kod szkolenia: SAP/C4H320 / ENG

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

- Materiały: angielski.
- Szkolenie: angielski.