

C4H510

SAP Service Cloud

COURSE OUTLINE

Course Version: 2211 & ILP 24

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:

- Business Analyst
- Business Process Architect
- Business Process Owner/Team Lead/Power User
- Enterprise Architect
- Industry Specialist
- Solution Architect
- System Administrator
- Trainer
- User

UNIT 1

Introduction to SAP Service Cloud

Lesson 1: Overview of SAP Service Cloud

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Functional Capabilities of SAP Service Cloud
- Name the Features and Functions of SAP Service Cloud

Lesson 2: Navigation and Administration

Lesson Objectives

After completing this lesson, you will be able to:

- Navigate the User Interface
- Understand Scoping and Fine Tuning

Lesson 1: Service Cloud Communication Channels

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the communication channels supported in SAP Service Cloud

Lesson 2: Channel: E-Mail

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the functions and setting options for the communication channel e-mail

Lesson 3: Channel: Phone

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the functions and setting options for the communication channel phone

Lesson 4: Interaction Center - Agent Desktop (Addon)

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the functions and setting options for the Agent Desktop (Addon)

UNIT 3

Service Levels, Categories and Work Distribution

Lesson 1: Explaining Service Levels, Categories and Work Distributions

Lesson Objectives

After completing this lesson, you will be able to:

- Explain service levels, categories, and work distributions

UNIT 4

Knowledge Base

Lesson 1: Understanding Knowledge Base Functionality in Service Tickets

Lesson Objectives

After completing this lesson, you will be able to:

- Understand knowledge base functionality in service tickets

UNIT 5

Registered Products and Installed Base

Lesson 1: Explaining Registered Products and Installed Bases

Lesson Objectives

After completing this lesson, you will be able to:

- Explain registered products and installed bases

Lesson 1: Explaining Warranty Management in Tickets

Lesson Objectives

After completing this lesson, you will be able to:

- Explain warranty management in tickets

Lesson 1: Explaining Maintenance Plans in Tickets

Lesson Objectives

After completing this lesson, you will be able to:

- Explain maintenance plans in tickets

UNIT 8

Time Recording in Ticket Management

Lesson 1: Explaining the Role of Time Recording in Tickets and the Related Field Service Process

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the role of Time Recording in tickets and the related Field Service process

Lesson 1: Understanding Service Contracts in SAP Service Cloud

Lesson Objectives

After completing this lesson, you will be able to:

- Understand Service Contracts in SAP Service Cloud

Lesson 1: Explaining Response Templates and Their Determination in Tickets

Lesson Objectives

After completing this lesson, you will be able to:

- Explain response templates and their determination in tickets

Lesson 1: Creating and Managing Ticket Hierarchies in SAP Service Cloud

Lesson Objectives

After completing this lesson, you will be able to:

- Create a Ticket Hierarchy in SAP Service Cloud

Lesson 1: Overview of SAP Service Cloud Integration

Lesson Objectives

After completing this lesson, you will be able to:

- Describe an Overview of SAP Service Cloud Integration

Lesson 2: SAP Service Cloud Work Ticket Integration with S/4HANA

Lesson Objectives

After completing this lesson, you will be able to:

- Explain SAP Service Cloud Work Ticket Integration with S/4HANA (ERP, ECC)

Lesson 3: Integration with FSM (Field Service Management)

Lesson Objectives

After completing this lesson, you will be able to:

- Explain SAP Service Cloud with FSM (Field Service Management)

Lesson 4: Integration with Success Factors Employee Central

Lesson Objectives

After completing this lesson, you will be able to:

- Explain SAP Service Cloud with Success Factors

Lesson 5: Integration with SAP Commerce Cloud

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the Integration Capabilities of SAP Commerce Cloud with SAP Service Cloud