# C4H450

## SAP Sales and Service Cloud Integration with On-Premise SAP Solutions

COURSE OUTLINE

Course Version: 2311
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 | *Example text* |
| Window title | *Example text* |


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# Course Overview

**TARGET AUDIENCE**

This course is intended for the following audiences:

- Application Consultant
- Technology Consultant
- Business Process Owner/Team Lead/Power User

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# UNIT 1 Introduction to SAP Customer Experience Integration

## Lesson 1: SAP Customer Experience and the strategic role of integration

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the SAP Customer Experience and the strategic role of integration

## Lesson 2: Integrating SAP Sales and Service Cloud with SAP S/4HANA and SAP ERP

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the integration of SAP Sales and Service Cloud with SAP S/4HANA and SAP ERP

## Lesson 3: Integrating SAP Sales and Service Cloud with SAP CRM

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the integration of SAP Sales Cloud with SAP CRM

## Lesson 4: Integrating SAP Sales and Service Cloud with Analytics

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Integration Principles of Analytics and SAP Sales Cloud

## Lesson 5: Integrating SAP Sales and Service Cloud with SAP Marketing Cloud

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the integration of SAP Sales and Service Cloud with SAP Marketing Cloud

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## Lesson 6: Integrating SAP Sales and Service Cloud with SAP CPQ

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the integration of SAP Sales and Service Cloud with SAP CPQ

## Lesson 7: Integrating SAP Sales and Service Cloud with SAP Field Service Management

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the integration of SAP Sales and Service Cloud with SAP Field Service Management

## Lesson 8: Describing Integration Technology

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the integration technology


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# UNIT 2

# SAP Sales and Service Cloud Configuration and APIs

## Lesson 1: Configuring SAP Sales and Service Cloud

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure SAP Sales and Service Cloud

## Lesson 2: Describing SAP Sales and Service Cloud APIs

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain how to get and use the technical information for the integration flows between SAP Sales and Service Cloud and On-Premise systems (SAP S/4, ERP, CRM)

## Lesson 3: Describing open APIs with oData Services

### Lesson Objectives

After completing this lesson, you will be able to:

- Describing open APIs with oData services

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# UNIT 3 Connectivity

## Lesson 1: Describing Technical Connectivity

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe technical connectivity

## Lesson 2: Explaining SAP Web Dispatcher

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain SAP Web Dispatcher

## Lesson 3: Explaining SAP Cloud Connector

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain the functionality of the SAP Cloud Connector

## Lesson 4: Describing Integration Security

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe Integration Security

## Lesson 5: Describing Authentication

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe authentication

## Lesson 6: Using Certificates

### Lesson Objectives

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After completing this lesson, you will be able to:

- Use certificates

## Lesson 7: Preparation of System Landscape

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe Preparation of System Landscape


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# UNIT 4 SAP Cloud Integration Configuration

## Lesson 1: Describing SAP Cloud Integration

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe basics of SAP Cloud Integration

## Lesson 2: Describing SAP Cloud Integration Configuration

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain SAP Cloud Integration Configuration

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# UNIT 5 SAP S/4HANA and SAP ERP Configuration

## Lesson 1: Describing SAP S/4HANA and SAP ERP Configuration

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe SAP S/4HANA and SAP ERP Configuration

## Lesson 2: Describing SAP S/4HANA Specific Configuration

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe SAP S/4HANA Specific Configuration

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# UNIT 6 Data Replication

## Lesson 1: Connectivity Test

### Lesson Objectives

After completing this lesson, you will be able to:

- Describing basic and End-2-End connectivity tests

## Lesson 2: Describing Account and Product Replication

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe round trip and initial load

## Lesson 3: Data Filtering

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe Data Filtering

## Lesson 4: Delta Mechanism for Transactional Data

### Lesson Objectives

After completing this lesson, you will be able to:

- Describing delta mechanism for transactional data in SAP ERP/ SAP S/4HANA

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# UNIT 7 Monitoring

## Lesson 1: Monitoring in Different Systems

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain Monitoring in SAP Cloud Integration

## Lesson 2: Reviewing Error Messages

### Lesson Objectives

After completing this lesson, you will be able to:

- Review error messages

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# UNIT 8 Extending Integration Scenarios

## Lesson 1: Describing SAP Sales and Service Cloud Extensibility

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the full spectrum of SAP Sales and Service Cloud extensibility

## Lesson 2: Describing the SAP Extension Suite

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the SAP Extension Suite

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# UNIT 9

# SAP Sales and Service Cloud Integration with SAP CRM

## Lesson 1: Configuring SAP Sales and Service Cloud for Integration with SAP CRM

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure SAP Sales and Service Cloud for integration with SAP CRM

## Lesson 2: Configuring SAP CRM for Integration with SAP Sales and Service Cloud

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure SAP CRM for Integration with SAP Sales and Service Cloud

## Lesson 3: Configuring SAP Cloud Integration for Integrating SAP Sales and Service Cloud with SAP CRM

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain SAP Cloud Integration Configuration for Integration of SAP Sales and Service Cloud with SAP CRM

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# UNIT 10 Cloud Integration with SAP NetWeaver Process Integration

## Lesson 1: Describing Cloud Integration with SAP Process Integration

### Lesson Objectives

After completing this lesson, you will be able to:

- Provide an overview of Cloud Integration with SAP Process Integration

## Lesson 2: Describing Deployment Options and Landscape

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the deployment options and landscape

## Lesson 3: Preparing SAP Process Integration for Integration with SAP Sales and Service Cloud

### Lesson Objectives

After completing this lesson, you will be able to:

- Prepare SAP Process Integration for integration with SAP Sales and Service Cloud

## Lesson 4: Configuring SAP Process Integration Scenarios

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure SAP Process Integration scenarios

## Lesson 5: Maintaining Communication Channels

### Lesson Objectives

After completing this lesson, you will be able to:

- Maintain communication channels

## Lesson 6: Adjusting Routing Conditions

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### Lesson Objectives

After completing this lesson, you will be able to:

- Adjust routing conditions

## Lesson 7: Maintaining Value Mapping

### Lesson Objectives

After completing this lesson, you will be able to:

- Maintain value mapping


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# UNIT 11 Transactional Data Integration

## Lesson 1: Describing Transactional Data Integration Options

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe transactional data integration options

## Lesson 2: Preparing SAP Sales Cloud for Real-Time Pricing and Other Transactional Data

### Lesson Objectives

After completing this lesson, you will be able to:

- Prepare SAP Sales Cloud for Real-Time Pricing and Other Transactional Integrations

## Lesson 3: Maintaining SAP Cloud Integration Configuration

### Lesson Objectives

After completing this lesson, you will be able to:

- Maintain SAP Cloud Integration Configuration

## Lesson 4: Configuring SAP S/4HANA for Pricing and Other Transaction Integrations

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure SAP S/4HANA Real-Time Pricing and Other Transactional Integrations

## Lesson 5: Executing Sales Quote, Sales Order, and Opportunity Transactional Integration Scenarios

### Lesson Objectives

After completing this lesson, you will be able to:

- Execute sales quote, sales order, and opportunity transactional integration scenarios

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# UNIT 12 Summary

## Lesson 1: Summary

### Lesson Objectives

After completing this lesson, you will be able to:

- Provide a summary of the course

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