

# Knowledge Transfer Webinars for SAP User Groups



**First Edition February 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.

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## 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](#)

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## **SAP Customer Center of Expertise**

### **Incident Management – German (February 11, 2020)**

Diese Session zum Incident Management wird dazu beitragen, die Qualität der erstellten Incidents zu verbessern und generell Ihre Supporterfahrung mit SAP zu verbessern. Das Ziel ist, dass Sie alle SAP-Prozesse verstehen, die Sie befolgen müssen, um die besten Ergebnisse aus Ihrem SAP-Engagement zu erzielen.

Agenda:

- Grundlagen des Supports
- Die SAP Support Infrastruktur
- SAP Meldungsbearbeitung auf einen Blick
- Enablement
- Verwendung der Hinweissuche
- Kontaktaufnahme mit den Produktexperten
- Expert-Chat
- Schedule an Expert
- Eine Meldung anlegen
- Komponentenauswahl
- Meldungsprioritäten und der ‚Business Impact‘ (Geschäftsauswirkungen)
- Beispiele für die Geschäftsauswirkungen mit Empfehlungen
- Die perfekte Meldung
- Nachdem eine Meldung gelöst wurde
- Wie kann CIC Ihnen helfen?

[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](#)

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### **SAP ONE Support Launchpad Overview (February 20, 2020)**

Learn how to best utilize search tools, reporting an incident, generate license keys, download software and user management.

The session will help the customer become more familiar with the SAP ONE Support Launchpad and its applications: Search for documentation, Incidents, License Keys, Software Download and User Management. [Read more](#)

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### **Incident Management (February 26, 2020)**

In this session will look at the basics of support, including the incident lifecycle. Participants can some self-enablement tools. This session improve the quality of incidents you are creating and generally enhance your support experience.

[Read more](#)

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## Integration

## **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](#)

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## **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 Identity Access Management (IAM) portfolio in the Cloud will be shared.

Why attend?

- Gain insight into SAP's strategy for IAM
- Get to know SAP's Identity Authentication and Identity Provisioning Service
- Learn about the latest features provided
- Enjoy demos for single sign-on and identity lifecycle management

[Read more](#)

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## **User Experience Integration (March 10, 2020)**

In this webinar, you will get an overview about SAP solutions for User Experience Integration. Join this session to learn more about the various integration options and get recommendations, when to use which approach. In particular, we will cover the (central) SAP Fiori launchpad and its capabilities to integrate applications into a central entry point.

[Read more](#)

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## **IFG for Integration**

## **SAP Cloud Platform Integration Suite - Monthly Update - AM (February 25, 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](#)

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- SAP Process Orchestration

[Read more](#)

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**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](#)

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

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

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**SAP Field Service Management 2002 Release Briefing (February 13, 2020)**

Get an insightful preview on the planned innovations for the upcoming February 2020 (2002) Release of SAP Field Service Management. Stay current about what’s new Field Service Management and possible integration scenarios. [Read more](#)

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**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](#)

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**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](#)



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 **Other Languages****Cómo se utiliza la IA en los procesos de gestión y creación de incidencias (12 de marzo, 2020)**

¿Qué es el soporte impulsado por la IA y cómo mejora esto su gestión de incidentes y el proceso de creación de incidentes?

El proceso de gestión de incidencias de SAP se ha optimizado y simplificado considerablemente gracias a la IA y a las tecnologías de aprendizaje automático. Hoy en día, soluciones como Incident Solution Matching o el predictor de componentes ayudan a los clientes de forma optimizada y simplificada a encontrar respuestas a sus preguntas de forma más rápida y sencilla.

Este seminario web le proporcionará una visión general de los procesos impulsados por la IA y cómo se ha mejorado la experiencia de soporte al cliente mediante la implementación de la tecnología de IA y el aprendizaje automático. Únase a la sesión y discuta sus preguntas con nuestros expertos en IA. [Lea más](#)

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**SAP Conversational AI: avec l'intelligence artificielle conversationnelle transformez votre expérience client et employé (26 février, 2020)**

Les chatbots d'entreprise se développent très rapidement. Avec plus de 85% des interactions client-entreprise qui devraient être gérées par des robots d'ici fin 2020 selon Gartner, ce changement majeur affecte deux audiences : vos clients et vos employés.

Découvrez comment la plateforme de création de chatbots d'entreprise SAP Conversational AI vous aidera à améliorer la productivité de vos employés, la fidélisation de vos clients et vos revenus :

- Comprendre comment créer un chatbot avec SAP Conversational AI et les avantages compétitifs du produit.
- Comprendre comment gérer efficacement des tâches avec des chatbots, intégrés aux solutions SAP et non SAP.
- Au travers d'exemples concrets comme l'assureur suisse [Groupe Mutuel](#), comprendre comment les entreprises utilisent SAP Conversational AI pour améliorer l'expérience client et l'expérience employé.

Présenté par Pierre-Edouard Lieb, Adoption Manager chez SAP Conversational AI. [Plus d'infos](#)

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