

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank[®] Learning publications to make the learning fun and engaging
- Hands-on exercises in a free Salesforce Developer Edition org every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced Salesforce-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank[®] Learning delivers this course as a **three-day instructor-led training camp, Monday to Wednesday**. About 60% lecture and 40% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- Salesforce Certified Platform Administrator
- Six months or more of Service Cloud experience recommended

TARGET AUDIENCE

- Salesforce consultants and solution designers
- Administrators running Service Cloud
- Contact center and customer service technology leads
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	Salesforce Certified Agentforce Service Consultant
Exam fee	\$200 USD per attempt, set by Salesforce; retakes \$100
Format	60 multiple-choice questions, 105 minutes
Passing	78%
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank[®] Learning is offering a unique three-day training camp comprised of three days of instructor-led learning that gives students the knowledge and skills needed to design and implement Service Cloud solutions with Agentforce for Service: case management, knowledge, intake and interaction channels, contact center analytics and integrations.

Agentforce Service Consultant (formerly Service Cloud Consultant) validates the skills to design and implement contact center solutions and requires the Platform Administrator certification.

This course prepares you for the **Salesforce Certified Agentforce Service Consultant** exam.

WHAT YOU WILL BE ABLE TO DO

- Build case management with queues, assignment and escalation
- Configure Salesforce Knowledge
- Set up omni-channel intake and routing
- Design Agentforce for Service solutions
- Measure contact center performance
- Plan integrations and implementation strategy

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- Industry Knowledge
- Implementation Strategies
- Agentforce Service Solution Design
- Knowledge Management
- Intake and Interaction Channels
- Case Management
- Contact Center Analytics
- Integrations

EXCLUSIVE LEARNING PACKAGE

- thinQtank[®] Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SALESFORCE CERTIFICATION PATH

Platform Administrator

Required first

Consultant credentials

Sales, Service, Field Service, Experience Cloud

Architect credentials

Solution and technical architecture

COURSE MODULES

01 Industry Knowledge

12% of exam

- › Topic A: Contact center operations
- › Topic B: KPIs
- › Topic C: Industry terminology

02 Implementation Strategies

12% of exam

- › Topic A: Discovery
- › Topic B: Phased rollout
- › Topic C: Adoption

03 Agentforce Service Solution Design

15% of exam

- › Topic A: Service agents
- › Topic B: Bots and deflection
- › Topic C: Human hand-off

04 Knowledge Management

12% of exam

- › Topic A: Knowledge setup
- › Topic B: Article lifecycle
- › Topic C: Channel publishing

05 Intake and Interaction Channels

13% of exam

- › Topic A: Omni-Channel routing
- › Topic B: Email, web and messaging channels
- › Topic C: Telephony

06 Case Management

13% of exam

- › Topic A: Case assignment and escalation
- › Topic B: Entitlements and milestones
- › Topic C: Service Console

07 Contact Center Analytics

13% of exam

- › Topic A: Service reports and dashboards
- › Topic B: Analytics apps
- › Topic C: Performance metrics

08 Integrations

10% of exam

- › Topic A: Integration patterns for service
- › Topic B: CTI
- › Topic C: External data

TERMS

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