

SAP Commerce Cloud Business User Training (Formerly Hy200)

Duration: 3 Days **Course Code: C4H320** **Delivery Method: Company Event**

Overview:

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 is valid for both the on-premise and cloud version of SAP Commerce.

Target Audience:

Business stakeholders Project managers Functional consultants / Business analysts Key users / end users / QA managers / Testers

Objectives:

- Describe and identify SAP Commerce Cloud features and user interfaces from a functional perspective.

Prerequisites:

Fundamental understanding of web technologies and e-commerce concepts

Content:

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> ■ Introduction ■ Overview ■ Major Modules and Accelerators ■ Business and Administration Tools ■ Product Content Management ■ Catalogs and Products ■ Media Management ■ Exercise: PCM ■ Web Content Management ■ CMS Overview ■ Hands on exercise: SmartEdit ■ Personalization ■ Exercise: Personalization ■ Spartacus ■ Commerce ■ Search ■ Exercise: Search ■ Pricing ■ Cart Features and Checkout Types ■ Promotions and Coupons | <ul style="list-style-type: none"> ■ Exercise: Promotions ; Coupons ■ Orders ■ Payment ■ Basic OM Related Features ■ Order Management Services Module ■ Customer Support ■ Customer Management ■ Customer Cart ■ Order Cancellations and Returns ■ Customer Service Module ■ Exercise: Customer Support ■ B2B Commerce ■ Account Management ■ Organization Management ■ Catalog, Pricing ; Stock ■ Ordering ; Checkout ■ PunchOut Support ■ Exercise: B2B Commerce ■ Integration ■ General Integration Tools | <ul style="list-style-type: none"> ■ SAP Integrations ■ Essential Foundation ■ Architecture ■ Security ■ Automation (Cronjobs) ■ Validation Framework ■ ImpEx ■ Workflows ; Collaboration ■ Exercise: Workflow ■ Good to Know ■ Licensing and Versioning ■ Deployment ; Maintenance ■ CX Works ■ Webography ■ SAP Commerce Cloud ■ SAP Upscale ■ Industry-Specific Accelerators ■ Container Support ■ GDPR ■ Additional Reading: Business Analyst |
|---|--|---|

Additional Information:

We recommend that you use your own machine for the best training experience. Please note the on-site training and technical equipment requirements for this course via this: [link](#).

Further Information:

For More information, or to book your course, please call us on 0800/84.009

info@globalknowledge.be

www.globalknowledge.com/en-be/