SAP Commerce Cloud Business User

Duration: 3 Days   Course Code: C4H320   Delivery Method: Virtual Learning

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.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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:

- 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

- 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

- 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 Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK