

# Record of Achievement

Thought Leaders

## Luis Melo

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has successfully completed the following openSAP thought leaders course:

### The Power of Experience Management

Instructor: Bruce Temkin

This thought leaders course was held from October 16 through November 14, 2019. It comprised 2-3 hours of learning effort and 1 course assignment.

The course covered the following topics:

- What is experience management (XM) and how organizations can use XM to consistently deliver the best experience
- Why XM is important, and what are the competencies required for success

Maximum score possible for this course: 30 points.

The candidate scored **30.0 points (100.0%)** by taking a course assignment.



Michaela Laemmler  
Head of openSAP



Bruce Temkin  
Instructor

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, October 25, 2019



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