

SAP Cloud for Customer Administration

Content

- Introduction to SAP Cloud for Customer
 - Articulating the Functional Capabilities of SAP Cloud for Customer
- Starting the Project
 - Preparing for the Implementation Project
 - Describing Fine Tuning
 - Describing Q-Gates
- Account and Contact Management
 - Understanding the Basic Functions of Account and Contact Management
- Products and Price Lists
 - Understanding Products and Price List Concepts in SAP Sales Cloud
- Organizational Structure
 - Explaining the Role of an Organizational Structure in the Solution
- Territory Management
 - Defining Complex Territory Hierarchy Structures
- User and Role Management
 - Maintaining Employees and Explain What a Business User Is
- Data Migration
 - Guiding Your Customer on Which Data Should Be Migrated
- Integration
 - Describing Integration Scenarios with CRM and ECC
 - Describing Integration with FSM
 - Describing Integration with Microsoft Outlook
 - Describing the Benefits of Integration with Social Media
- Notifications, Workflow, and Approvals
 - Setting Up an Approval Process for Opportunities
- Personalization and Extensibility
 - Describing How to Use Personalization and Adaptation
- Analytics Framework
 - Exploring the Standard Reports and Create or Modify Views for Those Reports
- Mobile
 - Describing the Different Mobile Access Options
- Solution Walkthrough
 - Preparing an SAP Cloud for Customer Environment for Solution Walkthrough
- Preparing for Go-Live
 - Describing the Necessary Go-Live Activities