FSM100 - Implementing SAP Field Service Management Training

Duration: **3 Day**

BİLGİNÇ IT Academy
info@bilginc.com
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Overview

Course based on software release:

- SAP Field Service Management 2211

Notes:

- System Requirements:
  - Notebook with web browser (Chromium-based, e.g. Google Chrome).
  - IOS / Android mobile phones or tablets with the corresponding FSM mobile application installed.
- To download the FSM mobile app for iOS, Android, and MS Windows, use your mobile device to access the respective app stores of Apple, Google, or Microsoft and search for 'SAP Field Service Management". In addition, the Windows version of the app can be downloaded from the SAP Support page here.
- For further details on systems requirements, please clickhere

Prerequisites

Essential

- none

Recommended

- none

Who Should Attend

- Application Consultant
- Data Consultant / Manager
- Development Consultant
- Technology Consultant

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What You Will Learn

- This course will prepare you to:
  - understand the full functionality of SAP Field Service Management solution web- and mobile applications.
  - understand standard product features.
  - perform configurations and customizations using the Field Service Management Administration Module.
  - present use case scenarios as an administrator, dispatcher, and field technician.
  - provide first level support to your client.
  - know where to get additional information, best practices and documentation.

Outline

- Unit 1: Introduction to SAP Field Service Management
  - How SAP Field Service Management fits into the overall landscape of SAP's portfolio
  - Solution overview
  - SAP Field Service Management functionalities
- Unit 2: Administration 1
  - Architecture
  - Main components of FSM
  - Account & user configuration
- Unit 3: Master Data Management
  - Main business objects
  - Data object management
  - Data loader and data exporter
- Unit 4: Planning & Dispatching
  - Service call lifecycle
  - Create and assign a service call
  - Release scenarios
  - Reservation types
  - Service Map
  - Using skills and filters
- Unit 5: Mobile Field Service
  - Mobile service workflow
  - Create new assignment on mobile
  - Reserved materials.
  - Record effort, material, mileage, and expenses
  - Activity feedback
  - Checkout and group checkout
  - Considerations for synchronization and offline use
- Unit 6: Smartforms
  - Smartform templates and designer
  - Elements
  - Smartforms in mobile application
- Unit 7: Administration 2
  - Company settings
  - Service Workflow configuration
  - Screen Configuration
  - Custom translations

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    - Data management & monitoring
- Unit 8: Business Rules
    - Use cases
    - Business Rule Configuration
    - Validating and Executing a Business Rule
- Unit 9: Analytics & reports
    - Business reports via Dashboards
    - Report template technologies
    - Generating reports
- Unit 10: Crowd Workforce
    - Use cases
    - Partner Portal
    - Dispatching process for crowd workforce
- Unit 11: Customer Self Service
    - Self-service functionality
    - Self Service portal and interactive chatbot
    - Set up, configuration and branding
- Unit 12: Integration
    - Overview of supported integration scenarios
    - Main business objects supported per integration scenario
    - End to end process with integration points
- Unit 13: Student Appendix – Learning Resources and Glossary
    - Links to useful SAP Field Service Management portals, help, documentation and enablement platforms