

FSM100

SAP Field Service Management Fundamentals

COURSE OUTLINE

Course Version: 24

Course Duration:

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Typographic Conventions

American English is the standard used in this handbook.

The following typographic conventions are also used.

This information is displayed in the instructor's presentation	
Demonstration	
Procedure	
Warning or Caution	
Hint	
Related or Additional Information	
Facilitated Discussion	
User interface control	<i>Example text</i>
Window title	<i>Example text</i>

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Course Overview

TARGET AUDIENCE

This course is intended for the following audiences:

Lesson 1: Introducing SAP Field Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the main capabilities and features of SAP Field Service Management

Lesson 1: Administration for SAP Field Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- Understand administration procedures for FSM

Lesson 1: Master Data within SAP Field Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- Navigate and create master data

Lesson 1: Planning and Dispatching in SAP Field Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- Understand planning, dispatching, and the modes of operation

Lesson 1: Mobile Field Services

Lesson Objectives

After completing this lesson, you will be able to:

- Understand and use the mobile field service features and functionalities

Lesson 1: Creating and Using Smartforms

Lesson Objectives

After completing this lesson, you will be able to:

- Understand how a smartform template is created and assigned to a service call

Lesson 1: Company-Level Configuration

Lesson Objectives

After completing this lesson, you will be able to:

- Understand how to configure settings in SAP Field Service Management

Lesson 2: Data Management and Monitoring

Lesson Objectives

After completing this lesson, you will be able to:

- Manage and monitor data within SAP Field Service Management

Lesson 1: Queries and Query APIs

Lesson Objectives

After completing this lesson, you will be able to:

- Understand, compose, and test queries within the database

Lesson 2: Analytics and Reporting

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the use cases for Analytics Dashboards and how to create charts
- Understand the capabilities of FSM Reports, as well as how to preview reports

Lesson 1: Business Rules

Lesson Objectives

After completing this lesson, you will be able to:

- Understand and use business rules

Lesson 1: Autoscheduling

Lesson Objectives

After completing this lesson, you will be able to:

- Understand how autoscheduling is used in SAP Field Service Management

Lesson 1: Crowd Workforce

Lesson Objectives

After completing this lesson, you will be able to:

- Understand, process, and configure crowd workforce

Lesson 1: Customer Self-Service

Lesson Objectives

After completing this lesson, you will be able to:

- Understand how to set up, configure, and use the customer self-service feature

Lesson 1: Integration Overview

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the main integration platforms

Lesson 2: Integration Scenario Details

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the different integration scenarios

Lesson 3: Integration Configuration and Monitoring in SAP Field Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the role of the Field Service Management Connector

Lesson 4: Custom Integration

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Field Service Management APIs

Lesson 1: Student Appendix

Lesson Objectives

After completing this lesson, you will be able to:

- Access the student appendix