SAP Service Cloud

- In this course you will learn how to implement SAP Service Cloud. This will include configuration of service processes, including topics such as business process configuration, warranty management, registered products, and service levels.

Odbiorcy szkolenia

- Application Consultant
- Business Analyst
- Business Process Architect
- Business Process Owner / Team Lead / Power User
- Enterprise Architect
- Industry Specialist
- Program / Project Manager
- Solution Architect
- System Administrator
- Trainer
- User

Korzyści

- This course will prepare you to:
  - Translate customer business needs to best practice business scenarios in SAP Service Cloud
  - Set up and configure the solution to manage SAP Service Cloud business processes
  - Describe the integration scenarios available with SAP Service Cloud
  - Demonstrate SAP Service Cloud reporting capabilities
  - Describe integration scenarios of SAP Service Cloud with SAP Commerce Cloud
  - Explain the different communication channels that are supported in SAP Service Cloud
  - Explain and set up Service Levels, Categories and Work Distributions

- Understand knowledge base functionality in Service Tickets
- Explain and set up Registered Products and Installed Bases
- Explain and set up Warranty Management and maintenance plan in Tickets
- Explain and maintain the role of Time Recording in Tickets
- Understand Service Contracts in SAP Service Cloud
- Configure and Explain Visit planning in tickets
- Explain Response templates and its determination in Tickets
- Explain SAP Service Cloud integration with ERP
- Explain SAP Service Cloud Integration with FSM
- Explain SAP Service Cloud Integration with SAP Commerce Cloud

Program szkolenia

- Introduction to SAP Service Cloud
  - Describing the Functional Capabilities of SAP Service Cloud
- Communication Channels
  - Explaining the Different Communication Channels that are Supported in SAP Service Cloud
  - Explaining Live Activity Center and Agent Desktop Add on
- Service Levels, Categories and Work Distribution
  - Explaining Service Levels, Categories and Work Distributions
- Knowledge Base
  - Understanding Knowledge Base Functionality in Service Tickets
- Registered Products and Installed Base
  - Explaining Registered Products and Installed Bases
- Warranty Management
  - Explaining Warranty Management in Tickets
- Maintenance Plans
  - Explaining Maintenance Plans in Tickets
- Time Recording
  - Explaining the Role of Time Recording in Tickets
- Contracts
  - Understanding Service Contracts in SAP Service Cloud
- Templates and Reporting
  - Explaining Response Templates and Their Determination in Tickets
- Ticket Hierarchy
  - Understanding Ticket Linking in SAP Service Cloud
- Integration SAP Service Cloud
  - Explaining SAP Cloud for Customer Work Ticket Integration with SAP S/4HANA (ERP, ECC)
  - Explaining Integration SAP Service Cloud with FSM (Field Service Management)

- ○ Explaining the Integration Capabilities of SAP Commerce Cloud with SAP Service Cloud

Oczekiwane przygotowanie uczestnika

Essential
- CRM/Service domain knowledge

Recommended
- SAP Cloud for Customer functional experience

Czas trwania

2 dni / 14 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.