

SAP Sales Cloud Version 2

Download Whitepaper: Accelerate Your Modernization Efforts with a Cloud-Native Strategy
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Course Number: C4H470

Duration: 3 days

Overview

Course Description

Skills Gained

- This course will prepare you to:
 - Understand Key Features of SAP Sales Cloud V2: Identify and explain the key capabilities and benefits of SAP Sales Cloud Version 2.
 - Navigate the System Interface: Demonstrate efficient navigation and customization of the SAP Sales Cloud V2 interface.
 - Manage Leads Effectively: Perform lead management tasks, utilize playbooks, and apply lead scoring to prioritize sales activities.
 - Handle Opportunities Proficiently: Use guided selling playbooks to manage opportunity progression, update statuses, and monitor progress.
 - Master Sales Quotation Management: Apply best practices for creating, managing, and tracking sales quotations.
 - Process Sales Orders Accurately: Create and manage sales orders, ensuring alignment with product, pricing, and customer agreements.
 - Organize Sales Tasks Efficiently: Utilize task management features and the Digital Selling Workspace to organize and prioritize sales actions.
 - Plan and Document Customer Visits: Effectively manage customer visits within SAP Sales Cloud, including planning and documentation.

- Monitor Sales Performance: Leverage managerial tools for performance monitoring, pipeline optimization, forecasting, and team enablement.
- Configure and Evaluate Playbooks and KPIs: Configure playbooks from a management perspective to guide sales teams and assess performance via KPIs.
- Analyze Pipeline Performance and Trends: Use pipeline and trend analytics to support process optimization and identify sales trends.
- Administer the System Effectively: Perform core and advanced administrative activities, including user setup, basic configurations, and data management.
- Configure Core Sales Components: Tailor lead, opportunity, quote, order, and visit management modules to reflect business-specific sales processes.
- Integrate Communication and Collaboration Tools: Configure and use collaboration tools, such as MS Teams integration, to streamline sales execution and team coordination.
- Leverage AI for Sales Optimization: Understand and configure AI- based capabilities to automate and optimize decision-making in sales operations.

Who Can Benefit

- Business User
- Application Consultant
- Super/Key Power User
- System Administrator

Prerequisites

- Essential:
 - CRM/Sales domain knowledge

Course Content

- Unit 1: Exploring an Administrator’s Daily Workflow
 - Lesson 1: Core Responsibilities and Tools for Administrators
 - Lesson 2: Advanced Configurations and Automation
- Unit 2: Comprehensive Configuration: Leads, Opportunities, Quotes, Sales Orders and Visits
 - Lesson 1: Lead Management Configuration
 - Lesson 2: Opportunity Management Configuration
 - Lesson 3: Quote Management Configuration
 - Lesson 4: Sales Order Configuration
 - Lesson 5: Visits Configuration
- Unit 3: Configuring Sales Workflows and Operations
 - Lesson 1: Configuring Pricing Strategies
 - Lesson 2: Configuring Pipeline and Sales Forecasting
 - Lesson 3: Configuring Call Lists and Outreach Planning
 - Lesson 4: Configuring Sales Activities
- Unit 4: Enhancing Communication and Collaboration
 - Lesson 1: Leveraging Microsoft Teams Integrations

- Lesson 2: Configuring Communication Channels
- Lesson 3: Configuring Relationship Intelligence
- Unit 5: Advanced Machine Learning Insights
 - Lesson 1: Leveraging Machine Learning for Intelligent Sales and Lead Scoring
 - Lesson 2: Configuring Gen AI and CX AI Toolkit
- Unit 6: Configuring the Mobile Application
 - Lesson 1: Setting Up Mobile App Feature
 - Lesson 2: Managing Mobile App Integrations and Security

Course based on software release

- SAP Sales Cloud Version 2 (May 2505 Release)