S47500

Performing Basic Customizing for Service in SAP S/4HANA and SAP S/4HANA Cloud Private Edition

COURSE OUTLINE

Course Version: 26
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	*Example text*
Window title	*Example text*

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Course Overview

TARGET AUDIENCE

This course is intended for the following audiences:

- Application Consultant
- Super / Key / Power User
- Business Process Owner/Team Lead/Power User

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UNIT 1

Introducing Service Processing in SAP S/4HANA and Learning its Process Steps

Lesson 1: Executing a Service Process in SAP S/4HANA

Lesson Objectives

After completing this lesson, you will be able to:

- Execute a typical on-site service process in SAP S/4HANA

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UNIT 2

Learning the General Configuration of Service Processing

Lesson 1: Configuring a Transaction Type

Lesson Objectives

After completing this lesson, you will be able to:

- Configure a new transaction type for SAP S/4HANA Service

Lesson 2: Configuring an Item Category

Lesson Objectives

After completing this lesson, you will be able to:

- Configure a new item category for SAP S/4HANA Service

Lesson 3: Configuring Item Category Determination

Lesson Objectives

After completing this lesson, you will be able to:

- Configure item category determination for SAP S/4HANA Service

Lesson 4: Configuring Copying Control for Business Transactions

Lesson Objectives

After completing this lesson, you will be able to:

- Configure copying control for business transactions

Lesson 5: Configuring the Integration with Controlling in SAP S/4HANA

Lesson Objectives

After completing this lesson, you will be able to:

- Configure the integration between SAP S/4HANA Service and controlling

Lesson 6: Configuring the Integration with the Cross-Application Time Sheet (CATS)

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Lesson Objectives

After completing this lesson, you will be able to:

- Configure the integration with the cross-application time sheet (CATS) functionality of SAP S/4HANA

Lesson 7: Configuring Pricing for Service Transactions

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the configuration of pricing for service transactions

Lesson 8: Configuring More Basic Settings for Business Transactions

Lesson Objectives

After completing this lesson, you will be able to:

- Understand the configuration of other basic settings for business transactions

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UNIT 3 Configuring an On-Site Service Process

Lesson 1: Configuring Service Requests

Lesson Objectives

After completing this lesson, you will be able to:

- Create a service and a response profile
- Configure service requests

Lesson 2: Configuring Service Order Quotations and Service Orders

Lesson Objectives

After completing this lesson, you will be able to:

- Configure service order quotations and service orders
- Understand the configuration of the integration between service transactions and logistical processing in SAP S/4HANA

Lesson 3: Configuring Service Confirmations and Service Billing

Lesson Objectives

After completing this lesson, you will be able to:

- Configure service confirmations
- Configure service billing

Lesson 4: Configuring the Service with Advanced Execution Scenario

Lesson Objectives

After completing this lesson, you will be able to:

- Learn what configuration settings are required for the Service with Advanced Execution scenario

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UNIT 4 Configuring In-House Repair

Lesson 1: Processing an In-House Repair

Lesson Objectives

After completing this lesson, you will be able to:

- Execute an in-house repair

Lesson 2: Learning the Configuration of In-House Repair

Lesson Objectives

After completing this lesson, you will be able to:

- Set up an in-house repair process

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UNIT 5 Configuring Service Contracts

Lesson 1: Learning the Configuration of Service Contracts

Lesson Objectives

After completing this lesson, you will be able to:

- Configure a service contract

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UNIT 6

Appendix: Understanding the Technical Architecture and the Configuration of the User Interface

Lesson 1: Outlining the Architecture Behind SAP S/4HANA Service

Lesson Objectives

After completing this lesson, you will be able to:

- Get an overview of the (technical) architecture behind SAP S/4HANA Service

Lesson 2: Configuring the User Interface

Lesson Objectives

After completing this lesson, you will be able to:

- Understand SAP Fiori parameter mapping
- Understand where to find more information regarding WebClient UI configuration

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