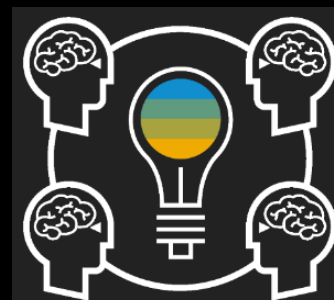


# Knowledge Transfer Webinars for SAP User Groups



**Second 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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[Transforme la experiencia de sus clientes y empleados con SAP Conversational AI \(26 de marzo, 2020\)](#)

## 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](#)



## **Integration**

## 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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## SAP's Integration Strategy (February 27, 2020) – AM & PM

The wait is now over: SAP's Integration Strategy Paper is available. Michael Ameling, Head of Intelligent Enterprise Program @SAP, will walk you through SAP's integration plan in the cloud, focusing on the significant value customers get from holistic technology and business process integration for the Intelligent Suite, also including third-party integrations.

Join this webinar to get first-hand information on the newly released strategy paper and SAP's integration roadmap in the cloud.

[Read more](#) – AM & PM

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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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## **SAP S/4HANA**

### **SAP S/4HANA Cloud 2002 Update - Manufacturing, Supply Chain, Asset Management (March 05, 2020)**

Manufacturing and Supply Chain in SAP S/4HANA Cloud enables complete, standardized and preconfigured core business processes like production, sales, and procurement with seamless integration to finance and provides innovative manufacturing capabilities such as demand driven materials requirements planning (DDMRP) and variant configuration. The presentation shows innovations from the business areas Inventory Management, Production Planning, Quality Management, and Warehouse Management with Kanban Supply into Production. Among others, Predictive Material and Resource Planning (pMRP) which is our new simulative mid- and long-term planning tool, as well as the Prediction of Slow or Non-Moving Materials will be demonstrated in this webinar. [Read more](#)

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## **Globalization Services**

### **Overview of SAP Globalization Services – What Can Customers Expect? (March 04, 2020)**

We would like to invite you to the following webinar: Overview of SAP Globalization Services – what customers can expect?

SAP Globalization Services is localizing SAP software and considered as trusted advisor for all customers implementing on a multinational or global scale, including our information rollout, e.g. web pages, SAP user assistance, latest information and news or workshops. These offerings simplify legal compliance for customers. We deliver local best practices according to country needs - and you can stay tuned with latest legal changes and legal requirements. Of course, we also offer multi language capabilities for SAP solutions. [Read more](#)

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### **Brexit – Transition Period and Beyond (March 12, 2020)**

Join this webinar for an update on Brexit during the transition period and beyond

- Political Update
- SAP's Monitoring of political and economical landscape
- What SAP will be doing during the transition phase.

[Read more](#)

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## **SAP Customer Center of Expertise**

### **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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### **Automatic Translation for SAP Notes and SAP Knowledge Base Articles (March 19, 2020)**

Discover our new automatic translation feature, available for SAP Notes and Knowledge Base Articles, in 8 languages at the click of a button.

Why attend? Find out how to use the new automatic translation feature to give you fast access to SAP Notes and Knowledge Base Articles (KBAs) in your preferred language. Learn how to submit feedback and get the opportunity to ask any questions you may have regarding the translation process. [Read more](#)

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## **SAP C/4HANA**

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

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### **Reporting Best Practices in SAP Commissions (February 18, 2020)**

In this session we will show you some Best Practices for reporting in SAP Commissions. [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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### **SAP Field Service Management – Roadmap Update and Insights with focus on 2005 Release (February 24, 2020)**

The goal of this session is to update you on where we want to invest in SAP Field Service Management, with a focus on the coming 3 months. [Read more](#)

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### **What's New With SAP Customer Data Cloud, Q4 edition (February 25, 2020)**

Please join as for our quarterly webinar series on what's new in our products. Hosted by Ratul Shah and Adrian Nash, they will take you through the latest trends and features and give you a look ahead of what is coming in 2020. [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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## **Transforme la experiencia de sus clientes y empleados con SAP Conversational AI (26 de marzo, 2020)**

Los chatbots o asistentes inteligentes están creciendo en el mundo de manera colosal. Se espera que el 67% de las personas utilicen sistemas de mensajería en las empresas en los próximos dos años y más del 85% de las interacciones cliente-empresa sean manejadas por robots para el año 2020, esta gran revolución impacta a dos de sus audiencias más importantes: clientes y empleados. Es hora de actuar ahora!

Descubra cómo SAP Conversational AI, la plataforma integral para diseño, análisis y control de asistentes digitales (chatbots), combinada con un potente asistente digital, le ayudará a mejorar la productividad de sus empleados, la

retención de sus clientes y los ingresos. Además como le permite incorporar de manera fácil, capacidades de inteligencia artificial en su empresa. [Lea más](#)

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