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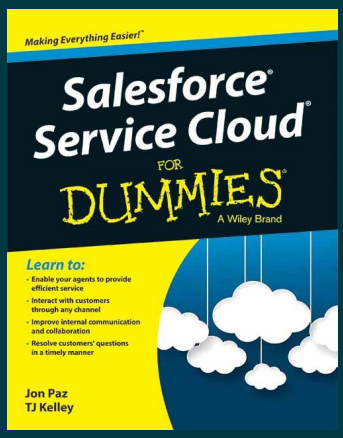

Salesforce Service Cloud for Dummies

By Jon Paz, Tj Kelley

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Description

Salesforce Service Cloud empowers your service organization to interact with customers through any channel and provide an individualized experience that will be worth sharing—for your customers and for your company. Salesforce Service Cloud For Dummies is one the first books to focus specifically on Salesforce Service Cloud software. With it, you'll discover how to set up a sophisticated support center for your business in a matter of a few hours. Whether you're a service executive, manager, support agent, or system administrator, you will discover how to maximize usage of Service Cloud through best practices and step-by-step guidelines.

About the Author

Jon Paz, Tj Kelley

Jon Paz has worked with enterprise clients to deliver world-class solutions to perplexing business challenges. After working with various clients and industries to implement Service Cloud

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