

## **Implementing SAP S/4HANA Cloud, public edition - Service Management**

OEM: SAP • Duration: 1 Day (8 hrs) • Code: S4HANA-CPE-SVC-MGMT

### **COURSE MODULES & TOPICS**

#### **Introducing SAP S/4HANA Cloud Public Edition, Service**

- Learning More About the Solution Processes of SAP S/4HANA Cloud Public Edition, Service
- Getting to Know SAP S/4HANA Cloud Public Edition, Service
- Finding the Required Business Roles and Business Catalogs for a Solution Process
- Accessing All SAP Enable Now Simulations

#### **Working with Service Orders and Service Confirmations (3D2, 6GS)**

- Introducing Service Order Management and Monitoring
- Creating Service Orders and Service Confirmations
- Optimizing Common Service Processes with Templates, Service Bundles and Product Proposals
- Using Detailed Features of the SAP Fiori App Manage Service Orders
- Using Additional Functionality Related to Standard Service Processes
- Using Service Order Management with Advanced Variant Configuration

#### **Procuring Materials to Execute Service Orders (3NI)**

- Introducing Procurement for Service Management
- Explaining the Process Steps and Business Roles for Procurement for Service Management
- Using SAP Fiori Apps to Procure Materials for Service Orders

#### **Creating Service Quotations (4GA)**

- Introducing the Service Quotation Solution Process
- Explaining the Service Quotation Process Steps
- Using the App Manage Service Quotations

#### **Creating Service Contracts (3MO, 6GU)**

- Introducing Service Contract Management
- Creating Service Contracts
- Using Additional Functionality Related to Service Contracts
- Using Contract Management with Advanced Variant Configuration

## Monitoring Service Performance (43B)

- Introducing Service Monitoring and Analytics
- Explaining the Business Roles for Service Monitoring and Analytics
- Using Analytical Apps and Screens