SAP Cloud for Customer Administration

- In this course you will learn how to set up and run SAP Cloud for Customer effectively for your day-to-day business.

Odbiorcy szkolenia

- Business Process Architect
- Program / Project Manager
- System Administrator

Korzyści

- This course will prepare you to:
  - Use the SAP Cloud for Customer administrative functions to effectively manage the needs of the business
  - Create an organization structure enabling customers to use the solution to meet the needs of the business
  - Migrate data into the application and troubleshoot migration issues
  - Translate customer business needs to best practice business scenarios in SAP Cloud for Customer
  - Set up and configure the solution to manage business processes including sales, marketing, service and social
  - Describe the integration scenarios available with SAP Cloud for Customer
  - Adapt and extend the solution to meet customer-specific needs
  - Learn about the mobile features of SAP Cloud for Customer
  - Demonstrate the reporting capabilities of the system

Program szkolenia

- Introduction to SAP Cloud for Customer
  - Articulating the Functional Capabilities of SAP Cloud for Customer
- Starting the Project
  - Preparing for the Implementation Project
  - Describing Fine Tuning
  - Describing Q-Gates
- Account and Contact Management
  - Understanding the Basic Functions of Account and Contact Management
- Products and Price Lists
  - Understanding Products and Price List Concepts in SAP Sales Cloud
- Organizational Structure
  - Explaining the Role of an Organizational Structure in the Solution
- Territory Management
  - Defining Complex Territory Hierarchy Structures
- User and Role Management
  - Maintaining Employees and Explain What a Business User Is
- Data Migration
  - Guiding Your Customer on Which Data Should Be Migrated
- Integration
  - Describing Integration Scenarios with CRM and ECC
  - Describing Integration with FSM
  - Describing Integration with Microsoft Outlook
  - Describing the Benefits of Integration with Social Media
- Notifications, Workflow, and Approvals
  - Setting Up an Approval Process for Opportunities
- Personalization and Extensibility
  - Describing How to Use Personalization and Adaptation
- Analytics Framework
  - Exploring the Standard Reports and Create or Modify Views for Those Reports
- Mobile
  - Describing the Different Mobile Access Options
- Solution Walkthrough
  - Preparing an SAP Cloud for Customer Environment for Solution Walkthrough
- Preparing for Go-Live
  - Describing the Necessary Go-Live Activities

Oczekiwane przygotowanie uczestnika

Essential
- CRM/SD domain knowledge

Recommended
- SAP Cloud for Customer functional experience
- C4H410 OR C4H510
- This course applies to the SAP Sales Cloud certification exam and SAP Service Cloud certification exam
- This course is often offered during the same week as the SAP Sales Cloud Course (C4H410) / SAP Service Cloud Course (C4H510). It is recommended that this course be taken after the C4H410 / C4H510 course, to gain maximum product benefit for certification.

Czas trwania

3 dni / 22 godzin

Język

Szkolenie w języku polskim lub angielskim. Język szkolenia jest uzależniony od konkretnego terminu. W celu uzyskania szczegółowych informacji, ustalenia terminu, bądź informacji o wersji językowej prośba o kontakt z opiekunem handlowym.
- Materiały: angielski.