



SAP Customer Experience

SAP Commerce Cloud Know-How (optional)

INTERNAL – SAP and Partners Only

We will learn about:

- Deployment & Maintenance
- Logging & Debugging
- Integrations Scenarios
- GDPR in SAP Commerce Cloud
- Knowledge Webography

Deployment & Maintenance



Third-Party Compatibility – Local Installation

3rd party [compatibility matrix](#) can be found on the SAP Commerce Cloud Help:
[Third-Party Compatibility](#)

Operating System	
Software/Platform	Supported Versions
Microsoft Windows	Any version that supports SapMachine 17
Linux	Any version that supports SapMachine 17
Mac OS	For development purposes only.

Java / Spring	
Software/Platform	Supported Versions
JRE / JDK	SapMachine 17.0 (required)
Spring Libraries	5.3.27
Spring Security Libraries	5.6.9

Application Servers	
Software/Platform	Supported Versions
Apache Tomcat	8.5.87, bundled

Search Engines	
SAP Commerce Cloud	Supported Solr Version
2211	8.11.2

v2211 Deprecation Status – 4 of many examples

- De-released means a module or extension is removed from the product
- Planned de-release indicates the earliest date to remove a module or extension

Module / Extension	Announced depreciation	Planned de-release / deletion	Mitigation plan
core-accelerator / acceleratorstorefrontcommons	2205	Q4 2024 (Deletion)	Composable Storefront
core-accelerator / acceleratorwebservicesaddon	2205	Q2 2023 (Deletion)	Composable Storefront
core-accelerator / addonsupport	2205	Q2 2024 (Deletion)	Composable Storefront
b2c-accelerator-addon / captchaaddon.	2205	Q2 2024 (Deletion)	Composable Storefront

Over 100 extensions will be deleted/replaced soon, see complete list here:

[Deprecation Status on //help.sap.com](https://help.sap.com)

Versioning

- **Before:** SAP Commerce Cloud 2211, versions of SAP Commerce Cloud are released based on the number pattern of the standard SAP Release naming convention of YYMM (*last two digits of year followed by numeric month*), e.g.: 2205
- **Now:** From **2211** version on, SAP Commerce Cloud is/will be versionless (2211 will not change)
Monthly update release cycle – naming convention will be 2211.x
(x is incremental, not month specific)

Version	Current Release Updates	When?
2211	2211.8	June 2023

	2211.1	Dec 2022
	2211.0	Nov 2022

Monthly Update – What Exactly Is It?

Every monthly update can contain:

- Bug fixes and security/compliance updates.
 - Fixed issues can be found in [Fixed Issues Page](#)
- New features and innovations
 - Are shipped once per **quarter**.
 - Will be in a **disabled** state so that the update releases are as easy to adopt as patches
 - For most new features, you will have up to 12 months to test and make your implementation compatible. See details in the [Feature Rollout Phases Page](#)
 - A complete list of all features for each update: [What's New in SAP Commerce Cloud in the Public Cloud](#)
 - To enable a new feature or innovation, simply follow the instructions in [Upgrading SAP Commerce Cloud](#)

Each monthly update will be cumulative, backward compatible and supported for 6 months.

- Customers must be in a supported update (6 months) to stay current and prevent builds from failing
- Need help for project updates? Check the included services regarding different [Types of SAP Commerce Cloud Upgrades](#)

Logging & Debugging



Configuring the Log Environment

SAP Commerce comes pre-bundled with the Apache Log4J2 logging framework

- Configure the loggers for your application in project.properties/local.properties or .xml files
- Recommended to use Simple Logging Facade for Java (SLF4J) as the logging API for Log4j 2
- Configuration consists of three major Log4J2-related sections:
 - The logger configuration section (OFF, ...,ERROR, WARN, INFO, ..., ALL)
 - The appender and layout configuration sections

Logging Database Statements

- JDBC logging creates a record of database statements issued by your application
- Store your JDBC logs using FileLogger or JDBCASF4JAwareLogger
- Enable and disable JDBC Logging
 - In the SAP Commerce Cloud Administration Console (HAC) – only runtime effect
 - Using Java code – only runtime effect
 - In the configuration properties file – persistent effect

See SAP Help for logging details: [Logging on //help.sap.com](http://help.sap.com)

Managing logs in the Rule Engine and Promotion Engine

- In the Rule Engine and Promotion Engine, logging is implemented as an aspect.
- Rule Engine Logging
 - `de.hybris.platform.droolsruleengineservices.aspect.RuleEvaluationLogger`
- Promotion Engine Logging
 - `de.hybris.platform.promotionengineservices.aspect.ActionLogging`
- Implement a new logging class as aspect
 - Annotated with `@Aspect`
 - Extends `de.hybris.platform.ruleengineservices.aspect.AbstractLoggingAspect`
 - Define Join Point Handlers which refer to methods annotated with `@Before` with the `org.aspectj.lang.JoinPoint` that calls the `logJoinPoint(joinPoint)` method

Logging and Debugging in the SAP Commerce Administration Console

- **Platform Tab – Configuration:** Provides editable list of all currently-set Commerce properties and their values
- **Platform Tab – System:** Provides detailed information about the running system
- **Platform Tab – Logging:** Allows adding new loggers or set logging levels for particular loggers
- **Platform Tab – Classpath Analyzer:** To search for the same classes loaded from different JAR files
- **Monitoring Tab - JDBC Logging:** Enables logging to a configured log file and download it
- **Monitoring Tab - JDBC Log Analysis:** Identify JDBC statements that degrade performance (either are either executed very often or which take a particularly long time to execute)

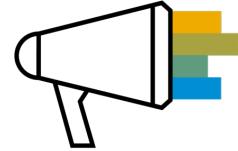
Integration Scenarios



Integrations are at the Heart of SAP Commerce Cloud (some samples below)

SAP Emarsys

SAP Marketing Cloud



SAP Back-End

SAP ERP

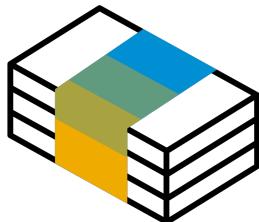
SAP S/4HANA

SAP CRM

Integration Package for SAP for Retail



SAP Billing/Revenue Cloud



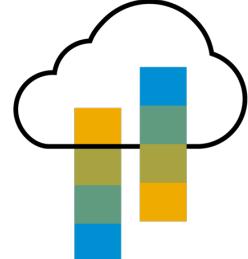
**SAP
Commerce Cloud**



SAP CPQ for Product Configuration

SAP Sales Cloud

SAP Services Cloud



SAP Customer Data Cloud

What can we integrate: 3 Example Pillars

MASTER DATA

- Products
- Prices
- Stock Levels
- Customers
- Orders
- ...

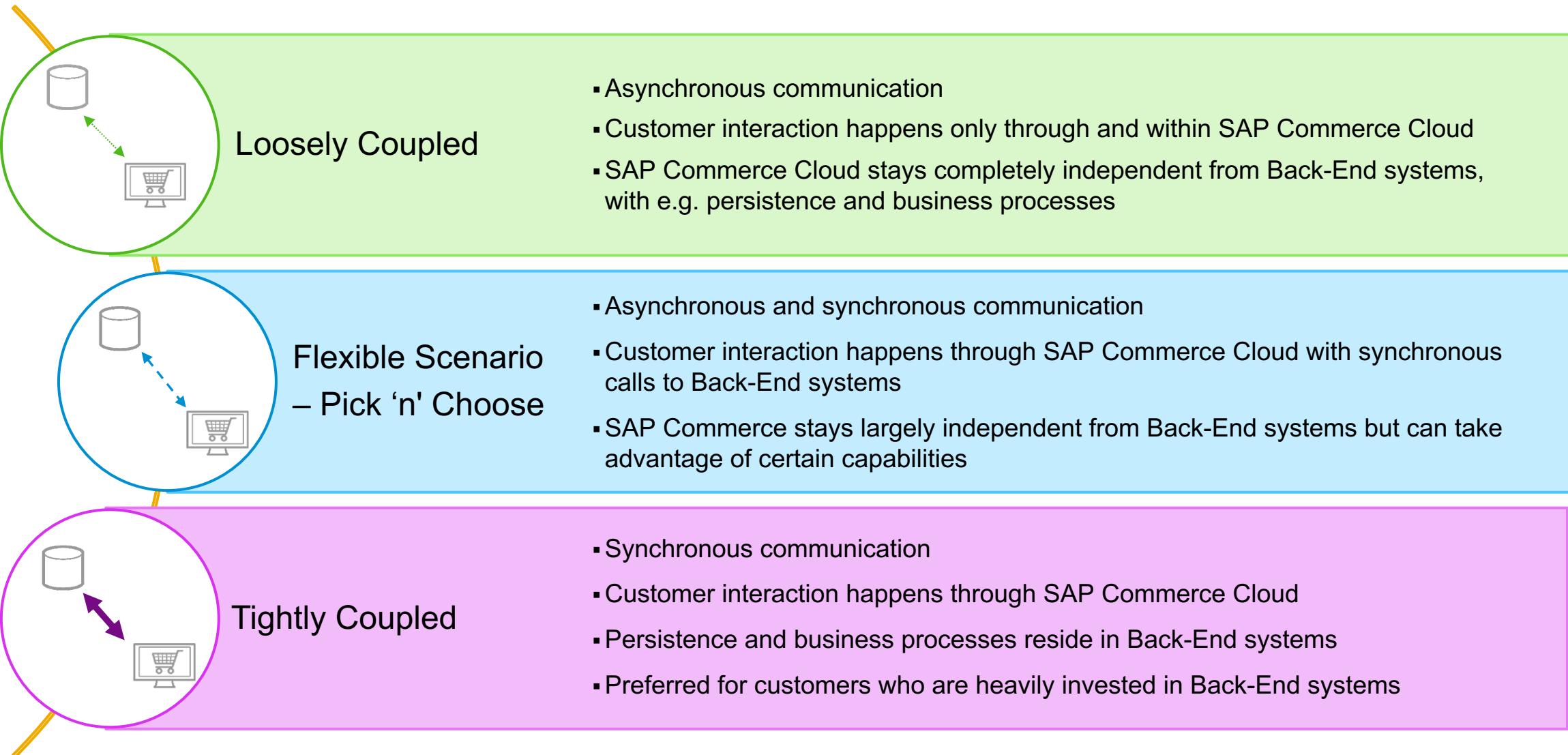
PROCESSES

- Order Management
- Return Management
- Ticket Processing
- Customer Service
- ...

FEATURES

- Price calculation with ERP
- ATP information from ERP
- Credit Check with PSP
- Personalization with Customer Engagement System (e.g. SAP Emarsys)
- Product Recommendations
- Customer Self Service using CRM
- ...

Typical Integration Scenarios



2 groups of Integration solutions for SAP Commerce Cloud

Internal (In-App) - Customizations **within** SAP Commerce Cloud:

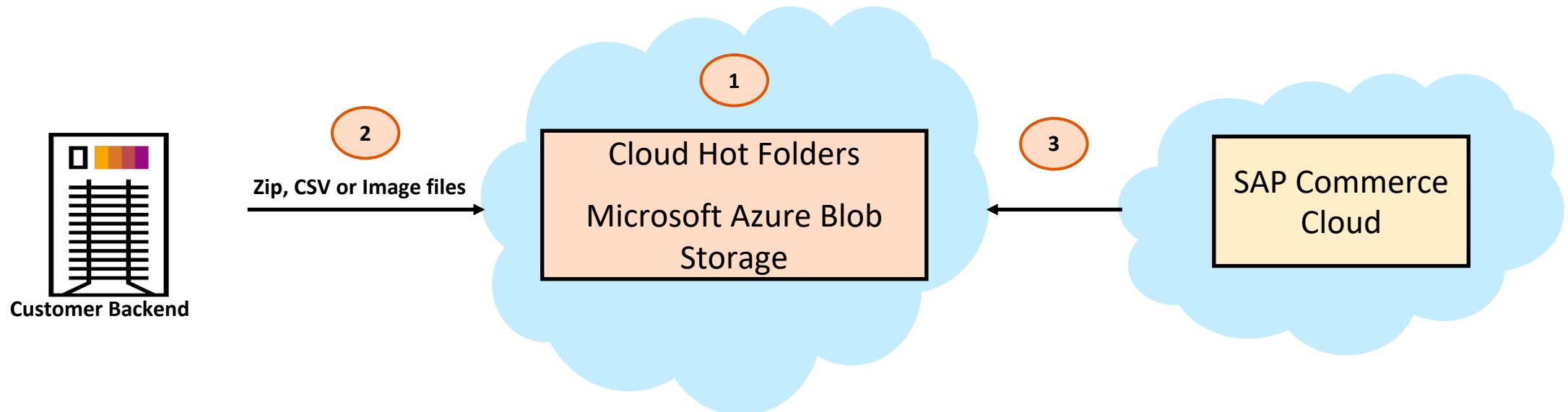
- are implemented based on classic Commerce extensions
- provide in-app extensibility options that can be fully configured at runtime without the need for custom extensions
- Typical examples: ImpEx, Cloud Hot Folders, Omni Commerce Connect/OCC, Integration API Module, Web Hooks

External (Side by Side) – Integrate or extend **outside** of SAP Commerce Cloud:

- Extensions and customizations are decoupled from the core platform/application.
- Independent Deployments enable independent update and release cycles.
- Independent Scaling from the deployed SAP Commerce Cloud.
- Side-by-side customizations via technology stack and hyperscaler of your choice
- Typical examples: SAP Commerce Cloud Integration Extension Pack, SAP Business Technology Platform (BTP) – Integration Suite & Extension Suite (kyma runtime), SAP Store

Internal Support – Cloud Hot Folders

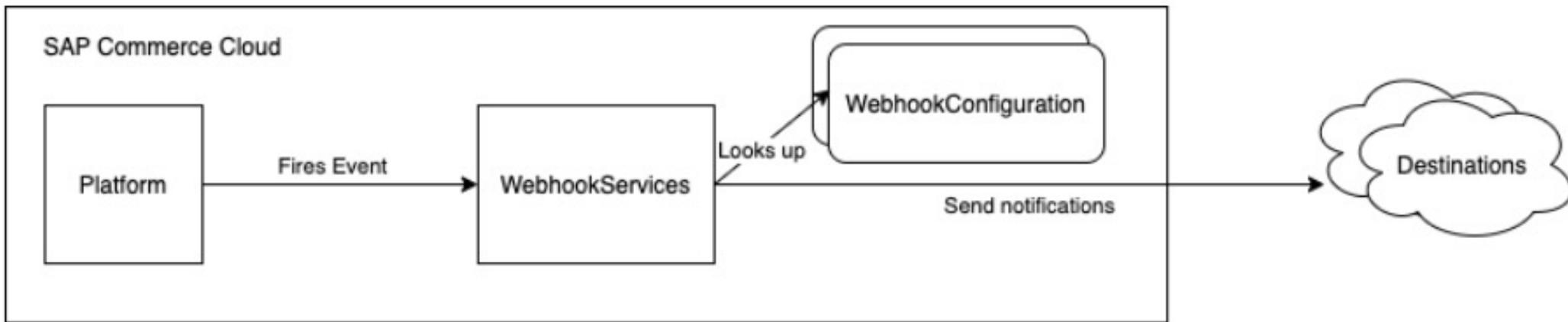
Enable asynchronous integration mechanism to safely import batches of data into SAP Commerce Cloud



Check out [the documentation of Cloud Hot Folders](#) or the live session “**Hot Folders and Cloud Hot Folders**” in the series: “[SAP Commerce Cloud – Additional Technical Essentials](#)”.

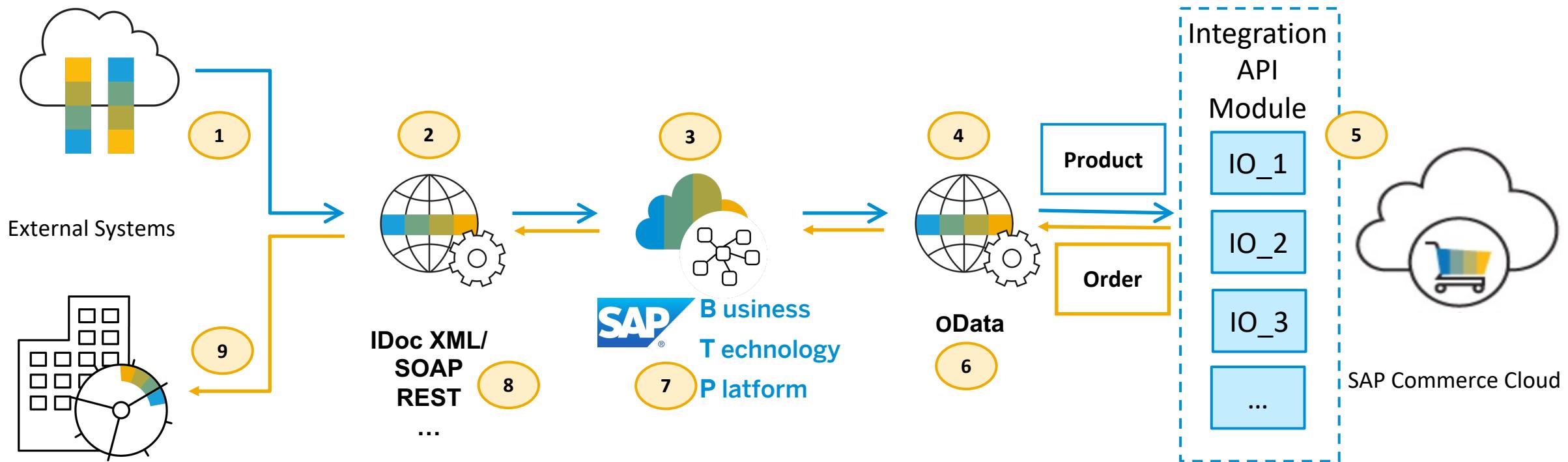
Internal Support – Webhooks: Get notified about changes in SAP Commerce Cloud

- Send notifications to a configured destination URL when an item is created, updated, or deleted
 - Example: Receive a notification every time a Product is saved or deleted
- Webhook configuration consists of an Integration Object and a Consumed Destination
- Once any change occurs on the root type of the Integration Object, an event is fired and sent to its destination
 - **Note:** The fired event also carries the root object as payload, defined by the Integration Object
- Apply Filters to control which items are sent to a Webhook, e.g., only approved Products
- Configured at runtime: No coding, no downtime, no server restart



Internal Support – Integration API Module

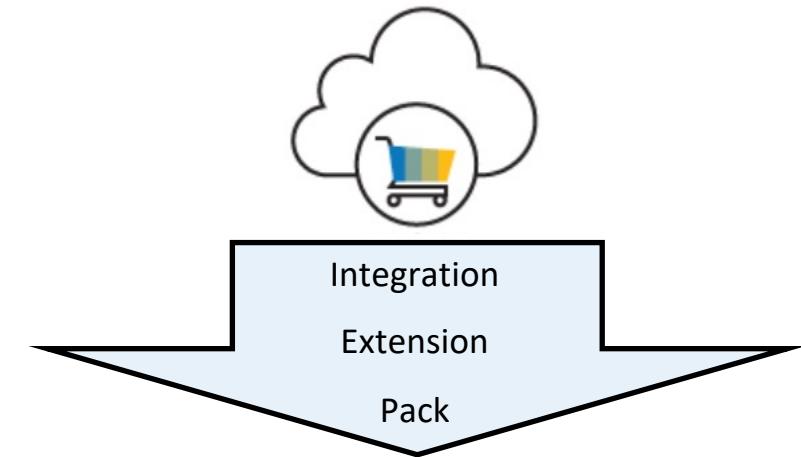
- Exposes interfaces used for data integration with SAP Commerce Cloud
- Data can be sent to and received from external systems (e.g. other SAP Applications)
- Runtime-configurable data models and services, via special Backoffice cockpit or using ImpEx
- Define payloads for in-/outbound requests for easy mapping via SAP BTP or other OData apps



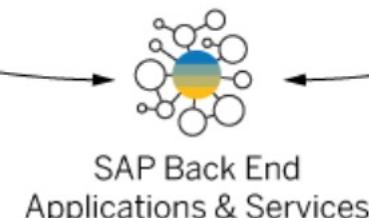
See [the Integration API Module documentation page](#) or live session “**Integration API Module**” in the series: “[SAP Commerce Cloud – Additional Technical Essentials](#)”

External Support – SAP Commerce Cloud, Integration Extension Pack

- Delivered separately from SAP Commerce Cloud, and released on a more regular basis
- Delivers **OOTB solutions** to integrate SAP Commerce Cloud with:
SAP S/4HANA, SAP ERP, CRM, SAP CDC, SAP Sales Cloud and many others (check [here](#) for the current supported SAP solutions)



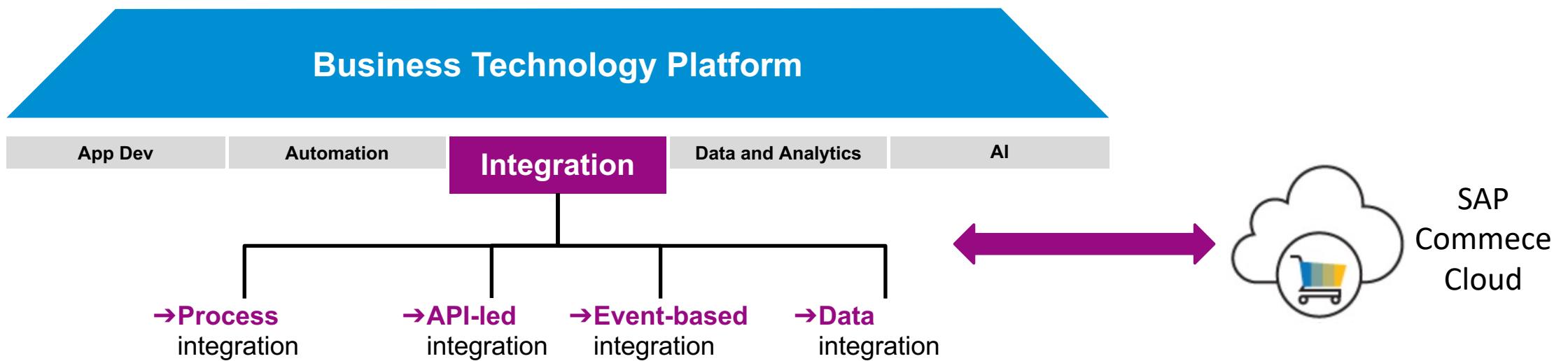
- **Quick Time To Market** with SAP Commerce Cloud solution that capitalizes on existing master data platforms without significant customization overhead



Check [the portal page of SAP Commerce Cloud, Integration Extension Pack](#)

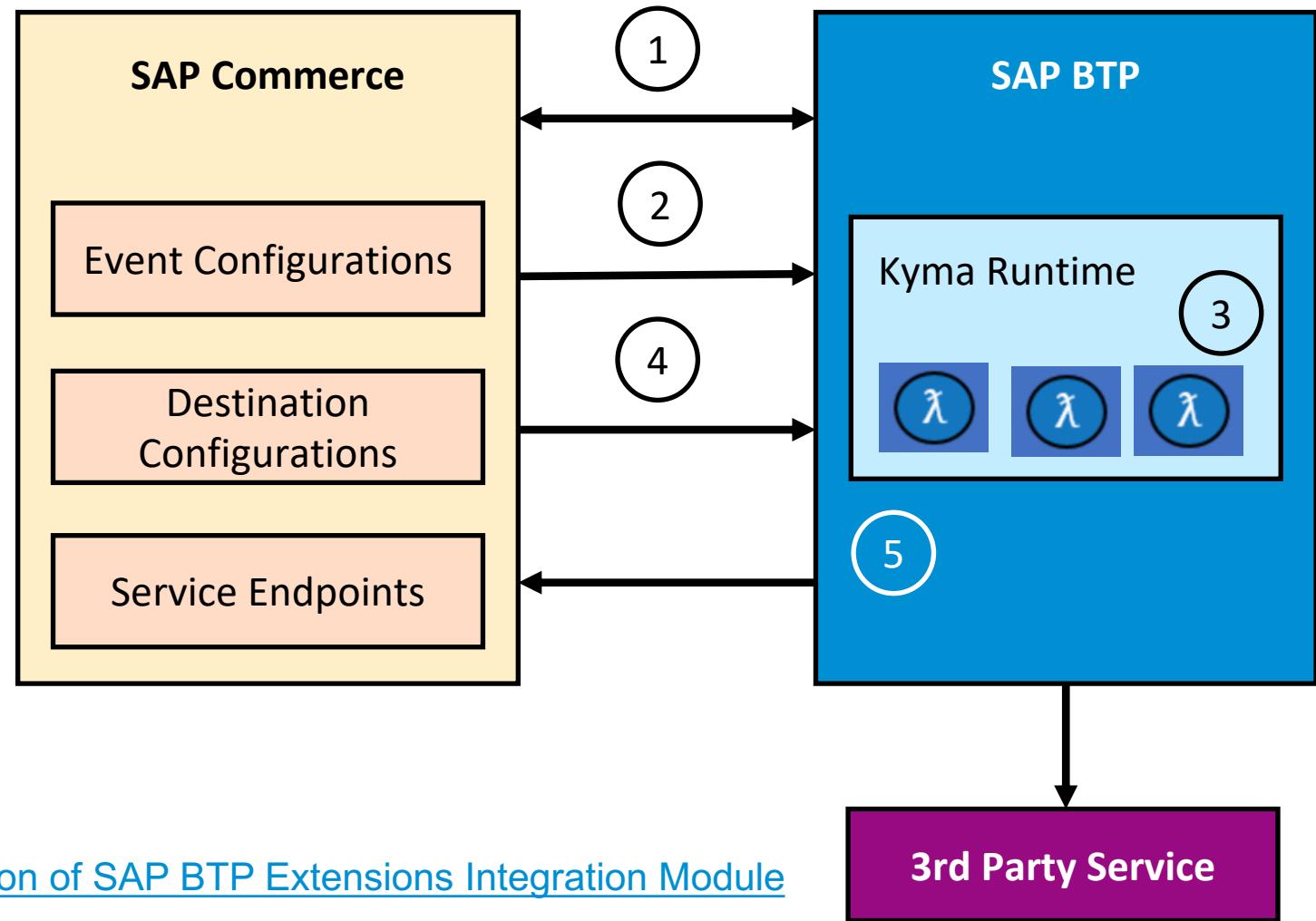
External Support – SAP Business Technology Platform (BTP), Integration Suite

- Platform that brings together all the critical areas of technology you need to accelerate innovation
- Unified environment for: App Development, Automation, **Integration**, Data & Analytics, AI (see graphics below)
- Supports all kinds of integration: Process, API-led, Event-based, Data, etc.
- Our strategic way forward for integrating with the whole SAP Customer Experience solutions portfolio, including SAP Commerce Cloud
- For further details, out of the scope of this learning journey, please check [here](#) on your own.



External Support – BTP, Extension Suite: Kyma Runtime

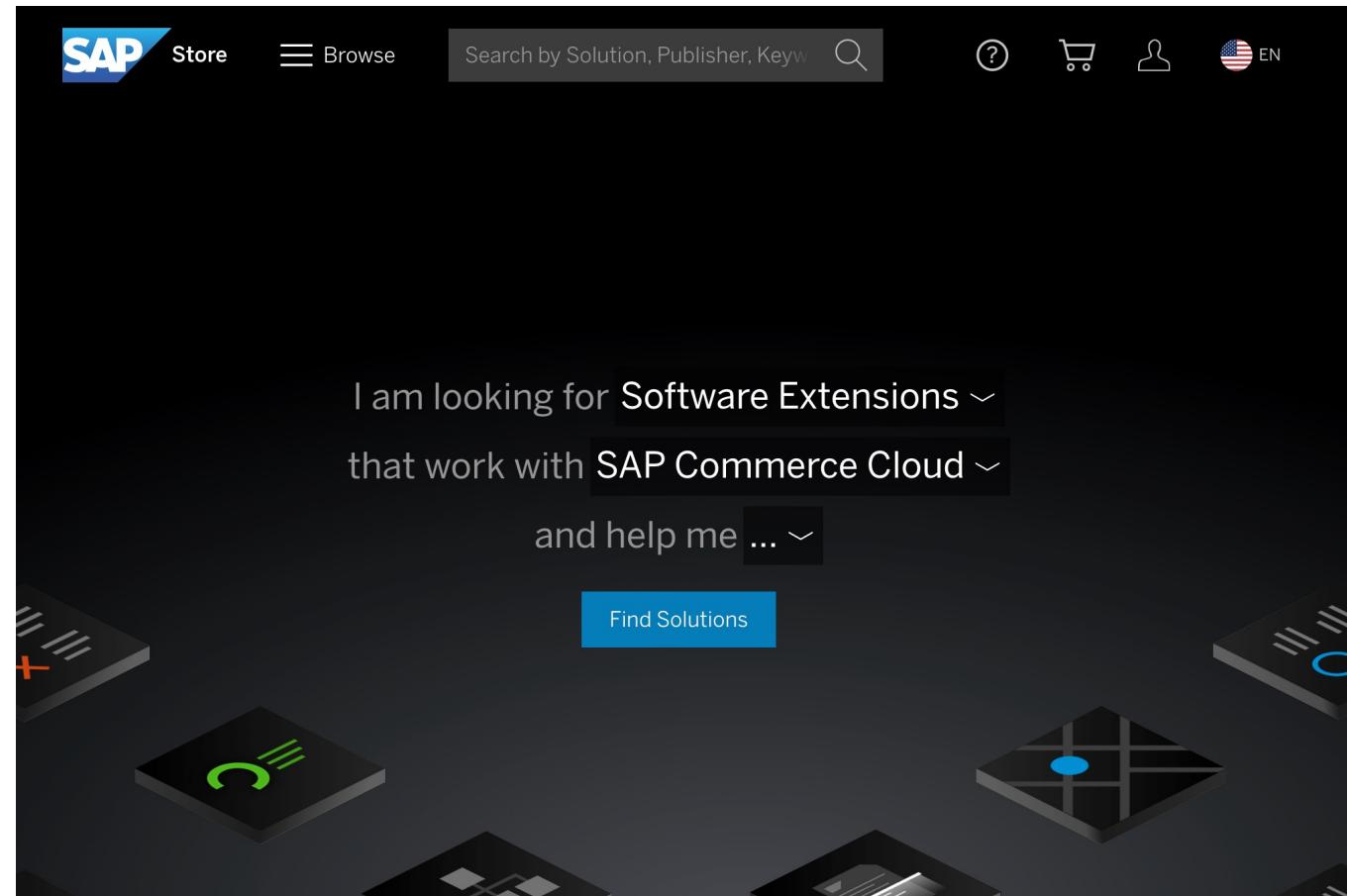
- In addition to the integration support, **SAP BTP also contains an extension suite** to enable dedicated ways to extend the functionality of other SAP applications
- Used to build event- and API-based extensions
- For SAP Commerce Cloud, SAP BTP extension suite provides the **Kyma Runtime**, which:
 - Allows you to customize and enhance SAP Commerce features
 - Avoid the recompile and restart approach of traditional development cycle



For further details please check the [documentation of SAP BTP Extensions Integration Module](#)

SAP Store – Enterprise Marketplace

- <https://store.sap.com/dcp/en/about>
- Try, buy, and manage SAP and partner applications and services - extend your existing SAP technology and solutions
- The SAP Store is typically used for common integrations, such as calculating payment and tax, and to enrich the customer experience
- All available partner solutions have passed a standard readiness check to ensure they meet SAP requirements and compliance criteria

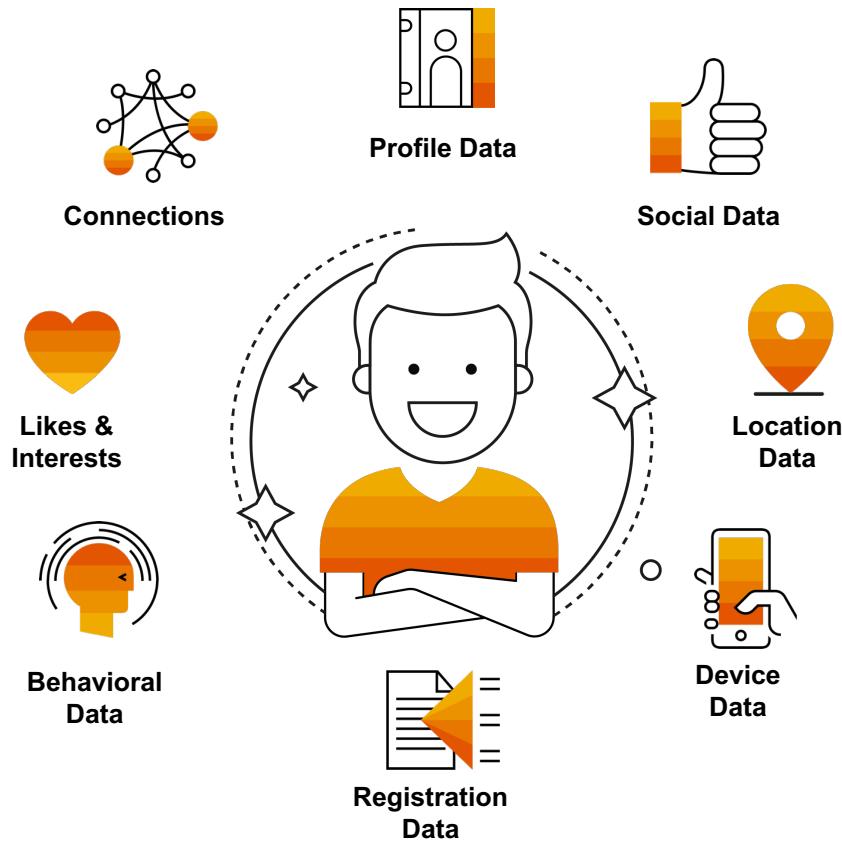


GDPR in SAP Commerce Cloud

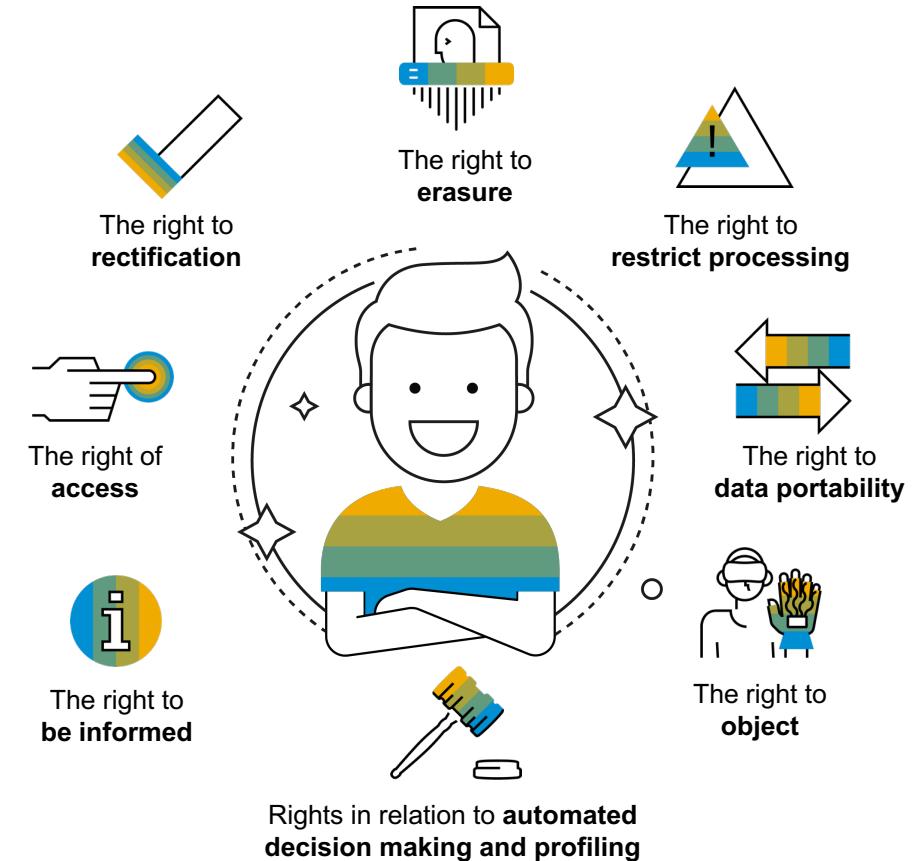


What is the General Data Protection Regulation (GDPR)?

Data Collected



Individual Rights



Putting the Customer in Control of their Data

GDPR: What is it and what's at stake...

GDPR ENFORCEMENT
BEGAN
MAY 25, 2018

APPLIES TO:
**ANY ENTITY
PROCESSING EU
PERSONAL DATA**

Severe Penalties
€20M or 4%
Annual turnover

GDPR Features in SAP Commerce

1. Consent Management
2. Personal Data Erasure
3. Personal Data Reporting Configuration
4. Personal Data Reports Generation
5. Data Annotation and Retention in Customer Support

Consent Management

Functionality for data subjects (a natural person such as a customer, contact, or account) to give consent to the collection or transfer of their personal data

Email address

Password

Confirm password

This is a sample marketing consent description that will need to be updated or replaced, based on the valid registration consent required.

I am confirming that I have read and agreed with the [Terms & Conditions](#)

Register

Enter product name or SKU

FILM CAMERAS CAMCORDERS WEBCAMS ACCESSORIES ▾

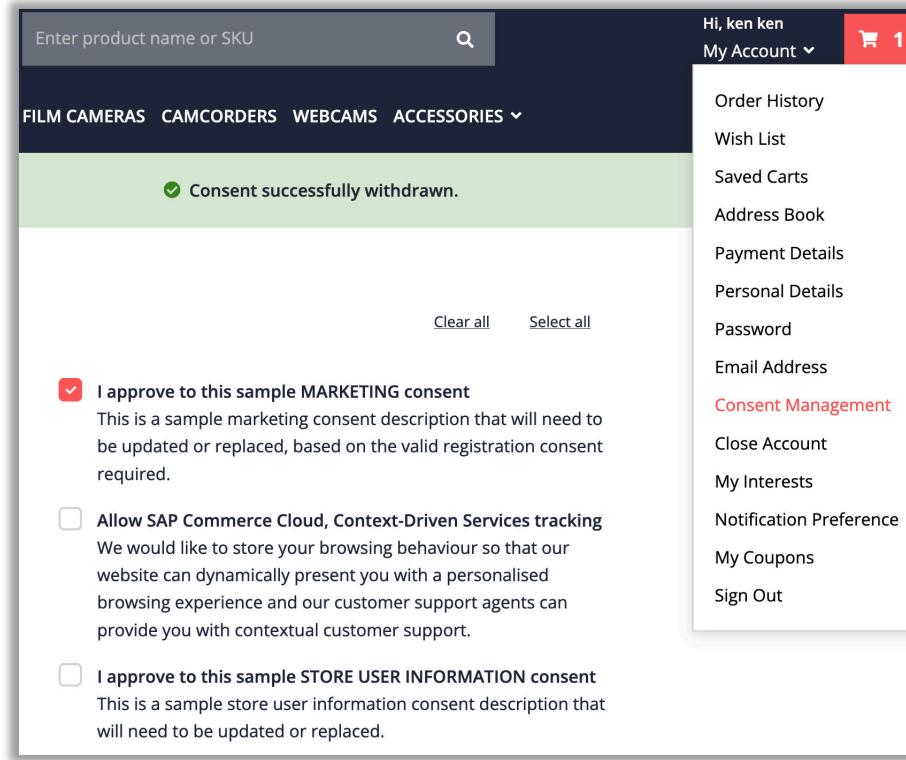
✓ Consent successfully withdrawn.

[Clear all](#) [Select all](#)

I approve to this sample MARKETING consent
This is a sample marketing consent description that will need to be updated or replaced, based on the valid registration consent required.

Allow SAP Commerce Cloud, Context-Driven Services tracking
We would like to store your browsing behaviour so that our website can dynamically present you with a personalised browsing experience and our customer support agents can provide you with contextual customer support.

I approve to this sample STORE USER INFORMATION consent
This is a sample store user information consent description that will need to be updated or replaced.



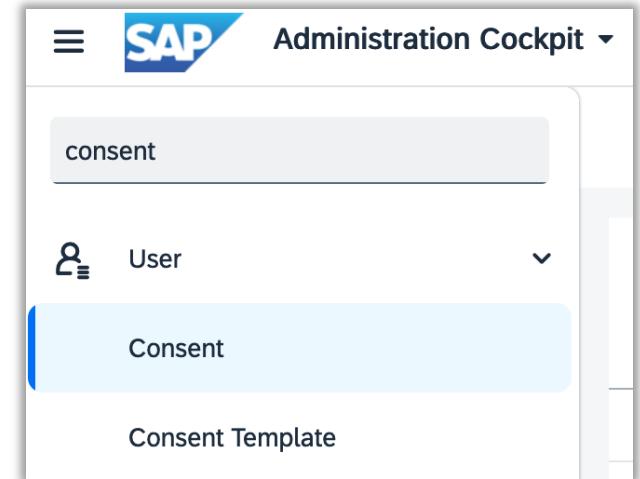
SAP Administration Cockpit ▾

consent

User

Consent

Consent Template



Personal Data Erasure

Personal data can be erased by:

1. Customers directly in the “Close Account” page on the storefront
2. Predefined or customized cronjobs (see below)

The screenshot shows a storefront interface with a SAP logo. At the top right, there are links for "Hi, Commerce Rocks", "My Account", a shopping cart icon with "1", and a vertical menu. The menu items listed are: Order History, Wish List, Saved Carts, Address Book, Payment Details, Personal Details, Password, Email Address, Consent Management, Close Account (which is highlighted in red), My Interests, Notification Preference, My Coupons, and Sign Out.

When you close your account, your profile information will be kept for the retention period mandated by the laws. Customer Support will be able to assist you with any order history or proof of purchase needs during this time.

At the end of the retention period, the following profile information will be deleted and will no longer be accessible:

- email addresses
- contact information
- shipping details
- delivery preferences
- consent management settings
- account history
- payment details
- order history

Cancel **CLOSE MY ACCOUNT**

The screenshot shows the SAP Administration Cockpit. The left sidebar has a search bar with "cronjob" and navigation links for System, Background Processes, and CronJobs. The CronJobs link is selected and highlighted in blue. The main area is titled "CronJobs" and contains a table with the following data:

Code	Job Definition
ticketsRetentionCronJob	ticketsRetentionJob
ordersRetentionCronJob	ordersRetentionJob
customersWithoutOrdersRetentionCronJob	customersWithoutOrdersRetentionJob
customersWithOrdersRetentionCronJob	customersWithOrdersRetentionJob

Personal Data Reporting Configuration

SAP Commerce Cloud supports personal data report (aka. Audit Report) management, which includes:

- All personal reports are stored in a customizable and predefined secure folder called auditreports
- Audit Reports are configured to be automatically removed in two situations:
 1. If a specific period of time passes after the data creation
 - Default is 30 days, adjustable in AfterRetentionCleanupRule item.
 2. If the customer account is disabled and the grace period passes
 - Default grace period is 2 days, configurable in customersWithoutOrdersRetentionCronJob and customersWithOrdersRetentionCronJob
- Content of the audit reports can be customized by replacing Spring bean definitions with custom implementations of the following interface:
`de.hybris.platform.auditreport.service.ReportViewConverterStrategy`

More details can be found [here](#)

Personal Data Reports Generation

Customer Support Cockpit in Backoffice enables the generation of personal data (audit) reports

- Only the following roles can trigger the report generation process:
Customer Support Administrator / Manager / Agent or Customer Support Backoffice users (members of the Backoffice Audit Group)
- Log in to Backoffice Customer Support Cockpit as one of the above roles, and after selecting any customer, the audit report generation can be triggered
- Once the report is generated, it can be directly downloaded and viewed

More information can be found [here](#)

Create New Audit Report Data X

Configuration:

Source Item:

Report type: Audit Snapshot

Exported languages: ...

Select from List

Report template:

Cancel Create

Data Annotation and Retention in Customer Support

Personal customer **data is annotated** and stored only for the retention period for which it is relevant. When the retention period is exceeded, data should be physically removed from any storage system

- E.g. customer ticketing system is annotated accordingly (check [the details here](#))

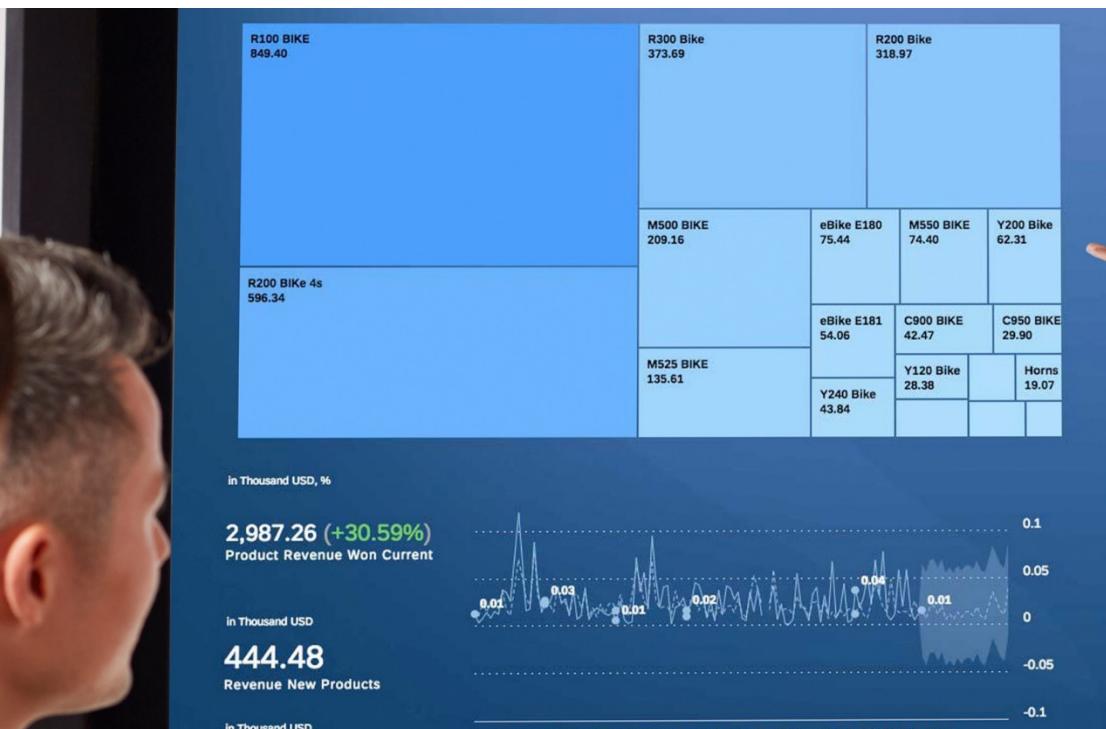
Data retention functionality enables storing personal customer data, while the data records are deleted after their retention period expires.

- E.g. implemented by cronjobs related to customer support tickets (see below)

The screenshot shows the SAP Administration Cockpit interface. On the left, there is a navigation sidebar with a search bar containing 'cronjob'. Below the search bar are three main categories: 'System' (selected), 'Background Processes', and 'CronJobs' (highlighted with a blue selection bar). In the main content area, the title 'CronJobs' is displayed above a table. The table has three columns: a checkbox column, a 'Code' column, and a 'Job Definition' column. There are three entries in the table:

	Code	Job Definition
<input type="checkbox"/>	ticketsStagnationJob	ticketsFSStagnationJob
<input type="checkbox"/>	ticketsRetentionCronJob	ticketsRetentionJob

Demo



Knowledge Webography



SAP Commerce Cloud

– Entry Portal

Contains links to all dedicated portals:

- SAP Commerce Cloud
- SAP Commerce
- And more ...

https://help.sap.com/docs/SAP_COMMERCLOUD

The screenshot shows the SAP Help Portal (Documentation) interface. At the top, there's a navigation bar with the SAP logo, a search bar, and links for 'Browse by Product', 'Learning Journeys', 'What's New', 'Explore SAP', and user profile icons. Below the navigation, the page title is 'SAP Commerce Cloud'. A sub-header states: 'SAP Commerce Cloud drives digital transformation enabling you to become an omni-channel business, delivering contextual customer experiences and unifying customer processes.' There are tabs for 'See all', 'Discover', 'Implement', and 'Integrate'. The 'Discover' tab is selected. Under 'Discover', there are three main sections: 'SAP Commerce Cloud in the Public Cloud', 'SAP Commerce', and 'SAP Commerce Cloud on SAP Infrastructure'. Each section has a brief description and a link. Below these are two more sections: 'SAP Upscale Commerce' and 'SAP Customer Experience'. To the right, there's a 'Roadmap' section with a preview of the 'SAP Commerce Cloud Product Roadmap' document, which features a cityscape background and the SAP logo.

SAP Commerce Cloud Help

- Everything about latest **SAP Commerce Cloud** (Public Cloud & SAP Infrastructure)
- Versioned from 1808 to latest
- Contents:
 - Documentation for current Commerce Cloud releases
 - Commerce Cloud Portal
 - Commerce Cloud Setup
 - Commerce Cloud Support

https://help.sap.com/docs/SAP_COMMERCER_CLOUD_PUBLIC_CLOUD

The screenshot shows the SAP Help Portal (Documentation) interface. At the top, there's a navigation bar with links for 'Browse by Product', 'Learning Journeys', 'What's New', 'Explore SAP', and search/filter options. The main title is 'SAP Commerce Cloud in the Public Cloud' with a document count of 2211. Below the title, a brief description states: 'SAP Commerce Cloud in the Public Cloud enables you to become an omni-channel business, delivering contextual customer experiences and unifying processes. This solution lets you focus on your core business, while SAP takes care of the software infrastructure and all operations.' A search bar is present, along with 'Advanced Search' and 'Favorite' buttons. The page content is organized into sections: 'Discover', 'Dive In', and 'Reference'. The 'Discover' section includes 'Getting Started' (with Onboarding, About SAP Commerce Cloud, and Commerce 123), 'Trails' (with an SAP Commerce Cloud trail), and 'Security' (with Security). The 'Dive In' section features a video player titled 'Get Started' showing four people in a meeting. The 'Reference' section is partially visible at the bottom.

Further Help Portals

- **Composable Storefront** for SAP Commerce Cloud
- Versioned from 5.0 to latest
- V. 5.0 was the official starting version of the product becoming part of SAP commercial offerings

https://help.sap.com/docs/SAP_COMMERCIAL_STOREFRONT

The screenshot shows the SAP Help Portal Documentation interface. At the top, there's a header with the SAP logo and the title "Help Portal (Documentation)". Below the header, a breadcrumb navigation shows "Home >". The main title is "SAP Commerce Cloud, composable storefront" with a "6.0" dropdown menu next to it. A subtext below the title reads: "SAP Commerce Cloud, composable storefront is a lean, Angular-based JavaScript storefront for SAP Commerce Cloud. The composable storefront interacts with SAP Commerce Cloud exclusively through the Commerce REST API." At the bottom of the page, there are search and advanced search options.

https://help.sap.com/docs/INTELLIGENT_SELLING_SERVICES

- Help portal for **Intelligent Selling Services** for SAP Commerce Cloud

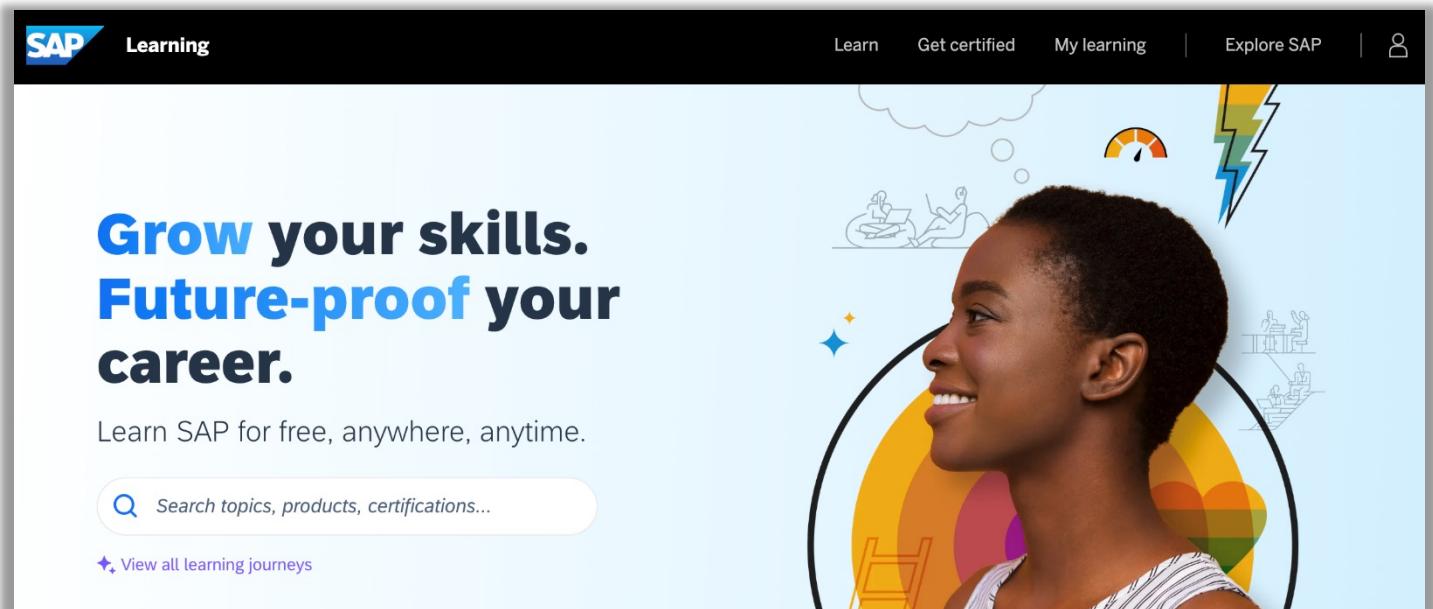
The screenshot shows the SAP Help Portal Documentation interface. At the top, there's a header with the SAP logo and the title "Help Portal (Documentation)". Below the header, a breadcrumb navigation shows "Home >". The main title is "Intelligent Selling Services for SAP Commerce Cloud". A subtext below the title reads: "The Intelligent Selling Services for SAP Commerce Cloud solution captures and analyzes behavioral data in real time across each customer's commerce journey to create individualized customer experiences, which are optimized for both customer relevance and business impact." At the bottom of the page, there are search and advanced search options.

SAP Learning

- Your one destination for learning all SAP solutions with self-paced learning journeys, business and technical videos, and further expert enablement offerings
- Dedicated learning journeys (based on proficiency level), also provided for SAP Commerce Cloud:
 1. Beginner Level: [Explore the Technical Essentials of SAP Commerce Cloud](#)
 2. Intermediate Level: [Expand upon Technical Essentials of SAP Commerce Cloud](#)
 3. Advanced Level: [Master the Technical Essentials of SAP Commerce Cloud](#)

Remember: more learning journeys to come!

<https://learning.sap.com>



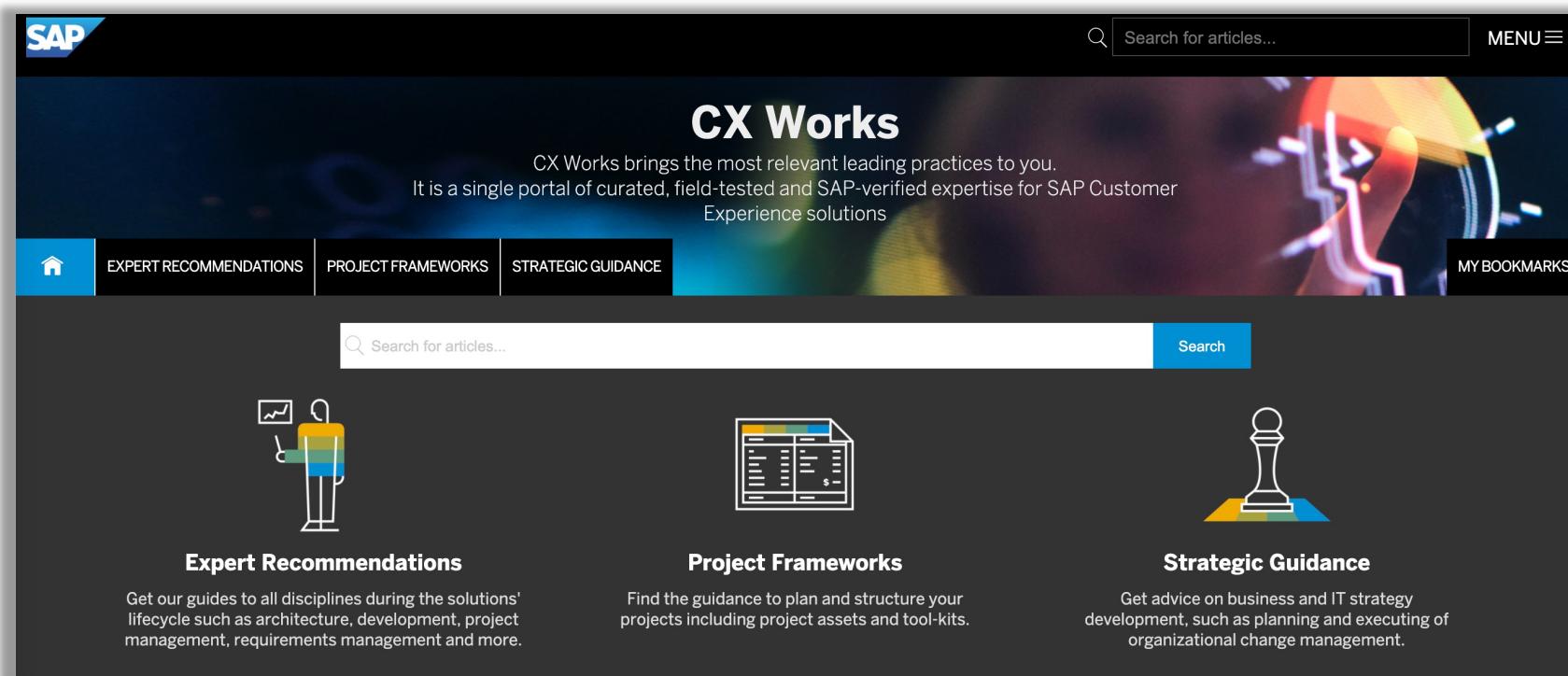
CX Works, Expert Knowledge Portal

The source of curated, field-tested and SAP-verified expertise, accessible all in one place!

Content:

- Expert Recommendations
- Project Frameworks
- Strategic Guidance

www.sap.com/cxworks



Note: CX Works is being migrated to SAP Enterprise Support Academy. You will automatically be redirected starting June 30th, 2023. [Registration](#) for SAP Enterprise Support Academy may be required

openSAP Microlearning

- Digital platform for all enablement video content for customers and partners
- Enables the SAP Ecosystem to upskill from anywhere in the world, at any time
- Allows to watch self-paced videos to gain or complement knowledge

microlearning.opensap.com

The screenshot shows the openSAP Microlearning homepage. At the top, there's a navigation bar with links for Home, Products (with dropdowns for ERP and Finance, CRM and Customer Experience, etc.), More, New Arrivals, Further Learning, Sign In, and the openSAP logo.

The main content area has a sidebar for "SAP Commerce Cloud" which includes a brief description and a "Video Library" tab. Below the sidebar, there are two large video thumbnail cards:

- B BUSINESS**: BUSINESS END USER SAP COMMERCE
- E EXPERT**: EXPERT SAP COMMERCE CLOUD

A detailed view of the "Products" dropdown for "CRM and Customer Experience" is shown in a modal window, listing various modules like Commerce, Customer Data, Sales, Service, Marketing, Integration and Extension, Open Source Projects, and SAP Customer Experience Solutions Intelligence. The "Commerce" option is currently selected.

The SAP Community

Inclusive and receptive environment where all individuals are welcome to seek help and exchange knowledge about SAP software and solutions

- Search questions and answers
- Read the latest blog posts and curated content
- Connect with experts, and improve your SAP skills

<https://answers.sap.com/index.html>

The screenshot shows the SAP Community website at <https://answers.sap.com/index.html>. The top navigation bar includes links for SAP Community, Topics, Groups, Answers, Blogs, Events, Programs, Resources, What's New, Explore SAP, a search icon, and a user sign-in link. A yellow box highlights the "Ask a Question" button in the top right corner. The main content area is titled "All questions" and features a search bar. On the left, there's an "Ask a Question" section. The main list displays four recent questions:

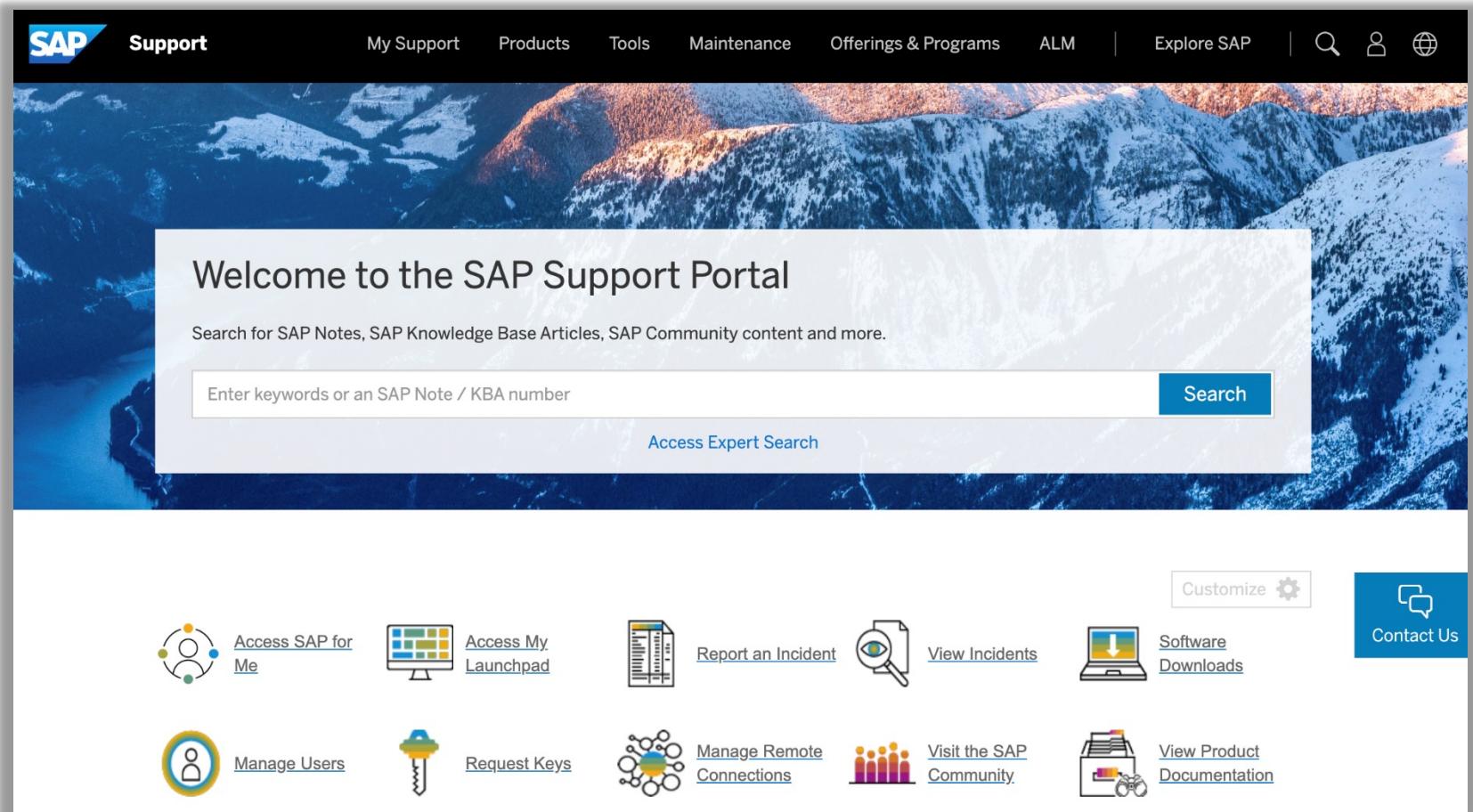
- Karthik Saravanan asked [How to Change Date format from YYYY-MM-DD to MM/DD/YYYY ?](#) (2 Answers, 0 Votes)
- Raoul Shiro asked [Process Automation BAPI : No BAPI Module reachable](#) (0 Answers, 0 Votes)
- Kenneth Murray asked [Considerations for Consolidating SAP BW and ABAP Development Clients](#) (0 Answers, 0 Votes)
- Wouter Van den Branden asked [Packing on Freight Order \(SAP TM\)](#) (3 Answers, 1 Vote)

On the right side, there are two sidebar boxes: "QUESTION TYPES" (with "All Questions" selected) and "POPULAR TAGS" (listing ABAP Development, SAP Business One, SAP S/4HANA, SAP Analytics Cloud, and MM (Materials Management)).

SAP Support Portal

- Support packages come with different Service Level Agreements (SLA):
 - Differences in Pricing, Response time, Number of annual incidents etc.
- Seek all information of SAP Commerce product support or raise a ticket yourself

support.sap.com



The screenshot shows the SAP Support Portal homepage. At the top, there's a navigation bar with links for 'My Support', 'Products', 'Tools', 'Maintenance', 'Offerings & Programs', 'ALM', 'Explore SAP', and user icons for search, profile, and globe. Below the navigation is a large banner image of snow-capped mountains at sunset. In the center, a white box contains the text 'Welcome to the SAP Support Portal' and a search bar with the placeholder 'Search for SAP Notes, SAP Knowledge Base Articles, SAP Community content and more.' Below the search bar is a button labeled 'Access Expert Search'. At the bottom of the page, there are several quick access links with icons: 'Access SAP for Me' (user icon), 'Access My Launchpad' (monitor icon), 'Report an Incident' (document icon), 'View Incidents' (magnifying glass icon), 'Software Downloads' (laptop icon), 'Customize' (gear icon), 'Contact Us' (speech bubble icon), 'Manage Users' (person icon), 'Request Keys' (key icon), 'Manage Remote Connections' (network icon), 'Visit the SAP Community' (people icon), and 'View Product Documentation' (book icon).

SAP Commerce Cloud – Developer Learning Journey (LJ)

- Available for different roles and skill levels
- Aggregates different learning resources into a specific LJ (Video, ILT, eLearning, Certificate, etc.)
- Organize all resources in didactical order

SAP Commerce Cloud

Select your Role
This SAP Learning Journey is available for the following roles:

Business User
Learn how to perform tasks in the SAP Commerce Cloud back office applications with standard functionality.
[Show SAP Learning Journey](#)

Administrator
Learn to set up, install, test, and monitor an SAP Commerce application.
[Show SAP Learning Journey](#)

Consultant
Learn about SAP Commerce Cloud features and concepts to get an all-round view of the software and its advantages.
[Show SAP Learning Journey](#)

Developer
Learn how to work and develop with the SAP Commerce Cloud Suite.
[Show SAP Learning Journey](#)

Help Portal (Documentation)

All SAP Learning Journeys > SAP Commerce Cloud

SAP Commerce Cloud

Learn how to work and develop with the SAP Commerce Cloud Suite.

Last updated March 2023

Start with an overview
Are you new to a topic or solution? Here you will find content that helps you gain a general understanding of the topic.

Become competent
The content you will find here provides you with in-depth knowledge of the topic, and provides you with the option to become certified.

Stay current
Want to ensure you stay in the know? Here you will find the content you need to stay up-to-date.

Expand your skills
For certain topics, there are options available that go beyond the core focus. This content helps you broaden your skills in particular areas.

SAP Learning Journey for the role:

- Developer

Explore for [Other Roles](#)

Thank you.

