

Salesforce Administer and Maintain Service Cloud (ADX261)

Duration: 16.00 hours (2 days)

13.0 CPD Hours

Rating: ★ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

Leverage Service Cloud to scale your support efforts and improve customer service. In this 2-day class, Service Cloud experts will walk you through how to configure and maintain Service Cloud for your organization. Learn how to set up service contracts with milestones and entitlements, set up the Service Console application, add the Softphone Utility to your Lightning Console, and set up Web Chats to provide frictionless customer support. Learn how to configure a Customer Community so you can connect customers to knowledge articles and community members to find answers instantly.

About This Course

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Who Should Attend

This class is designed for experienced Salesforce Administrators who are responsible for setting up, configuring, and managing Service Cloud. Prior to taking this class, you should have a solid understanding of Salesforce functionality and concepts, at least 6 months of experience using Salesforce, and the Salesforce Administrator credential or equivalent knowledge.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Set up the case management process automating the support process with queues, assignment/escalation rules, and Process Builder.

Configure Salesforce knowledge to help you manage the creation, publication, and maintenance of knowledge articles.

Enable entitlements to set up service contracts.

Set up the Salesforce Service Console app to help your support reps work more efficiently.

Understand the capabilities of the Softphone Utility in the Lightning Console.

Configure online chat with customers using Web Chats.

Understand and set up communities.

Additional Course Details

Nexus Humans Salesforce Administer and Maintain Service Cloud (ADX261) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Salesforce Administer and Maintain Service Cloud (ADX261) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for Salesforce Administer and Maintain Service Cloud (ADX261)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
 - Traditional Instructor-Led Classroom Training (ILT)
 - On-site delivery at your offices anywhere in United Kingdom
 - Private dedicated courses customized for your team
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Q: How many CPD hours does this course provide?

The 2-day Salesforce Administer and Maintain Service Cloud (ADX261) course provides up to 13.0 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Salesforce Administer and Maintain Service Cloud (ADX261) training?

The training takes place over 2 day(s), with each day lasting approximately 16.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Salesforce Administer and Maintain Service Cloud (ADX261)?

Yes, we provide corporate training, dedicated training, and closed classes for Salesforce Administer and Maintain Service Cloud (ADX261). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Salesforce Administer and Maintain Service Cloud (ADX261)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Salesforce Administer and Maintain Service Cloud (ADX261) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

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