SAP Cloud for Customer Administration

- 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 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