

SAP EDUCATION



CUSTOMER SERVICE:

SAP Customer Service gives you the knowledge you need to optimize vital asset life-cycle management and customer service processes. Here you will learn how to use tools such as notifications, service orders and contracts to Track Warranties, Identify products that require service, make determinations about dispatching service technicians and returning items for in-house repair and Establish long term service – legal agreements.

Delivery Type: Class – Room Instructor Led

Locations: Calgary, Edmonton, Vancouver, Ottawa, Montreal & Toronto

COURSE CONTENTS

→ SAP Customer Service Overview:

- Customer Service Overview
- Service Agreements
- Service Notifications
- Call Management

→ Structuring and Mapping Technical Objects:

- Service Item as Material
- Service Item as Piece of Equipment
- Service Item as Functional Location
- Service Item as Bill of Material

→ Technical Objects:

- Function Locations
- Equipment
- Functions of Technical Objects
- Management of Technical Objects

→ Installed Base Management:

- Overview of Installed Base Management
- Creating an Installed Base
- Displaying an Installed Base
- Structure Processing of an Installed Base

→ Measuring Points and Counters:

- Measuring Points, Counters and Measurement Documents
- Condition – Based Maintenance
- Measurement and Counter Readings
- Basic Functions
- Reference Measuring Points

→ Permits:

- Working with Permits
- Creating, Changing and Deleting a Permit as Master Data
- Assignment of Permits
- Entering, Issuing and Cancelling a Permit

→ Call Management:

- Processing of Services
- Returns & Repairs Processing
- Advance Shipment Process
- Service Processing Using Sales Order with Service Item
- Controlling of Services
- Notifications
- Orders
- Completion Confirmations
- Capacity Requirements Planning in Customer Service
- Billing

→ Service Agreements:

- Service Contracts
- Quantity Contract
- Warranties
- Warranty Claim Processing
- Task Lists

→ Customer Interaction:

- Customer Interaction Center Overview
- Front Office Framework Visible & Hidden Components
- Front Office Administration

CONTACT US

Course schedule information is available on www.sitinfosys.com

Please check with us for the latest information.

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