

# SAP Commerce Cloud Business User

## **Overview**

Major Modules

Business & Administration Tools

## **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**

CMS Overview

(Exercise) WCM CMS

Personalization

(Exercise) WCM Personalization

SAP Commerce Cloud, Composable Storefront Commerce

Search

(Exercise) Search

Pricing

Cart Features & Checkout Types

Promotions & Coupons

(Exercise) Promotions

## **Order Management**

Payment



## Basic Order Management Related Features

### Order Management Services Module

#### Customer Support

Overview

Customer Management

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

#### Integration

General Introduction

Internal Integration Solutions

External Integration Solutions

How to Choose?

#### Essential Foundations

Architecture

Security

Automation (CronJobs)

Validation Framework

ImpEx

Workflows

(Exercise) Essential Foundations

#### Good to Know



Licensing & Versioning

Deployment & Maintenance

SAP Commerce Cloud

Industry-Specific Accelerators

Intelligent Selling Services

GDPR

Webography