

# SAP Online Knowledge Product

**Comment utiliser les parcours  
pédagogiques ( « learning maps » )**

## SAP Online Knowledge Products

### *Get the Right Knowledge at the Right Time. Anywhere*

Take advantage of the newest mySAP.com solution technology before it is officially launched. SAP Online Knowledge Products give you timely, firsthand information for the implementation and operation of new mySAP.com solutions or upgrades, those that have not yet hit the market. SAP Online Knowledge Products delivers a complete, flexible and cost-effective education to you on-line, without ever leaving the office.

As a participant, you pick the learning map that applies to your mySAP.com solution or upgrade. The learning map guides you through a range of live and recorded virtual classroom sessions, copies of workshop presentations, links to the SAP Library, and many other tools. The learning maps are role based; they let you plan your learning path and track your learning progress so that you know what you need to know, when you need it.

Check out the demo to see how SAP Online Knowledge Products look and feel.

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**Want to know how to find this topic again easily?**

Quick Link [service.sap.com/okp](http://service.sap.com/okp)

Voici l'adresse de la page d'accueil OKP qui fait partie de la SAP Service Marketplace.

## Welcome to the SAP CRM 3.1 Learning Maps

### Get yourself up-to-date with SAP e-learning

SAP CRM 3.1 ramp-up started in September 2002. These learning maps have been officially specified and consolidated, both in structure and contents, by SAP Field Operations professionals.

#### Your benefits:

- The latest information tailored to your specific role. You can structure the learning process individually to reflect your current requirements and learning preferences
- Easy access via the SAP Service Marketplace, so you are free to learn in your own time and place
- You can test yourself to see how much you learnt, get answers to all your open issues in live expert sessions, successfully prepare yourself for your next implementation project

#### Check out the prerequisites:

The SAP CRM 3.1 Learning Maps are designed for SAP Field Operations project participants. You require:

- SAP CRM 3.0

Chaque OKP comporte sa propre page d'accueil. Depuis cette page, vous accédez à l'ensemble des parcours disponibles, chacun correspondant à un profil/rôle de consultant.

### Select Your CRM 3.1 Learning Map

#### Solution Consultant

CRM Sales

CRM Service

CRM Analytics

CRM Marketing

#### Technology Consultant

CRM Technology

#### Development Consultant

CRM Development

[Check technical requirements and install latest viewer software](#)

**Direct links:** [Related Workshops](#), [Live Expert Sessions](#), [Step 2](#)

[Terms and Conditions](#)

# Vous accédez à un parcours : une série de liens utiles (1)

**SAP CRM 3.1: Learning Map for CRM Sales Consultants**

- Demo -

Personalized for: **GUEST** Sign Out

You last used this L-map on **30.10.2002**.  
You have viewed **0** out of **54** *Must Know* documents in your focus areas and set **0** of them to 'done'.  
[Maintain/Close Personalization](#)

RECENT UPDATES | VIEWER SOFTWARE | SEARCH

**Step 1: Learn**

- Update your core
- Extend your con

**Step 2: Prepare for Your Project**

- Learn which implementation tools, guides, and support are available
- Learn how to access the tools and content and how to get support

RELATED WORKSHOPS | LIVE EXPERT SESSIONS | SELF-TEST | Q & A

Open All / Close All Top

Update Your Core Competence - Must Know

Nous vous informons des dernières mises à jour de cet OKP

Vous accédez au calendrier des workshops liés au sujet de votre OKP

Pour toute question relative à un parcours ou à la solution concernée, lancez une recherche dans la base de « questions/réponses »

# Vous accédez à un parcours : une série de liens utiles (2)

## SAP CRM 3.1: Learning Map for CRM Sales Consultants

- Demo -

Personalized for: **GUEST**

You last used this L-map on **30.10.2002**.  
You have viewed **0** out of **54** *Must Know* documents in your focus areas and set **0** of them to 'done'.  
[Maintain/Close Personalization](#)

RECENT UPDATES VIEWER SOFTWARE

### Step 1: Learn What You Need

- Update your core competence - must know
- Extend your competence - nice to know

### Step 2: Prepare for Implementation

- Learn which implementation tools, guides, and support are available
- Learn how to access the tools and content and how to get support

RELATED WORKSHOPS SANDBOX SYSTEMS LIVE EXPERT SESSIONS SELF-TEST Q & A

[Open All](#) / [Close All](#)

Update Your Core Competence -

Nous vous permettons de mettre à jour vos logiciels pour visualiser tous les types de supports

Lien vers les sessions de formation "live"

Lien direct vers les tests d'auto-évaluation

# Chaque parcours comporte 2 parties

## SAP CRM 3.1: Learning Map for CRM Sales Consultants

- Demo -

Personalized for: **GUEST**

Sign Out

You last used this L-map on **30.10.2002**.

You have viewed **0** out of **54** *Must Know* documents in your focus areas and set **0** of them to 'done'.

[Maintain/Close Personalization](#)

RECENT UPDATES

VIEWER SOFTWARE

SEARCH

### Step 1: Learn What You Need

- [Update your core competence - must know](#)
- [Extend your competence - nice to know](#)

### Step 2: Prepare for Your Project

- Learn which implementation tools, guides, and support are available
- Learn how to access the tools and content and how to get support

RELATED WORKSHOPS

SAP SYSTEMS

LIVE EXPERT SESSIONS

SELF-TEST

Q & A

[Open All](#) / [Close All](#)

[Back to Top](#)

Un parcours pédagogique se divise en 2 grandes parties :  
"Step 1" : ce que vous devez savoir ("must know") et ce qu'il est intéressant de connaître aussi ("nice to know")

« Step 2 » : les outils et guides d'implémentation pour vous assister pendant votre projet

# Affichage rapide de tous les supports disponibles

RECENT UPDATES

SEARCH

**Step 1: Learn What You** **Project**

- Update your core competence
- Extend your competence - ni

and support are

how to get

RELATED WORKSHOPS

Q & A

**Open All** **Close All** **Back to Top**

Update

SAP CRM 3.1 Overview	<a href="#">Open/Close</a>	Duration: approx. 3 hours	Download
People-Centric CRM Fundamentals	<a href="#">Open/Close</a>	Duration: approx. 4 hours	Download
People-Centric CRM: Sales-Related Roles	<a href="#">Open/Close</a>	Duration: approx. 1 hour	Download
Focus Area <i>E-Selling</i>	<a href="#">Open/Close</a>	Duration: approx. 4 hours	Download
Focus Area <i>Mobile Sales: Mobile Sales for Handheld</i>	<a href="#">Open/Close</a>	Duration: approx. 4 hours	Download
Focus Area <i>Interaction Center: WFM</i>	<a href="#">Open/Close</a>		
Focus Area <i>Enterprise Sales: ICM</i>	<a href="#">Open/Close</a>		
Focus Area <i>Enterprise Sales: EDM</i>	<a href="#">Open/Close</a>		
Summary	<a href="#">Open/Close</a>		

Extend Your Competence - Nice to Know

Workshop Material [Open/Close](#)

Sous l'en-tête de chaque parcours s'affiche la liste des sujets. Vous pouvez ouvrir toutes les rubriques et visualisez la liste de tous les supports en un seul click

Pour chaque sujet, vous avez l'estimation du temps nécessaire pour l'étudier.

# Accès au détail du contenu

<b>SAP CRM 3.1 Overview</b> <a href="#">Open/Close</a>	Duration: approx. 3 hours	<a href="#">Download</a>
<p>Once you have worked through this unit, you will be able to:</p> <ul style="list-style-type: none"><li>■ Position the SAP CRM 3.1 release and all its enhancements</li><li>■ Explain the enhanced functions and features of SAP CRM 3.1</li><li>■ Discuss SAP CRM 3.1 with customers and partners</li></ul> <p>Tip: This area of the learning map is also of interest for people in sales roles.</p>		
<input type="checkbox"/> <b>SAP CRM 3.1 Overview</b>	<p>This VC session explains the positioning of SAP CRM 3.1, reviews the new and enhanced scenarios with SAP CRM 3.1, and presents the business benefits of SAP CRM 3.1.</p> <p>How useful was this document? <input type="radio"/> - <input type="radio"/> 0 <input type="radio"/> + <a href="#">Add comment?</a></p>	Virtual Classroom (VCM) 34 min July 25, 2002
<input type="checkbox"/> <b>SAP CRM 3.1 - Highlights Presentation (official)</b>	<p>The official SAP CRM 3.1 highlights presentation conveys the official position...</p> <p>How useful was this document? <input type="radio"/> - <input type="radio"/> 0 <input type="radio"/> + <a href="#">Add comment?</a></p>	
<input type="checkbox"/> <b>Extended Sales Capabilities</b>	<p>This SAP Tutor session presents SAP CRM 3.1 Sales highlights:</p> <ul style="list-style-type: none"><li>■ People-centric CRM</li><li>■ Extended E-selling</li><li>■ Incentives and Commission Management</li><li>■ Extended Order Management</li><li>■ Mobile Sales for Handheld</li></ul> <p>How useful was this document? <input type="radio"/> - <input type="radio"/> 0 <input type="radio"/> + <a href="#">Add comment?</a> <input type="text"/></p> <p><a href="#">Save changes</a></p>	
<a href="#">Close</a>		
<b>People-Centric CRM Fundamentals</b> <a href="#">Open/Close</a>	Duration: approx. 4 hours	<a href="#">Download</a>
<b>People-Centric CRM: Sales-Related Roles</b> <a href="#">Open/Close</a>	Duration: approx. 1 hour	<a href="#">Download</a>
<b>Focus Area E-Selling</b> <a href="#">Open/Close</a>	Duration: approx. 4 hours	<a href="#">Download</a>
<b>Focus Area Mobile Sales: Mobile Sales for Handheld</b> <a href="#">Open/Close</a>	Duration: approx. 2 hours	<a href="#">Download</a>

Lorsque vous cliquez sur un sujet, vous accédez à l'ensemble des supports qui le composent (fichiers pdf, e-books, simulations SAP Tutor, etc...)

# Informations sur les supports

People-Centric CRM Fundamentals <a href="#">Open/Close</a>		Duration: approx. 4 hours	<a href="#">Download</a>
<input type="checkbox"/> <b>People-Centric CRM Fundamentals</b>	Once you have worked through this unit, you will be able to explain the fundamentals, benefits, and generic functionality of people-centric CRM.  This VC session provides an overview of people-centric CRM. Once you have worked through this iTutorial, you will be able to explain what people-centric means for CRM in the Enterprise Portal and list the roles delivered with the business package for SAP CRM 3.1.  How useful was this document? <input type="radio"/> - <input type="radio"/> 0 <input type="radio"/> + <input type="text"/> <input type="button" value="OK"/> <a href="#">Save changes</a>	Virtual Classroom (VCM) 24 min July 24, 2002	
<input type="checkbox"/> <b>Standard CRM iViews</b>	This iTutorial introduces the standard iViews in people-centric CRM, which are reused in different worksets. Once you have worked through this iTutorial, you will be able to: <ul style="list-style-type: none"><li>Describe how the administrator can integrate and maintain the standard iView</li><li>Explain the functionality and business logic behind the standard iView</li></ul> How useful was this document? <input type="radio"/> - <input type="radio"/> 0 <input type="radio"/> + <input type="text"/> <input type="button" value="OK"/> <a href="#">Save changes</a>	SAP Tutor (SA) 40 min (119 steps) August 29, 2002	
<input type="checkbox"/> <b>Personalization in People-Centric CRM</b>	This iTutorial introduces the personalization options available in people-centric CRM. Once you have worked through this iTutorial, you will be able to explain the personalization options available in the Enterprise Portal settings, pages, iViews, and external services.  How useful was this document? <input type="radio"/> - <input type="radio"/> 0 <input type="radio"/> + <input type="text"/> <input type="button" value="OK"/> <a href="#">Save changes</a>	SAP Tutor (SIM) 40 min (86 steps) August 29, 2002	
<input type="checkbox"/> <b>Knowledge Management - Business</b>	This iTutorial introduces the business functionalities of the Knowledge Management platform. Once you have worked through this iTutorial, you will be able to: <ul style="list-style-type: none"><li>Explain the different types of personalization</li><li>Administer the CRM Knowledge Management platform</li><li>Set up the sapcrm repository, add permissions to the folders, and modify the document folder structure</li></ul> How useful was this document? <input type="radio"/> - <input type="radio"/> 0 <input type="radio"/> + <input type="text"/> <input type="button" value="OK"/> <a href="#">Save changes</a>		
<input type="checkbox"/> <b>Knowledge Management - Settings</b>	This iTutorial introduces the technical/administrative tasks for the Knowledge Management platform. Once you have worked through this iTutorial, you will be able to: <ul style="list-style-type: none"><li>Explain the different types of personalization</li><li>Administer the CRM Knowledge Management platform</li><li>Set up the sapcrm repository, add permissions to the folders, and modify the document folder structure</li></ul> How useful was this document? <input type="radio"/> - <input type="radio"/> 0 <input type="radio"/> + <input type="text"/> <input type="button" value="OK"/> <a href="#">Save changes</a>		
<input type="checkbox"/> <b>People-Centric CRM Fundamentals - Self Test</b>	Validate your knowledge of people-centric CRM fundamentals.  How useful was this document? <input type="radio"/> - <input type="radio"/> 0 <input type="radio"/> + <input type="text"/> <input type="button" value="OK"/> <a href="#">Save changes</a>	Multiple Choice (HTM) 10 questions	

Pour chaque support, vous bénéficiez d'un court résumé de son contenu, de la durée nécessaire pour le parcourir, d'une information sur le type de format du document et de sa date de création ou de dernière mise à jour.

# Enregistrez votre feedback

Focus Area *Mobile Sales: Mobile Sales for Handheld* [Open/Close](#) Duration: approx. 2 hours [Download](#)

At the end of this unit you will be able to:

- Explain the fundamentals of Mobile Sales for Handheld
- Advise customers on Mobile Sales for Handheld functionality
- Implement and configure Mobile Sales for Handheld applications

**Mobile Sales for Handheld** Virtual Classroom (VCM) 20 min August 7, 2002

This VC session introduces the functionalities of the Mobile Sales for Handheld and gives a short business background. Once you have worked through this session, you will be able to introduce to customers the functionalities of business partner, product, sales order, quotation, activity, task, and opportunity management.

How useful was this document?  -  0  + Add comment?  [Save changes](#)

**Mobile Infrastructure - Mobile Sales/Service for Handheld** Presentation (PPT) 4 pages 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000

**Mobile Infrastructure - Configuration & Installation** SAP Library (HTM)

Link to the Mobile Sales for Handheld scenario documentation

How useful was this document?  -  0  + Add comment?  [Save changes](#)

**Mobile Sales for Handheld - Online Documentation** SAP Library (HTM)

Link to the functional Mobile Sales for Handheld online documentation

How useful was this document?  -  0  + Add comment?  [Save changes](#)

**Mobile Sales for Handheld - Self Test** Multiple Choice (HTM) 10 questions

Validate your Mobile Sales for Handheld knowledge.

How useful was this document?  -  0  + Add comment?  [Save changes](#)

[Close](#)

Pour chaque support de la section "Step 1" il est possible d'enregistrer un feedback.

Pour enregistrer votre feedback, cliquer sur "Save changes".

# Des exemples de supports (1)

SAP CRM 3.1 Overview [Open/Close](#) Duration: approx. 3 hours [Download](#)

Once you have worked through this unit, you will be able to:

- Position the SAP CRM 3.1 release and all its enhancements
- Explain the enhanced functions and features of SAP CRM 3.1
- Discuss SAP CRM 3.1 with customers and partners

Tip: This area of the learning map is also of interest for you

[SAP CRM 3.1 Overview](#)  
This WC session explains the positioning of SAP CRM 3.1 and the business benefits of SAP CRM 3.1.

How useful was this session?

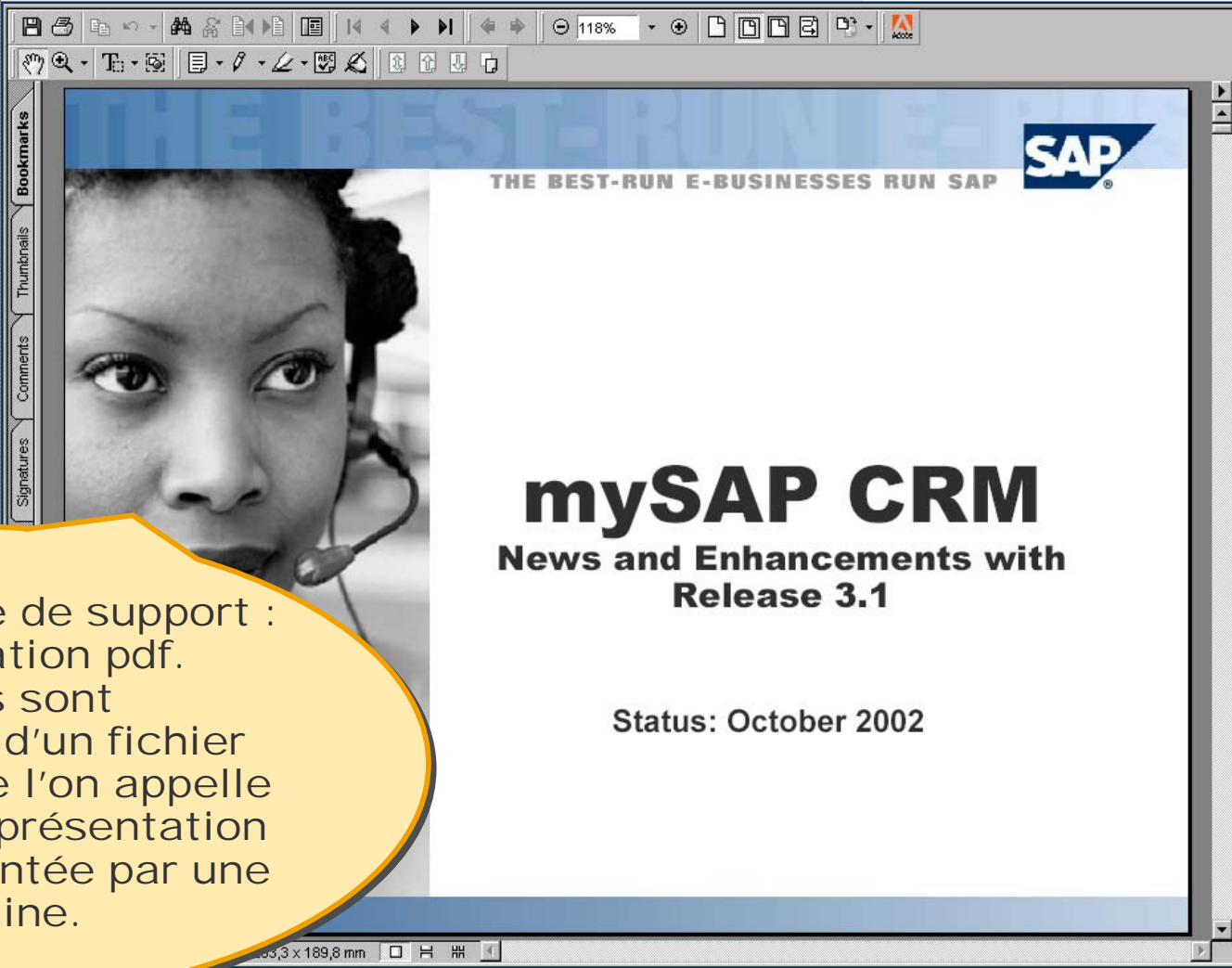
[SAP CRM 3.1 - Highlights](#)  
The official SAP CRM 3.1 highlights presentation.

How useful was this session?

[Extended Sales Capabilities](#)  
This SAP Tutor session presents SAP CRM 3.1 extended sales capabilities.

- People-centric CRM
- Extended E-selling
- Incentive
- Extended

Voici un exemple de support :  
une présentation pdf.  
Certaines sont  
accompagnées d'un fichier  
son. C'est ce que l'on appelle  
des e-books. La présentation  
est donc commentée par une  
voix offline.



The screenshot shows a presentation slide with the SAP logo at the top right and the text "THE BEST-RUN E-BUSINESSES RUN SAP". The main title is "mySAP CRM News and Enhancements with Release 3.1". Below the title, it says "Status: October 2002". On the left side of the slide, there is a black and white photograph of a woman wearing a headset, looking towards the camera. The presentation is displayed in a software window with a toolbar at the top and a sidebar on the left with options like "Bookmarks", "Thumbnails", "Comments", and "Signatures".

# Des exemples de supports (2)

SAP CRM 3.1 Overview [Open/Close](#) Duration: approx. 3 hours [Download](#)

Once you have worked through this unit, you will be able to:

- Position the SAP CRM 3.1 release and all its enhancements
- Explain the enhanced functions and features of SAP CRM 3.1
- Discuss SAP CRM 3.1 with customers and partners

Tip: This area of the learning map is also of interest for people in sales roles.

## SAP CRM 3.1 Overview

This WC session explains the position of SAP CRM 3.1 and the business benefits of SAP CRM 3.1.

How useful was this session?

## SAP CRM 3.1 - Highlights Presentation

The official SAP CRM 3.1 highlights presentation.

How useful was this session?

## Extended Sales Capabilities

This SAP Tutor session presents SAP CRM 3.1 Extended Sales Capabilities.


- People-centric CRM
- Extended E-selling
- Incentives and Commission Management
- Extended Order Management
- Mobile Sales for Handheld


Voici l'écran d'accueil d'une classe virtuelle.

**Interwise Participant Application**  
Main View Tools Help

Voice In

### Your Instructor

**Stefan Haenisch**  
Director - CRM Rollout  
GBU Customer Relationship Management

**Sandra Luckins**  
CRM Rollout Manager  
US Field Product Management

interwise

© SAP AG 2003, mySAP CRM - Highlights Release 3.1, Special Terms 3

THE BEST-RUN E-BUSINESSES RUN SAP

Participants Voice Materials Connection **Disconnected**

Focus Area *E-Selling* [Open/Close](#)

Focus Area *Mobile Sales: Mobile Sales for Handheld* [Open/Close](#)

Duration: approx. 2 hours

[Download](#)

# Des exemples de supports (3)

Voici un exemple de session SAP Tutor. Cet outil peut-être utilisé pour des démos, des simulations ou des tests.

**Extended Sales Capabilities**

To update the agent skills, expand the organizational tree by clicking on the arrow.



SAP CRM 3.1 Overview [Open/Close](#) Duration: approx. 3 hours [Download](#)

Once you have worked through this tutorial, you will be able to:

- Position
- Position

Portal 5.0 - Microsoft Internet Explorer von IE5.5 IGB 4.50

sicht Favoriten Extras ?

Suchen Favoriten Verlauf

94.wdf.sap-ag.de:1080/sapportal/ Wechseln zu Links >>

Welcome Alex Nielsen Search Personalize: Page Portal

Real-Time Status Workforce Management Analytics Quality Management Account Management Activity Management Sales Cycle Service Cycle Administration

Overview Schedules Forecasting Employee Maintenance Analyses

Profile Schedule Rules Jobs & Qualifications Time-off Requests

Org. Unit As of 07/11/2002 Go Save: Effective Start Date 07/11/2002 Save Reset

SAP4YOU

Filter By Team Use All Teams

New Employees Only

Tree View  List View

SAP4YOU

SAP4YOU

No Employee Selected

Last Name

Phone Number(s)

Fax Number(s)

Pager Number(s)

Employee Group

Employee Type

Pay Type

Pay Class

Sequence Number

Tax ID #

Emp ID #

Date of Birth

Hire Date

Start Date

Termination Date

How useful was this document?

People-Centric CRM Fundamentals [Open/Close](#)

People-Centric CRM: Sales-Related Roles

Focus Area E-Selling [Open/Close](#)

Focus Area Mobile Sales: Mobile Sales for Handheld

Fertig Local intranet

# Des exemples de supports (4)

<a href="#">Supply Chain Planning: Introduction</a> <a href="#">Open/Close</a>	Duration: approx. 1 hour	<a href="#">Download</a>
<a href="#">Mass Maintenance Tools</a> <a href="#">Open/Close</a>	Duration: approx. 2 h	
<a href="#">Scheduling Agreements in SNP Heuristics</a> <a href="#">Open/Close</a>	Duration: approx. 1 h	
<a href="#">Capable-To-Match (CTM)</a> <a href="#">Open/Close</a>	Duration: approx. 1 h	
<a href="#">Supply Network Planning (SNP) - PP/DS Integration</a> <a href="#">Open/Close</a>	Duration: approx. 1 h	
<a href="#">Summary</a> <a href="#">Open/Close</a>		

## Summary

After completing the section above, you should:

- Build up your expertise with the [Supply Chain Planning](#) course
- Check your knowledge with a **multiple-choice Self Test**
- Discuss open issues in the [Live Q&A](#)

Do you think you are now ready for the test?

Yes  No, because

If you wish, you can extend your test time.

multiple-choice Self Test

Voici un exemple d'accès à un test d'évaluation des connaissances.

Introduction

Start test

Cancel



SUPPLY CHAIN PLANNING

<a href="#">mySAP SCM - Overview</a> <a href="#">Open/Close</a>
<a href="#">PP/DS</a> <a href="#">Open/Close</a>
<a href="#">Process Industries</a> <a href="#">Open/Close</a>
<a href="#">Discrete Industries</a> <a href="#">Open/Close</a>
<a href="#">Order Fulfillment</a> <a href="#">Open/Close</a>
<a href="#">Technology</a> <a href="#">Open/Close</a>

# Tests d'auto-évaluation des connaissances

## Introduction

### SAP CRM 3.1 PEOPLE-CENTRIC CRM FUNDAMENTALS

#### 1. People-centric CRM is,

Please check all that apply!

- A CRM platform that offers information about people.
- A role-based CRM interface, based on mySAP Enterprise Portal, that offers access to relevant content, information, and applications, and is adaptable to different types of users.
- The new term to explain Employee Relationship Management, which made it more adaptable and user friendly.
- A collection of human resources-related functions provided through an HTML-based graphical user interface.
- One of the four cornerstones of the strategic framework for mySAP CRM - along with connected, collaborative, and industry-specific CRM.

#### 2. People-centric CRM addresses user needs in the following ways,

Please check all that apply!

- People-centric CRM leverages the power of Enterprise Portal 5.0 and mySAP CRM to access all of the relevant content and applications they need.
- The CRM transactions that customers typically use have a consistent look and feel from application to application and provide the most efficient way to do business.
- The CRM transactions that customers typically use have a consistent look and feel across the applications, and are intuitive to use.
- The portal and the CRM applications are integrated to enable customers to use one application to utilize the Drag&Relate capabilities of the portal.

Pour chaque question, nous vous annonçons votre score et vous donnons la bonne réponse si vous avez mal répondu.