C4H320 - SAP Commerce Cloud Business User Training

Duration: **3 Day**

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Overview

Course based on software release:

- SAP Commerce Cloud 2205

Notes:

- The course does not investigate details of project specific problems, but rather focuses on how to tackle most common project tasks in daily routine.
- Part of the training exercises is based on the SAP Commerce Cloud Accelerator module, but the composable storefront (previously known as Spartacus) is also included in the course material.

Prerequisites

Essential

- Fundamental understanding of web technologies and e-commerce concepts

Who Should Attend

- Business Analysts
- Functional Consultants
- Project Managers
- End Users
- QA managers
- Testers

What You Will Learn

- This course will prepare you to:
  - Describe and identify SAP Commerce Cloud features and user interfaces from a functional perspective.

Outline

- Overview
  - Major Modules

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    - 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

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    - Workflows
    - (Exercise) Essential Foundations
- Good to Know
    - Licensing & Versioning
    - Deployment & Maintenance
    - SAP Commerce Cloud
    - Industry-Specific Accelerators
    - Intelligent Selling Services
    - GDPR
    - Webography