

S4700

Business Processes in SAP S/4HANA Service

COURSE OUTLINE

Course Version: 23

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:

- Project Manager
- Application Consultant
- Industry / Business Analyst Consultant
- Super / Key / Power User
- Business Analyst
- Business Process Owner/Team Lead/Power User

Lesson 1: Explaining the Intelligent Enterprise

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the Intelligent Enterprise

Lesson 2: Exploring Deployment Options

Lesson Objectives

After completing this lesson, you will be able to:

- Explore Deployment Options

Lesson 3: Implementing SAP S/4HANA

Lesson Objectives

After completing this lesson, you will be able to:

- Explain SAP Activate
- Explain Public Cloud Implementation
- Explain Private Cloud and On Premise Implementation

Lesson 4: Exploring SAP S/4HANA Service

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the SAP S/4HANA Service Portfolio

Lesson 1: Exploring UI Clients for SAP S/4HANA Service

Lesson Objectives

After completing this lesson, you will be able to:

- Explore UI clients for SAP S/4HANA Service

Lesson 1: Describing and Displaying the Organizational Structure

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and display the organizational model of SAP S/4HANA Service

Lesson 2: Describing Internal and External Business Partners

Lesson Objectives

After completing this lesson, you will be able to:

- Describe the concept of Internal and External Business Partners

Lesson 3: Describing Organizational Levels in Maintenance Service

Lesson Objectives

After completing this lesson, you will be able to:

- Describe Organizational Levels in Maintenance Service

Lesson 1: Describing and Displaying Products

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and display Products in SAP S/4HANA Service

Lesson 2: Structuring and Displaying Technical Objects and BOMs

Lesson Objectives

After completing this lesson, you will be able to:

- Structure and display Technical Objects and BOMs

Lesson 1: Working with the Interaction Center

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and use basic features of the Interaction Center

Lesson 1: Working with Service Requests

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process Service Requests

Lesson 2: Working with Service Order Quotations and Solution Quotations

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process Service Order Quotations and Solution Quotations

Lesson 3: Working with Service Orders

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process Service Orders

Lesson 4: Working with Service Confirmations

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process Service Confirmations

Lesson 5: Carrying Out Service Billing

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and carry out Service Billing

Lesson 1: Working with Service Order Management: External Service Processing

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process External Services

Lesson 2: Exploring Maintenance Service

Lesson Objectives

After completing this lesson, you will be able to:

- Explore Maintenance Service processing

Lesson 1: Planning and Performing In-House Repairs

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, plan, and perform In-House Repairs

Lesson 1: Working with Service Contracts

Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create, and process Service Contracts

Lesson 1: Managing Service Order Templates and Task Lists

Lesson Objectives

After completing this lesson, you will be able to:

- Work with Service Order Templates and Task Lists

Lesson 2: Creating Maintenance Plans

Lesson Objectives

After completing this lesson, you will be able to:

- Create Maintenance Plans

Lesson 3: Scheduling Maintenance Plans

Lesson Objectives

After completing this lesson, you will be able to:

- Schedule Maintenance Plans

Lesson 1: Exploring the Integration to Sales

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and explore the Integration to Sales

Lesson 1: Exploring Analytics in SAP S/4HANA Service

Lesson Objectives

After completing this lesson, you will be able to:

- Describe and explore Analytics in SAP S/4HANA Service