

C4H510

SAP Service Cloud

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	<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:

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

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)

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

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

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

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 Usage in Tickets

Lesson Objectives

After completing this lesson, you will be able to:

- Explain response templates and their usage in tickets

Lesson 2: Form Templates and Reporting

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the usage of form templates to create a ticket summary
- Explain the possibilities with SAP Service Analytics

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: Explain SAP Service Cloud Ticket Integration with S/4HANA and ERP

Lesson Objectives

After completing this lesson, you will be able to:

- Explain ticket integration with SAP S/4HANA and ERP

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