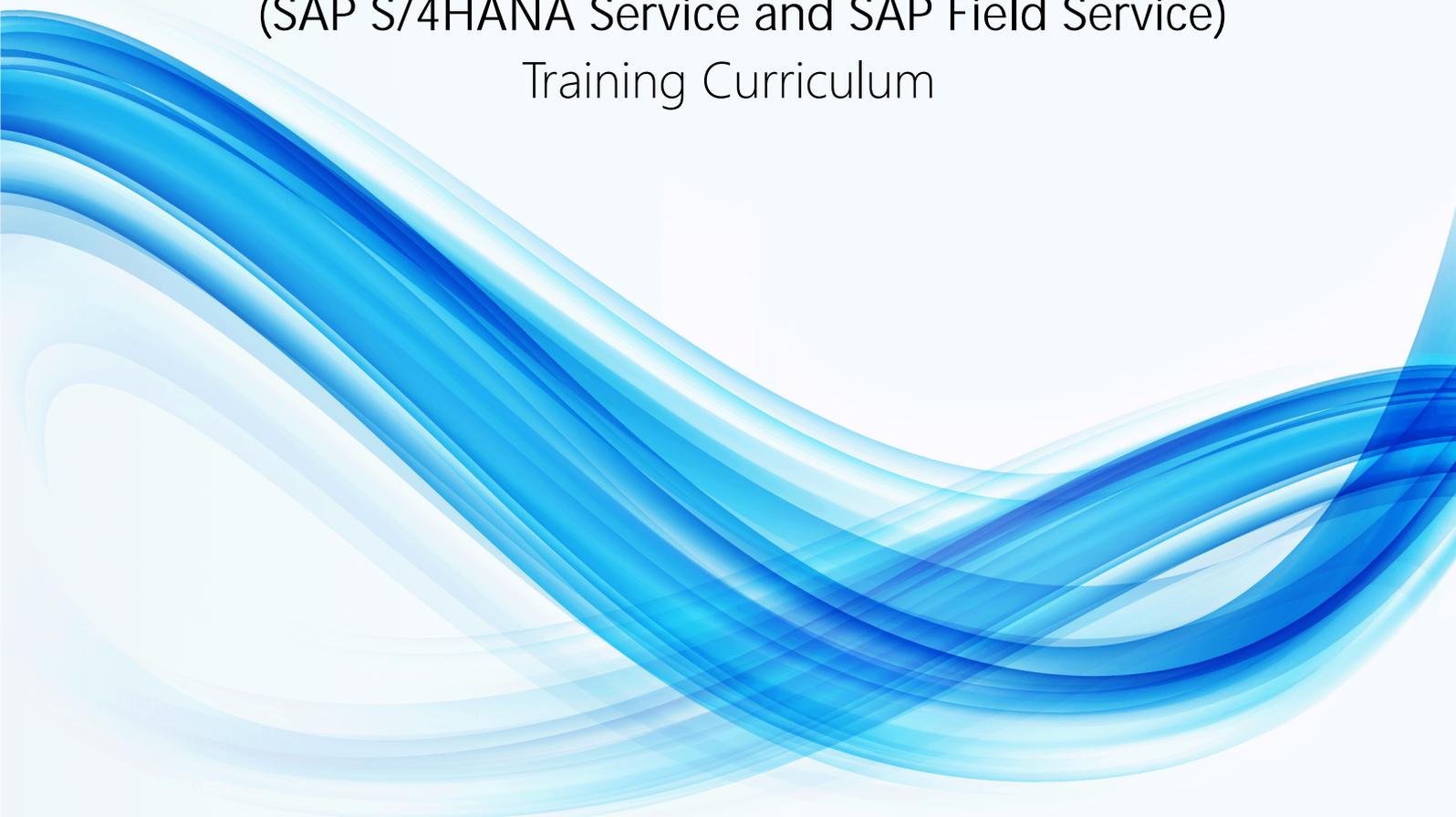


SAP Service Management

(SAP S/4HANA Service and SAP Field Service)
Training Curriculum



SAP Service Management

Module 1: Introduction to SAP Service Management - Overview and Architecture

- ✓ Introduction to SAP Service Management suite
- ✓ SAP S/4HANA Service
- ✓ SAP FSM architecture
- ✓ Integration with ERP
- ✓ Supply chain
- ✓ Finance
- ✓ Business use cases across industries

Module 2: SAP S/4HANA Service - Core Configuration

- ✓ Service master data
- ✓ Organizational structure
- ✓ Service products
- ✓ Warranty management
- ✓ Service contracts
- ✓ SLAs
- ✓ Entitlement management configuration

Module 3: Service Order Management and Execution

- ✓ Service order creation
- ✓ Assignment
- ✓ Scheduling
- ✓ Resource allocation
- ✓ Service execution workflows
- ✓ Time and material recording
- ✓ Completion processing

Module 4: SAP Field Service Management (FSM)

- ✓ FSM cloud architecture
- ✓ Workforce management
- ✓ Intelligent dispatching
- ✓ Route optimization
- ✓ Mobile app configuration
- ✓ Offline capabilities

SAP Service Management

Module 5: AI-Powered Service and Intelligent Automation

- ✓ Predictive maintenance
- ✓ AI-driven service recommendations
- ✓ Intelligent routing
- ✓ Chatbots for customer service
- ✓ Machine learning for issue resolution

Module 6: Customer Self-Service and Experience Management

- ✓ Customer portal setup
- ✓ Appointment booking
- ✓ Real-time notifications
- ✓ Feedback collection
- ✓ Net Promoter Score integration
- ✓ Omnichannel service

Module 7: Integration with SAP Ecosystem and Analytics

- ✓ Integration with SAP ERP
- ✓ SAP CRM
- ✓ SAP Analytics Cloud
- ✓ APIs
- ✓ Middleware
- ✓ Service analytics dashboards
- ✓ KPIs
- ✓ Performance monitoring

Module 8: Real-World Implementation Projects

- ✓ Hands-on capstone project covering end-to-end SAP Service Management implementation connecting service processes with ERP
- ✓ Supply chain
- ✓ Finance data

Get In Touch



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