

Service Notifications in the Internet (PM-SMA-SC)



HELP.CS

Release 4.6B



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Icons

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Service Notifications in the Internet (PM-SMA-SC)

Use

Service notifications are the medium in which service notifications are received by the R/3 System. They form the basis for service orders, by means of which the individual services can be planned in detail and subsequently performed.

Service notifications received via the Internet are processed further in the R/3 Service Management component in the same way as service notifications entered in the R/3 System.

Type of Internet Application Component

Consumer-to-Business

Advantages for your customers:

- Your customers can send service notifications round the clock.
- Your customers can enter service notifications directly in their Web server, that is, they do not need to telephone or send a fax.
- Your customers can enter data quickly and easily using the screen layout designed by you.
- Using a list of pre-defined problem codes, your customers can limit their problem and even describe the problem in text.
- Your customers can check the processing status of their notifications at all times.

Advantages for you as service provider:

- You can design the screen layout in such a way that the entry of required data for the customer is quick and easy.
- You receive the notification online, that is, shortly after it is entered.
- As a result of the short time between entry and receipt of the notification, you are sometimes able to solve the problem immediately.
- You can react speedily to the notification.
- You can structure peak periods for receipt of notifications, and possibly reduce your Hotline personnel.

Prerequisites

Authorizations/Security

R/3 Users

The contact person who enters the service notifications at the customer company must have authorizations for accessing the following data:

Authorization object	Description
I_BEGRP	Authorization group
I_IWERK	Planning plant
I_SWERK	Maintenance plant

Service Notifications in the Internet (PM-SMA-SC)

I_QMEL	Notification type
I_TCODE	Transaction authorization for IWWW

Internet Users

To start this Internet Application Component, your contact person must log on using their contact person number and a password that you assign.

- Before you create an Internet user, you must specify a contact person for the customer in the *Sales* component using transaction VD01 or VD02. In the detail screen for the contact person, enter the contact person number as the number of the customer.
- You use this number to create an Internet user with transaction SU05. Here, you can create, change, and delete passwords for Internet users. To be able to explicitly identify a contact person, enter the object type *BUS1006001*.

Standard Settings and Default Values

The start notification type for transaction IW51 (= Enter service notification) must be defined so that the service notification that your customer sends over the Internet contains all data required by the R/3 System.

Features**How the Internet Application Component Differs From the R/3 Transaction**

This Internet Application Component does not include the following functions of the R/3 standard transaction:

- Creation of several items
- Creation of causes, tasks and actions
- Navigation options in the R/3 environment (for example, displaying the material)
- Priorities, dates, internal processing

Modification Options

For this Internet Application Component, you can change the screen layout.



Each change made to R/3 development objects that are used for the Internet Application Component is regarded as a modification.

You should not change the development objects of the standard version under any circumstances.

Service Name

The service name of this Internet Application Component is IWWW. You can find all the relevant data under this service name in the SAP@Web Studio.

The output forms are in subdirectory IWWW of the directory TEMPLATES. The following forms are used:

SAPMIWOW_100.HTML

SAPMIWOW_200.HTML

SAPMIWOW_210.HTML

SAPMIWOW_220.HTML

SAPMIWOW_300.HTML

The numbers in the form names correspond to the respective R/3 screen numbers.

R/3 Development Objects

The data exchange over the Internet is carried out on the R/3 side using transactions and function modules. The following development objects are required for entry and transmission of service notifications:

Development class:	IWWW
Transaction:	IWWW
Function group for the screens:	SAPMIWOW
Function modules:	BAPI_CUSTOMER_EQUIPMENTLIST BAPI_CUSTOMER_NOTIFIC_LIST BAPI_SERVICENOTIFICAT_CREATE BAPI_EQMT_GETCATALOGPROFIL

Data Output Using the Internet Transaction Server

The output of the data is performed using the Internet Transaction Server (ITS). There, the data determined is mixed with output forms and made available to the Inter-/Intranet in HTML format.

Process (PM-SMA-SC Service Notifications)

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When you use the Internet Application Component Service Notifications, the process is as follows:



The process outlined below describes the Internet Application Component delivered with R/3. However, if you want to represent your own processes, you should use the Internet application component that is delivered in the standard system as a reference for performing customer-specific development. Do not modify the development objects of the standard system under any circumstances. Instead you should modify copies of them (in your own name range where necessary).

If your customer has a problem with a technical system or appliance, you must be informed of this as a service provider.

For this reason, the contact person at the customer company enters a service notification in the Internet. Of course, the customer must be authorized to do this. The contact person selects the object for which the service is requested from a list containing only those objects assigned to his or her company. Then the customer enters his or her order number; this is the reference number under which the service notification will be managed. The contact person then describes the problem using codes, which can be selected from a list on an object-specific basis, and with free text.

As soon as the notification is sent, the R/3 System assigns a service notification number and passes this on to the customer contact person.

The service/maintenance planner at your company as the service provider receives the customer service notification online. He or she receives this directly into their pool of new notifications, that is, without any great time delay. He or she may then be in a position to react immediately by analyzing the problem, making inquiries at the customer company, sending a service technician to the customer company or delivering a spare part.

Practical Application (PM-SMA-SC Service Notifications)

A company manufactures PC workstations and provides a service for this. They hire out several PCs to a customer and signs a contract with them using a service contract that refers to maintenance work and the delivery of spare parts. The PCs are installed at the customer company. The vendor manages all leased PCs in corresponding master records. Vendor and customer have Internet access, and the vendor offers the entry of service notifications in the Internet. The customer has all necessary authorizations.

If a hard disk should break down at a customer company, for example, the customer informs the vendor customer service department by means of an Internet service notification, and requests the remedy for the problem. When the customer enters the service notification, the system gives them a list of PCs that they are leasing. With regard to the problem description, codes are proposed only for problems that can actually arise with PC workstations. This keeps data entry by the customer to a minimum, and the amount of data entry errors is very small. The customer can enter the notification immediately after the problem arises; they are not bound by the times at which the vendor hotline is manned.

The vendor receives the service request online immediately and, in this case, they can establish the fact that the hard disk needs to be replaced. In this way it is ensured that the customer receives a new hard disk at the earliest possible time. This can be installed by the internal PC service department.