

2 Product Overview

Sales people need a robust set of capabilities to engage in meaningful customer conversations and deliver the right impact every time. Going beyond the traditional approach, SAP Sales Cloud Version 2 provides delightful user experience and equips your sales team to close more deals faster in today's complex selling environment.

3 SAP Sales Cloud Version 2 Features

List of features available in SAP Sales Cloud Version 2.

Sales Features

Feature	Description
Accounts	Account management capabilities gives you a holistic view of the customers, and allow you to capture, monitor, store, and track all critical business information about customers, prospects, and partners.
Contacts	Maintain the details for corporate accounts by creating a contact or using the relationship between a contact and an account.
Leads	Capture interest in products and services, and qualify and nurture the interest to convert them to opportunities for sales.
Guided Selling	Work on the right opportunities at the right time by following your company's sales methodology in a structured and guided manner. The intelligent recommendations ensure that you're ahead of competition, thereby winning more opportunities.
Sales Quotes	Suppliers can create legally-binding offer to a customer for the delivery of goods or services, valid for a specific period of time, and according to fixed terms.
Org Structure	Set up an organizational structure including business organizations and sub-units. The organizational structure establishes reporting lines and allows automatic work distribution.
Distribution Channel	Set up a channel through which saleable materials reach customers. Distribution channels include wholesale, retail, and direct sales.
Division	Create and use divisions to form sales areas to refine the organizational sales structure.
Employees	Create and manage an employee record as a business user in the system.
Pricing	Create, view, and modify pricing components, determination rules, and pricing condition records
Intelligent Sales Predictions	AI-based pattern and trend analysis to make recommendations and sales predictions such as predictive scores for leads and opportunities and sentiment analysis for business texts.
Pipeline Manager	Check the overall health of your pipeline, and uncover opportunities in need of immediate attention.
Pipeline Flow	Get a glance of how the opportunity pipeline has changed over time.
Forecast Tracker	Deliver accurate sales forecasts and track forecast volatility over time.

Feature	Description
Trend Analytics	Visually compare current pipeline against previous quarters, identify pipeline generation and closing patterns.
Call Lists	Help sales professionals to communicate effectively and efficiently with prospects and customers through various digital channels
Target Group	Engage with customers and prospects to promote products and services.
Campaigns	Segment customers and prospects, target them to right audience for each campaign.
Digital Selling Workspace	Set up an optimal user-centric workspace to access to all your tasks and sales tools.
Party Processing	Determine involved parties for business transactions using party roles and the connected determination rules.
Activity Management	Set up a combined work centre view where you can manage different activities such as appointments, phone calls, emails, and tasks.
Calendar	Create and manage appointments and tasks.
Surveys	Design comprehensive checklist surveys using questions of various types, to capture business data. Assign them to business objects such as visits, service tickets, leads, opportunities and so on.
Library	Organize and manage files and folders in library
Microsoft Teams Integration	Integrate SAP Sales Cloud Version 2 with Microsoft Teams.
Playbooks	Translate your sales strategies into actionable recommendations so that you can convert your leads to successfully won opportunities
Groupware Integration	Integrate SAP Sales Cloud Version 2 with your email application.

Platform Features

Feature	Description
Home Page	Home page appears at login. Configure tasks and reports based on roles.
Global Search	Search for any entity in the system by keyword or ID.
Products	Integrate product master from SAP S/4 HANA system into Cloud for Customer to manage products in service processes.
Timeline	Timeline provides a 360 degree view of your business process in a chronological view. The timeline can be configured for your business needs to show relevant events, take actions and quickly launch quick views of business processes all without leaving the timeline.
Service Catalog Management	Configure one or more service catalogs.

Feature	Description
Extensibility	Extend the standard data model with custom fields. Change the layout of fields and section groups. Create custom actions to trigger external events. Launch external apps within the solution with mashups.
Adaptable User Interface	Adapt and change controls and their positions on the screen to match your organization's business processes.
Microsoft Teams Integration	Integrate your solution with Microsoft Teams for seamless collaboration.
Business Roles	A business role defines the specific areas in the system that the users can access when they're assigned to that role. Administrators can implement authorizations to business users by assigning business roles. Default business roles include: Sales Agent, Sales Manager, and Administrator.
GDPR Compliant	Protect customer personal data with depersonalization, data privacy and protection, read access logging and change logs.
High Availability	Micro-services architecture running on hyperscaler platforms also provides performance and scalability.
Data Import and Export	Administrators can use the Data Import and Export service to import, export, and update data in the solution.
Autoflow	A workflow engine that defines rules to trigger actions such as send event notifications to integrated systems, in-app notifications to users, and trigger automatic emails based on the conditions defined for business entities.
Analytics	Analytics in SAP Sales Cloud Version 2 is available as a prepackaged integration with SAP Analytics Cloud, embedded edition , offering an embedded SAC to all users.