**Service Console**

The Service Console is a standard Salesforce Lightning console app that meets all your service needs. You can customize this app to make it your own.

Here’s how the standard Service Console app helps you out.  
-Manage cases faster

-See it all at once

A preconfigured, three-column layout puts all the important information on the same page, and minimizes clicks and scrolling.

-Keep up on all the details

The preconfigured utility bar provides fast access to History and Notes (6). You can also customize the utility bar to include other tools like Macros, Omni-Channel, and the Open CTI Softphone.

**Best Practices for Customizing the Lightning Service Console**

-Update the name, description, and branding for the app

-Add other items, such as quick text, macros, products, and contracts (the Service Console app includes cases, contacts, accounts, reports, dashboards, chatter, and Home by default)

-Add other utilities, such as an Open CTI softphone, Omni-Channel, Macros, and Customer Insights

-Assign the app to the appropriate user profiles, like your service agent profiles

Можно кастомизировать через APP Manager  
Можно через Service Setup Assistant

Можно создать Record Page для конкретной консоли — App Builder (create Record Page)  
  
  
Service Console  
Macros  
Quick Text  
Phone  
Omni-chanel