

## ***Service Console Overview***

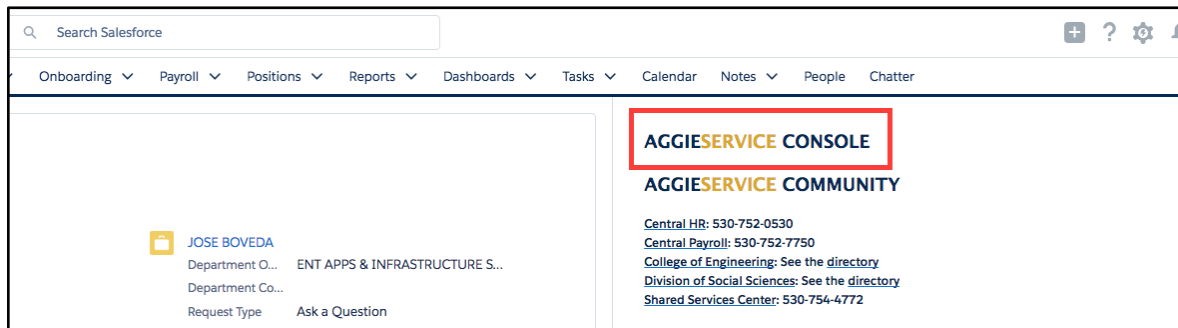
The Salesforce Service Console is designed to boost productivity in fast-paced service environment.

### Overview of Service Console:

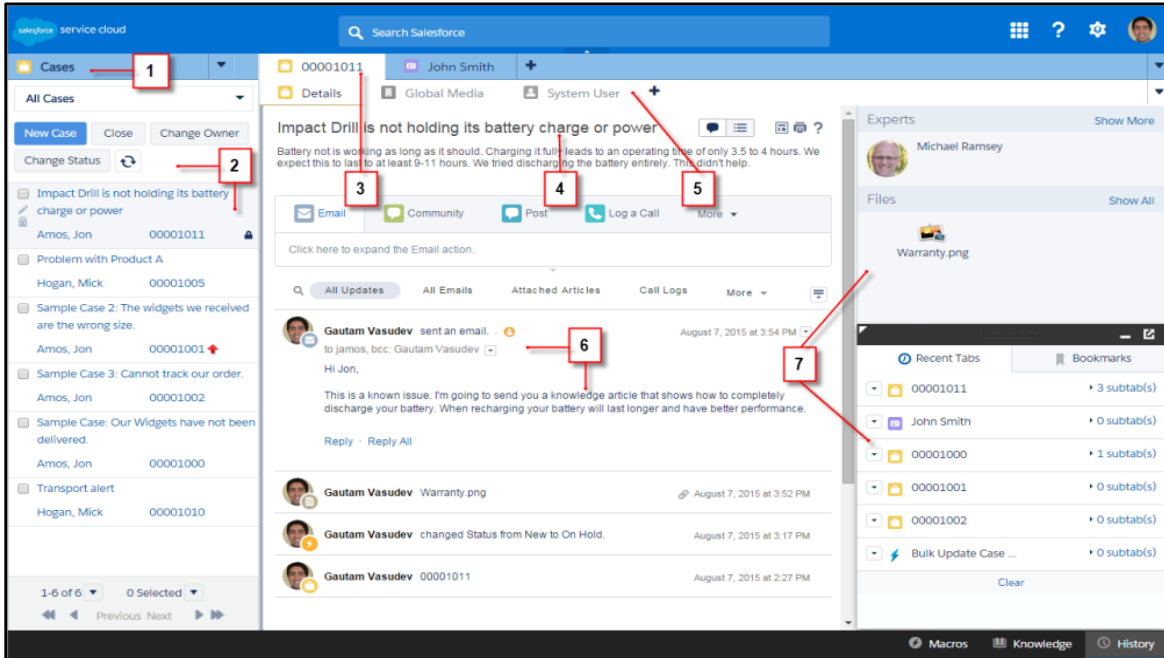
1. Highly customizable individual screen setups
2. Case owners can easily manage Queues, Cases and taking Ownership.
3. Navigation of multiple screens in one place
4. Access to Knowledge Articles and the ability to attach to cases
5. Ability to create macros - in console at bottom, macros, click, create, name, describe. Point is entering repeat info, command J will enter all. Link to SFDC how to create macro instructions.

### Navigating to the Service Console:

1. Click on AggieService Console Link



### Navigating the Console Screen (generic):



1. The objects from the navigation tab for which records will be shown.
2. The records display in a list, which you can pin at the left of the top of the screen.
3. Selected records appear as primary tabs, and tabs let you work on several items at once.
4. A highlights panel shows key information related to records.
5. Records related items appear as sub-tabs, and subtabs let you quickly switch between related information without losing context.
6. View and interact with content in the feed or detail area.
7. Access custom component data in sidebars and footers.

Example of the AggieService Console:

