C4H520 - SAP Field Service Management (FSM) Training

COURSE CONTENT

About Multisoft

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About Course

The C4H520 - SAP Field Service Management (FSM) Training course by Multisoft Systems is designed to provide a comprehensive understanding of the SAP FSM solution. This training focuses on equipping participants with the knowledge and skills necessary to implement and manage SAP FSM effectively.

Module 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

Module 2: Master data management/DTO

- ✓ Data Models and APIs
- ✓ User Types and Cloud Accounts
- ✓ Business Objects
- ✓ Data loader and Data exporter
- ✓ Data object management

Module 3: Administration

- ✓ Account and Company settings
- ✓ User Groups
- ✓ Service Workflow configuration
- ✓ Custom translations
- ✓ Query API
- ✓ Instructor Demo

Module 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

Module 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

Module 6: Smartforms

✓ Overview and features

✓ Smartform templates and designer

✓ Elements

✓ Smartforms in mobile application

Module 7: Business Rules

✓ What are Business Rules used for?

✓ Where to find Business Rules?

✓ Business Rule Configuration

✓ Validating and Executing a Business Rule

Module 8: Analytics & reports

✓ Overview

✓ Business reports via Dashboards

- ✓ Cloud reporting
- ✓ Integration with SAP Analytics Cloud

Module 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

Module 10: Customer Self Service

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

Module 11: Integrations

- ✓ Overview of supported integration scenarios
- ✓ End to end process with integration points
- ✓ Master data, Ticket and Items integration