

# C4H510

## SAP Service Cloud

### COURSE OUTLINE

Course Version: 2211 & ILP 24

Course Duration:



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# Typographic Conventions

American English is the standard used in this handbook.

The following typographic conventions are also used.

|  |   |
|--|---|
| This information is displayed in the instructor's presentation |    |
| Demonstration  |    |
| Procedure  |    |
| Warning or Caution   |    |
| Hint   |   |
| Related or Additional Information                              |  |
| Facilitated Discussion   |  |
| User interface control   | <i>Example text</i>   |
| Window title   | <i>Example text</i>   |

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# Course Overview

## **TARGET AUDIENCE**

This course is intended for the following audiences:

- Business Analyst
- Business Process Architect
- Business Process Owner/Team Lead/Power User
- Enterprise Architect
- Industry Specialist
- Solution Architect
- System Administrator
- Trainer
- User





## Lesson 1: Overview of SAP Service Cloud

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Functional Capabilities of SAP Service Cloud
- Name the Features and Functions of SAP Service Cloud

## Lesson 2: Navigation and Administration

### Lesson Objectives

After completing this lesson, you will be able to:

- Navigate the User Interface
- Understand Scoping and Fine Tuning



## Lesson 1: Service Cloud Communication Channels

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the communication channels supported in SAP Service Cloud

## Lesson 2: Channel: E-Mail

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the functions and setting options for the communication channel e-mail

## Lesson 3: Channel: Phone

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the functions and setting options for the communication channel phone

## Lesson 4: Interaction Center - Agent Desktop (Addon)

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the functions and setting options for the Agent Desktop (Addon)



## Lesson 1: Explaining Service Levels, Categories and Work Distributions

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain service levels, categories, and work distributions



## **Lesson 1: Understanding Knowledge Base Functionality in Service Tickets**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Understand knowledge base functionality in service tickets





## Lesson 1: Explaining Registered Products and Installed Bases

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain registered products and installed bases



## Lesson 1: Explaining Warranty Management in Tickets

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain warranty management in tickets



## Lesson 1: Explaining Maintenance Plans in Tickets

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain maintenance plans in tickets



## Lesson 1: Explaining the Role of Time Recording in Tickets and the Related Field Service Process

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain the role of Time Recording in tickets and the related Field Service process





## **Lesson 1: Understanding Service Contracts in SAP Service Cloud**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Understand Service Contracts in SAP Service Cloud



## **Lesson 1: Explaining Response Templates and Their Determination in Tickets**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain response templates and their determination in tickets



## **Lesson 1: Creating and Managing Ticket Hierarchies in SAP Service Cloud**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Create a Ticket Hierarchy in SAP Service Cloud



## **Lesson 1: Overview of SAP Service Cloud Integration**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Describe an Overview of SAP Service Cloud Integration

## **Lesson 2: SAP Service Cloud Work Ticket Integration with S/4HANA**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain SAP Service Cloud Work Ticket Integration with S/4HANA (ERP, ECC)

## **Lesson 3: Integration with FSM (Field Service Management)**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain SAP Service Cloud with FSM (Field Service Management)

## **Lesson 4: Integration with Success Factors Employee Central**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain SAP Service Cloud with Success Factors

## **Lesson 5: Integration with SAP Commerce Cloud**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain the Integration Capabilities of SAP Commerce Cloud with SAP Service Cloud