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SAP Service Cloud Version 2 Feature Scope Description

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1 About This Document

This document shows you which features are provided with SAP Service Cloud Version 2.

This feature list is legally binding. On the product pages of the SAP Help Portal, you may come across additional features, or integration descriptions with other products that must be licensed separately. These descriptions may go beyond the product scope specified here. Further restrictions may apply based on your license agreement with SAP.

1.1 Product Overview

SAP Service Cloud Version 2 enables your service organization to run service processes efficiently through a new case management framework with a flow builder and runtime engine.

The solution automates email communication through automatic email creation, categorization, prioritization, and routing to the right agent. Support your customers with an omni-channel experience on a modern agent desktop. Each synchronous or asynchronous communication item appears in a dedicated area in the agent desktop. This area provides the main functions that the agent needs to interact with customers.

1.2 SAP Service Cloud Version 2 Features

List of features available in SAP Service Cloud Version 2.

The agent desktop is the central work area for a service agent in SAP Service Cloud Version 2. Agent desktop consolidates all the information, object references, processes, and tools that support interactions with a customer.

Agent Desktop

Feature	Description
Customer Search	Automatically identifies the customer or contact for the incoming interaction.
Communication Channels	Communication channels enable customer service communication across multiple contact channels such as: phone, e-mail, and chat. The service process begins with incoming complaints, queries, or requests from these sources. Communication channel integration is enabled by third-party communication system providers.

Feature	Description
Customer Hub	Customer hub provides a place to access and enter customer information from real-time interactions. Upon accepting an incoming call or chat request, customer hub opens automatically. If the interaction is from a known customer or contact, customer hub loads the relevant customer or contact information. The solution captures details of the interaction in the timeline. The timeline can show phone call, e-mail, chat interactions, and other touch points with the customer. The *Objects* tab in customer hub shows business objects in your solution related to the current customer.
Knowledge Base	Integrate an external knowledge base to enable agents to search for solutions and attach articles to responses.
Session Information	View session details, change customer, check linked items, and make notes for this interaction.
Widget Integration	Third-party communication channels integrate to SAP Service Cloud Version 2 with a UI widget. Agent desktop currently supports customer interactions through the following channels: • Phone • Chat • SMS
Interaction Analytics	Volume by channel report.
Integration to Back-Office Systems	Incorporate back-office applications, such as SAP S/4HANA Cloud Service Management, into SAP Service Cloud Version 2 using mashups and screen adaptation.

Case Management

Feature	Description
Case Designer	Configure case phases and steps. Step types include: to do, forms, approval, workflows, and mashups with external applications.
Case Runtime	Guides users to create new cases based on the phases and steps set up in the case designer.
Case Routing	Route by teams, processor, case type, or category.
Service Levels	Standard SLAs based on time to completion, tine to closure, and first response time. Configure custom SLA parameters.
Intelligent Case Management	AI-based recommendations for case category and similar cases.
Status Management	Move cases through a standard status flow. Configure workflows based on case status.

Feature	Description
Priority Management	Assign case priority and configure follow-up workflows based on priority.
Party Determinations	Automatic determination of involved parties for cases, for example, customer, reporter, processor, and team.
Attachments	Supports various attachment file types.
Output Management	Generate PDF format output based on standard templates.
Collaboration	Integration with Microsoft Teams for live collaboration on case resolution.
Case Analytics	Supports third-party recording and transcription and post call analytics. Integrates with SAP Analytics Cloud for case insights.

Platform Features

Feature	Description
Home Page	Home page appears at login. Configure tasks and reports based on roles.
Global Search	Search for any entity in the system by keyword or ID.
Registered Product Management	Register a product to a customer based on a unique ID, such as serial or invoice number.
Warranties Management	Define warranties to apply to registered products.
Installation Points Management	Record the physical location of a product that requires servicing or maintenance.
Installed Base Management	Create an installed base for a customer including product and location information. View installed base information by customer or product.
Products	Integrate product master from SAP S/4 HANA system into Service Cloud Version 2 to manage products in service processes.
Timeline	Timeline provides a 360 degree view of your business process in a chronological view. The timeline can be configured for your business needs to show relevant events, take actions and quickly launch quick views of business processes all without leaving the timeline.
Service Catalog Management	Configure one or more service catalogs.
Extensibility	Extend the standard data model with custom fields. Change the layout of fields and section groups. Create custom actions to trigger external events. Launch external apps within the solution with mashups.
Adaptable User Interface	Adapt and change controls and their positions on the screen to match your organization's business processes.

Feature	Description
Business Roles	A business role defines the specific areas in the system that the users can access when they're assigned to that role. Administrators can implement authorizations to business users by assigning business roles. Default business roles include: Service Agent, Service Manager, and Administrator.
GDPR Compliant	Protect customer personal data with depersonalization, data privacy and protection, read access logging and change logs.
High Availability	Micro-services architecture running on hyperscaler platforms also provides performance and scalability.
Microsoft Teams Integration	Integrate your solution with Microsoft Teams for seamless collaboration.
Data Import and Export	Administrators can use Data Import and Export to import, export, and update data in the solution.
Autoflow	Autoflow is a workflow engine that defines rules to trigger actions such as send event notifications to integrated systems, in-app notifications to users, and trigger automatic emails based on the conditions defined for business entities.
Analytics	Analytics in SAP Service Cloud Version 2 is available as a prepackaged integration with *SAP Analytics Cloud, embedded edition*, offering an embedded SAC to all users.

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