SAP S/4HANA Service - Service Processing

Duration: 3 Days Course Code: S47500 Delivery Method: Virtual Learning

Overview:

This course will prepare you to configure the most important business processes in SAP S/4HANA Service.
The configuration for both and 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.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

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

Objectives:

- This course will prepare you 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

Prerequisites:

Essential

S4700 SAP S/4HANA Service

Recommended

None

Content:

Introducing Service Processing in SAP S/4HANA and Learning its Process Steps

- Executing a Service Process in SAP S/4HANA

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

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

Configuring In-House Repair

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

Configuring Service Contracts

- Learning the Configuration of Service Contracts

Appendix: Understanding the Technical Architecture and the Configuration of the User Interface

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

Additional Information:

Course based on software release SAP S/4HANA 2023 On Premise

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK