

Implementing SAP Field Service Management

OEM: SAP • Code: FSM100



COURSE DESCRIPTION

This training provides an in-depth understanding of the key business scenarios supported by SAP Field Service Management, while illustrating its main functionalities and concepts. SAP Field Service Management supports dispatchers with real-time, automated workforce scheduling and planning, as well as providing service technicians with powerful apps to fulfill field service needs.

AUDIENCE PROFILE

- Application Consultant
- Development Consultant
- Technology Consultant
- User

PREREQUISITES

Essential

- None

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- After completing this training, Implementation Consultants will understand the full functionality of the web- and mobile applications offered by the SAP Field Service Management solution.
- They will understand standard product features, perform configurations and customizations using the Field Service Management Administration Module and they will know use case scenarios such as administrator, dispatcher, and field technician.
- Furthermore, they will be able to provide first level support and they know where to get additional information, best practices and documentation.

COURSE OUTLINE

Module 1

- Introduction
- Master Data Management
- Planning & Dispatching
- Mobile Field Service
- Smartforms
- Business Rules