

Service Cloud Consultant Study Guide

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Service Cloud Consultant Study Guide

The Service Cloud Consultant certification is designed for consultants who have experience implementing Salesforce Service Cloud solutions in a customer-facing role. This exam zones into Salesforce's second most popular product, diving deep into all the features that make up the Service Cloud.

Service Cloud Consultant Certification Guide & Tips ...

The Salesforce Service Cloud Consultant exam measures a candidate's knowledge and skills related to the following objectives. A candidate should have hands-on experience implementing Service Cloud solutions and have demonstrated the application of each of the features/functions below. Industry Knowledge: 10%

Salesforce | Salesforce Certified Service Cloud Consultant ...

The Service Cloud Study Guide will help you focus on the key points you need to know to pass the exam. Covering all objectives, this study guide includes videos, screenshots and diagrams to illustrate key concepts, as well as visually explain and demonstrate Salesforce functionality.

Service Cloud Certification Study Guide - Focus on Force

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The Salesforce Service Cloud Consultant certification focuses on a broad knowledge of the tools and features of the Service Cloud platform. The consultant exams present you with scenarios and asks you to consider different options and propose the best solution. This includes service specific tools and metrics.

Service Cloud Consultant Resource Guide | Salesforce Chris

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The Salesforce Sales Cloud Consultant credential is designed for those who have experience implementing Sales Cloud solutions in a customer-facing role. Candidates should be able to successfully design and implement Sales Cloud solutions that are maintainable and scalable, and contribute to long-term customer success.

Certification - Service Cloud Consultant - Trailhead

(This guide was first published in June 2019. It was last updated in January 2020 based on the Salesforce Exam Guide as of Winter '20 Release) Service Cloud Consultant certification is intended for professionals who have experience in implementing Salesforce Service Cloud.

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A Salesforce Certified Sales Cloud Consultant designs and deploys solutions that support customer business processes and requirements using Salesforce applications. The consultant has experience designing solutions that optimize the Sales Cloud functionality and can lead the implementation of these solutions within a customer organization.

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Passing this cert will open up your job prospects significantly. If you don't have experience in the Service Cloud, don't worry, just like all of the rest of the certs, you can still pass it through studying! Official Guide: Service Cloud Consultant Exam Guide; Study Materials: Flashcard sets - Service Cloud Consultant

Guide to passing all Salesforce certifications ...

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