C4H510 - SAP Service Cloud Training

Duration: **2 Day**

BILGINÇ
IT Academy
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Overview

Course based on software release:

- SAP Cloud for Customer 2311

Prerequisites

Essential

- CRM/Service domain knowledge ^

Recommended

- SAP Cloud for Customer functional experience

Who Should Attend

- Application Consultant
- Business Analyst
- Business Process Architect
- Business Process Owner / Team Lead / Power User
- Enterprise Architect
- Industry Specialist
- Program / Project Manager
- Solution Architect
- System Administrator
- Trainer
- User

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What You Will Learn

- This course will prepare you to:
  - Translate customer business needs to best practice business scenarios in SAP Service Cloud
  - Set up and configure the solution to manage SAP Service Cloud business processes
  - Describe the integration scenarios available with SAP Service Cloud
  - Demonstrate SAP Service Cloud reporting capabilities
  - Describe integration scenarios of SAP Service Cloud with SAP Commerce Cloud
  - Explain the different communication channels that are supported in SAP Service Cloud
  - Explain and set up Service Levels, Categories and Work Distributions
  - Understand knowledge base functionality in Service Tickets
  - Explain and set up Registered Products and Installed Bases
  - Explain and set up Warranty Management and maintenance plan in Tickets
  - Explain and maintain the role of Time Recording in Tickets
  - Understand Service Contracts in SAP Service Cloud
  - Configure and Explain Visit planning in Tickets
  - Explain Response templates and its determination in Tickets
  - Explain SAP Service Cloud integration with ERP
  - Explain SAP Service Cloud Integration with FSM
  - Explain SAP Service Cloud Integration with SAP Commerce Cloud

Outline

- Introduction to SAP Service Cloud
  - Describing the Functional Capabilities of SAP Service Cloud
- Communication Channels
  - Explaining the Different Communication Channels that are Supported in SAP Service Cloud
- Explaining Live Activity Center and Agent Desktop Add on
  - Service Levels, Categories and Work Distribution
- Explaining Service Levels, Categories and Work Distributions
- Knowledge Base
  - Understanding Knowledge Base Functionality in Service Tickets
- Registered Products and Installed Base
  - Explaining Registered Products and Installed Bases
- Warranty Management
  - Explaining Warranty Management in Tickets
- Maintenance Plans
  - Explaining Maintenance Plans in Tickets
- Time Recording
  - Explaining the Role of Time Recording in Tickets
- Contracts
  - Understanding Service Contracts in SAP Service Cloud
- Templates and Reporting
  - Explaining Response Templates and Their Determination in Tickets
- Ticket Hierarchy
  - Understanding Ticket Linking in SAP Service Cloud
- Integration SAP Service Cloud
  - Explaining SAP Cloud for Customer Work Ticket Integration with SAP S/4HANA (ERP, ECC)
- Explaining Integration SAP Service Cloud with FSM (Field Service Management)
- Explaining the Integration Capabilities of SAP Commerce Cloud with SAP Service Cloud

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