SAP Sales Cloud and SAP Service Cloud Version 2 - Embedded Launch Activities Specifications

Scope of embedded launch activities for SAP Sales Cloud and SAP Service Cloud Version 2

Embedded launch activities are available for SAP customers subscribing for the first time, effective March 2, 2026, to any of the SAP Cloud Services below:

- SAP Sales Cloud Version 2
- SAP Service Cloud Version 2

The embedded launch activities herein consist of three (3) main components:

1. Onboarding Journey
2. Guided Enablement
3. Adoption Touchpoint

All information is provided in the English language.

1. Onboarding Journey

Each eligible customer is entitled to an onboarding session, a one-to-many session, and an Onboarding Plan.

2. Guided Enablement

Each embedded launch activities entitlement provides access to a self-paced SAP Learning Journey.

3. Adoption Touchpoint

Each eligible customer is entitled to request a remote quality check service which analyzes the SAP production environment in scope for key cloud solution settings. The service output highlights potential improvements and provides SAP best practices recommendations.

4. Out of Scope Items

SAP is not providing:

- implementation, review, customer-specific advisory, or any other recommendation other than defined in the scope above,
- implementation of SAP Sales Cloud Version 2, SAP Service Cloud Version 2, or SAP products, and
- organizational change management or training.

© 2026 SAP SE or an SAP affiliate company. All rights reserved. See Legal Notice on www.sap.com/legal-notice for use terms, disclaimers, disclosures, or restrictions related to this material.

Customers using “Managed Service Provider” (MSP) [also known as “Partner Managed Cloud” (PMC)] subscriptions or using “BPO Services” (business process outsourcing services) are not eligible for embedded launch activities.

Customers with SAP NS2 subscriptions or SAP Sovereign Cloud subscriptions are subject to special terms and conditions and are not eligible for embedded launch activities.

DISCLAIMER: SAP retains the right to change, at any time in its sole discretion, this Specification sheet, subject to any limitations in the applicable agreement between SAP and Customer for the Cloud Service.

© 2026 SAP SE or an SAP affiliate company. All rights reserved. See Legal Notice on www.sap.com/legal-notice for use terms, disclaimers, disclosures, or restrictions related to this material.