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

Content

- 1 Basic Functions. 3**
- 1.1 Change Price Details in Business Transactions. 3
- 2 Master Data. 4**
- 2.1 Product Bundles. 4
- 3 Pre-Sales. 6**
- 3.1 Activity Management. 6
- 3.2 Lead Management. 7
- 3.3 Opportunity Management. 8
- 3.4 Sales Quotation and Order Management. 9
- 4 Service. 11**
- 4.1 Advanced Variant Configuration. 11
- 4.2 Solution Quotations. 11
- 5 Industries. 13**
- 5.1 Utilities. 13
 - Enhanced Identification Split Screen. 13
 - Business Partner Overview. 14
 - Premise Overview. 15
 - Managing Harmonized Technical Master Data. 16
 - Managing Meter Readings. 17
 - HANA Free Text Search. 18
 - One-Click Actions. 18

1 Basic Functions

1.1 Change Price Details in Business Transactions

With this feature you can change, add, and delete price elements in a business transaction if your configuration allows it. You can make manual changes in the business transaction at header level or at item level.

If you add or change a price element manually, the system automatically recalculates the end value and sets the *Manually Changed* indicator for the changed or added price element.

In addition, you can perform repricing in a business transaction with the following options:

- *Reprice*: The system carries out a new pricing with determination and evaluation. It copies the manually changed price elements and the manually entered price elements.
- *Complete Reprice*: The system carries out a complete new pricing with determination and evaluation (as if you had created a new document item). It discards your manual changes.

Technical Details

Product Feature is	Changed
Country Dependency	Valid for all countries
Scope Item	n/a
Application Component	SD-BF-PR (Pricing)
Availability	SAP S/4HANA for customer management 2.0

Related Information

[Maintaining Price Details in Business Transactions](#)

2 Master Data

2.1 Product Bundles

This feature enables you to maintain product bundles, a new type of master data that combines different products and is composed of the relationships between the products at different hierarchy levels. You can create, view, edit, and search for product bundles. With this master data, you can sell the combined products together as a whole.

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM-S4-MD (Master Data)
Availability	SAP S/4HANA for customer management 2.0

Additional Details

You can set business rules to determine whether bundle components are available at runtime and to decide how they are combined. The business rules you can set include the following:

- Bundle component groups, to combine alternative products into one group
- Defaults, to display components automatically in transactions
- Optional, to provide options for selection or deselection in transactions
- Pricing, to define special prices for the components offered in product bundles, irrespective of the price of the components defined in the product master data
- Business Rule Framework plus (BRFplus), to set up your own complex business rules
- And other rules including validity dates, quantities, and prerequisites

Effects on Customizing

You make settings for product bundles in Customizing under [Customer Management](#) > [Master Data](#) > [Products](#) > [Product Bundles](#).

See Also

For more information, search for *Product Bundles* in the relevant version of [SAP S/4HANA](#) on SAP Help Portal.

Related Information

[Solution Quotations \[page 11\]](#)

3 Pre-Sales

3.1 Activity Management

This feature enables you to organize and record all of your employees' activities including appointments and tasks. You can maintain types, categories and goals for your activities and also reference the activities to other transactions such as opportunities.

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM-S4-SLS-ACT
Availability	SAP S/4HANA for customer management 2.0

Additional Details

Within activity management, your employees can do the following:

- Create activities such as interaction logs or appointments to document any interaction they have with customers
- Create tasks to manage their own workload
- View appointments and activities in the calendar
- Access the fact sheet for valuable information about accounts
- Monitor activities using the worklist and search facilities

Effects on Customizing

You make settings for activity management in Customizing under ► [Customer Management](#) ► [Transactions](#) ► [Settings for Activities](#) ►.

See also

For more information, search for *Activity Management* in the relevant version of [SAP S/4HANA](#) on SAP Help Portal.

3.2 Lead Management

This feature enables you to create and process leads, that is, initial signs of interest in your business. A lead represents the first stage of the presales process.

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM-S4-SLS-LEA
Availability	SAP S/HANA for customer management 2.0

Additional Details

Within lead management you can do the following:

- Create leads manually or automatically
- Classify the leads
- Assign leads to a person responsible
- Use questionnaires and surveys to evaluate leads
- Define rules for document distribution

Effects on Customizing

You make settings for leads in Customizing under ► [Customer Management](#) ► [Transactions](#) ► [Settings for Leads](#) ►.

See also

For more information, search for *Lead Management* in the relevant version of [SAP S/4HANA](#) on SAP Help Portal.

3.3 Opportunity Management

This feature enables you to create a sales methodology to suit your sales processes. An opportunity describes the sales prospect, their requested products or services, budget, potential sales volume, and the estimated sales probability. This information is defined over the course of the sales cycle and can be displayed and evaluated. The sales cycle of a product or service begins when an opportunity for sales is recognized and the process ends with a sales order or a rejection from the customer.

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM-S4-SLS-OPT
Availability	SAP S/HANA for customer management 2.0

Additional Details

In opportunity management you can do the following:

- Map sales cycles and stages
- Classify your opportunities
- Create opportunity hierarchies
- Use sales methodology tools to help your sales employees

- Create an opportunity plan

Effects on Customizing

You make settings for opportunities in Customizing under [Customer Management](#) > [Transactions](#) > [Settings for Opportunities](#).

See also

For more information, search for *Opportunity Management* in the relevant version of [SAP S/4HANA](#) on SAP Help Portal.

3.4 Sales Quotation and Order Management

This feature enables you to create and process sales quotations and sales orders.

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM-S4-SLS-SD
Availability	SAP S/HANA for customer management 2.0

Additional Details

Within sales order and quotation management you can do the following:

- Create sales quotations and orders as follow-up transactions from an opportunity
- Offer alternative items in sales quotations
- Create a follow-up activity from a sales document

- Search for, display and print sales transactions
- Set up item proposals in sales transactions

Effects on Customizing

You make the settings in Customizing under ► [Customer Management](#) ► [Transactions](#) ► [Settings for Sales Transactions on WebClient UI](#) ►.

See also

For more information, search for *Sales Quotation and Order Management* in the relevant version of [SAP S/4HANA](#) on SAP Help Portal.

4 Service

4.1 Advanced Variant Configuration

This feature enables you to use Advanced Variant Configuration (AVC) in SAP S/4HANA for customer management. Using AVC you can configure products in service orders. The variant configurator provides you with a complete toolset for managing customizable products.

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM-S4_SRV
Availability	SAP S/HANA for customer management 2.0

See also

For more information, search for *Advanced Variant Configuration* in the relevant version of [SAP S/4HANA](#) on SAP Help Portal.

4.2 Solution Quotations

This feature enables you to offer solutions to your customers by creating quotations for combinations of different types of products (services and tangible products). These combinations of products are modeled as product bundles in your master data.

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM-S4-SRV (Service)
Availability	SAP S/4HANA for customer management 2.0

Additional Details

You can do the following with solution quotations (transaction type *SRVP*):

- Enter products of different item categories as items, including:
 - Service item (*SRQP*)
 - Service part item (*SRQM*)
 - Sales item (*SRQS*)
 - Sales item external configurator (*SRRES*)
 - Expense item (*SRQE*)
- 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 (service orders) when you accept solution quotations
- Other generic functions as service order quotations

See Also

For more information, search for *Solution Quotations* in the relevant version of [SAP S/4HANA](#) on SAP Help Portal.

Related Information

[Product Bundles \[page 4\]](#)

5 Industries

5.1 Utilities

5.1.1 Enhanced Identification Split Screen

This feature enables you to search and visualize technical and business master data in the following ways:

- Visualize business and technical master data separately
- Search for technical and business master data separately or combined
- Visualize business and technical master data in hierarchical trees
- View interaction records in interaction record quick view
- Navigate with one click actions
- Navigate from tree to object detail views
- Maintain business partner with a complete Customer Management integration

With the enhanced identification, the results lists are replaced by business object trees, which can be defined as required.

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM_S4_IU (Utilities)
Availability	SAP S/4HANA for customer management 2.0

Effects on System Administration

For this feature you must activate the business function *Utility Energy Retailer 2* (CRM_UT_ER_2).

See Also

For more information about the enhanced identification, see https://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT > Product Assistance > Industries > Utilities > SAP S/4HANA Utilities for Customer Management > Functions for the Utilities Industry > Enhanced Identification

Related Information

[HANA Free Text Search \[page 18\]](#)

5.1.2 Business Partner Overview

This feature enables you to provide a complete overview on a confirmed business partner. You are able to:

- Visualize all business related information of a business partner in a hierarchical tree
- Visualize all connection objects of a business partner in a hierarchical tree
- Visualize all business and technical master data of a connection object in a hierarchical tree
- Navigate with one click actions
- Navigate from tree to object detail views

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM_S4_IU (Utilities)
Availability	SAP S/4HANA for customer management 2.0

See Also

For more information about the business partner overview, see https://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT > Product Assistance > Industries > Utilities > SAP S/4HANA Utilities for Customer Management > Functions for the Utilities Industry > Managing Business Partners and Contract Account > Business Partner Overview in the Interaction Center

5.1.3 Premise Overview

This feature enables you to visualize technical and business master data in the following ways:

- View the data environment at a premise independently of the confirmed account
- Manage technical master data
- Visualize technical and business master data in a combined hierarchical tree
- View current and historical data of a selected object in various detail views
- Navigate with one-click actions
- Navigate from tree to object detail views

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM_S4_IU (Utilities)
Availability	SAP S/4HANA for customer management 2.0

Effects on System Administration

- Activate the business function *Utilities Energy Management* (CRM_UT_ER_3)
- Uses the business role S4C_UT_IC

See Also

For more information about the premise overview, see https://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT > Product Assistance > Industries > Utilities > SAP S/4HANA Utilities for Customer Management > Functions for the Utilities Industry > Managing Technical Master Data > Premise Overview

Related Information

[Managing Harmonized Technical Master Data \[page 16\]](#)

5.1.4 Managing Harmonized Technical Master Data

This feature enables you to manage and harmonize technical master data in the following ways:

- View, change & create a connection object
- View, change & create a premise
- View, change & create a point of delivery
- Create technical master data with data import
- Search for technical master data
 - Search for connection objects by address, business partner, partner or business agreement
 - Search for premise by address, business partner, external point of delivery ID or premise ID
 - Search for point of delivery by device, external point of delivery ID, address, business agreement, business partner or partner

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM_S4_IU (Utilities)
Availability	SAP S/4HANA for customer management 2.0

Effects on Customizing

The Customizing for the assignment of master data templates to technical objects for the master data generator is executed in release SAP S/4HANA 1809 temporarily via transaction S_AGL_1300001.

See Also

For more information about managing technical master, see https://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT > Product Assistance > Industries > Utilities > SAP S/4HANA Utilities for Customer Management > Functions for the Utilities Industry > Managing Technical Master Data

For more information about Customizing of master data generator templates, see https://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT > Product Assistance > Industries > Utilities > SAP S/4HANA Utilities for Customer Management > Transactions > Master Data Generator Template

Related Information

[Premise Overview \[page 15\]](#)

5.1.5 Managing Meter Readings

With this feature you can release impausible meter readings and execute detailed meter reading validations (as in CRM 7 EHP3).

Technical Details

Product Feature is	Changed
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM_S4_IU (Utilities)
Availability	SAP S/4HANA for customer management 2.0

Effects on Existing Data

The navigation bar has been enhanced by the following new entries:

- [Meter Reading for Premise](#)
- [Meter Reading for BP](#)

See Also

For more information about managing meter readings, see https://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT > Product Assistance > Industries > Utilities > SAP S/4HANA Utilities for Customer Management > Functions for the Utilities Industry > Managing Meter Readings

5.1.6 HANA Free Text Search

This feature enables you to search a premise or business partner with an alternative approach in the following ways:

- Search for a business partner by typing in any business partner related information
- Search for a premise by typing in any premise related information

Technical Details

Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM_S4_IU (Utilities)
Availability	SAP S/4HANA for customer management 2.0

Effects on Existing Data

The drop-down list with search criteria on the *Identification* page has now the entry *Business Partner by Free Text* and *Premise by Free Text*.

See Also

For more information about the free text search, see https://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT > Product Assistance > Industries > Utilities > SAP S/4HANA Utilities for Customer Management > Functions for the Utilities Industry > Enhanced Identification > Free Text Search in the Interaction Center

5.1.7 One-Click Actions

One-click actions are actions, which can be triggered via mouse-click without first having to select a tree row and then choose a pushbutton.

The one-click actions are displayed in a cell within a tree node. For example, the user can perform certain functions (display, change, confirm) by using the corresponding one-click actions. Only those actions are displayed that are customized for that object.

Technical Details



Product Feature is	New
Country Dependency	Valid for all countries
Scope Item	No scope item required
Application Component	CRM_S4_IU (Utilities)
Availability	SAP S/4HANA for customer management 2.0

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