

# Boost project planning with the enablement service for SAP® Service Cloud

SAP experts empower you or your partner on key product education and implementation topics for SAP Service Cloud.

## Business outcomes



- Understand and align on best practices for an omnichannel contact center, case management, and user experience to benefit from the SAP® Service Cloud solution
- Minimize project risk by identifying business process improvements to extract maximum value in the shortest time frame
- Gain specialized guidance for project team members to confidently prepare for a successful deployment

## Business relevance



- Based on best practices, our enablement service helps you understand the core components of SAP Service Cloud.
- The enablement service is ideal for net-new projects planning to lead deployment or use a systems integrator, or simply those requiring a point of view from CX experts.
- This service is beneficial for existing customers interested in learning about new features and emerging recommendations for SAP Service Cloud to help maximize solution design.

## Deliverables and time frames



Companies receive a series of enablement sessions based on the comprehensive service management covering SAP Service Cloud, as well as capabilities and implementation topics for SAP S/4HANA and the SAP Field Service Management solution, such as:

- Platform overview sessions
- Expert guidance sessions
- End-state architecture document

This service is fixed scope and fixed fee, delivered remotely over 5 days.

## Related products and services

### Services

- Enablement service for SAP Service Cloud ([SAP Store](#)) (this service)
- Quick-start service for SAP Service Cloud
- Architecture service for SAP Customer Experience

### Learn more:

- Reach out to your SAP account executive or services account executive
- Visit the SAP Store site: [enablement service for SAP Service Cloud](#)

### Products

- SAP Service Cloud