

# SAP SuccessFactors Agent Performance Management Training

*COURSE CONTENT*

## GET IN TOUCH



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## About Multisoft

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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

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SAP SuccessFactors Agent Performance Management training by Multisoft Systems is designed to empower professionals with the skills and knowledge necessary to enhance agent performance and drive organizational success.

## **Module 1: Overview of Agent Performance Management**

- ✓ Introduction to Agent Performance Management
- ✓ The APM User Interface

## **Module 2: Configuration and Setup**

- ✓ Configuring Security
- ✓ Customizing the APM User Interface
- ✓ Other Configuration Settings
- ✓ The APM Data Model

## **Module 3: Managing Producers, Brokers and Vendors**

- ✓ Producers, Brokers and Vendors
- ✓ Brokers vs. Producers
- ✓ Producer Credentials

## **Module 4: Customers, Policies and Ownership**

- ✓ Managing Customers
- ✓ Managing Policies
- ✓ Producer Ownership

## **Module 5: Data Integration**

- ✓ The APM Integration Portal
- ✓ The Data Import Process
- ✓ Posting a File
- ✓ Import Formats
- ✓ File Sweeps

## **Module 6: Commissions and Payouts**

- ✓ Commission Schedules

- ✓ Transactions
- ✓ Payouts
- ✓ Pre-Computation and Post-Computation Compliance
- ✓ Voucher Processing
- ✓ RunLists
- ✓ Multithreading
- ✓ Statements, Reporting, and Extracts

## **Module 7: Appendix**

- ✓ Data Structures
- ✓ APM Add-On Applications
- ✓ Glossary