

SAP Commerce Cloud Business User Training

Download Whitepaper: Accelerate Your Modernization Efforts with a Cloud-Native Strategy
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Course Number: C4H320

Duration: 3 days

Overview

Course Description

Skills Gained

- This course will prepare you to:
 - describe and identify SAP Commerce Cloud features and user interfaces from a functional perspective.

Who Can Benefit

- Business Analyst
- Functional Consultant
- Project Manager
- End User
- QA manager
- Tester

Prerequisites

- Essential:
 - Fundamental understanding of web technologies and e-commerce concepts

Course Content

- Overview
- Product Content Management
 - Catalogs & Products
 - Backoffice Product Cockpit
 - Catalogs, Categories, Products
 - Catalog Management
 - Product Modeling
 - Classification
 - Product Variants
 - (Exercise) Product Content Management
- Web Content Management
 - SAP Commerce Cloud, Composable Storefront
 - CMS Overview
 - Site Management & Page Templates
 - SmartEdit
 - (Exercise) CMS
 - Personalization
 - (Exercise) Personalization
- Commerce Module
 - Search
 - (Exercise) Search
 - Pricing
 - Cart Features & Checkout Types
 - Promotions & Coupons
 - (Exercise) Promotions & Coupons
- Order Management Module
 - Basic OM Related Features
 - Order Management Services Module
 - Open Payment Framework
- Customer Support
 - Overview
 - Customer Management
 - Customer Cart
 - Order Cancellations & Returns
 - Customer Service Module
 - Fraud Detection
 - (Exercise) Customer Support
- B2B Commerce
 - Account Management
 - Organization Management
 - Catalog, Pricing & Stock

- Ordering & Checkout
- PunchOut Support
- (Exercise) B2B Commerce
- Integrations
 - General Introduction
 - Internal Integration Solutions
 - External Integration Solutions
 - How to Choose?
- Essential Foundations
 - Architecture
 - Security
 - Automation (CronJobs)
 - Validation Framework
 - ImpEx
 - Workflows & Collaboration
 - (Exercise) Foundation “ Workflows
- Good to Know
 - Licensing & Versioning
 - Deployment & Maintenance
 - SAP Commerce Cloud (in the Public Cloud)
 - AI for Commerce
 - Industry-Specific Accelerators
 - GDPR
 - Webography

Notes

- The course contains a set of exercises corresponding to each introduced course content. All the exercises can only be performed in a pre- configured SAP Virtual Machine (aka. SAP VM). Details about how to connect to the SAP VMs will be introduced on the first day of the course.

Course based on software release

- SAP Commerce Cloud 2211