# C4H62

## SAP Customer Data Cloud Implementation Training

**COURSE OUTLINE**

Course Version: 2511
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
- Development Consultant
- Developer

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# UNIT 1

# Aligning SAP Customer Data Cloud Regulations and the CX Portfolio

## Lesson 1: Connecting SAP Customer Data Cloud with Regulation Needs

### Lesson Objectives

After completing this lesson, you will be able to:

- Determine how SAP Customer Data Cloud aligns with regulation needs to provide a trusted customer relationship.

## Lesson 2: Connecting SAP Customer Data Cloud with the SAP Customer Experience Solutions

### Lesson Objectives

After completing this lesson, you will be able to:

- Determine how SAP Customer Data Cloud aligns to the greater CX Portfolio in order to improve the customer experience.

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# UNIT 2 Configuring and Administering a Console site

## Lesson 1: Configuring a Console Site

### Lesson Objectives

After completing this lesson, you will be able to:

- Recognize the key features of the SAP Customer Data Console to manage the site configuration and access tools that display, query, and analyze your user database.

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# UNIT 3 Configuring Schema

## Lesson 1: Determining Which Store to Use

### Lesson Objectives

After completing this lesson, you will be able to:

- Determine the appropriate repository to store customer data to enable customer account queries.

## Lesson 2: Recognizing the User Account Structure

### Lesson Objectives

After completing this lesson, you will be able to:

- Recognize the user account structure to centralize the storage of all user data.

## Lesson 3: Viewing and Editing Schema Fields

### Lesson Objectives

After completing this lesson, you will be able to:

- Use Schema Editor to easily and interactively edit your site's schema.

## Lesson 4: Designing Group Models

### Lesson Objectives

After completing this lesson, you will be able to:

- Design Group Models that can hold multiple customer accounts under a single category.

## Lesson 5: Configuring and Designing Data Store Schema

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure and design data store schema to easily search for any stored fields in the data.

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# UNIT 4 Managing Customer Identity

## Lesson 1: Discovering Customer Identity

### Lesson Objectives

After completing this lesson, you will be able to:

- Recognize what Customer Identity is to enable you to better connect with your customers from various channels.

## Lesson 2: Creating a Lite Registration

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover different types of accounts, Lite Registration use cases and functions to implement Lite Registration flow and access Lite Registration data through Identity Access.

## Lesson 3: Creating Full Registration Accounts

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover Full Registration features and functions to create full accounts by following various implementation approaches.

## Lesson 4: Managing Screenset and Workflows

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover the features and functions of the UI Builder to manage the workflows in your site.

## Lesson 5: Discovering Authentication Security Options

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover the types of authentication that will allow users to use your sites.

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# Lesson 6: Developing and Debugging Applications

## Lesson Objectives

After completing this lesson, you will be able to:

- Develop and debug applications with the Javascript Web SDK methods and events.

# Lesson 7: Reacting to identity events in real time

## Lesson Objectives

After completing this lesson, you will be able to:

- Design identity flows that will react to identity events in near-real time.


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# UNIT 5 Using REST APIs to Deliver Identity Flows

## Lesson 1: Understanding the REST API

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover how to utilize REST APIs to consume Customer Data Cloud services and implement various flows.

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# UNIT 6 Exploring Authentication Methods

## Lesson 1: Utilizing Social Login to Register and Login

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover the Social Login features and manage the data permissions to implement social flows.

## Lesson 2: Implementing the Phone Number Login Authentication Option

### Lesson Objectives

After completing this lesson, you will be able to:

- Manage the Phone Number Login authentication option to offer customers greater flexibility when logging into an account.

## Lesson 3: Implementing Email One-Time-Passcode and Magic Link Login

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure Email One-Time-Passcode and Magic Link Login

## Lesson 4: Applying RBA rules in the Console

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover the various criteria and actions that can be applied to login attempts using RBA rules to add an extra layer of account security to your site.

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# UNIT 7 Exploring Advanced Authentication Methods

## Lesson 1: Certificate Provisioning Configuration

### Lesson Objectives

After completing this lesson, you will be able to:

- Generate a Certificate Provisioning to give customers a better user experience on social platforms.

## Lesson 2: Exploring the Push Authentication Option

### Lesson Objectives

After completing this lesson, you will be able to:

- Manage the Push Authentication option to to allow customers to authenticate on their mobile phones.

## Lesson 3: Exploring FIDO Authentication

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover how to implement FIDO Authentication to allow storing credentials in a device and use that same device for authentication.

## Lesson 4: Setting up Site Groups and Single Sign On SSO

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover the benefits of single Sign On for Site Groups to give customers a better user experience.

## Lesson 5: Exploring Global Access

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover the key features of Global Access and how to configure to provide customers a consistent user experience regardless of physical location.

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# UNIT 8 Managing Customer Consent

## Lesson 1: Discover Customer Consent Regulations

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover customer consent regulations for managing user privacy and preferences.

## Lesson 2: Managing the SAP Customer Consent Regulations

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover the SAP Customer Consent offering for managing user privacy and preferences to support compliance with international privacy regulations.

## Lesson 3: Discover SAP Customer Consent Version Control

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover SAP Customer Consent Version Control to ensure that users to your site have a valid consent.

## Lesson 4: Managing Consent Interactions Using the Consent Vault

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover how to use the consent vault to view the status of users' consent and to search the history of all consent objects on your site.

## Lesson 5: Configuring the Self-Service Preference Center

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure the Self-Service Preference Center to clearly display to the user the data stored in their account.

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# Lesson 6: Configuring Communication Topics

## Lesson Objectives

After completing this lesson, you will be able to:

- Define and manage communication channels and topics to customize communication preferences


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# UNIT 9 Using Extensibility Solutions

## Lesson 1: Configuring Webhooks

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure Webhooks to enable notifications to specific events.

## Lesson 2: Configuring Extensions

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure extensions to perform validation using synchronous server-side custom code.

## Lesson 3: Defining JavaScript Parameters

### Lesson Objectives

After completing this lesson, you will be able to:

- Define JavaScript Parameters to give you greater flexibility when customizing the user interaction with your SAP Customer Data Cloud screens.

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# UNIT 10 Managing Identity Exchange

## Lesson 1: Discovering the SAP Customer Profile

### Lesson Objectives

After completing this lesson, you will be able to:

- Summarize how the SAP Customer Profile is used to leverage and enhance a customer's existing business relationships with your brands.

## Lesson 2: Utilizing Gconnectors

### Lesson Objectives

After completing this lesson, you will be able to:

- Discover how GConnectors are used to facilitate integrating SAP Customer Data Cloud with external systems.

## Lesson 3: Configuring Dataflows and Components

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure dataflow to enable bulk data tranfer between platforms.

## Lesson 4: Ensuring Compliance Using Dataflows

### Lesson Objectives

After completing this lesson, you will be able to:

- Set up Dataflows to sync consent-based user data to third party applications using the exercise steps.

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# UNIT 11 Managing Federation

## Lesson 1: Defining Federation

### Lesson Objectives

After completing this lesson, you will be able to:

- Determine the appropriate Identity Management standards and authentication systems to store information securely.

## Lesson 2: Configuring SAML

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure SAML to enable exchange authentication and authorization data between entitities.

## Lesson 3: Configuring OpenID Connect (OIDC)

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure OpenID Connect (OIDC) to verify the identity of an end-user based on the authentication performed by an authorization server.

## Lesson 4: Utilizing JSON Web token (JWT)

### Lesson Objectives

After completing this lesson, you will be able to:

- Use JWT to securely transmit information between parties as a JSON object.

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# UNIT 12 Integrating Mobile Apps

## Lesson 1: Exploring Mobile SDK Development Options

### Lesson Objectives

After completing this lesson, you will be able to:

- Use the Mobile SDK features to implement CIAM capabilities in mobile apps.

## Lesson 2: Implementing Android SDK

### Lesson Objectives

After completing this lesson, you will be able to:

- Implement Android SDK CIAM APIs on an Android app.

## Lesson 3: Implementing iOS SDK

### Lesson Objectives

After completing this lesson, you will be able to:

- Implement iOS SDK CIAM APIs on an iOS app.

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# UNIT 13 Implementing SAP Customer Data Cloud B2B

## Lesson 1: Exploring B2B Capabilities

### Lesson Objectives

After completing this lesson, you will be able to:

- Explore CDC capabilities to get an understanding of the scope of CIAM for B2B features.

## Lesson 2: Configuring B2B Organization Setup

### Lesson Objectives

After completing this lesson, you will be able to:

- Use Organization workspace settings to manage your B2B organization's workspace.

## Lesson 3: Configuring Authorization Setup

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure your policy-based authorizations to setup access constraints for B2B customers.

## Lesson 4: Implementing Organization Management

### Lesson Objectives

After completing this lesson, you will be able to:

- Implement policy-based authorizations for a B2B customer-facing application.

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