SAP CS ONLINE TRAINING

SAP CUSTOMER SERVICE COURSE CONTENT

OVERVIEW ON CUSTOMER SERVICE

CS INTEGRATION WITH OTHER MODULES

CS – SD INTEGRATION

CS – QM INTEGRATION

CS – FI INTEGRATION

CS – CO INTEGRATION

CS – PP INTEGRATION

CS – MM INTEGRATION

CS – HR INTEGRATION

ORGANISATIONAL ELEMENTS IN CUSTOMER SERVICE MODULE

MASTER DATA IN CUSTOMER SERVICE

INSTALLED BASE MANAGEMENT

FUNCTIONAL LOCATION

EQUIPMENT

SERIAL NUMBER MANAGEMENT

WORK CENTRE

COST CENTRE

ACTIVITY

ACTIVITY PRICING

WARRANTY & TYPES

STATUS PROFILES

DIP PROFILE

IN-HOUSE REPAIR PROCESS

Service Notification

Repair Order

Service Order

Resource Related Billing

Repair-At-Site Process

Service Notification

Service Order

Resource Related Billing

Annual Maintenance Contract Process

Contracts

Task Lists

Maintenance Plan

Third Party Repair Process

Service Notification

Service Order

Resource Related Billing