



SAP Customer Experience

Best Practices for a Successful **Retail Execution** Implementation with **SAP Sales Cloud**

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PUBLIC

THE BEST RUN



Agenda

Functional Overview

Key Configurations

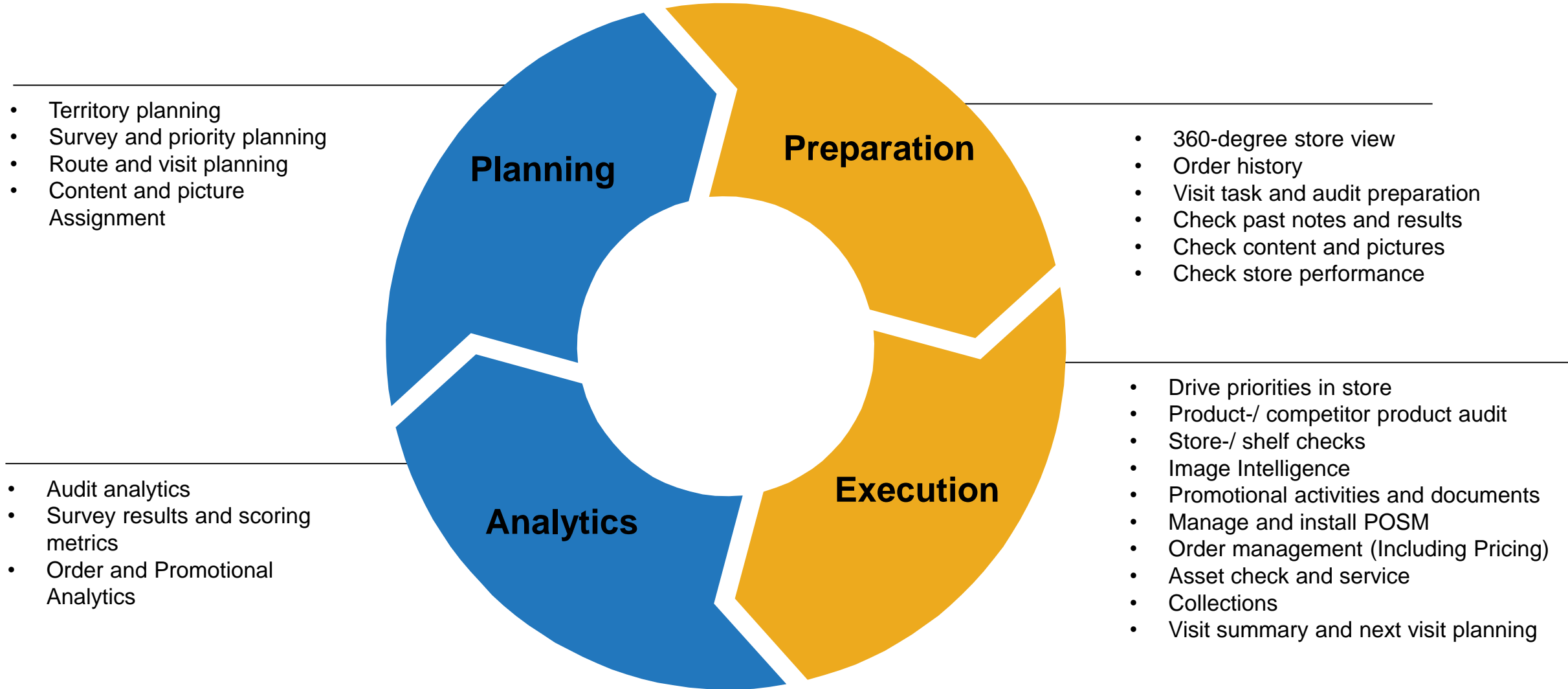
Master Data

Visit & Activity Planning

Visit Execution

SAP Sales Cloud

Field Sales Execution Functional Overview



Key Configurations

Business Configuration

Optimize the business process using the right scoping & fine tuning options

➤ Visits & Routes

- Scheduling of route templates
- Visit Check-In / Check-Out
- Mandatory check
- Geo-Fencing
- New visit prompt
- Check-In validations
- Time Window for generation of tasks & surveys (Fine Tuning)

➤ Surveys

- Enable versioning for changes
- Control the UI texts in product surveys
- Enable Add Product options
- Define Question / Answer categories for reporting (Fine Tuning)
- Product Determination and classification

➤ Sales Orders & Pricing

- Local Summary for offline usage
- Add Product control
- Graphical Signature
- Define document types with maintenance modes (Fine Tuning)
- Pricing relevance of Item Categories (Fine Tuning)
- Configurable Price Elements (Fine Tuning)

Company Settings

Optimize the experience using the right company settings

- Enable Flat Navigation for End users using company settings for their roles
- Disable quick view for reducing a click to navigate
- Enable links in chunk view to facilitate navigation
- Enable side pane in Fiori client for improve screen space optimization
- Enable Near By Search if you have Geo-coordinates for your account master data
- Enable the Map in Calendar Day view to facilitate adhoc planning
- Enable the setting to hide navigation menu for better screen space optimization
- Enable vertical split for master detail for improved user experience on mobile device

Company Settings

Save and Close Save Close Discard Changes

You can define the company settings for all users or a selected business role. For the changes to reflect, you must log off and then log on.

Define settings for : Company

General Theme Auto Logoff Client Signature UI Controls

Select the checkbox against a feature to enable or disable it.

- | | |
|---|--|
| <input type="checkbox"/> Disable User Personalization Features | <input type="checkbox"/> Disable Go to SAP Store Button |
| <input type="checkbox"/> Enable Horizontal Scrollbar | <input type="checkbox"/> Disable Download Button |
| <input type="checkbox"/> Disable Flags | <input type="checkbox"/> Disable Favorites |
| <input type="checkbox"/> Disable Follow | <input type="checkbox"/> Disable Report Incident |
| <input checked="" type="checkbox"/> Disable Quick View | <input checked="" type="checkbox"/> Enable Flat List Navigation Menu in Fiori Client |
| <input checked="" type="checkbox"/> Enable Chunk View as Default in Tablets | <input checked="" type="checkbox"/> Enable Easy Create from Object Detail View |
| <input type="checkbox"/> Disable Annotation in Fiori Client | <input type="checkbox"/> Disable Enterprise Search in Fiori Client |
| <input type="checkbox"/> Disable Implicit Personalization | <input type="checkbox"/> Disable Auto Search on Lists |
| <input type="checkbox"/> Disable Multi Tabs in Tablets | <input checked="" type="checkbox"/> Enable Nearby Search and Search by Area on the Map |
| <input checked="" type="checkbox"/> Enable Links in Chunk View in Fiori client | <input type="checkbox"/> Hide Share Your Ideas Menu Option |
| <input checked="" type="checkbox"/> Hide Navigation Menu on Login in Fiori Client | <input checked="" type="checkbox"/> Enable Side Pane in Fiori client |
| <input type="checkbox"/> Disable Map in Calendar Day View in Fiori client | <input type="checkbox"/> Disable Vertical Split View for Master Detail Layout in Sales Order and Sales Quote |

Offline Settings

Optimize the offline experience with optimal offline settings

- Restrict data download rules to ensure that only the required data is downloaded to offline
- Enable the option to grant access to ensure that activity plans and price master data are available offline (if needed)
- Reduce related data download to optimize sync times
- Enable scheduled sync to reduce user intervention in sync
- Define light sync settings for faster sync times for intraday sync
- Define attachment download limits to further optimize sync times

The screenshot displays the SAP Offline Settings configuration page, divided into two main sections: Download Rules and General Settings.

Download Rules Section:

- Navigation tabs: DATA DOWNLOAD RULES, RELATED DATA DOWNLOAD, GENERAL, ATTACHMENT DOWNLOAD, UPLOAD SYNC LOG.
- Section title: Download Rules.
- Option: Enable queries with gran...
- Buttons: Add, Remove, Quick Add.
- Table with columns: Business Role ID, Business ... (with expand icon), Workcenter View, Query, and Maxim... (Maximum hits).
- Table content:

| Business Role ID | Business ... | Workcenter View | Query | Maxim... |
|------------------|--------------|-----------------|-------------|----------|
| | | Accounts | My Accounts | 5,000 |
| | | Visits | My Visits | 5,000 |
| | | Product Lists | All | 5,000 |

General Settings Section:

- Navigation tabs: DATA DOWNLOAD RULES, RELATED DATA DOWNLOAD, GENERAL, ATTACHMENT DOWNLOAD, UPLOAD SYNC LOG.
- Section title: General Settings.
- Settings:
 - Upload conflict resolution: Continue and overwrite with latest c (dropdown)
 - Synchronization reminder: 8 hours (dropdown)
 - Enforce online login after: (input field)
 - Delete offline data after: (input field)
 - Maximum hits for person: (input field)

Light Sync Settings Section:

- Section title: Light Sync Settings.
- Settings for role SALES_REP (Sales Representative):
 - Enable light sync:
 - Upload data:
 - Update personalization:
 - Update screens:
 - Update codellists:
 - Update downloaded data:
 - Download new data:
 - Download attachments:
 - Perform a full sync after: 2 hours (dropdown)
 - Enable auto sync:
 - Confirm auto sync:
 - Perform an auto sync at: (input field)

Master Data

Account Master Data

- Maintain recommended visiting frequency to derive due/overdue visits
- Visit planning by visit type / sales area for higher flexibility
 - Maintain visiting info by sales area if multiple sales reps are visiting the same account from different sales areas
- Maintain visiting hours for effective planning

The screenshot shows the 'VISITS DETAILS' view for the account 'Intelligent Systems'. It features a table with columns: Visit Type, Sales Organization, Distribution Channel, Division, Recommended Frequency, Visit Duration, Next Planned Visit, and Last Visited. Below this is a table for 'VISITS (10)' with columns: Subject, Status, Primary Contact, Owner, Phone, and Start Date/Time.

| Visit Type | Sales Organization | Distribution Channel | Division | Recommended Frequency | Visit Duration | Next Planned Visit | Last Visited |
|-------------|--------------------|----------------------|------------|-----------------------|----------------|--------------------|--------------|
| Store Audit | Sales Unit CA | Direct sales | Division 1 | 3 Day(s) | 1 Hour(s) | 2018.09.12 | 2018.09.11 |

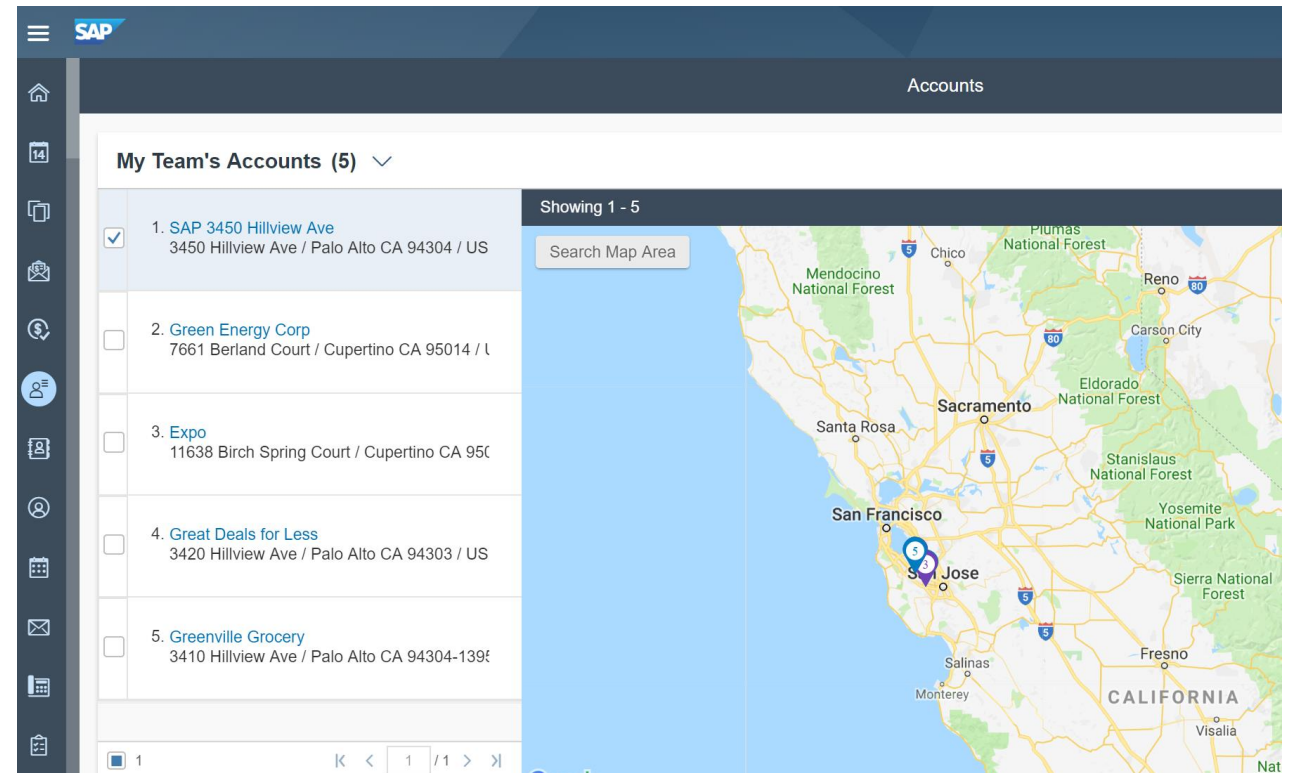
| Subject | Status | Primary Contact | Owner | Phone | Start Date/Time |
|---------------------------|-----------|-----------------|----------------|--------------|------------------|
| Visit Intelligent Systems | Open | Mike Adam | Michael Johnes | +1 650917431 | 2018.09.21 09:00 |
| Visit Intelligent Systems | Completed | Mike Adam | Michael Johnes | +1 650917431 | 2018.09.03 15:00 |
| Visit Intelligent Systems | Open | Mike Adam | Michael Johnes | +1 650917431 | 2018.09.10 09:00 |

The screenshot shows the 'VISITING HOURS' view for the account 'Intelligent Systems'. It displays a 'Working Day Calendar' for 'USA with 5 working days (Mon-Fri)' in the 'PST - Pacific Time (Los Angeles)' time zone. Below this is a table for 'Available for Visits (1)' with columns for days of the week and checkboxes for availability.

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-------------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Account Master Data

- Maintain geo-codes for:
 - Adhoc visit planning (company setting)
 - Geo fencing (business configuration)
 - Near Me search (company setting)
- Use SAP DQaaS or 3rd party service for address validation
- Geo-codes can be uploaded via APIs
- Enrich Account 360 with analytical reports (not in Overview facet)



Product Master Data

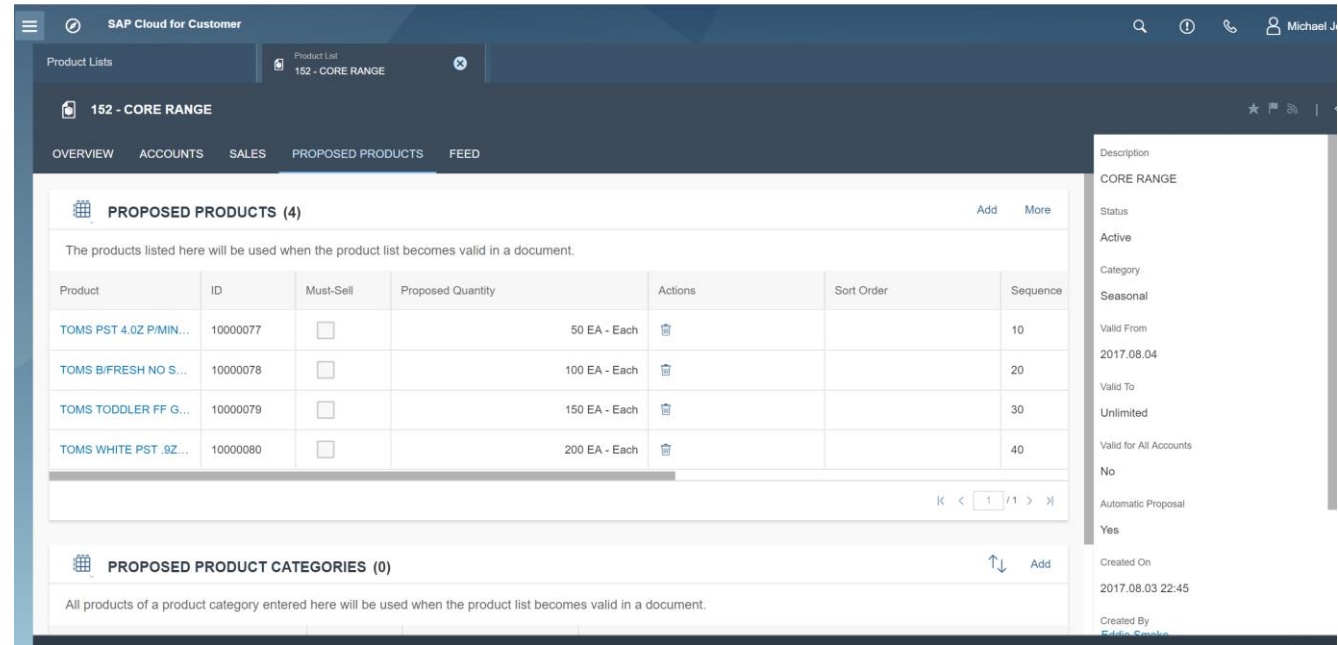
- Maintain Product image so as to use in order entry / surveys
- Maintain sales information
 - Sales organization / sales area
 - MoQ
- Maintain GTIN for barcode scanning

The screenshot shows the SAP Cloud for Customer interface for Product Administration. The main header displays 'SAP Cloud for Customer' and 'Product Administration'. Below this, the product name 'Chardon Wine 887398754321' is shown. The interface includes a navigation bar with tabs: OVERVIEW, SALES, ATTACHMENTS, QUANTITY CONVERSION, GTIN, NOTES, and MEASUREMENT LOG TEMPLATE. The 'SALES' tab is active, displaying a table of sales units. The table has columns for Sales Unit, Sales Organization, and Status. The 'DE1100 - Sales Unit DE' row is highlighted. Below the table, there is a 'Details: Distribution Chain DE1100 / 01' section with sub-tabs for Sales, Sales Notes, Customer Part Number, and Product Groups. The 'Sales' sub-tab is active, showing a field for '*Sales UoM' and a label for 'Minimum Order Quantity'.

| Sales Unit | Sales Organization | Status |
|------------------------|--------------------|--------|
| CN1100 - Sales Unit CN | Direct sales | Active |
| DK1100 - Sales Unit DK | Direct sales | Active |
| FR1100 - Sales Unit FR | Direct sales | Active |
| DE1100 - Sales Unit DE | Direct sales | Active |
| IN1100 - Sales Unit IN | Direct sales | Active |
| IT1100 - Sales Unit IT | Direct sales | Active |

Product Lists

- Use product lists for managing assortments by customer / hierarchy / target group / all
- Use automatic proposal flag if the list is to be pre-populated in the order entry screen
- Proposed quantity enables a pre-proposal of order quantities
- Use Product List categories for flexibility in dynamic determination of products in surveys



SAP Cloud for Customer

Product Lists

Product List 152 - CORE RANGE

152 - CORE RANGE

OVERVIEW ACCOUNTS SALES PROPOSED PRODUCTS FEED

PROPOSED PRODUCTS (4) Add More

The products listed here will be used when the product list becomes valid in a document.

| Product | ID | Must-Sell | Proposed Quantity | Actions | Sort Order | Sequence |
|------------------------|----------|--------------------------|-------------------|---------|------------|----------|
| TOMS PST 4.0Z P/MIN... | 10000077 | <input type="checkbox"/> | 50 EA - Each | | | 10 |
| TOMS B/FRESH NO S... | 10000078 | <input type="checkbox"/> | 100 EA - Each | | | 20 |
| TOMS TODDLER FF G... | 10000079 | <input type="checkbox"/> | 150 EA - Each | | | 30 |
| TOMS WHITE PST. 9Z... | 10000080 | <input type="checkbox"/> | 200 EA - Each | | | 40 |

K < 1 / 1 > X

PROPOSED PRODUCT CATEGORIES (0) Add

All products of a product category entered here will be used when the product list becomes valid in a document.

Description
CORE RANGE

Status
Active

Category
Seasonal

Valid From
2017.08.04

Valid To
Unlimited

Valid for All Accounts
No

Automatic Proposal
Yes

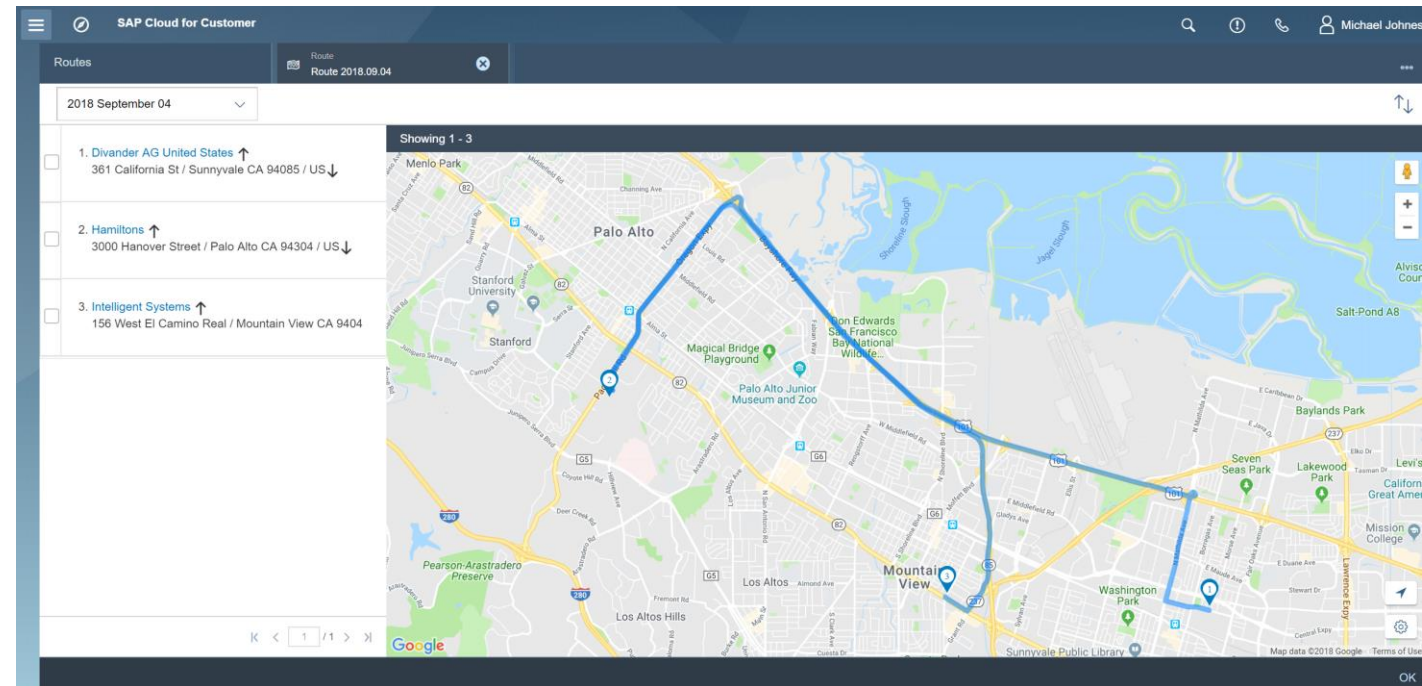
Created On
2017.08.03 22:45

Created By
Eddie Swales

Visit & Activity **Planning**

Route Planning

- Use route planning for planning visits in advance
- Use queries such as “Due” and “Overdue” visits in the Add Accounts screen
- Leverage map view for improved visualization
- Maintain default header parameters
- Use map and calendar view to finally visualize the route
- Use scheduling of route templates for repetitive daily route generation



Activity Planning & Routing Rules

- Enable fine tuning activity for time window of activity generation to be as close to visit time as possible
- Use frequency (always / one-time) to differentiate one-time tasks from recurring ones
- Maintain task attachments in library and reference within activity plan to avoid attachment replication
- Use Accounts tab in Routing Rules and not rules to directly assign activity plans to accounts / target groups

The screenshot shows the SAP Activity Plan interface for 'Main Activity Plan'. It features a sidebar with navigation icons and a main content area with tabs for 'Tasks/Surveys', 'Organizational Units', and 'Involvement'. The 'Tasks (1)' table lists a task 'Meet Store Manager' with a category of 'Customer Visit', priority of 'Urgent', and a duration of '30 Minute(s)'. The 'Surveys (1)' table lists a survey 'Product Audit - for matrix' with a category of 'Products' and a valid from date of '08/01/2013'.

| Subject | Category | Priority | Planned Duration | Assign Automatic | Mandatory | Frequency | Action |
|--------------------|----------------|----------|------------------|-------------------------------------|-------------------------------------|-----------|--------|
| Meet Store Manager | Customer Visit | Urgent | 30 Minute(s) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Always | |

| Name | Category | Valid From | Valid To | Assign Automatic | Mandatory | Action |
|----------------------------|----------|------------|----------|--------------------------|-------------------------------------|--------|
| Product Audit - for matrix | Products | 08/01/2013 | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |

The screenshot shows the SAP Routing Rules interface for 'RuleAcPP4'. It features a sidebar with navigation icons and a main content area with tabs for 'Conditions', 'Activity Plans', 'Organizational Units', 'Accounts', and 'Involvement'. The 'Target Groups (1)' table lists a target group 'TEST-PMX'. The 'Accounts (1)' table lists an account 'Kixco' with an ID of '10002' and an address of '361 California St / Sunnyvale CA 94085 / U'.

| Name | Actions |
|----------|---------|
| TEST-PMX | |

1 Selected

| Name | ID | Address | Actions |
|-------|-------|--|---------|
| Kixco | 10002 | 361 California St / Sunnyvale CA 94085 / U | |

1 Selected

Ad hoc Visit Planning using Calendar Map

The screenshot displays the SAP Cloud for Customer interface. On the left is a navigation menu with options like Home, Calendar, Feed, Accounts, Opportunities, Sales Quotes, Sales Orders, Promotions, Appointments, E-Mails, Phone Calls, Tasks, Activity Lists, Products, Product Categories, Product Lists, Prices, Attachments, Attachments Downlo..., Invoices, Payments, and Points Of Engagement. The main area is titled 'My Calendar' and shows a calendar for Friday, March 16, 2018. The calendar has a grid with time slots from 9:00 AM to 6:00 PM. Several visits are scheduled: 'Visit FutureVision #212' (9:00 AM - 10:00 AM), 'Monthly Visit Expo' (11:00 AM - 12:00 PM), 'Visit Altmika Supermarket' (1:00 PM - 2:00 PM), and 'Visit Mountain View Market' (2:00 PM - 3:00 PM). A red box highlights an empty time slot at 4:00 PM. To the right is a map of the San Jose area. A blue route is shown on the map, connecting several locations. A red box highlights a location in Sunnyvale. A callout box points to the 'My Accounts' dropdown menu, and another callout box points to the 4:00 PM slot on the calendar.

Cloud for Customer

My Calendar

1 Your entries have been saved.

Today Fri, Mar 16, 2018

Hide Accounts My Accounts

Select and view desired account set on map

Drag and drop accounts from the map to the calendar for efficient ad-hoc planning.

| Time | Activity |
|---------------------|---|
| 9:00 AM - 10:00 AM | Visit FutureVision #212 FutureVision #212 / Santa Clara CA / US |
| 11:00 AM - 12:00 PM | Monthly Visit Expo Expo / 11638 Birch Spring Court / Cupertino CA 95014 / US |
| 1:00 PM - 2:00 PM | Visit Altmika Supermarket Altmika Supermarket / 3420 Hillview Avenue / Palo Alto CA 94304 / US |
| 2:00 PM - 3:00 PM | Visit Mountain View Market Mountain View Market / Mountain View CA 94041 / US |
| 4:00 PM | |

Utilize the map alongside your day's visits to search for nearby accounts and effectively plan ad-hoc activities.

- View your existing activities for the day mapped with travel path
- Show desired accounts on map through account query selector
- Drag and drop desired account(s) from map to calendar to plan an ad-hoc activity

Surveys

- Use matrix vs standard product surveys depending on number of products and questions.
 - Few questions with large number products – matrix
 - Large number of questions – standard
- Use survey header features such as:
 - Add Product from Product Lists and the Rule framework
 - Previous Answers / Previous Runtime Products
- Leverage categories (fine tuning) for effective survey analytics
- Use branching logic for dynamic surveys

The screenshot shows the SAP Cloud for Customer interface for configuring a survey. The top navigation bar includes 'SAP Cloud for Customer' and a menu icon. Below it, there are two tabs for surveys: '10th October Product Sur...' and 'De Longhi - Sections'. The main content area is divided into several sections, each with a radio button for selection:

- Previous Answers:** NO
- Previous Runtime Products:** NO
- Matrix View:** NO
- Branching Logic:** YES
- Offline Usage:** NO
- Sales Organisation:**
- Service Organisation:**
- Add Products from Product List:** NO

A 'Save' button is located in the bottom right corner of the interface.

Surveys

- Use exceptions in product surveys for helping guide user in identifying anomalies and taking action
- Use follow-up actions to create sales order from survey results for product surveys
- Leverage additional information / question level attachments / default values / value ranges for improved user guidance
- Select the right answer visualization option for optimal experience
- Use product classification for quickly prioritizing the products while taking a survey

The screenshot displays the SAP Hybris Surveys interface. On the left, a list of products is shown with their respective exception counts:

| Product ID | Product Name | Exception Count |
|------------|-------------------------------|-----------------|
| 10000234 | QTP P7001011 | 1 |
| 10000238 | QTP P250420141346 | 2 |
| 10000244 | Hard Disk 500 GB | 1 |
| 10000074 | CJ:Test Prod HFC5 09012... | 0 |
| 10000180 | CJ: CRM Prod 1st Apr | 1 |
| 10000301 | BC:TEST_JUNE18_FOR_... | 1 |
| TL_R_SP_02 | Tool Registrable for Speci... | 0 |
| 837 | 2016 product | 0 |
| 998821 | ... | 0 |

The main view shows a detailed survey exception for product 10000238. The survey question is: "Are the Products placed appropriately". The user's response is "Please verify the placement". The survey also includes other questions like "List Price of the product" (200) and "Promotion Validity dates".

The bottom part of the screenshot shows a notification: "Your entries have been saved." and a detailed view of the survey exception for "Checklist Survey Exception 18th May". The exception details are as follows:

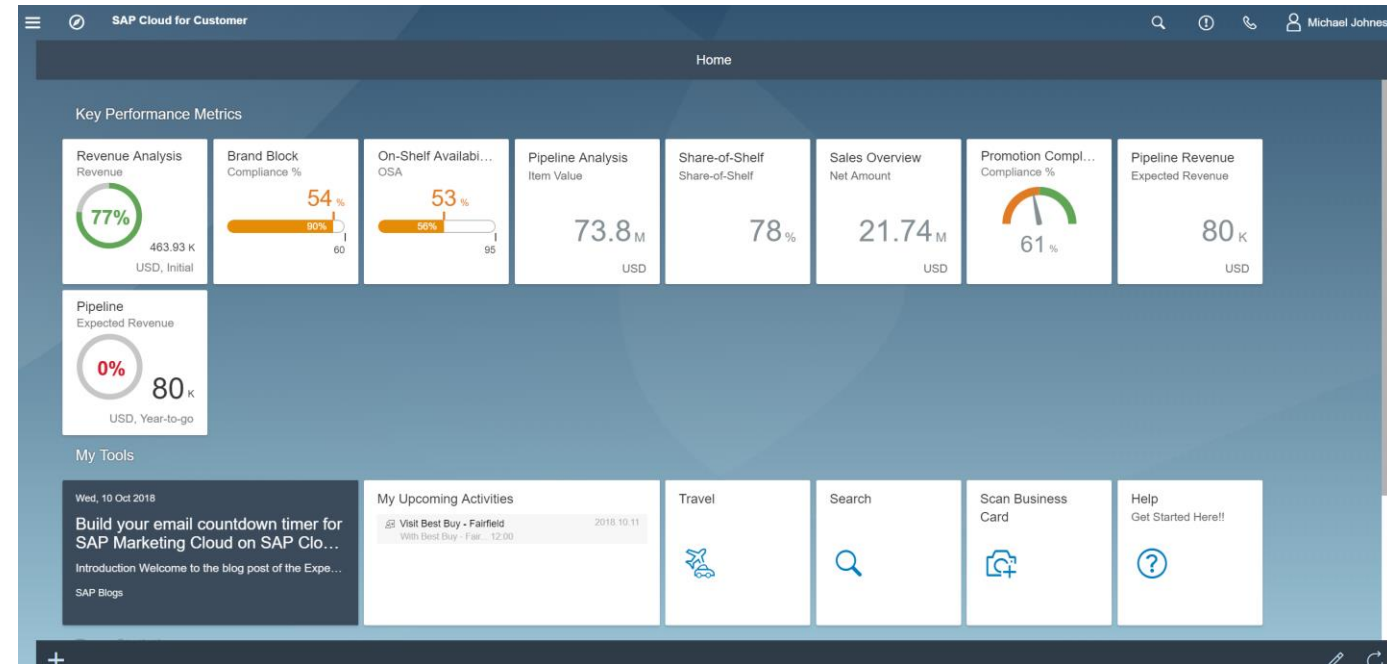
| Condition | Action |
|--------------------------------------|-----------------|
| Price is too high | [Edit] [Delete] |
| Please verify the placement | [Edit] [Delete] |
| Stock is too Low | [Edit] [Delete] |
| Please check the Interaction quality | [Edit] [Delete] |

Below the conditions, there is a section for "Related Question" with the text: "Please indicate the marketing tactics used".

Visit Execution

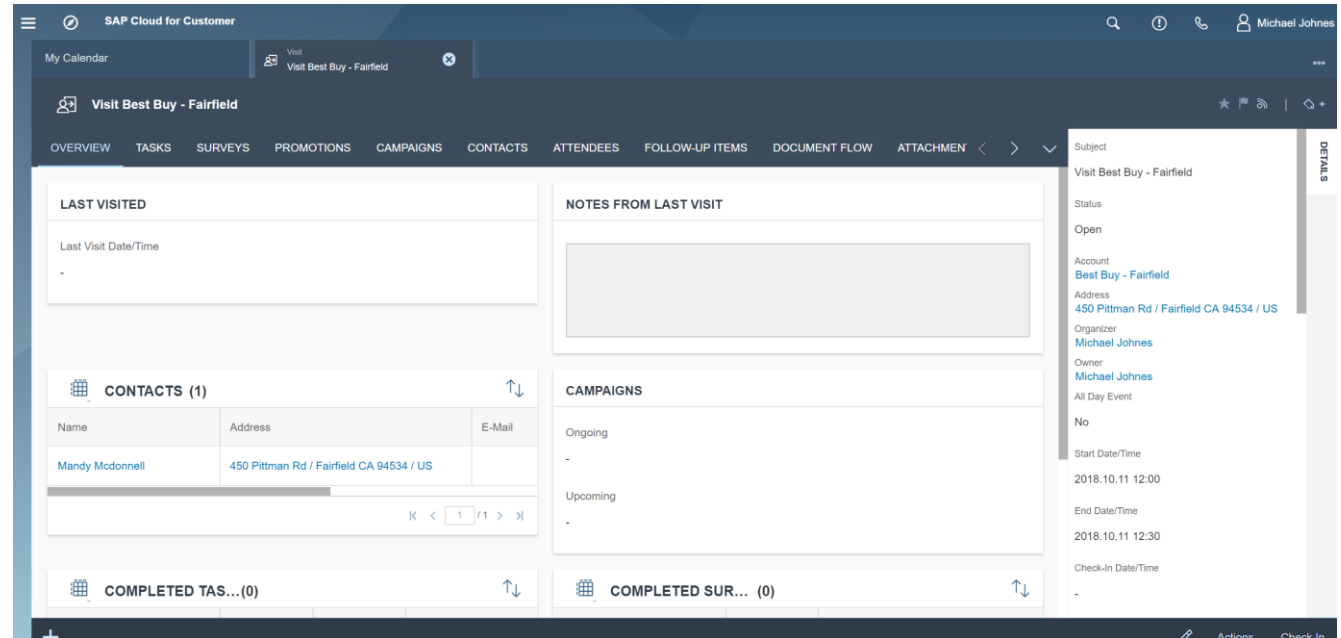
Homepage & Navigation

- Leverage homepage as the single point of access and navigation
- Include KPI tiles and Report tiles for key metrics of user's interest
- Include filter tiles to help users directly navigate to required dataset (My Visits, My Accounts, etc.)
- Use Upcoming Activities tile for navigation into Calendar
- Click on 'logo' to return to Home
- Include launch points to external apps
- Use Company Settings by Role to enable flat navigation for users



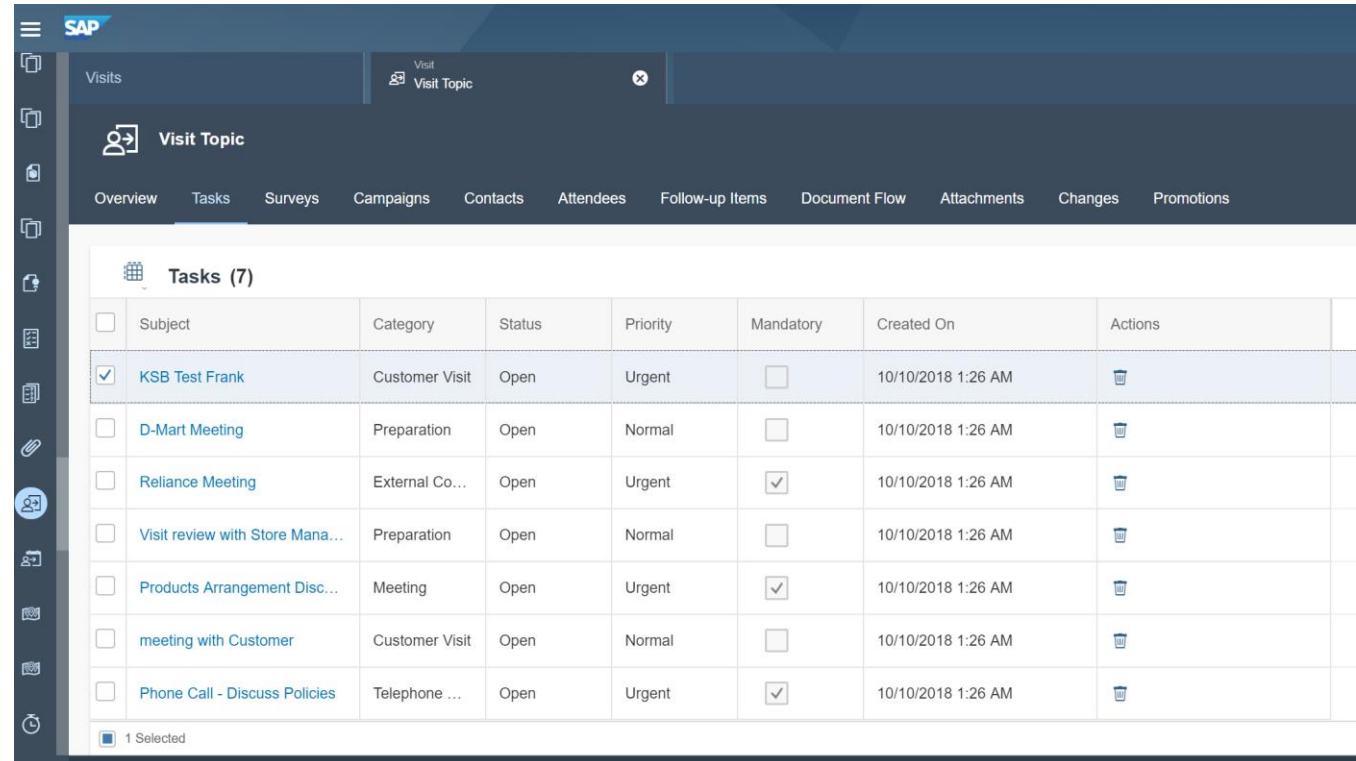
Visit Execution - General

- Encourage users to use calendar as the point of entry for navigating to visits or managing schedule
- Adapt the Visit screen to only show required tabs and fields
- Include account level analytics for easy access in any tab other than the first one
- Enable check-in/check-out to capture visit duration and location for follow-on reporting
- Use side-pane structure for better screen space optimization
- Generate Summary using Workflows



Visit Execution – Tasks & Surveys

- Use workflow to Refresh visit on create or manually select the action to see tasks/surveys immediately (*automated action is not recommended if there are a large number of worklist items*)
- View notes/attachments without navigating into task
- Select multiple tasks to Set to Complete for quicker completion



The screenshot shows the SAP interface for a 'Visit Topic'. The main content area displays a table titled 'Tasks (7)'. The table has columns for 'Subject', 'Category', 'Status', 'Priority', 'Mandatory', 'Created On', and 'Actions'. The first row is selected, and the '1 Selected' indicator is visible at the bottom left of the table area.

| <input type="checkbox"/> | Subject | Category | Status | Priority | Mandatory | Created On | Actions |
|-------------------------------------|---------------------------------|----------------|--------|----------|-------------------------------------|--------------------|---------|
| <input checked="" type="checkbox"/> | KSB Test Frank | Customer Visit | Open | Urgent | <input type="checkbox"/> | 10/10/2018 1:26 AM | |
| <input type="checkbox"/> | D-Mart Meeting | Preparation | Open | Normal | <input type="checkbox"/> | 10/10/2018 1:26 AM | |
| <input type="checkbox"/> | Reliance Meeting | External Co... | Open | Urgent | <input checked="" type="checkbox"/> | 10/10/2018 1:26 AM | |
| <input type="checkbox"/> | Visit review with Store Mana... | Preparation | Open | Normal | <input type="checkbox"/> | 10/10/2018 1:26 AM | |
| <input type="checkbox"/> | Products Arrangement Disc... | Meeting | Open | Urgent | <input checked="" type="checkbox"/> | 10/10/2018 1:26 AM | |
| <input type="checkbox"/> | meeting with Customer | Customer Visit | Open | Normal | <input type="checkbox"/> | 10/10/2018 1:26 AM | |
| <input type="checkbox"/> | Phone Call - Discuss Policies | Telephone ... | Open | Urgent | <input checked="" type="checkbox"/> | 10/10/2018 1:26 AM | |

Visit Execution – Tasks & Surveys

- Leverage matrix survey features for user productivity
 - Mass answers
 - Filtering
 - Barcode based search / add
 - Sorting

The screenshot shows the SAP Cloud for Customer interface with a matrix survey open. The survey is titled 'Visit Brightste...' and 'REX Consumable...'. The user is logged in as 'Eddie Smoke'. The survey table has the following structure:

| Search | How many in Stock ? | Optimization required ? | | | Reorder Product ? | | How many to Reorder |
|--|---------------------|----------------------------------|-----------------------|---|----------------------------------|----------------------------------|---------------------|
| | | Yes | No | | Yes | No | |
| YO10001 Barambah Organics Blueberry 500g | 5 Each | 7 | 8 | 9 | <input checked="" type="radio"/> | <input type="radio"/> | 10 |
| YO10003 Liberte Mediterranean Yogurt | 0 Each | 4 | 5 | 6 | <input checked="" type="radio"/> | <input type="radio"/> | 15 |
| YO10004 Paris Creek Organic Low Fat Yogurt 5... | 10 Each | 1 | 2 | 3 | <input type="radio"/> | <input checked="" type="radio"/> | 10 |
| BE10002 Strong ale 500ml Can 11.6% beer | 1 Each | Close | | | <input checked="" type="radio"/> | <input type="radio"/> | 20 |
| BE10003 Heineken Lager 5000ml 5% beer | 0 Each | <input checked="" type="radio"/> | <input type="radio"/> | | <input checked="" type="radio"/> | <input type="radio"/> | 10 |
| BE10004 Hertog Lager 500ml Can 5.1% beer | 1 Each | <input type="radio"/> | <input type="radio"/> | | <input checked="" type="radio"/> | <input type="radio"/> | 20 |
| BE10005 San Miguel 250ml Glass bottle 5.5% | 1 Each | <input checked="" type="radio"/> | <input type="radio"/> | | <input checked="" type="radio"/> | <input type="radio"/> | 10 |

Visit Execution – Order Entry

- Use Add Products screen in create for faster entry of products
- Use Adaptation to enable only required columns/options and to sequence them.
- Use Simulate if price/ATP is required at time or ordering. Else, use Finish to exit from the order process quicker.
- Leverage product lists to auto-propose or help users pick the right products
- Enable offline pricing w/ integration to ECC if required
- Create order from visit/customer to enable pre-population of basic data

Products (5)

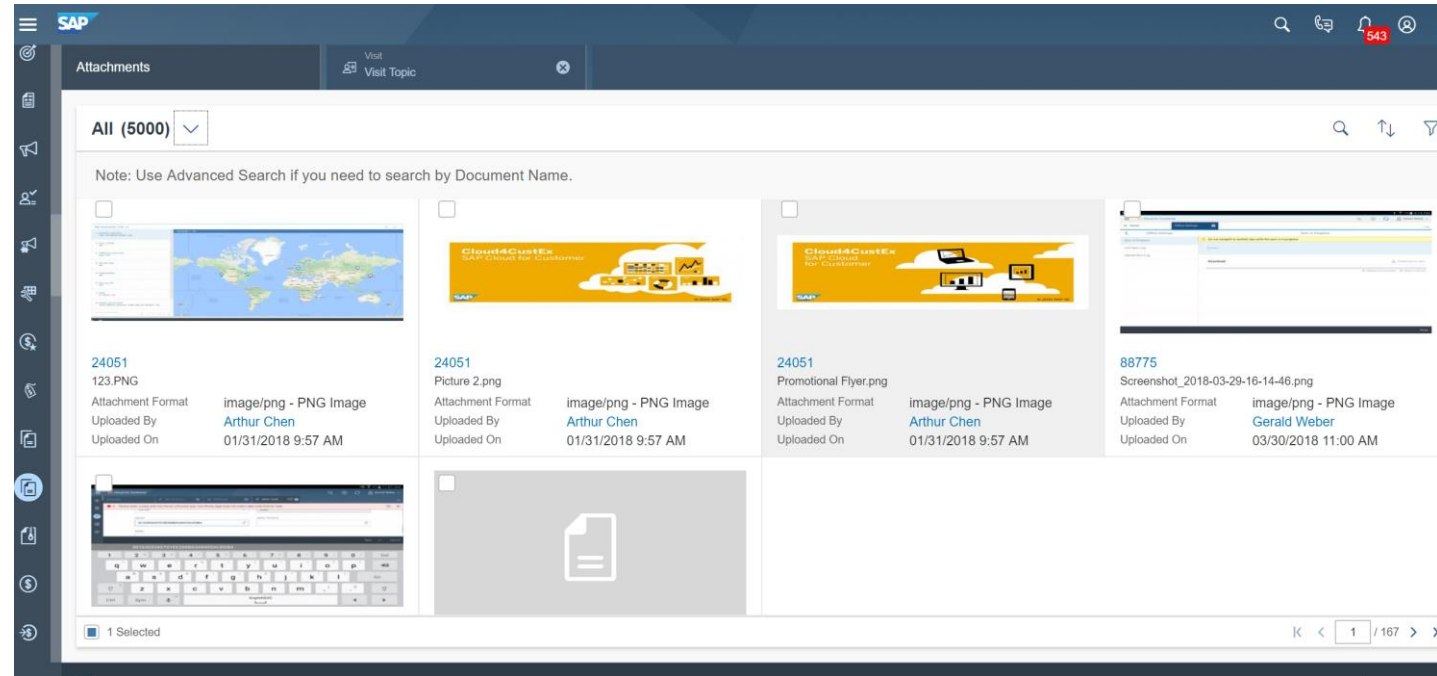
| Action | Image | Product | Quantity | Unit of Measure | Promotion | GTIN |
|--------|-------|---------------------------------|----------|-----------------|-------------------|------|
| | | 10000490 - ERPPRODUCT3 | - 30 + | ea | Super Bowl Offers | |
| | | 10000500 - Ardenne Farm Ch... | - 15 + | ea | Super Bowl Offers | |
| | | 10000510 - Gatorade Caramel... | - 20 + | ea | | |
| | | 10000570 - ERPPRODUCT140 | - 40 + | ea | | |
| | | 10000501 - Stonewall Chocola... | - 35 + | ea | | |

1 selected | Clear Selection

OK Save and Open Save and Simulate Finish

Visit Execution – Attachment Search

- Use Related Attachments under Surveys to search for all items that have been added as attachments to survey responses – pictures, documents, etc.
- Use Attachments under Library to search for attachments linked to all other objects
- Enable image views for better visualization



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#ASUG



Thank you.

Sebastine Augustine

Vice President & Head of Product Management

SAP Sales Cloud Retail Execution

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