

C4H510 SAP Service Cloud

Course Duration: 32 Hours

Course Code: C4H510

1. Course Overview

The **C4H510 Course – SAP Service Cloud** is designed to provide in-depth knowledge of delivering efficient and customer-centric service processes using SAP Service Cloud. This program, delivered by **SSDN Technologies**, a leading **training company in India**, prepares learners to configure, implement, and optimize SAP Service Cloud functionalities. The training also covers case management, service level agreements, omnichannel service, and analytics to enhance customer satisfaction. By the end of the **C4H510 Training**, participants will be ready to earn the prestigious **SAP Service Cloud Certification**.

2. What You'll Learn?

- Fundamentals of **C4H510 Training** in SAP Service Cloud.
- Case and service request management.
- Configuring service levels and entitlements.
- Managing omnichannel customer interactions.
- Service analytics and reporting for informed decision-making.
- Preparing for **SAP Service Cloud Certification** with hands-on practice.

3. Target Audience

- SAP consultants and CRM professionals.
- Service managers and business analysts.
- Professionals aiming to enhance service operations.
- Learners preparing for **C4H510 Course** certification.

4. Pre-Requisites

- Basic understanding of service processes.
- Familiarity with SAP Cloud solutions is recommended.

5. Course Content (Modules)

Module 1: Introduction to SAP Service Cloud

Module 2: Case and Service Request Management

Module 3: Service Levels, Contracts, and Entitlements

Module 4: Omnichannel Service and Customer Engagement

Module 5: Service Analytics and Reporting

Module 6: Integration with SAP S/4HANA and other systems

Module 7: Certification Preparation for SAP Service Cloud

