SAP - CRM Fundamentals II

Code: TCRM20-v015
Length: 10 days
URL: View Online

Skills Gained
- Use the basic knowledge a CRM solution consultant requires for all consultant profiles

Who Can Benefit
- Solution consultants responsible for implementing Customer Relationship Management with SAP CRM

Prerequisites
- Essential:
  - Basic business knowledge of CRM processes and concepts
  - TCRM10 CRM – Fundamentals I
- Recommended:
  - Knowledge of SAP ERP sales business processes; for example:
    - TSCM60 Order Fulfillment I or
    - SCM600 Business Processes in Sales Order Management

Course Details

Course Content
- Customizing fundamentals for CRM - CRM business transactions
  - Overview of generic functions in business transactions
  - Activity management
  - Customizing for these objects
- Customizing fundamentals for CRM - Process control and determination
  - Partner determination
  - Actions
  - Overview of pricing in CRM
  - CRM billing
- CRM Middleware: basic concepts of CRM middleware, replication administration, data exchange, monitoring, and error
handling

- User interface (UI) technology in SAP CRM
- Case Study: implementation of example scenarios using specific business processes
- Certification examination on the content of the courses TCRM10 and TCRM20

**Course based on software release**

- SAP CRM 7.0 EHP3
- SAP ERP Central Component 6.0 EHP7