

Customer Service Course Content

Overview of the Customer Service

- ❖ Customer Service
- ❖ CS Integration with Other Modules
- ❖ CS – SD Integration
- ❖ CS – QM Integration
- ❖ CS – FI Integration
- ❖ CS – CO Integration
- ❖ CS – PP Integration
- ❖ CS – MM Integration
- ❖ CS – HR Integration

Organizational elements in Customer service Module

Using the Standard Controls

- ❖ Master data in Customer service
- ❖ Installed Base Management
- ❖ Functional Location
- ❖ Equipment
- ❖ Serial Number Management
- ❖ Work Centre
- ❖ Cost Centre
- ❖ Activity
- ❖ Activity Pricing
- ❖ Warranty & Types
- ❖ Status Profiles
- ❖ DIP Profile
- ❖ In-House Repair Process
- ❖ Service Notification
- ❖ Repair Order
- ❖ Service Order
- ❖ Resource Related Billing
- ❖ Repair-At-Site Process
- ❖ Service Notification
- ❖ Service Order
- ❖ Resource Related Billing

Annual Maintenance Contract Process

- ❖ Contracts
- ❖ Task Lists
- ❖ Maintenance Plan

Third Party Repair Process

- ❖ Service Notification
- ❖ Service Order
- ❖ Resource