



MASTER GUIDE | CUSTOMER

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Getting Started Guide for SAP S/4 HANA for Customer Management

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1 About this Document

This guide is the main entry point to the user assistance for SAP S/4HANA for customer management. It provides you with the following information:

- An overview of the various options available to customers
- System landscape information for SAP S/4 HANA for customer management
- An overview of the available user assistance and where to find it.

You will also find links to more detailed information on SAP S/4HANA for customer management throughout this guide.

2 Overview of SAP S/4HANA for Customer Management

SAP S/4HANA for customer management is an add-on for SAP S/4HANA. It is a solution for managing your customer relationships and provides you with functions and processes in the areas of service order management and customer interaction directly in your SAP S/4HANA system.

The functions provided by SAP S/4HANA for customer management enhance the extensive portfolio of functions already available in SAP S/4HANA and are tightly integrated with the existing functions in SAP S/4HANA.

Architecture

To achieve the seamless integration into SAP S/4HANA, customer management offers the following architectural features:

- An identical set of master data is used in all applications involved, for example, in the areas of SAP Business Partner, organizational management, product, and equipment.
- The engines in the two products complement each other, and each required engine exists only once.
- The data models of SAP S/4 HANA for customer management are designed for the optimum usage of the SAP HANA database
- While SAP S/4HANA for customer management for the most part uses the WebClient UI, it is seamlessly integrated and harmonized with the visual appearance and usage of SAP S/4HANA, allowing end-users to experience the solution as an integral part of SAP S/4HANA.

Supported Functions

SAP S/4HANA for customer management supports processes for service order management and customer interaction.

Service Order Management

As part of the supported service processes, customer management allows you to perform such tasks as the following:

- Work with service order quotations
- Handle ad hoc service requests, including categorization, check lists, service level agreements (SLA), and routing
- Use service request templates
- Interact with the customer requesting a service (see customer interaction)
- Create service orders including technical details and prices
- Plan service execution
- Ensure availability of spare parts (products in sales items)
- Capture service order confirmations including time and material
- Process service order confirmations by posting CATS/CO/goods issue and triggering the billing process in SAP S/4HANA

Customer Interaction

The Interaction Center (IC) provides you with tools for customer service that allow you to collaborate and communicate with your customers over various communication channels. It supports IC agents and managers.

Agents can handle inbound or outbound service transactions using the supported communication channels (phone, chat, e-mail, fax, letter).

The interaction center includes the following features:

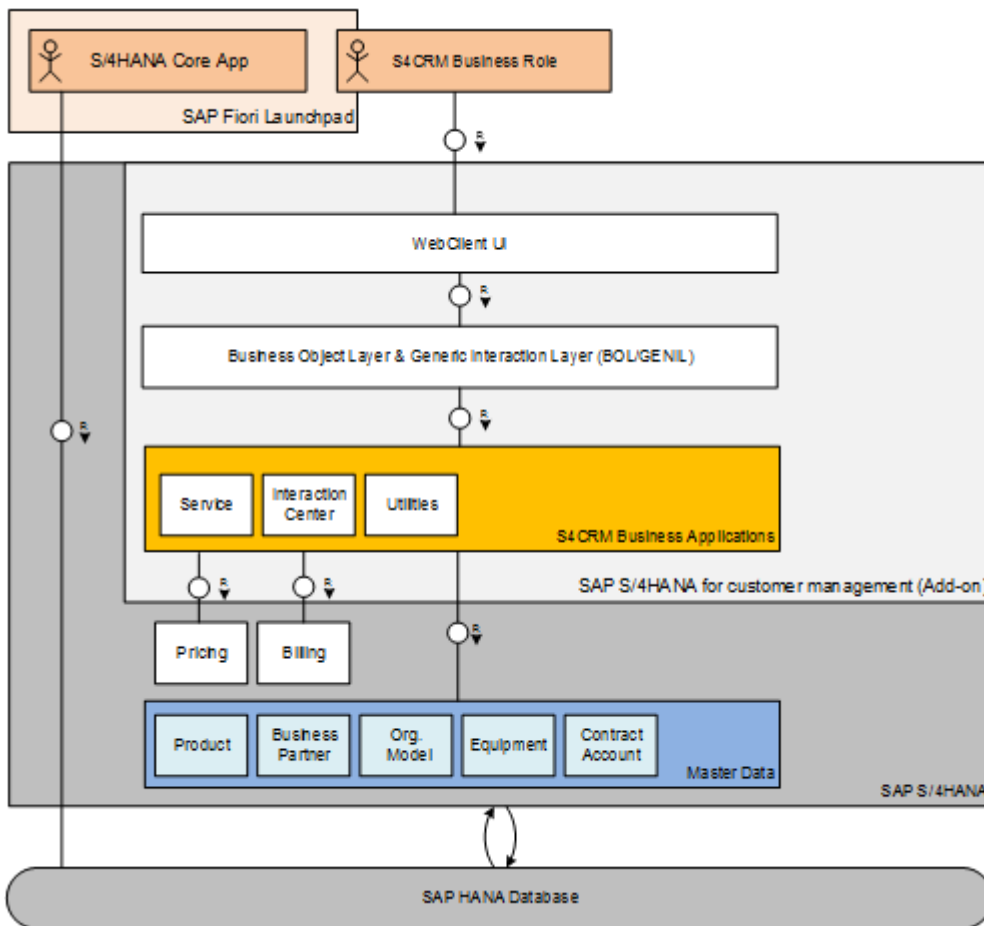
- Account and contact management (account identification by account or by equipment and account fact sheet)
- Agent inbox
- You can use the inbox as a central worklist that the entire team can use to work on incoming objects.
- Agent guidance (alerts, rules)
- Communication management software integration supported
- Various communication channels supported (phone, chat, e-mail, fax, letter)
- Knowledge integration (knowledge articles, multilevel categorization)
- A multitude of customer interaction features (interaction record, interaction history, activity clipboard, context area).

3 System Landscape Information

The system landscape of SAP S/4HANA for customer management is made up of three main components: the SAP HANA database, SAP S/4HANA, and the SAP S/4HANA customer management add-on.

The SAP S/4HANA for customer management is an add-on to SAP S/4HANA. It is designed to seamlessly integrate with SAP S/4HANA. The add-on draws on the same data model as SAP S/4HANA and utilizes S/4HANA components such as Pricing and Billing. At the same time, it makes optimum use of the capabilities provided by the SAP HANA database. The add-on has dedicated business applications and its own business object and generic interaction layers. You can access the data through the UI which has been harmonized with the visual appearance of SAP S/4HANA and can be configured to meet your business needs.

The graphic below shows this basic system landscape.



4 Setting Up Documentation Links

After installation, you need to enable context-sensitive user assistance for SAP S/4HANA. For more information, see the UI Technology Guide in the relevant version of [SAP S/4HANA](#) on SAP Help Portal.

Related Information

<https://help.sap.com/viewer/cdc25c83b63e482586b31b8acd49cf2f/1709%20000/en-US/0fed31560ebee021e10000000a4450e5.html>

5 User Assistance Overview

The central entry point where you can find the user assistance for SAP S/4HANA for customer management is the [SAP Help Portal](#).


Getting Started

Documents	Descriptions
Getting Started	This guide.

Product Documentation

Documents	Descriptions
Feature Scope Description	Contains a description of the features included in the software, see http://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT → Product Documentation → Feature Scope Description
Installation Guide	Contains information about how to install SAP S/4HANA for customer management, see http://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT → Product Documentation → Installation Guide
Security Guide	Contains security information for, see http://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT → Product Documentation → Security Guide
Operations Guide	Contains information about how to operate your productive SAP S/4HANA for customer management system, see http://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT → Product Documentation → Operations Guide
Sizing Guide	Contains about sizing http://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT → Product Documentation → Sizing Guide

SAP Notes

Documents	Descriptions
SAP Notes	Information about new and changed features.
Note 337623 	Customizing after Installation or Upgrade

Product Assistance

Documents

Descriptions

Product Assistance see http://help.sap.com/viewer/p/SAP_S4HANA_FOR_CUSTOMER_MANAGEMENT



Contains application help for the functions provided by SAP S/4HANA for customer management.

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