

Introduction to Oracle Sales Cloud

Duration: 1 Day

What you will learn

The Introduction to Oracle Sales Cloud seminar is designed to provide those new to Sales Cloud with an overview of this solution's business benefits and capabilities. Through functional demonstrations, you'll gain an understanding of the navigation, key product features, and analytic capabilities of the Sales Cloud solution. However, as this is a seminar Oracle University does not include hands-on activities for students.

You'll learn about the key features and functionality offered by the different modules within Sales Cloud, including: Sales Force Automation, Sales Forecasting, Territory Management, Sales Performance Management, Customer Data Management, Sales Analytics and Oracle Engagement Cloud.

Learn To:

Describe the key features and business benefits of Sales Cloud

Verify and review the initial settings

Set up the Accounting Calendar

Review Currency and Geographies

Set up the user and product

Manage an account and content

Manage leads

Link Sales Cloud to other devices and applications like Mobile, Outlook, and Social Network

Understand the analytics capabilities within Sales Cloud

Benefits to You

By taking this seminar, you'll gain an understanding of how you can leverage the capabilities of the Sales Cloud solution to engage customers earlier and to accelerate and close more deals.

Audience

Administrator

Business Analysts

Cloud User

Functional Implementer

Sales

Course Objectives

Review User and Product setup

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CAMBODIA | SRILANKA | LAOS | MYANMAR | VIETNAM | PHILIPPINES | BANGLADESH | PAKISTAN |

- Discover sales management objects and features
- Learn sales performance management features
- Learn about Sales Tools
- Discover analytics and reporting capabilities
- Learn about new Oracle Engagement Cloud
- Get an overview of Oracle Cloud Leadership and Resources
- Learn how to get started with a Cloud Service
- Learn the initial setup tasks for Oracle Sales Cloud

Course Topics

Course Introduction and Agenda

- Course Agenda
- Oracle Cloud Leadership
- Oracle Sales Cloud Industry Solutions
- Resources

Getting Started with Oracle Cloud

- Subscription process overview
- Activating a service
- Managing and monitoring services

Initial Setup Tasks

- Verify Provisioned Settings
- Set up Accounting Calendars
- Set up Currencies
- Set up Geographies

User and Product Setup

- Role-based Access Control
- Role Types
- Creating Users
- Creating Products, Groups and Items

Sales Management

- Account Management
- Contact Management
- Lead Management

Opportunity Management

Sales Performance Management

Territory Management

Sales Quota and Forecast Management

Incentive Compensation Management

Sales Tools

Mobile Sales Management

Oracle Sales Cloud on Microsoft Outlook

Sales Lightbox

Oracle Social Network

Analytics and Reporting: An Overview

Oracle Engagement Cloud

Service Queues

Knowledge for Service Requests

Service-related Product Catalogs

Analytics for Engagement Cloud

Service Requests for Partner Relationship Management

Course Conclusion

Agenda Review

Next Courses