SAP Cloud for Customer Administration

Duration: 3 Days Course Code: C4H440 Delivery Method: Virtual Learning

Overview:

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

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 Process Architect Program / Project Manager System Administrator

Objectives:

- 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

Prerequisites:

CRM/SD domain knowledge

Content:

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

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