

Record of Achievement

Thought Leaders

Ralf H. KOMOR

E-mail: ralf@komor.de

has successfully completed the following openSAP thought leaders course:

Understanding Your Customer's Journey

Instructor: Jeannie Walters

This Thought Leaders course was held from June 2 through July 1, 2021, and comprised 2-3 hours of learning effort and 1 course assignment.

The course provided you with a toolkit of techniques to better understand your customer's journey, from awareness through advocacy. It explained how to explore how customers experience your brand, and how to turn this understanding into actions that improve the customer experience and your business outcomes.

Maximum score possible for this course: 30 points.

The candidate scored 26.0 points (86.7%) by taking a course assignment.



Michaela Laemmler
Head of openSAP



Jeannie Walters,
CEO and Founder of Experience
Investigators

openSAP is SAP's platform for open online courses. It supports you in acquiring knowledge on key topics for success in the SAP ecosystem.

Walldorf, Germany, June 7, 2021



openSAP
**Thought
Leaders**

Verify online: <https://open.sap.com/verify/xopan-nukoz-buhil-rysyl-zutug>