C4C10
SAP Hybris Cloud for Customer
Project Implementation

COURSE OUTLINE

Course Version: 18
Course Duration: 3 Day(s)
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Typographic Conventions

American English is the standard used in this handbook. The following typographic conventions are also used.

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TARGET AUDIENCE
This course is intended for the following audiences:

- Application Consultant
- Project Stakeholder
- Business Process Architect
- System Administrator
- Business User
Lesson 1: Articulating the Functional Capabilities of SAP Hybris Cloud for Customer

Lesson Objectives
After completing this lesson, you will be able to:

- Articulate the functional capabilities of SAP Hybris Cloud for Customer
- Describe the tenant landscapes
- Understand the upgrade process
- Locate the resources available to support SAP Hybris Cloud for Customer including the Business Center for Cloud Solutions, SAP Marketplace, and SAP Hybris Cloud for Customer on YouTube
- Participate in SAP Hybris Cloud for Customer Communities
Lesson 1: Listing the Phases of the SAP Launch Implementation Methodology and Preparing for the Implementation Project

Lesson Objectives
After completing this lesson, you will be able to:

- List the phases of the SAP Launch implementation methodology and prepare for the implementation project
- Describe the quality gates involved in implementation projects
- Prepare the tenant by creating a service agent and adjusting scoping
- Understand the objectives of the project kick-off, business scenario, and integration workshops
- List what should be accomplished at the project verification check point
- Navigate, search, and locate items in the solution
- Report an incident to SAP Support

Lesson 2: Describing Fine Tuning

Lesson Objectives
After completing this lesson, you will be able to:

- Understand fine tuning and its role in the overall project setup
- Explain the difference between scoping and fine tuning
- Complete fine-tuning activities to support sales, service, and marketing business processes
- Confirm your customer’s configuration decisions
- Conduct fine tuning activities to meet your customer’s business requirements
- Configure the sales cycle and sales phases
- Maintain territories and create realignment runs
- Define a sales process using the sales assistant
- Set up service levels and service categories

Lesson 3: Describing Q-Gates
Lesson Objectives
After completing this lesson, you will be able to:

- List the four key q-gates in the implementation methodology
- List critical steps to follow to ensure a successful project kickoff
- Understand the purpose of service agents
- Scope the solution
- Discuss integration with the customer and ensure they understand what is needed from their team
- List what should be accomplished at the Project Verification q-gate
Lesson 1: Understanding the Basic Functions of Account and Contact Management

Lesson Objectives
After completing this lesson, you will be able to:

- Understand the basic functions of account and contact management
- Create different transactions from account management
Lesson 1: Understanding Products and Price List Concepts in SAP Hybris Sales Cloud

Lesson Objectives
After completing this lesson, you will be able to:

- Understand Products and Price List concepts in SAP Hybris Sales Cloud
- Understand competitor and registered products concepts
- Create products and price lists
Lesson 1: Explaining the Role of an Organizational Structure in the Solution

Lesson Objectives
After completing this lesson, you will be able to:

- Explain the role of an organizational structure in the solution
- Set up an organizational structure that reflects your customer’s business requirements
Lesson 1: Defining Complex Territory Hierarchy Structures

Lesson Objectives
After completing this lesson, you will be able to:

- Define complex territory hierarchy structures
- Assign same account to one or more territories
- Define territory assignment rules
- Configure territory management
Lesson 1: Maintaining Employees and Explain What a Business User Is

Lesson Objectives
After completing this lesson, you will be able to:

- Maintain employees and explain what a business user is
- Maintain business roles and assign them to business users
- Explain and set up user access rights and restrictions
Lesson 1: Guiding Your Customer on Which Data Should Be Migrated

Lesson Objectives
After completing this lesson, you will be able to:

- Guide your customer on which data should be migrated
- Complete data migration templates and files
- Migrate data into SAP Hybris Cloud for Customer
- Update business data using mass data maintenance
- Troubleshoot data migration issues
Lesson 1: Describing Integration Scenarios with CRM and ECC

Lesson Objectives
After completing this lesson, you will be able to:

- Describe integration scenarios with CRM and ECC
- Describe good project management practices for integration

Lesson 2: Describing Integration with Microsoft Outlook

Lesson Objectives
After completing this lesson, you will be able to:

- Describe integration with Microsoft Outlook

Lesson 3: Describing the Benefits of Integration with Social Media

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the benefits of integration with SAP Jam
- Describe integration with social media in SAP Cloud for Social Engagement
Lesson 1: Setting Up an Approval Process for Opportunities

Lesson Objectives
After completing this lesson, you will be able to:

- Set up an approval process for opportunities
- Configure conditions and actions for workflows
Lesson 1: Describing How to Use Personalization and Adaptation

Lesson Objectives
After completing this lesson, you will be able to:

- Describe how to use personalization and adaptation
- Define a new field
- Define a page layout for a role
- Restrict dropdown list values
- Modify an existing output form
- Describe how to translate and adapt UI texts
- Explain custom business objects
- Perform content transfer
- Create a mashup
Lesson 1: Exploring the Standard Reports and Create or Modify Views for Those Reports

Lesson Objectives
After completing this lesson, you will be able to:

- Explore the standard reports and create or modify views for those reports
- Create a custom report
- Create an interactive dashboard
- Explain major analytics features available with SAP Hybris Cloud for Customer
- Describe options for integration of reporting with SAP Business Warehouse
Lesson 1: Describing the Different Mobile Access Options

Lesson Objectives
After completing this lesson, you will be able to:

- Describe the different mobile access options
- Download and configure mobile apps
Lesson 1: Preparing an SAP Hybris Cloud for Customer Environment for Solution Walkthrough

Lesson Objectives
After completing this lesson, you will be able to:

- Prepare an SAP Hybris Cloud for Customer environment for solution walkthrough
- List the steps for a solution walkthrough
- Conduct a solution walkthrough
- Develop an end-to-end test strategy
- Conduct a testing session with a customer using predefined test plans
Lesson 1: Describing the Necessary Go-Live Activities

Lesson Objectives
After completing this lesson, you will be able to:

• Describe the necessary go-live activities
• Describe roles and responsibilities after go-live
• Describe change projects
• Describe tenant landscape recommendations
• Describe tenant copies