

C4H440

SAP Cloud for Customer Administration

COURSE OUTLINE

Course Version: 2211

Course Duration:

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Typographic Conventions

American English is the standard used in this handbook.

The following typographic conventions are also used.

This information is displayed in the instructor's presentation	
Demonstration	
Procedure	
Warning or Caution	
Hint	
Related or Additional Information	
Facilitated Discussion	
User interface control	<i>Example text</i>
Window title	<i>Example text</i>

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Course Overview

TARGET AUDIENCE

This course is intended for the following audiences:

- Project Manager
- Business Process Architect
- System Administrator

Lesson 1: Articulating the Functional Capabilities of SAP Customer Experience

Lesson Objectives

After completing this lesson, you will be able to:

- Articulate the Functional Capabilities of SAP Customer Experience
- Describe the tenant landscapes
- Understand the upgrade process
- Locate the resources available to support SAP Customer Experience including the Business Center for Cloud Solutions, SAP Help Portal, and SAP Customer Experience on YouTube
- Participate in SAP Customer Experience Communities

Lesson 1: Preparing for the Implementation Project

Lesson Objectives

After completing this lesson, you will be able to:

- Prepare the tenant by creating a service agent and adjusting scoping
- Navigate, search, and locate items in the solution
- Report an incident to SAP Support

Lesson 2: Describing Fine Tuning

Lesson Objectives

After completing this lesson, you will be able to:

- Understand fine tuning and its role in the overall project setup
- Explain the difference between scoping and fine tuning
- Complete fine-tuning activities to support sales, service, and marketing business processes
- Confirm your customer's configuration decisions
- Conduct fine-tuning activities to meet your customer's business requirements
- Configure the sales cycle and sales phases
- Maintain territories and create realignment runs
- Define a sales process using the sales assistant
- Set up service levels and service categories

Lesson 3: Describing Q-Gates

Lesson Objectives

After completing this lesson, you will be able to:

- List the critical steps to follow to ensure a successful project kickoff

Lesson 1: Understanding the Basic Functions of Account and Contact Management

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the basic functions of account and contact management
- Create different transactions from account management

Lesson 1: Understanding Products and Price List Concepts in SAP Sales Cloud

Lesson Objectives

After completing this lesson, you will be able to:

- Understand products and price list concepts in SAP Sales Cloud
- Understand competitor and registered products concepts
- Create products and price lists

Lesson 1: Explaining the Role of an Organizational Structure in the Solution

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the role of an organizational structure in the solution
- Set up an organizational structure that reflects your customer's business requirements

Lesson 1: Defining Complex Territory Hierarchy Structures

Lesson Objectives

After completing this lesson, you will be able to:

- Define complex territory hierarchy structures
- Assign the same account to one or more territories
- Define territory assignment rules
- Configure territory management

Lesson 1: Maintaining Employees and Explaining What a Business User Is

Lesson Objectives

After completing this lesson, you will be able to:

- Maintain employees and explain what a business user is
- Maintain business roles and assign them to business users
- Explain and set up user access rights and restrictions

Lesson 1: Understanding Data Migration

Lesson Objectives

After completing this lesson, you will be able to:

- Guide your customer on which data should be migrated
- Complete data migration templates and files
- Migrate data into SAP Sales Cloud/SAP Service Cloud
- Update business data using mass data maintenance
- Troubleshoot data migration issues

Lesson 1: Describing Integration Scenarios with SAP CRM and SAP S/4HANA

Lesson Objectives

After completing this lesson, you will be able to:

- Describe integration scenarios with SAP CRM and SAP S/4HANA
- Describe good project management practices for integration

Lesson 2: Describing Integration with Microsoft Outlook

Lesson Objectives

After completing this lesson, you will be able to:

- Describe integration with Microsoft Outlook

Lesson 3: Describing Integration with Field Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- Describe Integration with Field Service Management

Lesson 4: Describing the Benefits of Integration with Social Media

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the benefits of integration with SAP Jam
- Describe integration with social media in SAP Cloud for Social Engagement

Lesson 1: Setting Up Workflows and Approval Processes

Lesson Objectives

After completing this lesson, you will be able to:

- Set up workflows and approval processes
- Configure conditions and actions for workflows

Lesson 1: Describing How to Use Personalization and Adaptation

Lesson Objectives

After completing this lesson, you will be able to:

- Describe how to use personalization and adaptation
- Define a new field
- Define a page layout for a role
- Restrict dropdown list values
- Modify an existing output form
- Describe how to translate and adapt UI texts
- Explain custom business objects
- Perform content transfer
- Create a mashup

Lesson 1: Exploring the Standard Reports and Creating or Modifying Views for Those Reports

Lesson Objectives

After completing this lesson, you will be able to:

- Explore the standard reports and create or modify views for those reports
- Create a custom report
- Create an interactive dashboard
- Explain the major analytics features available with SAP Customer Experience
- Describe options for integration of reporting with SAP Business Warehouse

Lesson 1: Describing the Different Mobile Access Options

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the different mobile access options
- Understand the minimum device requirements for mobile
- Configure offline settings for mobile
- Download and configure mobile apps

Lesson 1: Describing the Necessary Go-Live Activities

Lesson Objectives

After completing this lesson, you will be able to:

- Describe roles and responsibilities after go-live
- Describe change projects
- Describe tenant landscape recommendations
- Describe tenant copies

Lesson 1: Preparing for Solution Walkthrough

Lesson Objectives

After completing this lesson, you will be able to:

- Prepare an SAP Sales Cloud/SAP Service Cloud environment for solution walkthrough
- List the steps for a solution walkthrough
- Conduct a solution walkthrough