C4H320 - SAP Commerce Cloud Business User Training

COURSE CONTENT

GET IN TOUCH

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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

The C4H320 - SAP Commerce Cloud Business User Training, offered by Multisoft Systems, is a comprehensive course designed for business users who aim to master the SAP Commerce Cloud platform. This training focuses on empowering participants with the skills and knowledge needed to effectively use SAP Commerce Cloud for managing e-commerce operations.

Module 1: Introduction

Module 2: Overview

- ✓ Major Modules and Accelerators
- ✓ Business and Administration Tools

Module 3: Product Content Management

- ✓ Catalogs and Products
- ✓ Media Management
- ✓ Exercise: PCM

Module 4: Web Content Management

- ✓ CMS Overview
- ✓ Hands on exercise: SmartEdit
- ✓ Personalization
- ✓ Exercise: Personalization
- ✓ Spartacus

Module 5: Commerce

- ✓ Search
- ✓ Exercise: Search
- ✓ Pricing
- ✓ Cart Features and Checkout Types
- ✓ Promotions and Coupons
- ✓ Exercise: Promotions & Coupons

Module 6: Orders

- ✓ Payment
- ✓ Basic OM Related Features

✓ Order Management Services Module

Module 7: Customer Support

✓ Customer Management

✓ Customer Cart

✓ Order Cancellations and Returns

✓ Customer Service Module

✓ Exercise: Customer Support

Module 8: B2B Commerce

✓ Account Management

✓ Organization Management

✓ Catalog, Pricing & Stock

✓ Ordering & Checkout

✓ Punch Out Support

✓ Exercise: B2B Commerce

Module 9: Integration

✓ General Integration Tools

✓ SAP Integrations

Module 10: Essential Foundation

✓ Architecture

✓ Security

✓ Automation (Cronjobs)

✓ Validation Framework

✓ ImpEx

✓ Workflows & Collaboration

✓ Exercise: Workflow

Module 11: Good to Know

- ✓ Licensing and Versioning
- ✓ Deployment & Maintenance
- ✓ CX Works
- ✓ Webography
- ✓ SAP Commerce Cloud
- ✓ SAP Upscale
- ✓ Industry-Specific Accelerators
- ✓ Container Support
- ✓ GDPR

Module 12: Additional Reading: Business Analyst