



SAP Cloud for Customer Administration (Previously known as C4C10)

Code: C4H440-v002
Length: 3 days
URL: [View Online](#)

Skills Gained

- This course will prepare you to:
 - Use the SAP Cloud for Customer administrative functions to effectively manage the needs of the business
 - Create an organization structure enabling customers to use the solution to meet the needs of the business
 - Migrate data into the application and troubleshoot migration issues
 - Translate customer business needs to best practice business scenarios in SAP Cloud for Customer
 - Set up and configure the solution to manage business processes including sales, marketing, service and social
 - Describe the integration scenarios available with SAP Cloud for Customer
 - Adapt and extend the solution to meet customer-specific needs
 - Learn about the mobile features of SAP Cloud for Customer
 - Demonstrate the reporting capabilities of the system

Who Can Benefit

- Business Process Architect
- Program / Project Manager
- System Administrator

Prerequisites

- Essential:
 - CRM/SD domain knowledge
- Recommended:
 - SAP Cloud for Customer functional experience

Course Details

Course 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

Notes

- This course does not cover detailed integration aspects with SAP ERP and SAP CRM. These are covered in course C4H450.
- This course also does not cover Software Development Kit (SDK). This is covered in course C4H460.

Course based on software release

- SAP Cloud for Customer 2005
-