

Topics :

SAP (CRM) Customer Relationship Management

Basic Data

- Business Partner
- Organizational Model
- Product Master
- Customizing settings for each object

Installed Base Management

- Individual Object
- Service Order Management
- Resource Planning
- Planned Services
- Product Service Letter
- Service Confirmation
- Amount allocation
- Billing
- Controlling Integration
- Logistics Integration
- Service Contracts and entitlement
- In-house Repair
- Complaints and returns
- Solution Database
- Service analyses

CRM Business Transactions

- Overview of generic functions in business transactions
- Activity Management
- Customizing for these objects

Process Control and Determination

- Specialization 1 - Sales
 - Partner Determination
 - Overview of Pricing in CRM
 - Output Determination
 - CRM Billing
 - Introduction to Sales Scenarios
 - Opportunity Management
 - Copy Control
 - General Quotation and Order Management Process
 - Quotation Management
 - Order Management
 - Special functions in quotation and order management
 - Contract Management
- Specialization 2 - Interaction Center
- Specialization 3 - Sales
 - Getting Started, Terminology
 - Architecture, Landscape
 - Agents Functions and Processes in IC
 - Creating IC Profile
 - Framework Profile
 - Configuring Components
 - IC Management Functions

Highlights

- ✓ Learn one to one with expert tutor
- ✓ Cost Effective Guarantee
- ✓ Job Placement Assistance
- ✓ Flexible times (Week-end/ week days)
- ✓ Quality Training on Real/Live Scenarios
- ✓ State of Art Online training infrastructure
- ✓ Record your session whilst learning

Free Register
Online
Demo
Before You Join

Contact:

UK : +44-125674103

Australia: +61-90898667

USA: +001-3152926735