



SAP - CRM Customizing Fundamentals

Code: CR100-v015
Length: 5 days
URL: [View Online](#)

Skills Gained

- This course will only deal with the basic data and functions in the CRM Enterprise System. Neither the Web Channel / Field Applications nor specific Interaction Center functionality will be part of this course.

Prerequisites

- Essential:
 - SAPCRM Overview of the SAP CRM solution
- Recommended:
 - SCM600 Business Processes in Sales Order Management

Course Details

Course Content

- CRM basic data:
 - Account Management
 - Organizational model
 - Product master
 - Customizing settings for each object
- CRM business transactions
 - Overview of generic functions in business transactions
 - Activity management
- Customizing for these objects
 - Process control and determination
- Partner determination
- Actions
- Overview of pricing in CRM
 - CRM Billing
 - Basics concepts of CRM middleware

Notes

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Course based on software release

- SAP CRM 7.0 EHP3
 - SAP ERP Central Component 6.0 EhP7
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