

# S4700

## SAP S/4HANA Service

### **COURSE OUTLINE**

Course Version: 14

Course Duration: 2 Day(s)



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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: Overview on SAP S/4HANA Service

### Lesson Objectives

After completing this lesson, you will be able to:

- Gain an Overview of SAP S/4HANA Service



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

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe and use the UI Clients for SAP S/4HANA Service



## Lesson 1: Organizational Structure

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe and display the Organizational Model of S/4HANA Service

## Lesson 2: 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 1: Products

### Lesson Objectives

After completing this lesson, you will be able to:

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

## Lesson 2: Technical Objects

### Lesson Objectives

After completing this lesson, you will be able to:

- Structure and display Technical Objects and BOMs





## Lesson 1: Interaction Center

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe and use basic features of the Interaction Center



## Lesson 1: Service Request

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create and process Service Requests

## Lesson 2: Service Order Quotation

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create and process Service Order Quotations

## Lesson 3: Service Order

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create and process Service Orders

## Lesson 4: Service Confirmation

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe, create and process Service Confirmations

## Lesson 5: Service Billing

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe and carry out Service Billing



## Lesson 1: Service Contracts

### Lesson Objectives

After completing this lesson, you will be able to:

- Understand the concept of Service Contracts



## Lesson 1: Integration to Sales

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe and use the Integration to Sales