

C4H440: SAP Cloud for Customer Administration

Course Outline

Course announcements

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

Duration

3 Days

Delivery Format

Classroom, Virtual Live Classroom, Hybrid

Course Fee

Please contact us for details

Goals

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

Audience

- Business Process Architect
- Program / Project Manager
- System Administrator

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