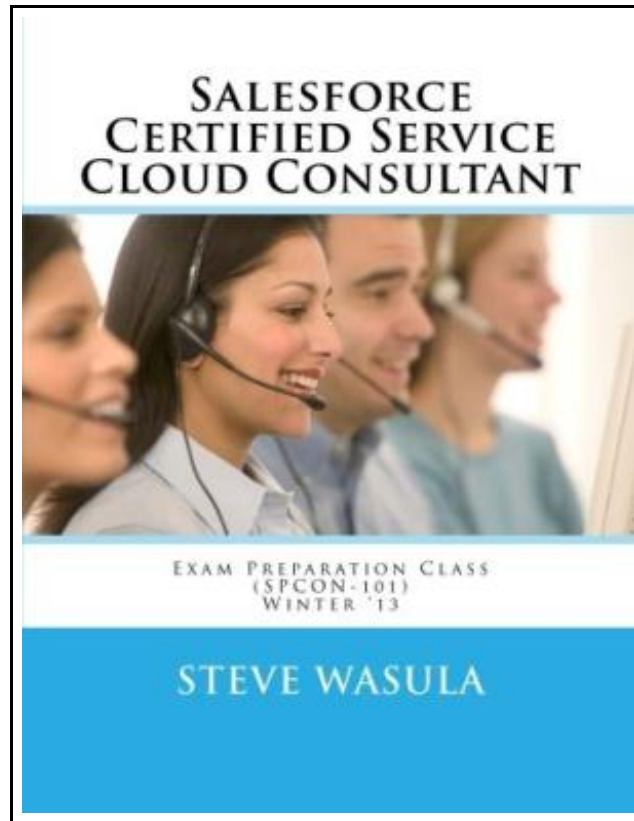


Salesforce Certified Service Cloud Consultant Exam Preparation Class (Spcon-101) (Paperback)



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Reviews

Thorough information! Its such a good study. Sure, it is perform, still an amazing and interesting literature. Once you begin to read the book, it is extremely difficult to leave it before concluding.
(Evie Emmerich)

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



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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AUTHORHOUSE, United States, 2006. Paperback. Book Condition: New. 274 x 216 mm. Language: English . Brand New Book ***** Print on Demand *****.THE KEY TO MY CHILDREN SERIES: EVAN S EYEBROWS SAY YES is about...

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Createspace, United States, 2010. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.From a certified teacher and founder of an online tutoring website-a simple and...

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Talking Digital: A Parent s Guide for Teaching Kids to Share Smart and Stay Safe Online (Paperback)

Createspace, United States, 2014. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book. It is time for the digital talk. Today, kids are growing up in a wired world. Their...

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**5 Mystical Songs: Vocal Score (Paperback)**

Petrucci Library Press, United States, 2015. Paperback. Book Condition: New. 279 x 216 mm. Language: English . Brand New Book ***** Print on Demand *****.Vaughan Williams setting of four poems from George Herbert's 1633

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Createspace Independent Publishing Platform, United States, 2015. Paperback. Book Condition: New. 279 x 216 mm. Language: English . Brand New Book ***** Print on Demand *****.Love, ghosts, mystery and a sense of impending horror are

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Createspace, United States, 2015. Paperback. Book Condition: New. 279 x 216 mm. Language: English . Brand New Book ***** Print on Demand *****.10 Halloween Stories for Kids! Happy Halloween! Your child will enjoy this Halloween book

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Pearson, United States, 2015. Book. Book Condition: New. 10th. 250 x 189 mm. Language: English . Brand New Book. NOTE: Used books, rentals, and purchases made outside of Pearson If purchasing or renting from companies

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