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Salesforce Service Cloud For Dummies. I've co-authored the latest mini-book for Salesforce.com describing their customer service and support features, " Salesforce.com's Service Cloud For Dummies ". A free download of Service Cloud For Dummies is available if you provide your email to Salesforce. In this edition, we cover a general overview of the basic Salesforce support offerings, and then all the extras that can help businesses take their service arm to the next level.

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