

SAP CRM Training Course Content

Course Content

Duration: 3 Day

Course Overview:

About SAP CRM Training Course

This course is a very specifically designed to provide a training of SAP CRM Certification. The course curriculum meets all the demands and need for this certification. This course covers an Overview of SAP CRM Ecosystem, Business Partners and Account Management, Organization Management, Product Master, Transaction Processing, Activity Management, Partner Processing, CRM Actions and Middleware. The course further includes Demonstration of Web User Interface (SAP WEB UI)

Key Features

- 24 hours of High-Quality in-depth Online Sessions
- 48 hours of Lab Exercises
- 70%of extensive learning through Hands-on exercises , Project Work , Assignments and Quizzes
- This course will help you to prepare for SAP CRM Certification Exam” conducted by IIBA
- 24X7 Lifetime Support with Rapid Problem Resolution Guaranteed.
- Guidance to Resume Preparation and Job Assistance
- Course Completion Certificate from MILDRAIN

Prerequisites:

- Familiarity with Object-Oriented and mobile device development terms and concepts
- Intermediate level SQL programming
- Fundamental level Java programming

Course Outline:-

Module 1 – Overview of SAP CRM Training

- System Landscape
- Overview of Marketing, Sales, Services, Channel Management.
- SAP Operation and Implementation-SAP Solution manager

Module 2 – Business Partners and Account Management

- BP Categories
- BP Roles
- BP Relationships
- Related Customization

Module 3 – Organization Management

- Creation and display of Org. Model
- Organization data determination
- Organization data profile
- Related Customization

Module 4 – Product Master

- Enhancement of Product Master
- Creation of Material, Warranty, Financing and Services
- Related Customization

Module 5 – Transaction Processing

- Customization of Business Transactions
- Item category determination

Module 6 – Activity Management

- Business Activity
- Tasks

Module 7 – Partner Processing

- Partner Functions
- Partner Function Category
- Partner Determination Procedure

- Assignment of Transactions to PDP

Module 8 – CRM Actions

- Creation of Action Profile in Transactions etc.
- Implementation of Action Profile
- Assignment of Action profile to transactions

Module 9 – Middleware

- Administration Console
- BDocs Messaging
- RFC Connections
- Middleware Settings
- Initial and Delta Load
- Registration of Queues

Module 10 – Demonstration of Web User Interface (SAP WEB UI)