



SAP Field Service Management

Code:	C4H520-v002
Length:	3 days
URL:	View Online

Skills Gained

- This course will prepare you to:
 - understand the full functionality of SAP Field Service Management solution web and mobile applications
 - understand and know how to configure & present new product features
 - can perform configurations using the Field Service Management Administration Module
 - can work with business rules
 - can present use case scenarios as an administrator, dispatcher, field technician
 - can provide first level support to their client
 - know where to get additional information, best practices and documentation

Who Can Benefit

- Functional Consultant
- System Administrator
- Technology Consultant
- Trainer
- End User

Prerequisites

- Essential:
 - None
- Recommended:
 - SAP Field Service Management general overview video series - [Click here](#)
 - SAP Field Service Management functional and configuration videos playlist - [Click here](#)

Course Details

Course Content

- Unit 1: Introduction to SAP Field Service Management
 - How SAP Field Service Management fits into SAP Service Cloud
 - Solution overview
 - SAP Field Service Management functionalities
 - Architecture
- Unit 2: Master data management /DTO
 - Data Models and APIs
 - User Types and Cloud Accounts
 - Business Objects
 - Data loader and Data exporter
 - Data object management
 - Hands-On Exercise
- Unit 3: Administration
 - Account and Company settings
 - User Groups
 - Service Workflow configuration
 - Custom translations
 - Query API
 - Instructor Demo
 - Hands-On Exercise
- Unit 4: Planning & Dispatching
 - Overview
 - Service call lifecycle
 - Create and assign a service call
 - Release scenarios
 - Workflow steps
 - Reservation types
 - Map
 - Using skills and filters
 - Instructor Demo
 - Hands-On Exercise
- Unit 5: Mobile Field Service
 - Overview
 - Mobile service workflow
 - Create new assignment on mobile (Service Call, Activity)
 - Reserved materials.
 - Record time (effort)
 - Expenses & materials

- Activity feedback
- Checkout
- Offline considerations
- Instructor Demo
- Hands-On Exercise

- Unit 6: Smartforms

- Overview and features
- Smartform templates and designer
- Elements
- Smartforms in mobile application
- Instructor Demo
- Hands-On Exercise

- Unit 7: Business Rules

- What are Business Rules used for?
- Where to find Business Rules?
- Business Rule Configuration
- Validating and Executing a Business Rule
- Instructor Demo
- Hands-On Exercise

- Unit 8: Analytics & reports

- Overview
- Business reports via Dashboards
- Cloud reporting
- Integration with SAP Analytics Cloud
- Instructor Demo
- Hands-On Exercise

- Unit 9: Crowd Service

- Overview & Disambiguating Multi-tenant and Single tenant
- Crowd Service Architecture
- Partner Portal
- Is your use case suited for Crowd Service?
- The crowd service workforce

- Unit 10: Customer Self Service

- Self-service functionality
- Self Service web application
- The admin portal
- Configuration, set up and Branding
- Interactive Demo

- Unit 11: Integrations

- Overview of supported integration scenarios
- End to end process with integration points

-Master data, Ticket and Items integration

- Unit 12: Student Appendix – Learning Resources and Glossary

-Links to useful SAP Field Service Management portals, help, documentation and enablement platforms

Notes

- System Requirements

-Notebook with web browser (Preferably google chrome)

-IOS / Android mobile phones or tablets

- For further details on systems, please refer: <https://helpdesk.coresystems.ch/hc/en-us/articles/202579802-System-Requirements>

Course based on software release

- SAP FSM 2005

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