SAP Cloud for Customer Administration

Cursusduur: 3 Dagen **Cursuscode: C4H440** **Trainingsmethode: Maatwerk**

Beschrijving:

In this course you will learn how to set up and run SAP Cloud for Customer effectively for your day-to-day business.

Maatwerk

Global Knowledge biedt zowel standaard- als maatwerkcursussen die zijn afgestemd op uw wensen en die als besloten cursus op uw eigen locatie of onze locatie gevolgd kunnen worden.

Doelgroep:

Business Process Architect Program / Project Manager System Administrator

Doelstelling:

- This course will prepare you to:
- Use the SAP Cloud for Customer administrative functions to effectively manage the needs of the business
- Create an organization structure enabling customers to use the solution to meet the needs of the business
- Migrate data into the application and troubleshoot migration issues
- Translate customer business needs to best practice business scenarios in SAP Cloud for Customer
- Set up and configure the solution to manage business processes including sales, marketing, service and social
- Describe the integration scenarios available with SAP Cloud for Customer
- Adapt and extend the solution to meet customer-specific needs
- Learn about the mobile features of SAP Cloud for Customer
- Demonstrate the reporting capabilities of the system

Vereiste kennis en vaardigheden:

CRM/SD domain knowledge

Cursusinhoud:

Introduction to SAP Cloud for Customer

- Articulating the Functional Capabilities of SAP Cloud for Customer

Starting the Project

- Preparing for the Implementation Project
- Describing Fine Tuning
- Describing Q-Gates

Account and Contact Management

- Understanding the Basic Functions of Account and Contact Management

Products and Price Lists

- Understanding Products and Price List Concepts in SAP Sales Cloud

Organizational Structure

- Explaining the Role of an Organizational Structure in the Solution

Territory Management

- Defining Complex Territory Hierarchy Structures

User and Role Management

- Maintaining Employees and Explain What a Business User Is

Data Migration

- Guiding Your Customer on Which Data Should Be Migrated

Integration

- Describing Integration Scenarios with CRM and ECC
- Describing Integration with FSM
- Describing Integration with Microsoft Outlook
- Describing the Benefits of Integration with Social Media

Notifications, Workflow, and Approvals

- Setting Up an Approval Process for Opportunities

Personalization and Extensibility

- Describing How to Use Personalization and Adaptation

Analytics Framework

- Exploring the Standard Reports and Create or Modify Views for Those Reports

Mobile

- Describing the Different Mobile Access Options

Solution Walkthrough

- Preparing an SAP Cloud for Customer Environment for Solution Walkthrough

Preparing for Go-Live

- Describing the Necessary Go-Live Activities

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

info@globalknowledge.nl

www.globalknowledge.com/nl-nl/

Iepenhoeve 5, 3438 MR Nieuwegein