

SAP CRM Training in Mumbai

Overview

One of the quickest expanding fields in terms of businesses today is **SAP CRM**, which looks at the management of Customer Relations by the use of the SAP platform.

The course works on SAP and seems to provide a basic idea of Customer Relationship Management to those pursuing it. It gives students an insight into how the application works and provides a platform on the basis of which a more practical oriented training may be undertaken. For those undergoing or looking to continue marketing or customer management as a potential career.

SAP CRM Module:

SAP Customer Relationship Management (SAP CRM) is the key piece of SAP Business Suite and it is used not solely to address an affiliation's transient objectives additionally helps in reducing cost and growing fundamental authority limit by portraying future strategy. It moreover supports in fulfilling isolated abilities to battle satisfactorily to meet long term destinations.

SAP CRM includes the following sub-modules that support key functions of the Customer Relationship Management:

1. SAP CRM Sales
2. SAP CRM Marketing
3. SAP CRM Analytics
4. SAP CRM Service
5. SAP CRM Web Channel (E Marketing, CRM Mobile, etc.)
6. SAP CRM Interaction Center IC
7. SAP Hybris

SAP CRM Architecture

SAP CRM comprises of different parts that enable you to incorporate the CRM module with other SAP and non-SAP modules, the web, cell phones like smart phones, tablets, and the enterprise portal.

In the middle, it has SAP CRM server which has sub segments like:

- CRM Enterprise Functions
- CRM Middleware

Sap Crm Training Manual

M Lipman



Sap Crm Training Manual:

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