

Introduction to Oracle Sales Cloud

Course Introduction and Agenda

- Course Agenda
- Oracle Cloud Leadership
- Oracle Sales Cloud Industry Solutions
- Resources

Getting Started with Oracle Cloud

- Subscription process overview
- Activating a service
- Managing and monitoring services

Initial Setup Tasks

- Verify Provisioned Settings
- Set up Accounting Calendars
- Set up Currencies
- Set up Geographies

User and Product Setup

- Role-based Access Control
- Role Types
- Creating Users
- Creating Products, Groups and Items

Sales Management

- Account Management
- Contact Management
- Lead Management
- Opportunity Management

Sales Performance Management

- Territory Management
- Sales Quota and Forecast Management
- Incentive Compensation Management

Sales Tools

- Mobile Sales Management
- Oracle Sales Cloud on Microsoft Outlook
- Sales Lightbox
- Oracle Social Network

Analytics and Reporting: An Overview

Oracle Engagement Cloud

- Service Queues
- Knowledge for Service Requests
- Service-related Product Catalogs
- Analytics for Engagement Cloud
- Service Requests for Partner Relationship Management

Course Conclusion

- Agenda Review
- Next Courses