

## **SAP CUSTOMER SERVICE (CS) COURSE CONTENT**

### ❖ **CUSTOMER SERVICE COURSE DETAILS – 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