



Training & Enablement Program

Q3-2020

A full and comprehensive training program to learn the OD product portfolio and to be enabled to engage in company's projects, and to work in your role in a more efficient and productive manner



Welcome to this Training & Enablement Program!

We are very excited to welcome you in this extensive training program that we have organised with the help and contribution of our colleagues and products' partners!

We hope you will enjoy it, you will learn and you will provide feedback to us so we can become better in the future!

So, let us see what is the focus of this training program and the agenda for each day.



Training Program Q3 - 2020

Products

Training in “DSW (Digital Sales & AFS Workplace)”



What is it?

The **Digital Sales and After Sales Workplace** is a holistic automotive retail solution designed to help automotive businesses easily embrace a digital strategy covering the entire sales & aftersales processes.

Who is it for?

The enablement session is designed for solution consultants, technical consultants and product managers.

What do you get?

A functional training that includes the demonstration of the solution and how it supports the automotive retailer processes, the configuration of the solution and custom developments for key customers of OneDealer.

How you will learn?

The functional training will take approximately 5 days including the configuration of the application. It is important that you attend all training sessions, and you continue practising in the demo environment.

Objectives	Sales and After Sales Automotive retailer processes in OD Digital Platform
Focus area	Purchasing, Sales, Service Processes.
Pre-study	No pre-study is required.
Qualification Test	Not available for this training program.
Trainer(s)	Nikos Ioanou, Korina Charokopou

Training in 'Campaign Management' based on Omni-channel

Campaign Management by Light House

What is it?

The Campaign Management module based on **Omni-channel** is a comprehensive application to design, to create and to run campaigns in order to acquire new customers but also to retain existing ones.

Who is it for?

The enablement session is designed for solution consultants, technical consultants and product managers

What do you get?

The training in campaign management is mainly focusing in explain in detail the functionality offered. There will be also a short session explaining configuration elements and technical architecture behind.

How you will learn?

The functional training will take approximately 3 hours. After the training, you can study further the available documentation and to practice in the demo environment

Objectives	How to create, to run campaigns, monitor and report results
Focus area	Campaigns, Contacts, Audience, Channels, Publish, Reporting.
Pre-study	Not required.
Qualification Test	Not available in this training program.
Trainer(s)	Nikos Ioannou

Training in “Digital Presence”

Digital Presence
by
One Dealer &
Light House

What is it?

“Digital Presence” is a suite of three different functionalities offered to the automotive retailer and its customers: **My-site, MyAccount and Online Service Management (OSM)**

Who is it for?

The enablement session is designed for solution consultants, support consultants, training specialists and product managers.

What do you get?

A full functional training on the three different components offered in this suite. You will learn how a customer can book an appointment and request for an offer or a test drive through the promo pages of retailers’ site.

How you will learn?

The training duration is approximately 3 hours. After the training, you will have the opportunity to practice in the demo environment and study further the available documentation

Objectives	Learn the Online Service Management, and the available features in mysite and myaccount
Focus area	Promo Pages, Online Service Management
Pre-study	No pre-study is required, however will be important to attend previously the DSW training session.
Qualification Test	Not available in this training program.
Trainer	Nikos Ioannou

Training in 'SAP B1'

SAP B1
by
XIOMA

What is it?

SAP B1 for Automotive, is a comprehensive Dealer Management System developed especially to support the automotive dealership industry's special needs. It is a complete solution covering Sales, After Sales Processes, as well as Purchasing, Vendor and Customer Management, Inventory Management and Accounting

Who is it for?

The training is designed for solution consultants, product managers, and support consultants.

What do you get?

A full functional training on all areas developed especially for the automotive retailer. Also, all the touch and integration points with DSW solution. Configuration of the system is also part of this training session.

How you will learn?

The overall training duration will be 4 days and will be delivered via webinar. Post training, you will receive a documentation so you can study further. You will also practice on the training environment.

Objectives	Learn the SAP B1 Solution especially customised for the Automotive Industry.
Focus area	Purchases, inventory management, sales, service, vendor and customer management, accounting, reporting.
Pre-study	Not required, however participants must have basic SQL knowledge, Automotive business and ERP good knowledge
Qualification Test	Not available
Trainer(s)	TBA

Training in “Extended Analytics”

Extended Analytics by OD Data-Architects team

What is it?

“Extended Analytics is a set of tools developed by the Data Architects team, in order to offer sophisticated reporting, automation in the production of reporting, for operational reasons but also for management decision making.

Who is it for?

This training session is offered to product managers, consultants and support teams as well as to technical consultants in order to be able to sale, to implement and to support the solution

What do you get?

A full training on the available Dashboards, KPIs and how to use filters to produce reports. A training on the data-migration process and tools. A training on how events are created.

How you will learn?

The training session will be delivered via webinar and the overall duration is approximately 7 hours including the Introduction and Q & A sessions. Post training, practice is required in order to sustain the acquired knowledge.

Objectives	OD standards Dashboards, KPIs, Data migration tools, Events
Focus area	Reporting and Data-migration
Pre-study	Not required. The trainees should have previously accomplished the training session for DSW and SAP B1
Qualification Test	Not applicable. However extended practice sessions are required post training.
Trainer(s)	Dimitris Emmanoulopoulos

Enablement in “Integration Layer”

Integration Layer
by
ThinkRIT

What is it?

The Integration Layer supports the communication between the OD Back-end the ODIL DMS Instance.

Who is it for?

This enablement session is tailored for solution consultants, product managers and support consultants as well as for technical consultants.

What do you get?

The concept of the integration layer, the details around the different instances required to have an operational integration between the OD DSW and the OD DMS

How you will learn?

The training will take approximately 8 hours and you will also receive documentation for further study.

Objectives	To learn how the OD DSW communicates with the OD DMS instance.
Focus area	Integration Layer, Configuration of the OD Instance end-point
Pre-study	No pre-study is required but you need to participate in the OD and SAP B1 training sessions before attending this one.
Qualification Test	Not applicable.
Trainer(s)	Michalis Fousteris, ThinkRIT

Enablement in “**Mobility as a Service**”

Mobility as a Service

What is it?

An application helping automotive retailers, rental and leasing companies to maximize the utilization of their fleet and to step into the growing business of urban transportation.

Who is it for?

This enablement session is tailored for solution consultants, product managers and support consultants.

What do you get?

You will learn the process of a complete reservation flow, the driver experience from registration until reservation and the back-office features.

How you will learn?

The training will take approximately 10 hours and you will also receive documentation for further study.

Objectives	To get acquainted with the features of Mobility as a Service
Focus area	Registration, reservation, Back-office features.
Pre-study	No pre-study is required.
Qualification Test	Not applicable.
Trainer(s)	Giorgos Brouzas.

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Training Program Q3-2020

AGENDA

Training Program Overview

	Date	Introduction	Digital Work Place Sales	Digital Work Place After Sales	Campaign Management	Used Cars Purchasing	Complaint Management	Configuration Digital Work Sales / After Sales	SAP B1	Integration Layer	Extended Analytics	Mobility as a Service	Technical Training
1	24/08/20	X	X										
2	25/08/20		X										
3	26/08/20		X										
4	27/08/20		X	X									
5	28/08/20				X	X	X						
6	01/09/20												X
7	02/09/20							X					
8	03/09/20							X					
9	11/09/20									X			
10	14/09/20								X				
11	15/09/20								X				
12	16/09/20										X		
13	17/09/20											X	
14	21/09/20								X				
15	22/09/20								X				
Training Hours		2,25	16,6	2,8	2,5	0,5	0,5	12,0	24,5	7,25	6,75	8,25	2,75
<i>Booked seats</i>		<i>6</i>	<i>6</i>	<i>6</i>	<i>6</i>	<i>6</i>	<i>6</i>	<i>6</i>	<i>8</i>	<i>8</i>	<i>8</i>	<i>8</i>	<i>8</i>
<i>Available seats</i>		<i>6</i>	<i>6</i>	<i>6</i>	<i>6</i>	<i>6</i>	<i>6</i>	<i>6</i>	<i>4</i>	<i>4</i>	<i>4</i>	<i>4</i>	<i>4</i>

Agenda - Day 1

	Time	Topic	Presenter / Trainer
	09:00 – 09:10	<ul style="list-style-type: none"> Introduction 	Vana Dimitrakopoulou
	09:10 – 09:40	<ul style="list-style-type: none"> One Dealer Product Portfolio (30m) 	Christian Hoell
	09:40 – 10:25	<ul style="list-style-type: none"> Introduction to OneDealer DSW (45m) 	Michalis Fousteris
	10:25 – 10:40	<ul style="list-style-type: none"> External Connectivity (Web Services & Integration layer Intro) (15m) 	Michalis Fousteris
	10:40 – 10:50	<ul style="list-style-type: none"> Questions & Answers for Part I 	All
	10:50 – 11:00	<ul style="list-style-type: none"> <i>Coffee Break</i> 	All
	11:00 – 11:10	<ul style="list-style-type: none"> OneDealer – Digital Sales & After Sales Workplace – System Overview (10m) 	Nikos Ioannou
	11:10 – 12:15	<ul style="list-style-type: none"> Organisational Structure on Company and User Level (DSW) <ul style="list-style-type: none"> Main Entities and related Configuration High Level (Companies, Tenants, Branches, Groups, Roles, Business Cases, Teams, Users) Portals & Tenants 	Nikos Ioannou
	12:15 – 13:15	<ul style="list-style-type: none"> <i>Lunch Break</i> 	All
	13:15 – 14:15	<ul style="list-style-type: none"> Terminology <ul style="list-style-type: none"> Contact person Business partner Vehicle Activities (Calendar) Communication Channels Customer Inquiries / Lead / Opportunity 	Nikos Ioannou
	14:15 – 14:45	<ul style="list-style-type: none"> DSW Personalisation (Login, Profile, Dashboard, Main Menu, Vertical Menu, etc...) Translation using resources (for localisation) 	Nikos Ioannou
	14:45 – 15:45	<ul style="list-style-type: none"> Questions and Answers (60 m) 	Nikos Ioannou

Agenda - Day 2

	Time	Topic	Trainer
Day 2 : 25/08/2020	09:30 – 10:00	<ul style="list-style-type: none"> Summary of the topics demonstrated in the previous day / additional questions & answers (30m) 	Nikos Ioannou
	10:00 – 10:45	<ul style="list-style-type: none"> Business Partner <ul style="list-style-type: none"> BP duplication check (ppt + system demonstration) Data Privacy (ppt + system demonstration) 	
	10:45 – 11:45	<ul style="list-style-type: none"> DSW – Sales Process (Part I) <ul style="list-style-type: none"> Overview Customer Inquiry (AWT) My-site (Promo Pages) Customer Contact 	
	11:45 – 12:30	<ul style="list-style-type: none"> Lunch Break 	
	12:30 – 13:30	<ul style="list-style-type: none"> DSW – Sales Process (Part II) <ul style="list-style-type: none"> Test Drive Individual Offer Trade-in Evaluation <ul style="list-style-type: none"> Purchasing (trade-in) Finance Service Offer Order Sale Deliver Follow-up 	
	13:30 – 14:30	<ul style="list-style-type: none"> Questions & Answers (60m) 	

Agenda - Day 3


	Time	Topic	Trainer
Day 3 : 26/08/2020	09:00 – 09:30	<ul style="list-style-type: none"> Summary of the topics demonstrated in the previous day / additional questions & answers (30m) 	Nikos Ioannou
	09:30 – 11:00	<ul style="list-style-type: none"> Terminology <ul style="list-style-type: none"> Configurator Stock locator Inventory Demonstration of the configurator, inventory and stock locator 	
	11:00 – 12:30	<ul style="list-style-type: none"> Additional Features <ul style="list-style-type: none"> Walk-In (Configurator) <ul style="list-style-type: none"> Existing customer New Customer My site - Configurator Edit configuration Lead or Opportunity within more than one VOIs Collaboration Create a test drive vehicle Used Vehicles/new vehicle out of the Inventory Task and Notes Finance 	
	12:30 – 13:30	<ul style="list-style-type: none"> Lunch break 	
	13:30 – 14:00	<ul style="list-style-type: none"> Reassignment (Lead, Opportunity, Activity) Static Reporting – ppt (list of all important reports) – combined with roles Sales Person 	
	14:00 – 15:00	<ul style="list-style-type: none"> Questions and Answers (60m) 	

Agenda – Day 4

	Time	Topic	Trainer
Day 4: 27/08/2020	09:00 – 09:30	<ul style="list-style-type: none"> Summary of the topics demonstrated in the previous day / additional questions & answers (30m) 	Nikos Ioannou
	09:30 – 10:00	<ul style="list-style-type: none"> MS Office 365 Outlook OneDealer Add-on Create CP/BP Attach a document to BP/L/O/SL 	
	10:00 – 12:00	<ul style="list-style-type: none"> After Sales Process <ul style="list-style-type: none"> Online Service Management <ul style="list-style-type: none"> Service Packages maintenance Service Advisors availability List of workshops ASW via My Account scenario <ul style="list-style-type: none"> Create Offer Offer Approval Approval Confirmation Reception of the vehicle (Damaged Photo (upload, template), Video, file) Additional CC needed On site approval Job card assignment to a Mechanic <ul style="list-style-type: none"> Check parts availability Reserve qty in case of availability Order qty in case of unavailability Purchasing Time clock-in / clock-out Invoicing Payment Job Card status updated visible from Digital After Sales Workplace Delivery of the car 	
	12:00 – 13:00	<ul style="list-style-type: none"> Lunch break 	
	13:00 – 14:00	<ul style="list-style-type: none"> After Sales – Additional features <ul style="list-style-type: none"> Book a Service via OSM scenario Walk-in (new/ existing customer) Kosmocar case (API – real time fetching data from the customer) 	
	14:00 – 15:00	<ul style="list-style-type: none"> Questions & Answers (60m) 	

Agenda – Day 5

	Time	Topic	Trainer
Day 5 : 28/08/2020	09:00 – 09:30	<ul style="list-style-type: none"> Summary of the topics demonstrated in the previous day / additional questions & answers 	Nikos Ioannou / Dionysis Konstantinopoulos
	09:30 – 10:00	<ul style="list-style-type: none"> Omni Channel Campaign Audience Builder: - static lists - Dynamic lists - exclusions 	
	10:00– 10:20	<ul style="list-style-type: none"> OMNI channel: Campaign Newsletter, MyAccount Email Templates Templates: - Standard Templates – How to create own templates 	
	10:20 – 11:00	<ul style="list-style-type: none"> Campaign Management (Part 1) <ul style="list-style-type: none"> Configure a campaign Create Contacts Create Lists (Static, Dynamic) Conditions Create Audience Import scenarios Import File 	
	11:00 -11:30	<ul style="list-style-type: none"> Campaign Management (Part 2) <ul style="list-style-type: none"> Create Newsletter, SMS Clone a Campaign, Channel Reset a campaign Publish a Campaign Preflight Results 	
	11:30 - 12:30	<ul style="list-style-type: none"> Call center 	
	12:30 – 13:30	<ul style="list-style-type: none"> Lunch Break 	
	13:30 – 14:00	<ul style="list-style-type: none"> Complaint Management 	
	14:00 – 14:30	<ul style="list-style-type: none"> Used Cars Purchasing 	
	14:30 – 15:00	<ul style="list-style-type: none"> Questions & Answers (60m) 	



Agenda - Day 6

Day 6: 01/09/2020	Time	Topic	
	09:30 – 11:30	<ul style="list-style-type: none">• Introduction of system landscape and components• SYSTEM ARCHITECTURE SETUP AND CONFIGURATION CONCEPTS• Security and Licensing (- License Setup and related issues (license server) Certificates)	Dimitris Dimakis
	11:30 – 12:15	Questions & Answers	

Agenda - Day 7

	Time	Topic	Trainer
Day 7 : 02/09/2020	09:00 – 09:45	<ul style="list-style-type: none"> Company Structure <ul style="list-style-type: none"> Organisation, Companies, Branches, Locations 	Nikos Ioannou
	09:45 – 10:00	<ul style="list-style-type: none"> Business Permissions <ul style="list-style-type: none"> Business Structure - Permissions (Groups, Teams, Roles, Business Cases, Salesperson) 	
	10:00 – 10:30	<ul style="list-style-type: none"> User Management <ul style="list-style-type: none"> SAP B1 DSW 	
	10:30 – 11:00	<ul style="list-style-type: none"> CRM generic configuration (Channels, Interest Types, Sources) 	
	11:00 – 11: 30	<ul style="list-style-type: none"> Light Configurator Integration (Model Tree and Configurator) 	
	11: 30 – 12:00	<ul style="list-style-type: none"> Set up of inquiries (inbound keys, dealer units) 	
	12:00 – 13:00	<ul style="list-style-type: none"> Lunch Break 	
	13:00 – 13:40	<ul style="list-style-type: none"> Set up of inquiries (inbound keys, dealer units) Setup Entities (car statuses, fuel types) 	
	13:40 – 14:00	<ul style="list-style-type: none"> Menu & Widgets 	
	14:00 – 15:00	<ul style="list-style-type: none"> Q & A 	

Agenda - Day 8

	Time	Topic	Trainer
Day 8 : 03/09/2020	09:30 – 10:15	<ul style="list-style-type: none"> Workflow Introduction & Structure breakdown (excel) 	Korina Charokopou
	10:15 – 10:45	<ul style="list-style-type: none"> Create workflow structure 	
	10:45 – 11:15	<ul style="list-style-type: none"> Practice in Excel 	
	11:15 – 12:15	<ul style="list-style-type: none"> Workflow designer 	
	12:15 – 13:15	<ul style="list-style-type: none"> Lunch Break 	
	13:15 – 13:45	<ul style="list-style-type: none"> Create a Workflow in the WF designer 	
	13:45 – 14:30	<ul style="list-style-type: none"> Practice Designer 	
	14:30 – 15:15	<ul style="list-style-type: none"> Link this workflow with the sales process 	
	15:15 – 15:30	<ul style="list-style-type: none"> Coffee break 	
	15:30 – 16: 30	<ul style="list-style-type: none"> Email and Messaging Templates (standard templates, own templates) 	
	16: 30 – 17:00	<ul style="list-style-type: none"> Q & A 	

Agenda – Day 9

Integration Layer

	Time	Topic	Trainer
Day 9: 11/09/2020	09:00 – 11:00	<ul style="list-style-type: none">• Overview (120m)<ul style="list-style-type: none">• Architecture overview• Communication patterns• Process overview and working principals	Kyriakos Agavanakis
	11:00 – 12:45	<ul style="list-style-type: none">• Integration Process (105m)<ul style="list-style-type: none">• Technical & Functional API review• Authorization patterns	
	12:45 -13:30	<ul style="list-style-type: none">• Lunch break	
	13:30 – 14:30	<ul style="list-style-type: none">• APIs (60m)<ul style="list-style-type: none">• Tools and documentation walkthrough• Detail API services and entities walkthrough	
	14:30 – 16:30	<ul style="list-style-type: none">• Setting up Integration Project <i>and</i>• Additional APIs / Adapters	
	16:30 – 17:00	<ul style="list-style-type: none">• Q & A (30m)	

Agenda – Day 10

“SAP B1”

	Time	Topic	Trainer
Day 10: 14_09_2020	09:00 – 13:00	<ul style="list-style-type: none"> • UI Tour & Basic Features • CRM • Sales Process • Purchase Process • Finance and Banking • Inventory Management • Other Modules <ul style="list-style-type: none"> • Human Resource • Manufacturing • Light service 	(240m)
	13:00 – 14:00	<ul style="list-style-type: none"> • Lunch Break 	
	14:00 – 17:00	<ul style="list-style-type: none"> • Company Setup • Prices and Special Prices • Printing • System Landscape • Web Client 	(180m)

Agenda – Day 11

“SAP B1”

	Time	Topic	Trainer
Day 11: 15_09_2020	09:00 – 11:00	<ul style="list-style-type: none"> Usability and Extensibility + implementation tools (120m) <ul style="list-style-type: none"> Users, Roles, Groups Management Alerts and approval processes Views Cockpit and Dashboard User Fields/Tables/Objects Print layout design Formatted searches Transaction notifications 	TBA
	12:30 – 13:30	<ul style="list-style-type: none"> Lunch Break 	
	13:30 – 15:00	<ul style="list-style-type: none"> Analytics <ul style="list-style-type: none"> User Queries Excel integration Pervasive analytics Web Client Analytics SDK <ul style="list-style-type: none"> User DI API UI API Service Layer Printing Service <div style="position: absolute; left: 500px; top: 50px;"> <p>(90m)</p> </div>	TBA

Agenda – Day 12

“Extended Analytics”

	Time	Topic	Trainer
	09:00 – 09:15	<ul style="list-style-type: none"> Introduction 	Dimitris Emmanoulopoulos Data Architect
Day 12 : 16/09/2020	09:15 – 09:45	<ul style="list-style-type: none"> OneDealer Analytics (short introduction) (30m) <ul style="list-style-type: none"> SAP Lumira Designer (ppt) 	
	09:45 – 12:45	<ul style="list-style-type: none"> OneDealer Analytics (Demo) (180m) <ul style="list-style-type: none"> Dashboards KPIs Using filters 	
	12:45 – 13: 45	<ul style="list-style-type: none"> Lunch Break 	
	13:45 – 14:15	<ul style="list-style-type: none"> OneDealer Events (30m) <ul style="list-style-type: none"> Introduction Configuring Events Events reporting 	
	14:15 – 15:45	<ul style="list-style-type: none"> OneDealer Data-Migration (90m) <ul style="list-style-type: none"> SSIS – SQL Server Integration Services (short Introduction) Import Files (excel spreadsheets presentation) Migration in action – Demo 	
	15:45 – 16:00	<ul style="list-style-type: none"> Coffee break 	
	16:00 – 17:00	<ul style="list-style-type: none"> Questions and Answers (60m) 	

Agenda – Day 13

“Mobility as a Service”

	Time	Topic	Trainer
Day 13 : 17/09/2020	09:00 – 09:15	<ul style="list-style-type: none">Introduction (15m)	Giorgos Brousas
	09:15 – 09:40	<ul style="list-style-type: none">Mobile application (25m)<ul style="list-style-type: none">Reservation flow	
	09:40 – 10:00	<ul style="list-style-type: none">End/user driver experience (registration to reservation) (20m)	
	10:00 – 10:20	<ul style="list-style-type: none">End user – Back office administrator (20m)	
	10:20 – 13:00	<ul style="list-style-type: none">Back-office features (configuration) – Part I (160m)	
	13:00 – 13:45	<ul style="list-style-type: none">Lunch break	
	13:45 – 17:30	<ul style="list-style-type: none">Back-office features (configuration) – Part II (225m)	
	17:30 – 18:00	<ul style="list-style-type: none">Questions & Answers (30m)	

Agenda – Day 14

“SAP B1 Automotive Add-ons”

	Time	Topic	Trainer
Day 14: 21_09_2020	09:00 – 12:30	<ul style="list-style-type: none"> • Vehicle Sales Process (Part I) (210m) <ul style="list-style-type: none"> • Vehicle Object • Model Management - Model Object, Item and serial management • Standard Process with[out] back order (Own Deal) • Provision Deal • Trade-in Deal 	TBA
	12:30 – 13:30	<ul style="list-style-type: none"> • Lunch Break 	
	13:30 – 17:00	<ul style="list-style-type: none"> • Vehicle Sales Process (Part II) <ul style="list-style-type: none"> • Opportunity Management • Vehicle Orders Management • Contracts • Q&A • Vehicle Purchase <ul style="list-style-type: none"> • Purchase Process • Import Process and PL Import • PDI • Vehicle Inventory Management • Q&A <p style="text-align: right;">(210m)</p>	TBA

Agenda – Day 15

“SAP B1 Automotive Add-ons”

	Time	Topic	Trainer
Day 15: 22_09_2020	09:00 – 13:00	<ul style="list-style-type: none"> • Vehicle Service (240m) <ul style="list-style-type: none"> • Service Appointment • Vehicle Reception • Service Estimate and Quote • Parts Logistics • Service Process • Sublet • Extensions • Debit Close 	TBA
	13:00 -14:00	<ul style="list-style-type: none"> • Lunch Break 	
	14:00 – 17:00	<ul style="list-style-type: none"> • Vehicle Service Aadvanced <ul style="list-style-type: none"> • Recalls Management (Campaign) • Claims • Standard Times • Service Packages • Customer Concerns • Labors/S.Parts/Oils • Special Prices for – Parts/Labors • Q&A • Spare Parts <ul style="list-style-type: none"> • Catalog • Alternative Items • Supersession • Over the counter Sales • Parts Inventory Management • XAS SDK <ul style="list-style-type: none"> • XAS API • XAS Tools <p>(180m)</p>	TBA



Thank you!

Contact Us

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