

SAP Cloud for Customer Administration

Download Whitepaper: Accelerate Your Modernization Efforts with a Cloud-Native Strategy
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Course Number: C4H440

Duration: 3 days

Overview

Course Description

Skills Gained

- This course will prepare you to:
 - Use the SAP Cloud for Customer administrative functions to effectively manage the needs of the business
 - Create an organization structure enabling customers to use the solution to meet the needs of the business
 - Migrate data into the application and troubleshoot migration issues
 - Translate customer business needs to best practice business scenarios in SAP Cloud for Customer
 - Set up and configure the solution to manage business processes including sales, marketing, service and social
 - Describe the integration scenarios available with SAP Cloud for Customer
 - Adapt and extend the solution to meet customer-specific needs
 - Learn about the mobile features of SAP Cloud for Customer
 - Demonstrate the reporting capabilities of the system

Who Can Benefit

- Business Process Architect
- Program / Project Manager
- System Administrator

Prerequisites

- Essential:
 - CRM/SD domain knowledge
- Recommended:
 - SAP Cloud for Customer functional experience
 - C4H410 OR C4H510
 - This course applies to the SAP Sales Cloud certification exam and SAP Service Cloud certification exam
 - This course is often offered during the same week as the SAP Sales Cloud Course (C4H410) / SAP Service Cloud Course (C4H510). It is recommended that this course be taken after the C4H410 / C4H510 course, to gain maximum product benefit for certification.

Course Content

- Introduction to SAP Cloud for Customer
 - Articulating the Functional Capabilities of SAP Cloud for Customer
- Starting the Project
 - Preparing for the Implementation Project
 - Describing Fine Tuning
 - Describing Q-Gates
- Account and Contact Management
 - Understanding the Basic Functions of Account and Contact Management
- Products and Price Lists
 - Understanding Products and Price List Concepts in SAP Sales Cloud
- Organizational Structure
 - Explaining the Role of an Organizational Structure in the Solution
- Territory Management
 - Defining Complex Territory Hierarchy Structures
- User and Role Management
 - Maintaining Employees and Explain What a Business User Is
- Data Migration
 - Guiding Your Customer on Which Data Should Be Migrated
- Integration
 - Describing Integration Scenarios with CRM and ECC
 - Describing Integration with FSM
 - Describing Integration with Microsoft Outlook
 - Describing the Benefits of Integration with Social Media

- Notifications, Workflow, and Approvals
 - Setting Up an Approval Process for Opportunities
- Personalization and Extensibility
 - Describing How to Use Personalization and Adaptation
- Analytics Framework
 - Exploring the Standard Reports and Create or Modify Views for Those Reports
- Mobile
 - Describing the Different Mobile Access Options
- Solution Walkthrough
 - Preparing an SAP Cloud for Customer Environment for Solution Walkthrough
- Preparing for Go-Live
 - Describing the Necessary Go-Live Activities

Notes

- This course does not cover detailed integration aspects with SAP ERP and SAP CRM. These are covered in course C4H450. This course also does not cover Software Development Kit (SDK). This is covered in course C4H460.

Course based on software release

- SAP Cloud for Customer 2311