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What's New in SAP S/4HANA for Customer Management 2.0 FPS01

Content

1	Service.	3
1.1	Service Contract Management.	3
1.2	Service Contract Items Enabled in Solution Quotations.	4
1.3	Service Employee Role.	5
1.4	Using SAP CRM and SAP S/4HANA for Customer Management in Parallel.	6
1.5	APIs for Service.	7
1.6	Machine Learning for E-Mail Response Management System.	8
1.7	Machine Learning for Service Request Management.	8
2	Subscription Order Management.	9
2.1	Subscription Order.	9
2.2	Subscription Product.	10
2.3	Subscription Contract Change.	11
2.4	Partner Agreement.	12
3	Industries.	13
3.1	SAP S/4HANA Public Sector for social services management.	13
3.2	SAP S/4HANA Utilities for customer management.	14
	Enhanced Customizing to Launch SAP GUI Transactions and Front Office Processes.	14
	Business Partner Search using IS-U Finder	14
	Manage Related Business Partners.	15
	Type Ahead Search for SAP HANA Free Text Search.	15

1 Service

1.1 Service Contract Management

This feature enables you to create service contracts and contract items, process and monitor them through their entire life cycles from a service professional's perspective. Service contracts are outline agreements with business partners that define the services offered for a particular period. Service contract items are the parts of a service contract in which the services to be performed for the customer under service contract conditions are defined.

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM-S4-SRV-CTR (Service Contract and Quotation)
Available As Of	SAP S/4HANA for customer management 2.0 FPS01

Additional Details

In service contracts (transaction type SC), you can do the following:

- Specify detailed information that has been agreed upon with the service recipient, such as:
 - Routine tasks for devices that you have sold or rented to the customer
 - Prices for the routine tasks
 - Objects for which services can be claimed
 - Conditions under which the contract can be cancelled
- Use periodic billing plans and trigger periodic automatic billing
- Cancel service contracts and service contract items according to the cancellation procedure you have defined
- Use service contract determination to define whether the system should search for and display existing service contracts when business transactions are created

- Trigger follow-up activities before the validity period of the service contract runs out
- Renew service contract items by using change processes
- Fast-search for service contract items
- Use completion rules to define what should happen once the customer has released the total target quantity or target value of products against a service contract
- Display and change dates
- Allow the automatic release of service contract items and service contracts, depending on the installation date

You can use the service contract item category `SCN`. You can maintain and display the following data for service contract items:

- Service data, such as service level agreement (SLA)
- Object list
- Product list
- Release order list, only for display
- Billing plan

You can also use service contract items (value/quantity). This is a special form of service contract items in which the defined service products are restricted with regard to a certain target quantity or a certain total value. You can use the item category `SCNC` for service contract items (value/quantity).

Effects on Customizing

You make settings for service contracts in Customizing under ► [Customer Management](#) ► [Transactions](#) ► [Settings for Contracts](#) ►.

You make settings for billing plan in Customizing under ► [Customer Management](#) ► [Transactions](#) ► [Basic Settings](#) ► [Billing Plan](#) ►.

You make settings for item search in Customizing under ► [Customer Management](#) ► [Transactions](#) ► [Basic Settings](#) ► [Item List Mode and Item Search](#) ►.

Related Information

[Service Contract Management](#)

1.2 Service Contract Items Enabled in Solution Quotations

This feature enables you to use service contract items in solution quotations in the following ways:

- Enter service products as service contract items when you create solution quotations

- Use service contract items in the exploration of a product bundle when you create solution quotations
- View and edit generic information of service contract items, such as contract start and end dates, object list, product list, price details, and so on, in solution quotations
- Follow up service contracts for solution quotations that contain service contract items
- Use the pricing procedure [A17019](#), which has been enhanced with conditions that are relevant for service contract items, for solution quotations

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM-S4-SRV-CTR (Service Contract and Quotation)
Available As Of	SAP S/4HANA for customer management 2.0 FPS01

Additional Details

You can use the item category `SCNP` for service contract items.

Recurring values are displayed for service contract items. For a main item, the recurring value is only displayed if the contract items below this item have the same contract start and end dates, as well as the same settlement period.


A new field, *Cumulated Value*, was added. It displays the sum of the net values of items, including any subitems. If no subitems exist, the field displays the net value of the item itself.

Related Information

[Service Contract Management \[page 3\]](#)

[Solution Quotations](#)

1.3 Service Employee Role

The service employee role is now available on the SAP Fiori launchpad. For information on how to build a role using the WebClient UI, see SAP Note [2700701](#) .


i Note

This role is mainly to be used for demonstration purposes. It contains apps that will be available in follow-on releases.

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM-S4-SRV (Service)
Available as of	SAP S/4HANA for customer management 2.0 FPS01

1.4 Using SAP CRM and SAP S/4HANA for Customer Management in Parallel

You can now use specific scenarios of your SAP CRM integration with SAP S/4HANA synchronically with the add-on SAP S/4HANA for Customer Management. For information about the scenarios that are supported see SAP Note [2712193](#) .

i Note

SAP S/4HANA for customer management and SAP CRM do not integrate directly. Each application integrates with SAP S/4HANA separately.

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	n/a

1.5 APIs for Service

These OData service APIs enable you to integrate external applications with service order processing, service request processing, and service confirmation processing.

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM-S4-SRV (Service)
Available As Of	SAP S/4HANA for customer management 2.0 FPS01

Additional Details

OData Services

OData Service	Technical Name
Service Order - Create, Update, Delete	API_SERVICE_ORDER
Service Request - Create, Update, Delete	API_SERVICE_REQUEST
Service Confirmation - Create, Update, Delete	API_SERVICE_CONFIRMATION

Related Information

[Service Order - Create, Update, Delete](#)
[Service Request - Create, Update, Delete](#)
[Service Confirmation - Create, Update, Delete](#)

1.6 Machine Learning for E-Mail Response Management System

With this feature, you can connect the E-Mail Response Management System (ERMS) with SAP Service Ticket Intelligence to automatically categorize incoming e-mails based on a machine learning model. Automatic categorization improves operational efficiency and response times.

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	Not applicable
Application Component	CRM-S4-IC-EMS
Available As Of	SAP S/4HANA for customer management 2.0 FPS01

1.7 Machine Learning for Service Request Management

With this feature, you can connect the Service Request Management with SAP Service Ticket Intelligence to automatically categorize service requests based on a machine learning model. Automatic categorization improves operational efficiency and response times.

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	Not applicable
Application Component	CRM-S4-SRV-SRQ
Available As Of	SAP S/4HANA for customer management 2.0 FPS01

2 Subscription Order Management

2.1 Subscription Order

This feature enables you to create and process subscription orders. In a subscription order, you can capture combinations of different types of products from subscriptions to services (usage-based charges, recurring, and one-time charges) to physical goods. These combinations of products can be modeled as product bundles in your master data.

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM-S4-SOM
Available As Of	SAP S/4HANA for customer management 2.0 FPS01

Additional Details

You can use subscription orders to do the following:

- Enter products for the following types of item categories:
 - Subscription order item
 - Subscription one-off item
 - Subscription order sales item
- Enter product bundles as items, display them in a hierarchy view, and determine the special bundle price (if this price is maintained in your master data)
- Automatically generate follow-up transactions (subscription contracts, sales orders) when you submit subscription orders

Related Information

[Subscription Orders](#)

2.2 Subscription Product

This feature enables you to maintain subscription products. A subscription product is a type of product that represents a subscription to services such as usage-based charges, recurring, and one-time charges.

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM-S4-SOM
Available As Of	SAP S/4HANA for customer management 2.0 FPS01

Additional Details

You can use subscription products to do the following:

- Manage subscription product-specific attributes such as cross catalog mapping versions, contract durations, contract extension periods, and such others
- Manage subscription product-specific discounts and charges

Related Information

[Subscription Products](#)

2.3 Subscription Contract Change

This feature enables you to trigger contract changes on subscription contracts. A subscription contract as a follow up object of the subscription order, is the long-term agreement with a customer about the provisioning and billing of subscription-based services that a customer and a provider have agreed upon.

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM-S4-SOM
Available As Of	SAP S/4HANA for customer management 2.0 FPS01

Additional Details

You can use subscription contracts to do the following:

- Execute change processes such as contract cancellation, contract extension, and such others
- Track contract change history
- Monitor the fulfillment status of your contract distribution

Effects on Customizing

For more information about contract change processes, refer to Customizing structure under ► [Customer Management](#) ► [Transactions](#) ► [Settings for Subscription Transactions](#) ► [Contract Changes](#) ►.

Related Information

[Subscription Contract Changes](#)

2.4 Partner Agreement

This feature enables you to create and process partner agreement orders and partner agreements. In a partner agreement order, you record all business processes for handling revenue sharing models. In such models, the service provider who has a contractual agreement with the end customer, either shares part of the revenue with or pays royalties to a partner. A confirmed partner order results in a partner agreement as the contractual long-term agreement

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM-S4-SOM
Available As Of	SAP S/4HANA for customer management 2.0 FPS01

Additional Details

You can use partner agreements to do the following:

- Enter subscription products that are defined to process revenue sharing models
- Automatically generate follow-up transactions (partner agreements) when you submit partner agreement orders

Related Information

[Partner Agreements](#)

3 Industries

3.1 SAP S/4HANA Public Sector for social services management

This feature provides the solution SAP S/4HANA Public Sector for social services management, which has been fully optimized for the S/4HANA technology, as part of SAP S/4HANA for customer management. The major architectural simplification on a one single instance saves separated data replication using middleware processing. The WebClient UI aligns with the Fiori skins.

SAP S/4HANA Public Sector for social services management supports an efficient benefit decision-making process including application processing, benefit and deduction decision processing, case management and benefit calculation and payment processing. Payment execution has been implemented using the integrated solution SAP Public Sector Collection and Disbursement.

Technical Details

Product Feature is	Changed
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	<ul style="list-style-type: none">• CRM-S4-IPS-SOA (S4CRM Social Application)• CRM-S4-IPS-SSP (S4CRM Social Service Plan)• CRM-S4-IPS-SDP (S4CRM Social Deduction)• CRM-S4-IPS-SEP (S4CRM Social Entitlements & Payment Processing)
Available As Of	SAP S/4HANA for customer management 2.0 FPS01

Effects on Data Transfer

To enable an integrated data exchange with SAP Public Sector Collection and Disbursement (PSCD), you must activate the business function [*PSCD, Social Services Integration*](#) (PSCD_SOCIAL_SERVICES).

i Note

Do **not activate** any of the previous Social Services business functions that support the Business Suite product. These business functions are also listed in the switch framework and can be identified by the naming convention ERP_IPS*.

Related Information

[SAP S/4HANA Public Sector for social services management](#)

3.2 SAP S/4HANA Utilities for customer management

3.2.1 Enhanced Customizing to Launch SAP GUI Transactions and Front Office Processes

This feature enables you to customize one-click actions in hierarchical trees. You are able to do the following:

- Launch transaction launchers from hierarchical tree nodes
- Launch front office processes (FOP) from hierarchical tree nodes
- Customize one-click actions for hierarchical trees without additional coding

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM_S4_IU (Utilities)
Available as of	SAP S/4HANA for customer management 2.0 FPS01

3.2.2 Business Partner Search using IS-U Finder

This feature enables you to search for business partner with the parameters provided by the ISU search. This will include e.g. IS-U contract or print document number.

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM_S4_IU (Utilities)
Available as of	SAP S/4HANA for customer management 2.0 FPS01

3.2.3 Manage Related Business Partners

This feature enables you to add, change, display or delete a related business partner from the hierarchical trees in the Identification view. This information is then also displayed in Business Partner Overview.

Technical Details

Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM_S4_IU (Utilities)
Available as of	SAP S/4HANA for customer management 2.0 FPS01

Related Information

[Contact Person in the Interaction Center](#)

3.2.4 Type Ahead Search for SAP HANA Free Text Search

This feature provides a dynamic suggestion list as you type in business partners or premises that match the search terms that you've entered.

Technical Details



Type	New
Available In	Available in all countries/regions
Scope Item	No scope item required
Application Component	CRM_S4_IU (Utilities)
Available as of	SAP S/4HANA for customer management 2.0 FPS01

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