

SAP Cloud for Customer Administration

Cursusduur: 3 Dagen Cursuscode: C4H440 Trainingsmethode: Virtual Learning

Beschrijving:

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

Virtueel en Klassikaal™

Virtueel en Klassikaal™ is een eenvoudig leerconcept en biedt een flexibele oplossing voor het volgen van een klassikale training. Met Virtueel en Klassikaal™ kunt u zelf beslissen of u een klassikale training virtueel (vanuit huis of kantoor) of fysiek op locatie wilt volgen. De keuze is aan u! Cursisten die virtueel deelnemen aan de training ontvangen voor aanvang van de training alle benodigde informatie om de training te kunnen volgen.

Doelgroep:

Business Process ArchitectProgram / Project ManagerSystem 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
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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

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