



SAP CRM

Course description

SAP CRM training course involves "Learning by Doing" using state-of-the-art infrastructure for performing hands-on exercises and real-world simulations. This extensive hands-on experience in SAP CRM training ensures that you absorb the knowledge and skills that you will need to apply at work after your placement

Student Take away

- Study Material
- Learning stuff
- Sample project for practice

SAP CRM Online Training Curriculum

- **Introduction to SAP CRM**
- **Basics and Architecture**
- **SAP CRM Marketing**
- **SAP CRM Web channel**
- **SAP CRM Partner channel management**
- **SAP Sales**
- **SAP CRM Interaction centre**
- **SAP CRM Service and Field applications**
- **Analytics**
- **Implementation and operations**
- **Account Management**
- **Organizational Management**
- **SAP Sales**
- **SAP CRM Interaction centre**
- **SAP CRM Service and Field applications**

- **Product master**
- **Transaction processing**
- **Activity management**
- **Partner processing**
- **Actions, CRM Pricing**
- **CRM Billing**
- **Introduction to CRM Middleware and data exchange**
- **BW and groupware adapter**
- **CRM Web client UI, Business roles**
- **Navigation bar**
- **Architecture, Extensibility and enhancement concept**
- **Skins and Icons**
- **Case Study - Session 1**
- **Case Study - Session 2**