

C4H320 SAP Commerce Cloud Business User

Duration: 24 Hours (3 Days)

Overview

The C4H320 SAP Commerce Cloud Business User certification is a professional credential that validates an individual's ability to apply knowledge and skills in practical scenarios in the SAP Commerce Cloud environment. It is centered around core facets of SAP Commerce Cloud such as product management, order management, and promotions. Industries incorporate this certification to ensure their workforce is equipped with essential abilities to adeptly use the SAP Commerce Cloud platform and drive business efficiency. Optimizing the use of this cloud-based platform allows organizations to improve their e-commerce operations, enhances B2B and B2C interactions, and create personalized customer experiences, leading ultimately to increased sales and growth.

Audience Profile

Ecommerce professionals seeking expertise in SAP commerce cloud

Business users aiming to understand commerce processes

Individuals implementing and configuring commerce solutions

Project team members with commerce background

Employees of organizations using SAP Commerce Cloud for operations

Course Syllabus

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