

SAP CS Online Training Course Content

Faculty: Real time and certified

(Includes theoretical as well as practical sessions)

- 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

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- Contracts
- Task Lists
- Maintenance Plan

- Third Party Repair Process

- Service Notification
- Service Order
- Resource Related Billing