

## SAP Customer Data Cloud Implementation Training

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### Course Summary

#### Objectives

At the end of this course, students will be able to:

- Understand the underlying technical concepts in SAP Customer Data Cloud.
- Perform configurations using the “Administration Console.”
- Integrate SAP Customer Data Cloud in your web mobile applications.
- Leverage Identity Exchange tools.
- Use the best practices to implement SAP Customer Data Cloud effectively in projects.

#### Topics

- SAP Customer Data Cloud Overview
- Console Overview
- Data Schema
- Customer Identity
- REST API
- Customer Consent
- Extensibility
- Identity Exchange
- Federation
- Mobile Apps Integration
- B2B CIAM
- Best Practices

#### Audience

Those who can benefit from this SAP Customer Data Cloud Implementation Training include:

- Software developers (Frontend and Backend)
- Technical Consultants
- Functional Consultants
- Solution Architects

#### Prerequisites

Essential:

- Watch: [SAP Customer Data Cloud Expert Video Series](#)

Recommended:

- Previous JavaScript, Web Development, and REST Experience
- Watch: [SAP Customer Data Cloud Technical Video Series](#)

#### Duration

Three days

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### Course Outline

- I. *SAP Customer Data Cloud Overview*
- II. *Console Overview*
  - A. API keys, partner Id and secret
  - B. Console administration
  - C. Managing admins and users
  - D. Managing applications
  - E. Permission groups
  - F. Hands-on exercise
- III. *Data Schema*
  - A. Identity store
  - B. Accounts structure
  - C. Schema JSON
  - D. Schema editor
  - E. Accounts API calls
  - F. Data store
  - G. DS REST API calls
  - H. Hands-on exercise
- IV. *Customer Identity*
  - A. Lite registration
  - B. Hands-on exercise
  - C. Full registration
  - D. Full registration API calls
  - E. UI Builder and Screen-sets
  - F. RaaS policies
  - G. Customer Data Cloud Web SDK
  - H. Social login
  - I. Hands-on exercise
- V. *REST API*
  - A. Making API calls
  - B. Core API flows
  - C. Change schema using APIs
  - D. Register users using REST API
  - E. Store and read DS data using REST API
  - F. Hands-on exercise
- VI. *Customer Consent*
  - A. Compliance framework, DSR, DSAR
  - B. GDPR
  - C. Consent statements
  - D. Add consent to screen-sets
  - E. Consent version control
  - F. Consent vault
  - G. Preference center implementation
  - H. Hands-on Exercise
- VII. *Extensibility*
  - A. Overview
  - B. Configure a webhook
  - C. Webhook notification URL
  - D. Webhook Endpoint logic
  - E. Extensions
  - F. JavaScript Parameters
- G. Hands-on exercise
- VIII. *Identity Exchange*
  - A. Overview
  - B. GConnectors
  - C. IdentitySync
  - D. Dataflows and components
  - E. Configure IdentitySync
  - F. Identity Scheduling
  - G. Error handling
  - H. Hands-on exercise
- IX. *Federation*
  - A. Overview
  - B. Introduction to SAML
  - C. Introduction to OIDC
  - D. OIDC deeper dive
  - E. Setup Customer Data Cloud as OIDC OP/RP
  - F. Introduction to JWT
  - G. Validate Customer Data Cloud tokens through JWT
  - H. Hands-on exercise
- X. *Mobile Apps Integration*
  - A. Mobile SDK
  - B. Plugin view
  - C. Native Screen-Sets
  - D. Mobile SDK installation and configuration
  - E. Android SDK native approach
  - F. Configure Facebook native login with Android SDK
  - G. Integrate your site with Android SDK
  - H. Use Customer Data Cloud plugins in the Android SDK
  - I. iOS SDK native approach
  - J. Configure native Facebook native login with iOS SDK
  - K. Integrate your site with iOS SDK
  - L. Mobile session management
- XI. *B2B CIAM*
  - A. Implementing partners, site groups, and organizations
  - B. Organization Access Management
  - C. End user self-service and delegated administration
  - D. Policy based access control
- XII. *Best Practices*
  - A. UX best practices
  - B. Mobile apps best practices
  - C. Security best practices
  - D. Signature and token validation best practices
  - E. Cookie best practices
  - F. OAuth 2 flows best practices
  - G. User Imports
  - H. Key resources
  - I. Hands-on exercise