

C4H320

SAP Commerce Cloud Business User Training

Contenido

- Overview
- 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
 - SAP Commerce Cloud, Composable Storefront
 - CMS Overview
 - Site Management & Page Templates
 - SmartEdit
 - (Exercise) CMS
 - Personalization
 - (Exercise) Personalization
- Commerce Module
 - Search
 - (Exercise) Search
 - Pricing
 - Cart Features & Checkout Types
 - Promotions & Coupons
 - (Exercise) Promotions & Coupons
- Order Management Module
 - Basic OM Related Features
 - Order Management Services Module
 - Open Payment Framework
- Customer Support
 - Overview
 - Customer Management
 - Customer Cart
 - 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
- Integrations
 - General Introduction
 - Internal Integration Solutions
 - External Integration Solutions
 - How to Choose?

- Essential Foundations
 - Architecture
 - Security
 - Automation (CronJobs)
 - Validation Framework
 - ImpEx
 - Workflows & Collaboration
 - (Exercise) Foundation – Workflows
 - Good to Know
 - Licensing & Versioning
 - Deployment & Maintenance
 - SAP Commerce Cloud (in the Public Cloud)
 - AI for Commerce
 - Industry-Specific Accelerators
 - GDPR
 - Webography
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Metas

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

Audiencia

- Business Analyst
 - Functional Consultant
 - Project Manager
 - End User
 - QA manager
 - Tester
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Pre-requisitos

Básicos

- Fundamental understanding of web technologies and e-commerce concepts
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Cursos basados en versión de software

- SAP Commerce Cloud 2211

