SAP Sales and Service Cloud Integration with On-premise SAP Solutions

- This course is ideal for people requiring a deep level of integration knowledge in SAP Sales and Service Cloud. In this course you will learn how to integrate SAP Sales and Service Cloud with other SAP solutions such as SAP S/4HANA, SAP ERP and SAP CRM using SAP Cloud Integration.

Odbiorcy szkolenia

- Application Consultant
- Business Process Owner / Team Lead / Power User
- Technology Consultant
- Integration Developer

Korzyści

- This course will prepare you to:
  - Determine the connectivity strategy for your cloud project
  - Configure SAP Sales and Service Cloud for integration with SAP S/4HANA
  - Configure SAP S/4HANA for integration with SAP Sales and Service Cloud
  - Configure SAP Cloud Integration for integration with SAP Sales and Service Cloud and SAP S/4HANA
  - Execute common integration scenarios
  - Extend standard integration scenarios
  - Describe SAP Sales and Service Cloud configuration options and steps when integrating with SAP CRM
  - Describe SAP Sales and Service Cloud configuration options and steps when integrating with SAP

ERP
- Describe SAP Cloud Integration with prepackaged integration content

Program szkolenia

- Introduction to SAP Customer Experience Integration
  - SAP Customer Experience and the strategic role of integration
  - Integrating SAP Sales and Service Cloud with SAP S/4HANA and SAP ERP
  - Integrating SAP Sales and Service Cloud with SAP CRM
  - Integrating SAP Sales and Service Cloud with Analytics
  - Integrating SAP Sales and Service Cloud with SAP Marketing Cloud
  - Integrating SAP Sales and Service Cloud with SAP CPQ
  - Integrating SAP Sales and Service Cloud with SAP Field Service Management
  - Describing Integration Technology
- SAP Sales and Service Cloud Configuration and APIs
  - Configuring SAP Sales and Service Cloud
  - Describing SAP Sales and Service Cloud APIs
  - Describing open APIs with oData Services
- Cloud Integration Connectivity
  - Describing Technical Connectivity
  - Explaining SAP Web Dispatcher
  - Explaining SAP Cloud Connector
  - Describing Integration Security
  - Describing Authentication
  - Using Certificates
- SAP Cloud Integration Configuration
  - Describing SAP Cloud Integration
  - Performing SAP Cloud Integration Configuration
- SAP S/4HANA and SAP ERP Configuration
  - Describing S/4HANA Configuration
  - Describing SAP ERP Configuration
- Data Replication
  - Connectivity Test
  - Describing Account and Product Replication
  - Data Filtering
  - Delta Mechanism for Transactional Data
- Monitoring
  - Monitoring in Different Systems
  - Reviewing Error Messages

- Extending Integration Scenarios
  - Describing SAP Sales and Service Cloud Extensibility
  - Describing SAP Extension Suite
- SAP CRM Integration with SAP Sales and Service Cloud
  - Configuring SAP Sales and Service Cloud for Integration with SAP CRM
  - Configuring SAP CRM for Integration with SAP Sales and Service Cloud
  - Configuring SAP Cloud Integration Configuration for Integrating SAP Sales and Service Cloud with SAP CRM
- Cloud Integration with SAP Process Integration
  - Describing Cloud Integration with SAP Process Integration
  - Describing Deployment Options and Landscape
  - Preparing SAP Process Integration for Integration with SAP Sales and Service Cloud
  - Describing SAP Process Integration Scenarios, Communication Channels, Routing Conditions and Value Mappings
- Transactional Data Integration
  - Describing Transactional Data Integration Options
  - Preparing SAP Sales and Service Cloud for Real-Time Pricing and other Transactional Data
  - Configuring SAP S/4HANA for Pricing and other Transaction Integrations
  - Maintaining SAP Cloud Integration Configuration
  - Executing Opportunity, Sales Quote and Sales Order Transactional Integration Scenarios
- Summary

Oczekiwane przygotowanie uczestnika

Essential
- Basic knowledge of SAP Sales and Service Cloud
- Basic knowledge of SAP S/4HANA
- Basic knowledge of SAP Cloud Integration

Recommended
- Integration experience with SAP Process Integration or other similar technology
- Basic understanding of ALE (Application Link Enabling), IDocs (Intermediate Documents), SOAP Web Services

Czas trwania

4 dni / 30 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.