

Duration: 5 days

Delivery Type: Instructor-led Classroom

Audience: Customers and project team members who are involved in implementing SAP CRM Service
SAP consultants and partners

Prerequisites:

Essential

- SAPCRM Overview of the SAP CRM solution
- CR100 CRM Customising Fundamentals

Recommended

- CR580 SAP CRM User Interface

Goals

Course participants learn about the supporting service processes within SAP CRM Service. They will also learn about the Customising settings that are relevant for CRM service.

Course Based on Software Release: SAP CRM 7.0 & SAP ECC 6.0

Content

- Maintenance of technical objects
 - Installed base management
 - Individual objects
- Service contract processing
 - Service agreements
 - Service contracts
 - Service plans
- Service order processing
 - Resource planning
 - Service confirmation
 - Service billing
 - ERP Integration
- Complaints and returns processing
 - Complaints and returns
 - In-house repair processing
- IT Service Management

Notes

This course discusses the basic setup and use of SAP CRM service scenarios. This course does not cover Web Channel (E-Service), mobile service scenarios or specific Interaction Centre functions.

Contact Us

Email: training@praxa.com.au

Web: www.praxa.com.au

Toll Free Number: 1800 COURSE
(1800 268 773)

Sydney

Level 1, 12 Julius Avenue
North Ryde NSW 2113
Tel: 02 8870 7000

Melbourne

Level 2, 99 Coventry St.
Southbank VIC 3006
Tel: 03 9223 4300