

CR700 - SAP CRM Service

Overview

Course Code	CR700	Duration	5.0 days
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Insufficient data for accurate rating at this time.

Audience

- Customers and project team members who are involved in implementing SAP CRM Service
- SAP consultants and partners

Pre-Requisites

Essential

- [SAPCRM](#) Overview of the SAP CRM solution
- [CR100](#) CRM Customizing Fundamentals

Recommended

- [CR580](#) SAP CRM User Interface

Key Topics

- Maintenance of technical objects
 - o Installed base management
 - o Individual objects
- Service contract processing
 - o Service agreements
 - o Service contracts
 - o Service plans
- Service order processing

- o Resource planning
 - o Service confirmation
 - o Service billing
 - o ERP Integration
- Complaints and returns processing
 - o Complaints and returns
 - o In-house repair processing
- Overview of IT Service Management

Objectives

- Course participants learn about the supporting service processes within SAP CRM Service. They will also learn about the Customizing settings that are relevant for CRM service.