

## Performing Basic Customizing for Service in SAP S/4HANA and SAP S/4HANA Cloud Private Edition

OEM: SAP • Code: S47500



### COURSE DESCRIPTION

This course will prepare you to configure the most important business processes in SAP S/4HANA Service. The configuration for both on-site service process and an in-house repair process is explained. Service contract configuration is also a topic. In addition the integration with Controlling, with the Cross-Application Time Sheet (CATS) and integration with Logistics in SAP S/4HANA is covered.

### AUDIENCE PROFILE

- Application Consultant
- Business Process Owner / Team Lead / Power User
- Help Desk/CoE Support
- Trainer

### PREREQUISITES

#### Essential

- S47000 SAP S/4HANA Service (formerly S4700 )

#### Recommended

- none

### COURSE OBJECTIVES

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

- Perform general configuration of service processes in SAP S/4HANA Service
- Configure an on-site service process in SAP S/4HANA Service
- Configure an in-house repair process in SAP S/4HANA Service
- Configure service contracts in SAP S/4HANA Service

### COURSE OUTLINE

## **Module 1: Introducing Service Processing in SAP S/4HANA and Learning its Process Steps**

- Executing a Service Process in SAP S/4HANA

## **Module 2: Learning the General Configuration of Service Processing**

- Configuring a Transaction Type
- Configuring an Item Category
- Configuring Item Category Determination
- Configuring Copying Control for Business Transactions
- Configuring the Integration with Controlling in SAP S/4HANA
- Configuring the Integration with the Cross-Application Time Sheet (CATS)
- Configuring Pricing for Service Transactions
- Configuring More Basic Settings for Business Transactions

## **Module 3: Configuring an On-site Service Process**

- Configuring Service Requests
- Configuring Service Order Quotations and Service Orders
- Configuring Service Confirmations and Service Billing
- Configuring the Service with Advanced Execution Scenario

## **Module 4: Configuring In-House Repair**

- Processing an In-House Repair
- Learning the Configuration of In-House Repair

## **Module 5: Configuring Service Contracts**

- Learning the Configuration of Service Contracts

## **Module 6: Appendix: Understanding the Technical Architecture and the Configuration of the User Interface**

- Outlining the Architecture behind SAP S/4HANA Service
- Configuring the User Interface