

SAP Service Cloud

Download Whitepaper: Accelerate Your Modernization Efforts with a Cloud-Native Strategy
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Course Number: C4H510

Duration: 2 days

Overview

Course Description

Skills Gained

- This course will prepare you to:
 - Translate customer business needs to best practice business scenarios in SAP Service Cloud
 - Set up and configure the solution to manage SAP Service Cloud business processes
 - Describe the integration scenarios available with SAP Service Cloud
 - Demonstrate SAP Service Cloud reporting capabilities
 - Describe integration scenarios of SAP Service Cloud with SAP Commerce Cloud
 - Explain the different communication channels that are supported in SAP Service Cloud
 - Explain and set up Service Levels, Categories and Work Distributions
 - Understand knowledge base functionality in Service Tickets
 - Explain and set up Registered Products and Installed Bases
 - Explain and set up Warranty Management and maintenance plan in Tickets
 - Explain and maintain the role of Time Recording in Tickets
 - Understand Service Contracts in SAP Service Cloud
 - Configure and Explain Visit planning in Tickets

- Explain Response templates and its determination in Tickets
- Explain SAP Service Cloud integration with ERP
- Explain SAP Service Cloud Integration with FSM
- Explain SAP Service Cloud Integration with SAP Commerce Cloud

Who Can Benefit

- Application Consultant
- Business Analyst
- Business Process Architect
- Business Process Owner / Team Lead / Power User
- Enterprise Architect
- Industry Specialist
- Program / Project Manager
- Solution Architect
- System Administrator
- Trainer
- User

Prerequisites

- Essential:
 - CRM/Service domain knowledge
- Recommended:
 - SAP Cloud for Customer functional experience

Course Content

- Introduction to SAP Service Cloud
 - Describing the Functional Capabilities of SAP Service Cloud
- Communication Channels
 - Explaining the Different Communication Channels that are Supported in SAP Service Cloud
- Explaining Live Activity Center and Agent Desktop Add on
 - Service Levels, Categories and Work Distribution
- Explaining Service Levels, Categories and Work Distributions
- Knowledge Base
 - Understanding Knowledge Base Functionality in Service Tickets
- Registered Products and Installed Base
 - Explaining Registered Products and Installed Bases
- Warranty Management
 - Explaining Warranty Management in Tickets

- Maintenance PlansÂ
 - Explaining Maintenance Plans in TicketsÂ
- Time RecordingÂ
 - Explaining the Role of Time Recording in TicketsÂ
- ContractsÂ
 - Understanding Service Contracts in SAP Service CloudÂ
- Templates and ReportingÂ
 - Explaining Response Templates and Their Determination in TicketsÂ
- Ticket HierarchyÂ
 - Understanding Ticket Linking in SAP Service CloudÂ
- Integration SAP Service CloudÂ
 - Explaining SAP Cloud for Customer Work Ticket Integration with SAP S/4HANA (ERP, ECC)Â
- Explaining Integration SAP Service Cloud with FSM (Field Service Management)Â
- Explaining the Integration Capabilities of SAP Commerce Cloud with SAP Service CloudÂ

Course based on software release

- SAP Cloud for Customer 2311