

Administer and Maintain Service Cloud ADX261

Service Cloud Administration with Lightning Experience is a must for experienced administrators who configure and maintain the Service Cloud for their organization. Using real-world scenarios, this course teaches administrators how to configure Salesforce Knowledge, create service contracts with milestones and entitlements, create the Service Console app, configure the softphone utility of your Lightning Console app, and set up web chats. You will also be shown how to configure a customer community.

Course Contents

- Customer process management and claims
- Salesforce Knowledge
- Lightning Service-Konsole
- Salesforce Self-Service Communities

E-Book You will receive the original course documentation by Salesforce as an e-book.

Target Group

The Service Cloud Administration course is intended for administrators with at least six months of experience with Salesforce and/or administrators who have completed the Fundamentals of Administration for New Administrators course.

Prerequisites

The prerequisite for this course is at least six months of experience with Salesforce.

This Course in the Web



You can find the up-to-date information and options for ordering under the following link:

www.experteach-training.com/go/SFSC

Reservation

On our Website, you can reserve a course seat for 7 days free of charge and in a non-committal manner. This can also be done by phone under +49 6074/4868-0.

Guaranteed Course Dates

To ensure reliable planning, we are continuously offering a wide range of guaranteed course dates.

Your Tailor-Made Course!

We can precisely customize this course to your project and the corresponding requirements.

Status 04/29/2025

Training	Prices, excl. of V.A.T.	
Classes in Germany	2 Days	€ 1,450
Online Training	2 Days	€ 1,450
Date/course venue	Course language English 	
14/07-15/07/25	 Online	

Our Training Offer for You:



Classroom Training

The live training experience in our training centers or on your premises on-site.



Online Training

Attend your course in online mode – without travel and accommodation expenses and effort.



Hybrid Training

Classroom & online in one course – choose how you wish to participate in your training event.



In-house Training

We create your customized training concepts for your project.



Guaranteed Course Dates

ExperTeach guaranteed course dates allow for secure and reliable planning.

Awards Won by ExperTeach



ExperTeach Benelux B.V.

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