

SAP Commerce Cloud Business User Training

- In this course, participants will learn about SAP Commerce features, concepts, and user interfaces from a functional perspective to get an all-round view of the software. This course contains demonstrations by trainers as well as hands-on exercises for course participants. The course presents a high-level overview of SAP Commerce Cloud and its important role in the SAP Customer Experience portfolio. Participants will have the opportunity to identify the main out-of-the-box features and perform exercises on how to provide basic configuration in Backoffice, SmartEdit and other administration tools.



Odbiorcy szkolenia

- Business Analyst
- Functional Consultant
- Project Manager
- End User
- QA manager
- Tester



Korzyści

- This course will prepare you to:
 - describe and identify SAP Commerce Cloud features and user interfaces from a functional perspective.



Program szkolenia

- Overview
- Product Content Management
 - Catalogs & Products
 - Backoffice Product Cockpit
 - Catalogs, Categories, Products
 - Catalog Management
 - Product Modeling
 - Classification
 - Product Variants
 - (Exercise) Product Content Management
- Web Content Management
 - SAP Commerce Cloud, Composable Storefront
 - CMS Overview
 - Site Management & Page Templates
 - SmartEdit
 - (Exercise) CMS
 - Personalization
 - (Exercise) Personalization
- Commerce Module
 - Search
 - (Exercise) Search
 - Pricing
 - Cart Features & Checkout Types
 - Promotions & Coupons
 - (Exercise) Promotions & Coupons
- Order Management Module
 - Basic OM Related Features
 - Order Management Services Module
 - Open Payment Framework
- Customer Support
 - Overview
 - Customer Management
 - Customer Cart
 - Order Cancellations & Returns
 - Customer Service Module
 - Fraud Detection
 - (Exercise) Customer Support
- B2B Commerce

- Account Management
- Organization Management
- Catalog, Pricing & Stock
- Ordering & Checkout
- PunchOut Support
- (Exercise) B2B Commerce
- Integrations
 - General Introduction
 - Internal Integration Solutions
 - External Integration Solutions
 - How to Choose?
- Essential Foundations
 - Architecture
 - Security
 - Automation (CronJobs)
 - Validation Framework
 - ImpEx
 - Workflows & Collaboration
 - (Exercise) Foundation – Workflows
- Good to Know
 - Licensing & Versioning
 - Deployment & Maintenance
 - SAP Commerce Cloud (in the Public Cloud)
 - AI for Commerce
 - Industry-Specific Accelerators
 - GDPR
 - Webographya



Oczekiwane przygotowanie uczestnika

Essential

- Fundamental understanding of web technologies and e-commerce concepts



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 prosba o kontakt z opiekunem handlowym.

- Materiały: angielski.