

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	1 2 3
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



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UNIT1 Introduction to SAP Service Cloud

Lesson 1: Overview of SAP Service Cloud

Lesson Objectives

After completing this lesson, you will be able to:

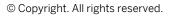
- Describe the Functional Capabilities of SAP Service Cloud
- Name the Features and Functions of SAP Service Cloud

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



UNIT 6 Warranty Management

Lesson 1: Explaining Warranty Management in Tickets

Lesson Objectives

After completing this lesson, you will be able to:

• Explain warranty management in tickets



UNIT 7 Maintenance Plans

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



UNIT 9 Contracts

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



UNIT 10 Templates and Reporting

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



UNIT 11 Ticket Hierachies

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



UNIT 12 Integration

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

