

# Introduction to Salesforce.com for Service

---

## Course Overview

[View Course Dates & Register Today](#)

**This is a 1-day class**

This course is specifically designed to teach customer service and call center personnel the basics of Salesforce. The instructor will focus on the key features a call center employee can use to immediately become effective with Salesforce.

## Who Should Attend

Customer service or call center personnel with little or no experience with Salesforce or those wanting a refresher on how to effectively manage leads and cases within Salesforce.

## Course Outline

- 1 **Introductions/ Login to Training Orgs**
- 2 **Overview of Salesforce for Service**
- 3 **Working with Accounts**
- 4 **Working with Contacts**
- 5 **Working with Cases**
- 6 **Working with Solutions**
- 7 **Creating List Views & Reports**