

FSM100

Exploring SAP Field Service Management Fundamentals

COURSE OUTLINE

Course Version: 25

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: Managing Administration for SAP Field Service Management

Lesson Objectives

After completing this lesson, you will be able to:

- distinguish between various configurations at the account and company levels in SAP Field Service Management.

Lesson 2: Optimizing Data Management and Monitoring

Lesson Objectives

After completing this lesson, you will be able to:

- efficiently manage data retention and obsolescence for your company's FSM databases.

Lesson 1: Exploring Company-Level Configuration

Lesson Objectives

After completing this lesson, you will be able to:

- manage and optimize company-level settings in SAP Field Service Management.

Lesson 1: Implementing Mobile Field Service

Lesson Objectives

After completing this lesson, you will be able to:

- effectively set up and manage Service Workflows within SAP Field Service Management.

Lesson 1: Exploring Queries and Query API

Lesson Objectives

After completing this lesson, you will be able to:

- create complex queries on the SAP Field Service Management Cloud Database using CoreSQL and exporting the results effectively.

Lesson 2: Designing and Implementing Analytics Dashboards

Lesson Objectives

After completing this lesson, you will be able to:

- construct personalized analytics dashboards utilizing pre-built queries and configuring advanced settings in SAP Field Service Management.

Lesson 3: Analyzing and Leveraging Reports

Lesson Objectives

After completing this lesson, you will be able to:

- generate detailed, customized reports using SAP Mobile Field Service application's reporting functionality.

Lesson 1: Establishing Business Rules

Lesson Objectives

After completing this lesson, you will be able to:

- construct and modify business rules.

Lesson 1: Exploring Automated and Assisted Scheduling

Lesson Objectives

After completing this lesson, you will be able to:

- set up and operationalize Automatic Scheduling in SAP Field Service Management.

Lesson 1: Introducing Crowd Service

Lesson Objectives

After completing this lesson, you will be able to:

- implement and manage the Crowd Workforce feature in SAP Field Service Management.

Lesson 1: Navigating Customer Self-Service

Lesson Objectives

After completing this lesson, you will be able to:

- activate and configure the Customer Self-Service application in SAP Field Service Management.

Lesson 1: Navigating Integration

Lesson Objectives

After completing this lesson, you will be able to:

- classify the primary platforms for integration.

Lesson 2: Exploring Integration Scenario Details

Lesson Objectives

After completing this lesson, you will be able to:

- apply the varied integration scenarios related to SAP Field Service Management.

Lesson 3: Optimizing Integration Configuration and Monitoring

Lesson Objectives

After completing this lesson, you will be able to:

- implement the Field Service Management (FSM) connector to support integration between SAP or third-party back-end systems and FSM.

Lesson 4: Executing Custom Integration

Lesson Objectives

After completing this lesson, you will be able to:

- utilize the Query API to access data stored in the SAP Field Service Management Cloud from external systems effectively.

Lesson 1: Applying Artificial Intelligence

Lesson Objectives

After completing this lesson, you will be able to:

- apply AI features in SAP Field Service Management to enhance scheduling, filtering, and summarizing operations.