Salesforce service cloud consultant exam guide

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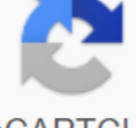
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Certificates, a guide to studying salesforce Architect exams each come with a resource guide that includes helpful links for each section of the exam. I found these incredibly useful in my research. The resource guide is not currently there for standard exams, so I've put the contents together in a number of resource guides. This is a guide to a cloud sales consultant. Cloud Consultant's sales service certification focuses on a broad knowledge of the tools and features of the Service Cloud platform. Consultant exams present you with scenarios and asks you to consider different options and offer the best solution. This includes services for specific tools and metrics. Understand the intended use of The Service Cloud, industry terms (deviation in case, self-service, CTI, etc.), and what service metrics are important to stakeholders. Understanding the tests, as I mentioned in a previous post, understanding the intent and structure of exams is the key to passing. Salesforce provides guidance on how to study each certification test. In these guides, they break down the different sections and their relative weight. Take note of those while studying. Breakdown Theme Weighing - Issues Service Cloud Solution Design 16% 10 Service Consoles 15% 9 Implementation Strategies 15% 9 Case Management 15% 9 Industry Knowledge 10% 6 Interaction Channels 10% 6 Knowledge Management 9% 5 Integration and Data Management 5% 3 Contact Center Analytics 5% 3 Under Each Topic in The Study Guide, there are bullet points that describe the information you need to know. For example, the Contact Center Analytics section of the bullet point: Taking into account the set of desired metrics, determine the appropriate reporting solution based on data sources, data volume, and various contact center technologies (ACD, IVR, PBX, etc.). Given the scenario, evaluate considerations when developing reports and dashboards to serve various stakeholders (agents, managers, managers, managers). This question speaks to some industry-specific terms that are used in the contact center. Make sure you understand what the terms mean, why they are important, and what impact they may have on the decisions you recommend in the Cloud Service. Resources Official Cloud Consultant Certification Guide SERVICE CLOUD SOLUTION DESIGN - 16% SERVICE CONSOLE - 15% TORIC STRATEGY - 15% CASE MANAGEMENT - 15% Given a set of requirements, developing a case management solution from case to closing, including case assignment, escalation, case resolution, and location of the case. The service's cloud management and queue rules describe the relationship between cases and other areas such as assets, rights, and orders Community, Live Agent and Knowledge. Given the KPI set, determine the appropriate case management decision. What you need to know about Explain the features, cases, and ways to customize service rights at Salesforce. Asset Rights and Asset Values Explain the Usage, Opportunities and Restrictions of Flow important to business management. Using Flow in Service Cloud explain the usage, capabilities, and limitations of service cloud automation (Flow, process builder, fast action, macros, fast text). Identify the instances and capabilities of the social customer service. INDUSTRY KNOWLEDGE - 10% KNOWLEDGE MANAGEMENT - 9% INTERACTION CHANNELS - 10% Describe usage and functionality for each communication channel (community, mobile phone, phone, email, Internet, chat, SOS/video channel and social networks.) Given the requirements of business processes, determine the appropriate approach to presentation of the case. Set up your email to the case Of Setting up a web-to-case Explain design considerations (user interface, user profiles, disclosure sites, sharing model, reporting, etc.) and best practices when setting up a communication channel solution (mobile phone, email, internet, chat, or social media). Cloud Channel Use Of Cases INTEGRATION and DATA MANAGEMENT - 5% CONTACT CENTER ANALYTICS - 5% Given the set of desired metrics, determine the appropriate reporting solution based on data sources, data volume and various contact center technologies (ACD, IVR, PBX, etc.). Monitoring Process Support Tips for Effective Reporting Support Given The Scenario, evaluate considerations when developing reports and dashboards to serve various stakeholders (agents, managers, managers, managers). A report on support activities ready for the exam? Book your exam right now, before you start your studies. There is no better way to take you to school than to book an exam. For this exam, you take on the role of consultant. You will be asked to make recommendations and design decisions based on scenarios. Thus, this exam does require you to understand the tool available in the cloud service, as well as the pros/minuses and limitations of the various functions of the platform. If you have questions in preparation for the exam, please feel free to reach out. I will do my best to respond with some help and guidance. 25 January 20205 May 2020 Travel to CTA. Tips and tricks While not strictly part of the way to a certified technical architect, sometimes you just want to branch out a bit and demonstrate your knowledge of the platform. So with that in mind, I recently sat with the Salesforce Service Cloud Consultant Certification Exam (it's a sip!) fortunately I can report back what I passed! And to help others also pass, I've compiled a list of tips and which I found useful for passing the Salesforce Cloud Consultant service.Salesforce Certified Cloud Consultant Service - Who is it for? First, let's clean the air a little bit. You don't have to be a consultant to pass this exam. Much, as I mentioned in the A cloud counselor exam is a good way to verify your understanding of the features and benefits of different aspects for maintaining the cloud and after that, as well as implementing it. If you're an administrator, an application manager, etc. - and work in the cloud of service, and want recognition for your skills. Or, wanting to know specifically about the implementation of Service Cloud, this certification is for you. Also, if you are a consultant and want to demonstrate your understanding of cloud service - then yes, it is also an exam for you. ☺What does the exam cover? Although the Sales Service Cloud Consultant exam is based on Service Cloud's products and knowledge, there is a significant part of the exam that the solution is best suited to a business problem. Along with best practice for the steps and implementation of the Service Cloud project. Lightning Cloud Console Service, unsurprisingly, makes up most of the Cloud Consultant Certification Exam.Breakdown Exam: Industry Knowledge: 10%Implementation Strategies: 15%Service Cloud Solution Design: 16%Knowledge Management: 9%Interaction Channels: 10%Case Management: 15%Contact Center Analytics: 5%Integration and Management: 5%Console Service: 15%Salesforce's Exam Guide Gives You an Official Breakdown of Each Section. I found that the key themes/areas in my exam included - specifically no order: Setting the case, including the console (as a classic with case channels and lightning service consoles)Case Escalation rulesEntitlements and MilestonesAlso, when you can use the right/Milestone vs. escalation rule Of Knowledge, and all things related to knowledge (Articles, Resolutions, Integration with Communities, Knowledge of the 'Life Cycle', Migration to Knowledge, etc.) Marcos and Fast Text (why and How You Might Use Them) Email in the case, compared to the on-demand email case.Migration data, and best practices involved in such events. Industry knowledge around metrics/SLAs and how best to report them. Use cases to retain customers (i.e. sharing a service cloud and a sales cloud)Different service channels, as well as why/when and how you can use them (calls, email, Live Agent, Social, etc.) Omni channel, what it is used for and for what possibilities. Different console configuration settings, and what could be better in a particular scenario. Keep in mind some of these questions are still focused on the classic console service and lightning record pages with Components.ExamLike other Salesforce exams, this is in the format of multiple exam selections. There were 65 questions in total (n.b. this at the time of writing January 2020). Although this included an additional five issues that did not ultimately count on the overall mark. Instead, providing Salesforce feedback understanding new practices, products, and features. FYI is similar to other as a Platform Developer I exam (where it had additional testing questions on your understanding of Heroku). The resources that helped me after using and implementing the cloud service for a few years, I still found it very useful to explore. For example, I did not realize that there was a difference between e-mail in the case and on-demand email in the case of ... And there were a few questions about different solutions and why you can use one against the other. In short, learning helps! ☺If you don't have experience using cloud maintenance, it can be a little harder for you to get through. But not impossible. The key is preparation. And while studying, don't just learn the function. Try to pay attention to the scenarios and why you can use a certain feature/solution. Trailhead, this is a great place to start. Service Cloud modules and projects are practical and give you this implementation experience. And Salesforce grouped a large number of courses together, in Preparation for Your Sales Service Cloud Consultant powers trailmix. Although I have practical experience, I still did Trailhead modules. I always feel that you can never have enough practical experience. How it helps build your confidence and if you get stuck in the exam, you can at least remember and try to visualize how you made a specific step. Online CourseI has also acquired Mike Wheeler.It's Udemy Cloud Consultant Certification course is a good course and really defines the basis of the exam and how certain solutions are implemented. I was concerned when watching the video that it was a bit dated, especially considering that there has been a big push over the last few years to bring the cloud service to parity in Lightning.But from my own experience, there was enough on the exam still based around the Classic... And the reasons why you would use a particular product are still the same.CommunityMost other blogs I have researched before hand seem to be mostly focused on the exam and repeat the sketch exam ... So I decided also asked the Reddit Salesforce community for some tips and pointers for the exam, you can check that thread here. One user 'yummyyummybrains' (big username BTW!) noted that with these expert exams:... I can say that the questions will include much better and more appraisal analysis than specialized exams. Less: What does this feature do? and more: Given these parameters, what is the best way to achieve the customer's stated goal? I found it difficult to recommend educational materials for the MC consultant exam precisely for this reason - as you study for an exam that requires deep knowledge of the relative pros and cons of different and how will they affect the specific needs of the customer?... yummyummybrains on Reddit re: Cloud service service ExamOne blog article I found that stood out to me was from Ashish, who created an in-depth guide to study, including a checklist of topics and direct links to Salesforce Help articles on each specific topic on the Exam Guide.Wrap-UpSo there you have my little review of salesforce service Cloud Consultant Certification Exam.As mentioned, there is a great emphasis on why and when you would choose a specific solution to meet business requirements. So it won't be enough to find out only the features of Service Cloud products... If you have any tips or ideas that you would like to share, please feel free to use the comments below. And if you sit the exam, good luck to you! You! salesforce certified service cloud consultant exam guide