KOENIG SOLUTIONS · COURSE OUTLINE

Customer 360 SaaS for Developers

1 Day	8	40
DURATION	MODULES	TOPICS

COURSE OVERVIEW

Explore the skills needed to configure Customer 360 SaaS on the IDMC platform, automating and scaling the practice of mastering customer data. Customize the predefined data model and implement business rules in Informatica Customer 360 SaaS. Onboard data, create and configure cleanse functions, define match and merge criteria, manage hierarchies, define business events and run REST APIs. Applicable to July 2026 Release.

WHO THIS COURSE IS FOR

Developer

PREREQUISITES

- MDM SaaS: Manage Multidomain Data (Instructor Led or onDemand)

LEARNING OBJECTIVES

What You Will Learn

- Understand IDMC's Customer 360
- Customize the predefined data model
- Perform data quality and configure survivorship
- Manage hierarchies
- Onboard data
- Perform file imports
- Perform searches
- Create a match model and add declarative rules to it
- Define jobs and business events
- Run REST APIs

COURSE SYLLABUS

8 Modules, 40 Topics

MODULE 1

01

Customer 360 SaaS Overview

TOPICS

- Describe the Challenges of Managing Customer Data
- Customer 360 SaaS Overview
- Customer 360 SaaS Architecture
- Key Features and Benefits
- User Interfaces

MODULE 2

02

Configuring Data Model

TOPICS

- Add Basic, Smart, Group, and Reference Fields to a Business Entity
- Disable Fields
- Configure Field Properties
- Data Quality Rules and Survivorship
- Match Model
- Lab: Customize Predefined Business Entities
- Lab: Add Data Quality Rule and Configure Survivorship
- Lab: Configure Match Model

MODULE 3

03

Onboarding Data

TOPICS

- Add new Records
- Manage Records
- Import Business Entity Data from CSV Files
- Lab: Manage Customer data
- Lab: Import Data from a Flat File

MODULE 4

04

Defining Jobs and Business Events

TOPICS

- Define and Run a Match and Merge Job
- Define and Run a Generate Merge Tasks Job
- Manual Merge
- Manage Business Events
- Lab: Run a Match and Merge Job and Execute Business Events
- Lab: Match and Export Data

MODULE 5

05

Performing Match Training

TOPICS

- Introduction to Adaptive AI Match Model
- Recommendations for Selecting Training Data Sets
- Train the Adaptive AI Match Model
- Publish the Adaptive AI Match Model

MODULE 6

06

Managing Hierarchies

TOPICS

- Configure Hierarchy Model
- Manage Hierarchy Instances
- Create a Dashboard
- Add Predefined Reports to the Dashboard
- Lab: Manage Hierarchies and Analyze Relationships
- Lab: Create a Dashboard and add Predefined Reports to it

MODULE 7

07

Public REST APIs

TOPICS

- Overview of Public REST APIs
- REST API guidelines
- Resources supported for Customer 360 SaaS
- Lab: Use REST APIs to Perform Tasks and Get Data

MODULE 8

08

Workshop

TOPICS

- Custom Business Entity Configuration Process
- Workshop: Design Customer Data Model using Custom Business Entity

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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