resources among agents and customers
- Create reports and dashboards to gain insight into your team's performance

Who Can Benefit

This course is designed for professionals who directly or indirectly manage support teams. No prior knowledge of Salesforce is needed.

Course Details

Service Cloud Overview

- Your Service Organization
- Service Cloud Overview
- Service Cloud Use Cases

Automating Processes to Streamline Case Management

- Case Capture
- Predefined Communication
- Case Assignment and Escalation
- Notification

Self-Service Support

- Salesforce Console for Service
- Live Agent
- Salesforce Knowledge

Self-Service Support

- Communities

Collaborate Using Chatter

- Agent Productivity
- Your Profile
- Chatter groups

Managing the Case Lifecycle from Creation to Closure

- Support Channels
- New Cases
- Existing Cases
- Close a Case

Track your Business with Reporting

- Support Reports
 - Dashboards
 - Mobile Reporting in Salesforce1
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