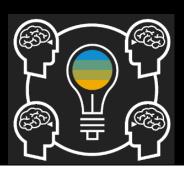# Knowledge Transfer Webinars for SAP User Groups

Second Edition September 2019

Dear User Groups,

Welcome to our Knowledge Transfer Webinars Newsletter for SAP User Groups!

You will find an overview of our upcoming webinars on **K4U (Knowledge For You).**

Sincerely,

Your Global SAP User Groups Organization.

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Experience Management

SAP and Qualtrics in the Experience Economy (October 08, 2019)

Learn about how Experience Management is enabled by the Intelligent Enterprise from SAP with industry-relevant XM and X+O use cases. The session will feature an overview of the Qualtrics portfolio focused on CoreXM, Customer Experience and Employee Experience. **Read more**

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Qualtrics Overview and Demonstration (October 22, 2019)

Discover how Qualtrics can help your business close the experience gap and deliver results. The Qualtrics Experience Management Platform makes it easy to collect, understand and take action on experience (X) data. But how is the experience (X) data collected? How do I analyze the results? What if a customer has a bad experience? Together with SAP User Groups, we set up this session to provide clarity. **Read more**

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SAP S/4HANA

Part 1: SAP S/4HANA Movement – Everything You Need to Know (September 18, 2019)

The program "Join the SAP S/4HANA Movement" was launched almost a year ago and focuses on the installed base customers and the challenges they're facing when moving to SAP S/4HANA. Moving as much customers as possible to SAP S/4HANA is the main objective. This webinar is the first out of a series, in which you will get to know the SAP S/4HANA Movement program itself, the customer journey behind and additionally, you will find out how your support can help to accelerate the adoption of SAP's installed base customers. **Read more**

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Part 2: SAP S/4HANA Movement – Make Your Case (September 24, 2019)

The creation of a customer's tailored SAP S/4HANA transformation plan is the starting point for a successful move to SAP S/4HANA. With the creation the customers get to know the concrete value of SAP S/4HANA for their business. To support the customers with the creation of their transformation plan, the program brings together the different value discovery tools and engagement approaches like the SAP S/4HANA Adoption Starter in "Make your Case". **Read more**

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Part 3: SAP S/4HANA Movement – Consider Your Options (October 01, 2019)

When customers want to Move to SAP S/4HANA, they are facing two critical decision. On-Premise or Cloud and new implementation or system conversion. This decisions are affected by the customer's business objective. In addition, the customers need to choose the deployment lead and methodology/framework they want to use for the

execution of their SAP S/4HANA project. The program is supporting the customers by showing them the available options, methodologies and frameworks in "Consider your Options". **Read more**

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Part 4: SAP S/4HANA Movement – Build Your Future (October 08, 2019)

When customers have their transformation plan to SAP S/4HANA ready and also know where they want to go with SAP S/4HANA, it comes to execution. Here the customers can get completely lost in the large range of intelligent SAP execution tools. And the distinction between system conversion tools and new implementation tools makes it even more complicated. This is why the program makes the purpose and capabilities of the individual tools more obvious in "Build your Future". **Read more**

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SAP C/4HANA

SAP Commerce Cloud: Mastering Cloud Hot Folders for Use With SAP Commerce Cloud (September 19, 2019)

Cloud Hot Folders are a quick and efficient way of importing data into Commerce Cloud from Azure Blob storage. This webinar will walk you through the concept of Cloud Hot Folders, show you how to enable and configure them, and provide an overview of their file processing channels, custom-mapping features, and monitoring capabilities. **Read more**

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SAP Cloud for Customer: Ticket Overview and Configuration in SAP Service Cloud (September 19, 2019)

In this Webinar, you will have a chance to see how the Ticket Configuration is performed in SAP Service Cloud – Customer Service. During the webinar, we will discuss Status Dictionary, Status Schemas, Ticket Document Types, and Ticket digital Signatures Additionally we will also present a Demo as well as some FAQs about common behaviors around these topics. **Read more**

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SAP Marketing Cloud: Roadmap to Successful Digital Marketing Transformation (September 24, 2019)

Get an overview of services for SAP Marketing Cloud solution and discover how SAP can help you succeed in your marketing digital transformation project. Learn how our suite of services related to strategy, operations, technology, and project delivery excellence can help you achieve your marketing goals. **Read more**

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SAP Customer Data Cloud: How to Engage With Your Registered and Consented Customer Base? (October 01, 2019)

Join us as the webinar series continues to teach you about SAP Customer Data Cloud. Learn directly from product experts. In this episode we will dive deeper into how you build trusted relationships starting with the essential foundations of consent and preferences. We are going to dive into the essential "know before you start" insights, and implementation best practices. **Read more**

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SAP Customer Center of Expertise

New Product Support Channel: 'Ask an Expert Peer' for SAP SuccessFactors (September 17, 2019)

Take advantage of a peer-to-peer platform to gain a direct line to qualified experts in your field, outside of SAP. With the 'Ask an Expert Peer' service, you can get answers to your technical questions related to your implementation of SAP SuccessFactors Solutions and achieve fast issue resolution for your basic inquiries and low- or medium-priority incidents.
Read more

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Software Update Manager (SUM) 2.0 SP 06: Overview of the New Features (September 18, 2019)

The Software Update Manager (SUM) is the tool for scenarios like update, upgrade, migration, system conversion. In this session, we will present an overview of the new features of SUM 2.0 SP 06 like the adapted screen sequence, downtime reduction techniques, and shadow repository on target database. **Read more**

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SAP's Use of AI in Incident Management Processes (September 19, 2019)

In today's always-on business environment incidents need to be addressed swiftly. Finding a solution to incidents is therefore, of paramount importance. To accelerate this process and provide real-time answers to customer incidents, we have developed incident solution matching, an AI-driven service to SAP's customers to get real-time recommendations for incidents while they are typed-up. In our webinar, we will talk about the new service, its benefits to business, and the journey to deploying a live service to demonstrate how to deliver machine learning application providing business value. **Read more**

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SAP Innovation and Optimization Pathfinder (September 24, 2019)

In this session, you will learn how to leverage tailor-made recommendations and actionable guidance from the Pathfinder reports to continuously improve your company's business processes and IT operations, and deliver innovations to your business users. Find out how to order your free-of-charge report, and realize the full potential of your SAP investment.
Read more

Next-Generation Business Scenario Recommendations for SAP S/4HANA (September 26, 2019)

The "Next-Generation SAP Business Scenario Recommendations for SAP S/4HANA ("Next-Generation BSR") helps you members identify the most valuable digitized business scenarios for their enterprise. This is an essential first step in building a business case for SAP S/4HANA and securing the buy-in from your senior business executives (CEO, CFO etc). **Read more**

Deep-Dive into the SAP BI Platform Support Tool (October 10, 2019)

In this session, the tool's Product Owner will cover the latest innovations of the SAP BI Platform Support Tool and provide detailed overview on how to get the most out of this free supportability product. **Read more**

Support by Product (October 15, 2019)

Discover the benefits of the My Products application and the related Support by Product pages in the SAP ONE Support Launchpad. See what's available today for you and hear what our plans are to enhance these features. We'll also solicit your feedback and any requests you have for these applications. **Read more**

SAP Support - New and Improved Incident Creation Process is Waiting for You! (October 16, 2019)

Discover how to make the best use of our new and improved incident creation process, redesigned user interface and key features. Making your support experience faster, more intuitive and easy to use, our enhanced incident creation workflow saves you time and effort with the new help functions and automated steps. **Read more**

Integration

Intelligent Business Process Management (October 17, 2019)

This webinar will give participants an overview on Intelligent Business Process Management with SAP Cloud Platform and will furthermore cover services like Workflow, Business Rules and Process Visibility in SAP Cloud Platform.
The use of Conversational UX, process intelligence, experience management, intelligent automation will also be addressed. **Read more**

What is SAP Cloud Platform Master Data Services? (October 24, 2019)

Discover how SAP Cloud Platform Master Data Services would enable data management processes for diverse master data domains including application-agnostic and application-specific data in intelligent enterprise suite. **Read more**

Road Maps

SAP Production Engineering and Operations (October 01, 2019)

SAP S/4HANA Manufacturing for production engineering and operations is a separate on premise S/4HANA produc extension expanding the S/4 Enterprise Management core discrete manufacturing capabilities. **Read more**

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Road Map for Consumer Products (October 17, 2019)

See an intelligent enterprise come to life in an end-to-end consumer products scenario. Learn how advanced solutions i areas such as supply chain, manufacturing, and sales and marketing can help you achieve superior business results. **Rea more**

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Other Languages

Customer COE: Obtenha o Máximo dos Recursos de Suporte SAP – Portuguese Version (September 18, 2019)

Neste Webinar, você conhecerá mais sobre os recursos de suporte disponíveis para você como um cliente SAP. Conheça a variedade de ferramentas e recursos a sua disposição, além de entender melhor como funciona a organização de suporte. O objetivo é fornecer as informações de que você precisa para engajar-se com sucesso com nossa organização e obter o máximo proveito dos serviços oferecidos. **Read more**

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Customer COE: Obtenga el Máximo de los recursos de soporte SAP – Spanish Version (September 19, 2019)

En este webinar, usted aprenderá más sobre las funciones de soporte disponibles para usted como cliente de SAP. Conozca la variedad de herramientas y recursos a su disposición, y comprenda mejor cómo funciona la organización de Soporte. El objetivo es proporcionar la información que necesita para participar con éxito en nuestra organización y aprovechar al máximo los servicios ofrecidos. **Read more**

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