SAP Sales Cloud and SAP Service Cloud Version 2
Functional Specifications

This specifications document describes key features and functionalities of SAP Sales Cloud and SAP Service Cloud Version 2.

SAP Service Cloud Version 2, sales capabilities add-on

- Leads and Opportunity Management
- Account and Contact Management
- Call Lists and Scripting (via Surveys)
- Activity Planning and Management
- Sales Campaigns
- Product and Product Groups
- Survey Management
- Sales Quotes
- Pricing
- Email Management
- Pipeline Management (Pipeline Manager & Flow)
- Sales Forecasting
- Relationship Intelligence
- Customer Insights
- AI Sales Intelligence
- SAP Sales Cloud Version 2, AI-assisted content generation*
- Microsoft Teams Integration
- Server-Side (Groupware) integration
- GDPR Compliance
- Workflow and Notifications
- Low Code, No Code Extensibility
- Analytics/Dashboards (Embedded SAP Analytics Cloud)
- Integration to master data (S/4 HANA and ECC)

SAP Sales Cloud Version 2, service capabilities add-on

- Omnichannel Integration and Support
- Agent Desktop/Customer Hub
- Account and Contact Management
- Email Channel Support and Templates
- Knowledge Management Integration/Embedding
- Ticket/Case Management and Routing
- Case Designer
- AI Service Intelligence
- SAP Service Cloud Version 2, AI-assisted content generation*
- Microsoft Teams Integration
- Template Management
- Service Level Management

- Status Management
- Workflow and Notifications
- Low Code, No Code Extensibility
- Analytics/Dashboards (Embedded SAP Analytics Cloud)
- Catalog/Categorization
- Product and Product Groups
- Installation Management
- GDPR Compliance
- Pre-built integration with SAP Knowledge Central by Nice+
- Integration to master data (S/4 HANA and ECC)

SAP Service Cloud Version 2, utilities add-on

- Contract Account
- Contract Account Search
- Premise Management
- Premise Search
- Customer History
- Installment Plan
- Move Management
- S/4 HANA Master data and process integration
- Consumption Graph
- Payments

***** This AI technology is only available if Customer has purchased SAP AI Unit.

SAP Sales Cloud Version 2, field sales add-on

- Intelligent Visit Planning
- Dynamic Route Optimization
- Visit Scheduling Optimization
- Account Geotag Automation

SAP Sales Cloud and SAP Service Cloud Version 2, limited use

The limited use license includes the use of all core Sales and Service Cloud version 2 capabilities except SAP Build, Serverside (Groupware) integration, and heremaps.

Disclaimer

SAP retains the right to change, at any time in its sole discretion, this specification sheet, and/or the location of the data center(s) from which the Cloud Service is hosted, as set forth in the Agreement between SAP and Customer.