



July 2020 release notes

SAP Litmos Training Content **customer experience** edition

Release 2007



THE BEST RUN



SAP Litmos Training

Content **customer experience edition**

The content in this library is only available to customers who have an active subscription to SAP Litmos Training, customer experience edition.

New courses Error! Bookmark not defined.

New translations 8

We are working on translating our courses into various languages in 2020. Under each course description, you will see which language translations are available for that course.

EN - English
SP - Spanish
DE - German
FR - French

To gain access to courses that aren't part of your library, please see your Account Manager.



NEW COURSE



GENERAL UPDATE

Content or functionality has been updated. It's not necessary to reassign new versions to users who have completed the previous version recently. Update enrollment rules and learning pathways with the latest version.



LEGAL UPDATE

The legal content has changed. We recommend you assign learners to the new versions, even if they have recently completed the previous version. Update enrollment rules and learning pathways with the latest version.



TRANSLATION The content hasn't changed, but the course has been translated to a specific language.



New courses



Feedback and Service 1.0 (Global)

There are two types of feedback that affect customer service. They are customer feedback and team feedback. And yes, I did say team feedback. What happens internally within the organization can directly impact your customer's satisfaction.

 | 10 Minutes | EN



Turn Lemons into Lemonade 1.0 (Global)

How do you handle complaints effectively? That is, how do you take a lemon, a problem that's occurred and it could be your fault, it could be the organization's fault, or it could be a mistake that even the customer or somebody else's made – and turn it into a positive? You take that bad situation - that lemon -and turn it into a good situation or lemonade.

 | 10 Minutes | EN



Resilience and Perseverance 1.0 (Global)

Some might admit that Customer Service can be a tough job. Oftentimes, you are facing customers who have a problem and concern, and who might be less than happy. How do you face those scenarios day in and day out? With perseverance and resilience.

 | 10 Minutes | EN



Driving Meaningful Cultural Change 1.0 (Global)

Many organizations, after years of stagnation and cutbacks, have cultures that need rejuvenating. But many sources have stated that changing culture is difficult. In transforming a business, the hardest part is changing the culture.

 | 10 Minutes | EN

New courses cont.



Understanding Learning Styles 1.0 (Global)

Someone's learning style refers to the preferred way in which someone grasps, digests, understands, and remembers information. In customer service, knowing your customer's preferred way of learning can save time and increase customer satisfaction.

 | 10 Minutes | EN



Adapting to Change 1.0 (Global)

Dealing with change is not a smooth process. It's anything but smooth, as people who have been through change will testify. But is managing and adapting to change really that hard? As the saying goes, "it's not rocket science." Given that, how can someone cope with their apple cart being turned upside down?

 | 15 Minutes | EN



Changing Organizational Culture 1.0 (Global)

Most industry leaders believe there is a large amount of evidence demonstrating that culture is a top issue for today's executives. Research shows, companies with optimistic cultures perform better, have improved productivity, and higher profits than those without a positive culture. Research demonstrates that organizations with a strong culture are positively correlated with strong business results.

 | 10 Minutes | EN



Be a Change Leader 1.0 (Global)

There's no way to avoid change in our work lives. Sometimes we can control it, other times we can't. Jobs or roles change and not always for the better. Our organizations undergo reorganizations and revamp their strategies, and we need to adjust. Yet, most of us don't deal with change very well.

 | 10 Minutes | EN

New courses cont.



Leading a Customer Service Group 1.0 (Global)

Customer service has no beginning, middle, and end like a project. Customer service is never-ending – ongoing work that must change as the market fluctuates. You learn while your customers transform, and your team changes. The companies that rank high in the customer satisfaction index are in this position because their employees are well-trained, autonomous, and are can make their own decisions.

 | 15 Minutes | EN



Brainstorming Project Tasks 1.0 (Global)

Have you ever been stuck with solving a problem or developing an idea and discussed it with a coworker? Only to discover that by putting your heads together, you were able to add a perspective that resulted in a solution. This is the Six Thinking Hat system in action. Adding group perspectives to the exercise of brainstorming, helps create a structured thinking process that is focused on achieving a distinct goal.

 | 10 Minutes | EN



Scalable Customer Relationships 1.0 (Global)

Without customers, companies cease to exist. What began as one person's vision of meeting a need, has flourished into an organization that has a mission and vision built around meeting that need. Customers must see what your company provides as a necessity in their lives — not just a desire — in order to compel them to purchase what you provide.

 | 15 Minutes | EN



Communicating with Your Project Team 1.0 (Global)

There are four fundamental areas in communicating with your project team that you have to concern yourself with, the four basic types of communication. Communicating with team members, how the team members are communicating with you, the team members communicating with each other and communication between the project and management, communication between the project and the project's customer and stakeholders.

 | 10 Minutes | EN

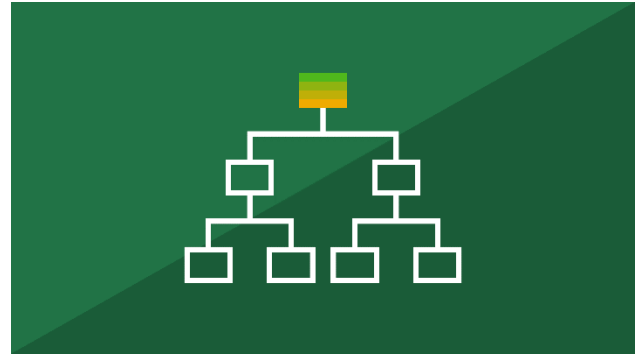
New courses cont.



Contingency Planning 1.0 (Global)

Doing contingency planning is a major step toward bulletproofing a project. Even though it's impossible to make one completely bulletproof, you may be able to protect the health of a project, by analyzing possible roadblocks and preparing for them. The critical path is probably where you'll be the most concerned about something going wrong. After all, a problem along the critical path indicates a problem with your deadline. Therefore, that's the place you're going to be paying attention.

 | 10 Minutes | EN



Project Management Skills - Making a Plan that Works 1.0 (Global)

Preparing to start a project without a plan, is a plan to fail. There are five steps for making a project management plan that works, they are setting goals, developing a commitment, developing effective action plans, tracking progress, and then maintaining flexibility. Understanding SMART goals will allow you to be efficient and effective in seeing your projects from inception to completion.

 | 10 Minutes | EN



Controlling Change in Project Management 1.0 (Global)

Change is the one thing you can always count on occurring. Understanding change and how to control it in project management will allow you identify and control changes and their effects. Identifying the change request, the changelog, why those are important, and what you do with them, is the first step.

 | 10 Minutes | EN

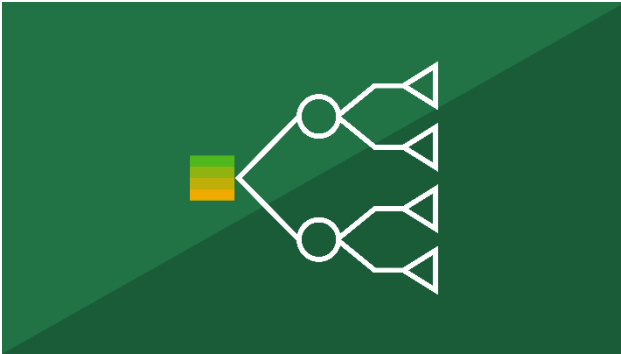


Project Management Skills - What Does it Take? 1.0 (Global)

Project management skills are important for many different reasons. They enable you to act as an effective leader and problem-solver in various situations. If you concentrate on honing these skills, you can then watch how they can impact your job performance and opportunities. What are the six skills that project managers should possess?

 | 10 Minutes | EN

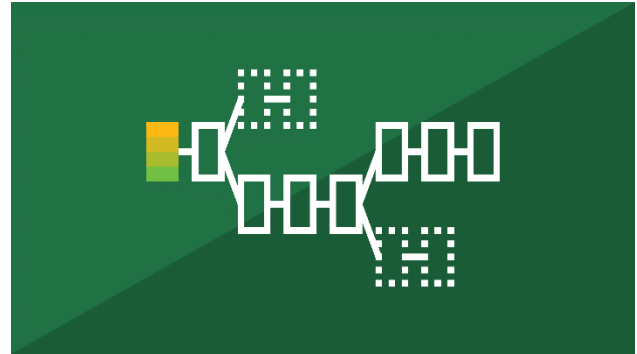
New courses cont.



Managing Project Portfolios 1.0 (Global)

When you have a lot of projects to complete, logically prioritizing them is important. Otherwise, you'll have worked on things that aren't necessarily as valuable or a priority. Project portfolio management, or (PPM) is managing one or more project portfolios to achieve company strategic objectives. It's a way to determine any differences between strategy and implementation.

| 10 Minutes | EN



Project Management Skills - The Single Use Plan 1.0 (Global)

Organizations plan at three levels. The very broadest level is your strategic plan. It captures the big picture of where the whole organization is planning to go. From that, we develop tactical plans, which is moving from that big picture and into a plan to start implementing a strategic plan. And finally, we take those tactical plans and develop what we call operational plans. These detail our activities, processes, timelines, regulations, and policies.

| 10 Minutes | EN



Managing the Production Process 1.0 (Global)

When the production process occurs, the operations manager's attention shifts to the daily activities of materials management. Materials management encompasses the following activities, purchasing, inventory control, and work scheduling.

| 10 Minutes | EN



Developing Team Confidence 1.0 (Global)

Look beyond performance objectives. All teams focus on what needs to be done and when. Such a focus is essential, but there's another component to the "what must be done," and that is "how it must be done." That's where the manager gets involved. Managers can set expectations for behavior that govern how employees behave toward each other.

| 10 Minutes | EN

New translations



Designing Digital Marketing Communications 1.0 | Marketingkommunikationen entwickeln 1.0 (Global)

What part of an ad grabs your attention? What are the things that stick out to you? Maybe it's the message, rich photography, graphics, animation, humor, or a snappy tune? Or perhaps, it created an emotional response. Whatever the reason is, you paid attention to the ad because it was designed with an understanding of two important principles: processing and persuasion.

 | 10 Minutes | DE



Introducing the Marketing Mix 1.0 | Einführung in den Marketing-Mix 1.0 (Global)

You'll need to develop and implement a marketing program designed to reach that market. This program involves a combination of tools called the marketing mix, often referred to as the "four Ps" of marketing, and then was expanded to the "seven Ps" of marketing. The marketing mix refers to the set of actions or tactics, that a company uses to promote its brand or product in the market.

 | 10 Minutes | DE



Developing a Value Proposition 1.0 | Ein Wertversprechen entwickeln 1.0 (Global)

When someone makes a promise to you, there is an expected end result. When that promise is broken, so is the faith and trust you had in that person. It is no different in marketing. When a promise made between marketers and consumers, it is known as a Value Proposition.

 | 10 Minutes | DE



Creating Value with Supply Chains 1.0 | Produktplatzierung - Wertschöpfung mit Lieferketten 1.0 (Global)

To be competitive, companies must produce quality products, sell them at reasonable prices, and make them available to customers at the right place at the right time. The main purpose of a value chain is to add value to the product to make it presentable to the client. This is often achieved via packaging, marketing, and sales.

 | 10 Minutes | DE

New translations cont.



Exploring Distribution 1.0 |

Einführung in die Verteilung 1.0 (Global)

Distribution includes all activities involved in getting the right quantity of your product to your customers at the right time and at a reasonable cost. Distribution involves selecting the most appropriate distribution channels and handling the physical distribution of products.

| 10 Minutes | DE



Developing a Value Proposition 1.0 |

Desarrollar una propuesta de valor 1.0 (Global)

When someone makes a promise to you, there is an expected end result. When that promise is broken, so is the faith and trust you had in that person. It is no different in marketing. When a promise made between marketers and consumers, it is known as a Value Proposition.

| 10 Minutes | SP



Designing Digital Marketing Communications 1.0 |

Cómo diseñar comunicaciones de marketing 1.0 (Global)

What part of an ad grabs your attention? What are the things that stick out to you? Maybe it's the message, rich photography, graphics, animation, humor, or a snappy tune? Or perhaps, it created an emotional response. Whatever the reason is, you paid attention to the ad because it was designed with an understanding of two important principles: processing and persuasion.

| 10 Minutes | SP



Introducing the Marketing Mix 1.0 |

Introducción al Marketing Mix 1.0 (Global)

You'll need to develop and implement a marketing program designed to reach that market. This program involves a combination of tools called the marketing mix, often referred to as the "four Ps" of marketing, and then was expanded to the "seven Ps" of marketing. The marketing mix refers to the set of actions or tactics, that a company uses to promote its brand or product in the market.

| 10 Minutes | SP

New courses cont.



Creating Value with Supply Chains 1.0 |

Crear valor con cadenas de suministro 1.0 (Global)

To be competitive, companies must produce quality products, sell them at reasonable prices, and make them available to customers at the right place at the right time. The main purpose of a value chain is to add value to the product to make it presentable to the client. This is often achieved via packaging, marketing, and sales.

 | 10 Minutes | SP



Exploring Distribution 1.0 |

Explorar la Distribución 1.0 (Global)

Distribution includes all activities involved in getting the right quantity of your product to your customers at the right time and at a reasonable cost. Distribution involves selecting the most appropriate distribution channels and handling the physical distribution of products.

 | 10 Minutes | SP

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