

Learning Hub

SAP Real Time Training With Excellence and commitment

SAP CRM Course Content @ Learning Hub

Base Customization

- 1) Overview of CRM
 - a) System Landscape
 - b) Overview of Marketing, Sales, Services, Channel Management.
 - c) SAP Operation and Implementation-SAP Solution manager
- 2) Business Partners and Account Management
 - a) BP Categories
 - b) BP Roles
 - c) BP Relationships
 - d) Related Customization
- 3) Organization Management
 - a) Creation and display of Org. Model
 - b) Organization data determination
 - c) Organization data profile
 - d) Related Customization
- 4) Product Master
 - a) Enhancement of Product Master
 - b) Creation of Material, Warranty, Financing and Services
 - c) Related Customization
- 5) Transaction Processing
 - a) Customization of Business Transactions
 - b) Item category determination
- 6) Activity Management
 - a) Business Activity
 - b) Tasks
- 7) Partner Processing
 - a) Partner Functions
 - b) Partner Function Category
 - c) Partner Determination Procedure
 - d) Assignment of Transactions to PDP.

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- 8) CRM Actions
 - a) Creation of Action Profile in Transactions etc.
 - b) Implementation of Action Profile
 - c) Assignment of Action profile to transactions.
- 9) Middleware
 - a) Administration Console
 - b) BDocs Messaging
 - c) RFC Connections
 - d) Middleware Settings
 - e) Initial and Delta Load
 - f) Registration of Queues.
- 10) Demonstration of Web User Interface (SAP WEB UI)

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