

# Knowledge Transfer Webinars for SAP User Groups



**Second Edition January 2020**

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.

## **In this Issue:**

### **Experience Management**

[Transform Your Customer and Employee Experiences With SAP Conversational AI \(March 03, 2020\)](#)

**SAP Customer Center of Expertise (Customer COE)**

[What You Should know about Influencing SAP Software Development Decisions \(January 21, English / German, 2020\)](#)

[How AI Drives Your Incident Management and Incident Creation Processes \(January 30, 2020\)](#)

[Schedule a Manager – Try Our New Product Support Channel for High Priority Incidents \(February 20, 2020\)](#)

## **Integration**

[Cloud Integration Automation Service: How to Transform Scenario Integration Into an Automated Workflow \(January 23, 2020\)](#)

[Integration Monitoring via Focused Run for SAP Solution Manager \(FRUN\) \(January 28, 2020\)](#)

[Integration Monitoring via SAP Cloud ALM for Operations \(CRUN\) \(February 11, 2020\)](#)

[Introduction to SAP HANA Streaming Analytics \(February 13, 2020\)](#)

[Identity Access Management for the Intelligent Enterprise \(February 26, 2020\)](#)

## **IFG for Integration**

[SAP Cloud Platform Integration Suite - Monthly Update – AM & PM \(January 28, 2020\)](#)

## **SAP C/4HANA**

[Commissions 2002 Release Briefing \(January 21, 2020\)](#)

[SAP Workflow 2002 Release Briefing \(January 22, 2020\)](#)

[SAP Agent Performance Management 2002 Release Briefing \(January 23, 2020\)](#)

[ICM 2002 Release Briefing \(January 28, 2020\)](#)

[Customer Data Predictions for 2020 and Beyond with Deloitte \(January 28, 2020\)](#)

[SAP Territory & Quota 2002 Release Briefing \(January 29, 2020\)](#)

[SAP CPQ 2002 Release Briefing Session 1 \(January 30, 2020\)](#)

[SAP CPQ 2002 Release Briefing Session 2 \(January 31, 2020\)](#)

[Extensibility – Getting Started with simple scenarios - AM Session \(February 04, 2020\)](#)

[Extensibility – Getting Started with simple scenarios - PM Session \(February 04, 2020\)](#)

[SAP Field Service Management 2002 Release Briefing \(February 13, 2020\)](#)

[Extensibility - Accelerate with connected extension scenarios - AM Session \(February 18, 2020\)](#)

[Extensibility - Accelerate with connected extension scenarios - PM Session \(February 18, 2020\)](#)

[SAP Commerce Cloud Roadmap Update \(February 20, 2020\)](#)

## **Other Languages**

[Comment SCP sert les projets S/4HANA et l'innovation? \(January 21, 2020\)](#)

## Description



### **Experience Management**

#### **Transform Your Customer and Employee Experiences With SAP Conversational AI (March 03, 2020)**

Enterprise chatbots are growing like crazy. With 67% of people expected to be using messaging with business over the next two years and over 85% of client-company interactions expected to be handled by robots by 2020, this major shift impacts two of your most important audiences: your customers and your employees. It's time to act now!

Discover how SAP Conversational AI, the end-to-end bot building platform designed for the enterprise, combined with a powerful digital assistant will help you to improve the productivity of your employees, your customer retention and revenue. [Read more](#)

.....



### **SAP Customer Center of Expertise**

#### **What You Should know about Influencing SAP Software Development Decisions (January 21, 2020)**

SAP offers a range of programs that give customers the opportunity to influence SAP software development decisions and adopt new innovations early on.

Get an overview about SAP's influence channels. Learn how you can shape your current and future SAP solutions. [Read more \(English\)](#) / [Read more \(German\)](#)

.....

#### **How AI Drives Your Incident Management and Incident Creation Processes (January 30, 2020)**

SAP's incident management process has been considerably optimized and simplified by AI and machine learning technologies. For example, as a part of our machine learning–empowered support processes, solutions are automatically proposed within the incident creation form within SAP ONE Support Launchpad so customers can find relevant SAP Notes and SAP Knowledge Base Articles quickly without searching manually. This webinar will provide you an overview on the AI driven processes and how the customer support experience has been improved by implementing AI technology and machine learning. Join the session and discuss your questions with our AI experts. [Read more](#)

.....

#### **Schedule a Manager – Try Our New Product Support Channel for High Priority Incidents (February 20, 2020)**

“Schedule a Manager” is the newest offering in SAPs real-time support channels, giving customers the ability to schedule a 15-minute call with a Product Support manager for high-priority incidents.

The service provides enhanced communication opportunities for our customers by speaking directly to a manager who can help address service exceptions, being experienced on high incidents. In this webinar, you will learn about SAP’s new real-time support channel ‘Schedule a Manager’ and discover when and how to access the service, as well as realize the benefits for your organization. [Read more](#)

---

## Integration

## **Cloud Integration Automation Service: How to Transform Scenario Integration Into an Automated Workflow (January 23, 2020)**

Scenario Integration in a hybrid landscape or in a cloud-to-cloud landscape is difficult. Today we provide documents to our customers to do the integration in their cloud or hybrid environment.

In the future this will be replaced with workflows with automated steps for the configuration. We have scenario descriptions ready and running as workflows. See how it works and get a glimpse into the future of scenario integration.

[Read more](#)

.....

## **Integration Monitoring via Focused Run for SAP Solution Manager (FRUN) (January 28, 2020)**

Target of Integration Monitoring is to bring transparency in the data exchange processes. It shall unify the user experience of the different integration technologies by providing a common look-and-feel as well as handling independently whether we are dealing with peer-to-peer interfaces or orchestration platforms. Integration Monitoring is offered with the cloud-based operation platform SAP Cloud ALM for Operations (CRUN) and the on-prem based operation platform Focused Run for SAP Solution Manager (FRUN). Our clear target to pick-up our customers at the point, there they are. Following the solution gravity of the customer we provide for cloud centric customers also the operation platform in the cloud and for on-prem centric customers their operation platform also on-prem. In this Webinar, we will demo the Integration Monitoring via Focused Run for SAP Solution Manager (FRUN). [Read more](#)

.....

## **Integration Monitoring via SAP Cloud ALM for Operations (CRUN) (February 11, 2020)**

Target of Integration Monitoring is to bring transparency in the data exchange processes. It shall unify the user experience of the different integration technologies by providing a common look-and-feel as well as handling independently whether we are dealing with peer-to-peer interfaces or orchestration platforms. Integration Monitoring is offered with the cloud-based operation platform SAP Cloud ALM for Operations (CRUN) and the on-prem based operation platform Focused Run for SAP Solution Manager (FRUN). Our clear target to pick-up our customers at the point, there they are. Following the solution gravity of the customer we provide for cloud centric customers also the operation platform in the cloud and for on-prem centric customers their operation platform also on-prem. In this Webinar, we will demo the Integration Monitoring via SAP Cloud ALM for Operations (CRUN). [Read more](#)

.....

## **Introduction to SAP HANA Streaming Analytics (February 13, 2020)**

Learn how SAP HANA streaming analytics enables customers to process huge data volumes in IoT scenarios, ensuring the important events are acted on immediately while prioritizing the flow of high-value, relevant data and information into SAP HANA storage and redirecting lower-value, status quo or audit trail data to less expensive storage. As a fully integrated SAP HANA capability, SAP HANA streaming analytics is ideally suited to apply complex event processing to combined business and operational data in real time. [Read more](#)

---

## **Identity Access Management for the Intelligent Enterprise (February 26, 2020)**

How to establish single sign-on and a consistent identity lifecycle management are key integration questions for an Intelligent Enterprise. We will provide an overview about the SAP Cloud Platform Identity Authentication and the Identity Provisioning Service. Capabilities and options that are offered for authentication, identity federation, single sign-on and for a consistent identity lifecycle management will be demonstrated. Finally, an outlook on SAP's roadmap for the IAM portfolio in the Cloud will be shared. [Read more](#)

---

## IFG for Integration



## **SAP Cloud Platform Integration Suite - Monthly Update – AM & PM (January 28, 2020)**

SAP Cloud Platform Integration Suite is SAP's strategic integration platform. It helps simplify integration by connecting people, processes, data, and devices worldwide while supporting a wide variety of integration approaches. You can take advantage of our out-of-the-box integration features for SAP integrations or use the Integration Suite to accelerate end-to-end integration scenarios across heterogeneous and hybrid landscapes. In this session we will provide an update on the key capabilities and latest enhancements for all services under SAP Cloud Platform Integration Suite.

In this webinar, we will share "What's new" in few of these services of the SAP Cloud Platform Integration Suite:

- SAP Cloud Platform Integration
- SAP Cloud Platform Integration Advisor
- SAP Cloud Platform API Management
- SAP Cloud Platform API Business Hub
- SAP Cloud Platform Open Connectors
- SAP Cloud Platform Enterprise Messaging
- SAP Process Orchestration

[Read more \(AM\)](#) [Read more \(PM\)](#)

---

**SAP C/4HANA**

## **Commissions 2002 Release Briefing (January 21, 2020)**

Get an insightful preview on the planned innovations for the upcoming February 2020 (2002) Release of SAP Commissions. Hear directly from our product management team about what's new in Commissions. [Read more](#)

.....

## **SAP Workflow 2002 Release Briefing (January 22, 2020)**

Get an insightful preview on the planned innovations for the upcoming February 2020 (2002) Release of SAP Workflow. Hear directly from our product management team about what's new in Workflow. [Read more](#)

.....

## **SAP Agent Performance Management 2002 Release Briefing (January 23, 2020)**

Get an insightful preview on the planned innovations for the upcoming February 2020 (2002) Release of SAP Agent Performance Management (formerly Producer Pro). Hear directly from our product management team about what's new. [Read more](#)

.....

## **ICM 2002 Release Briefing (January 28, 2020)**

Get an insightful preview on the planned innovations for the upcoming February 2020 (2002) Release of ICM. Hear directly from our product management team about what's new. [Read more](#)

.....

## **Customer Data Predictions for 2020 and Beyond with Deloitte (January 28, 2020)**

Come explore the customer data trends that will impact your business in the next year and beyond! Paul Yazge, Senior Manager for Deloitte & Touche LLP, will join SAP Customer Data Cloud executives Ben Jackson and Rooly Eliezerov to detail predictions for the future of customer experience, consumer data privacy and digital identity.

Key takeaways:

- How customer identity innovation will drive more frictionless CX in both the B2C and B2B sectors
- Why consumer privacy and data protection will take a place at the top of your boardroom agenda in 2020 and beyond
- How digital identity and consent data will play critical roles in the biggest issues facing business, technology and society

[Read more](#)

.....

## **SAP Territory & Quota 2002 Release Briefing (January 29, 2020)**

Get an insightful preview on the planned innovations for the upcoming February 2020 (2020) Release of SAP Territory & Quota. Hear directly from our product management team about what's new. [Read more](#)

---

### **SAP CPQ 2020 Release Briefing Session 1 (January 30, 2020)**

Get an insightful preview on the planned innovations for the upcoming February 2020 (2020) Release of SAP CPQ. Hear directly from our product management team about what's new. [Read more](#)

---

### **SAP CPQ 2020 Release Briefing Session 2 (January 31, 2020)**

Get an insightful preview on the planned innovations for the upcoming February 2020 (2020) Release of SAP CPQ. Hear directly from our product management team about what's new. [Read more](#)

---

### **Extensibility – Getting Started with simple scenarios - AM Session (February 04, 2020)**

SAP Cloud Platform Extension Factory is the go-to cloud-native extensibility framework for the Intelligent Enterprise. In this webinar, we will demonstrate simple scenarios for various SAP C/4HANA solutions based on the Kyma runtime. That way you can experience similarities between creating side-by-side extensions live. [Read more](#)

---

### **Extensibility – Getting Started with simple scenarios - PM Session (February 04, 2020)**

Get an insightful preview on the planned innovations for the upcoming February 2020 (2020) Release of SAP Territory & Quota. Hear directly from our product management team about what's new. [Read more](#)

---

### **SAP Field Service Management 2020 Release Briefing (February 13, 2020)**

Get an insightful preview on the planned innovations for the upcoming February 2020 (2020) Release of SAP Field Service Management. Stay current about what's new Field Service Management and possible integration scenarios. [Read more](#)

---

### **Extensibility - Accelerate with connected extension scenarios - AM Session (February 18, 2020)**

After experiencing how you can create simple side-by-side extensions for SAP C/4HANA solutions with SAP Cloud Platform Extension Factory based on the Kyma runtime (Part 1), this webinar will features a scenario across multiple SAP C/4HANA solutions. We will specifically focus on the developer capabilities in the Kyma runtime that enable a single developer to create these scenarios. [Read more](#)

---

## **Extensibility - Accelerate with connected extension scenarios - PM Session (February 18, 2020)**

After experiencing how you can create simple side-by-side extensions for SAP C/4HANA solutions with SAP Cloud Platform Extension Factory based on the Kyma runtime (Part 1), this webinar will features a scenario across multiple SAP C/4HANA solutions. We will specifically focus on the developer capabilities in the Kyma runtime that enable a single developer to create these scenarios. [Read more](#)

---

## **SAP Commerce Cloud Roadmap Update (February 20, 2020)**

Join us for the first 2020 SAP Commerce Cloud Roadmap update and start your year off on the right foot! Join us for the first 2020 SAP Commerce Cloud Roadmap update and start your year off on the right foot! [Read more](#)

---

## Other Languages

## **Comment SCP sert les projets S/4HANA et l'innovation? (January 21, 2020)**

SAP et son écosystème s'adaptent, se transforment et s'optimisent, pour accélérer et faciliter la transition vers le cloud et SAP S/4HANA, et en tirant avantage de l'existant, non-SAP, SAP ECC et autres systèmes hétérogènes. [Read more](#)

---