

SAP Service Cloud Version 2

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

SAP Service Cloud Version 2 Training helps professionals develop expertise in managing customer service processes using SAP's next-generation cloud-based service platform. The course covers service operations, case management, workflow automation, customer engagement, reporting, and administration, enabling learners to improve service efficiency and deliver superior customer experiences.

Module 1: Introduction to SAP Service Cloud Version 2

- ✓ Overview of SAP Customer Experience (CX) Suite
- ✓ Evolution from SAP Service Cloud to Version 2
- ✓ Key Features and Capabilities
- ✓ System Architecture
- ✓ User Interface Overview
- ✓ Navigation and Personalisation

Module 2: Service Operations Fundamentals

- ✓ Customer Service Concepts
- ✓ Service Organization Structure
- ✓ Service Process Lifecycle
- ✓ Service Level Agreements (SLAs)
- ✓ Service Teams and Responsibilities
- ✓ Customer Service Best Practices

Module 3: Case Management

- ✓ Case Management Overview
- ✓ Creating and Managing Cases
- ✓ Case Categorization
- ✓ Priority Management
- ✓ Escalation Handling
- ✓ Case Resolution Workflows
- ✓ Case Closure Processes

Module 4: Ticket Management

- ✓ Service Ticket Fundamentals
- ✓ Ticket Creation and Assignment
- ✓ Ticket Routing Rules
- ✓ Status and Lifecycle Management
- ✓ Escalation Procedures
- ✓ Ticket Monitoring and Tracking

Module 5: Agent Workspace and Productivity Tools

- ✓ Agent Desktop Overview
- ✓ Workspace Configuration
- ✓ Customer Interaction History
- ✓ Activity Management
- ✓ Task Management
- ✓ Productivity Enhancement Features
- ✓ Agent Collaboration Tools

Module 6: Knowledge Management

- ✓ knowledge Base Fundamentals
- ✓ Knowledge Article Creation
- ✓ Categorization and Publishing
- ✓ Search and Retrieval Mechanisms
- ✓ Knowledge Maintenance
- ✓ Self-Service Enablement

Module 7: Workflow Automation and Business Rules

- ✓ Workflow Configuration

- ✓ Business Rule Management
- ✓ Automated Service Processes
- ✓ Notifications and Alerts
- ✓ Approval Workflows
- ✓ Escalation Automation
- ✓ Process Optimization Techniques

Module 8: Customer Communication and Engagement

- ✓ Customer Interaction Channels
- ✓ Email Integration
- ✓ Customer Communication Management
- ✓ Omnichannel Service Concepts
- ✓ Interaction Tracking
- ✓ Customer Engagement Strategies

Module 9: Reporting and Analytics

- ✓ Reporting Framework Overview
- ✓ Standard Reports
- ✓ Custom Report Creation
- ✓ Dashboard Configuration
- ✓ KPI Monitoring
- ✓ Service Performance Analysis
- ✓ Operational Insights

Module 10: Integration Architecture

- ✓ Integration Fundamentals
- ✓ SAP S/4HANA Integration

- ✓ SAP Sales Cloud Integration
- ✓ SAP Customer Data Solutions Integration
- ✓ Third-Party System Connectivity
- ✓ APIs and Data Exchange
- ✓ Integration Best Practices

Module 11: Administration and Configuration

- ✓ Organizational Structure Setup
- ✓ User and Role Management
- ✓ Access Control Configuration
- ✓ Data Management
- ✓ System Settings
- ✓ Configuration Best Practices

Module 12: Implementation Scenarios and Best Practices

- ✓ End-to-End Service Scenarios
- ✓ Industry Use Cases
- ✓ Service Process Optimization
- ✓ Common Implementation Challenges
- ✓ Project Best Practices
- ✓ Real-World Case Studies