SAP Service Cloud

- Introduction to SAP Service Cloud -Describing the Functional Capabilities of SAP Service Cloud
- Communication Channels

 Explaining the Different Communication Channels that are Supported in SAP Service Cloud
- Service Levels, Categories and Work Distribution
 Explaining Service Levels, Categories and Work Distributions
- Knowledge Base -Understanding Knowledge Base Functionality in Service Tickets
- Registered Products and Installed Base -Explaining Registered Products and Installed Bases
- Warranty Management

 Explaining Warranty Management in Tickets

 Maintenance Plans
 - -Explaining Maintenance Plans in Tickets
- Resource Scheduling and Time Recording

 Explaining the Role of Resource Scheduler and Time Recording in Tickets
- Contracts

 Understanding Service Contracts in SAP Service Cloud
- Templates and Reporting -Explaining Response Templates and Their Determination in Tickets
- Case Management
 - -Understanding Case Management in SAP Service Cloud
- SAP Enterprise Resource Planning (ERP) Integration
- Explaining SAP Cloud for Customer Work Ticket Integration with SAP ERP
 SAP Service Cloud SAP Commerce Cloud
 Explaining the Integration Capabilities of SAP Commerce Cloud with SAP Service Cloud