



WILLPOWER

Technologies

SAP CRM SERVICES

SAP CRM Service – Key Process

- **Service Order Processing**
- **Warranty Claim Management(Warranty Processing, Warranty Claim)**
- **Account and Contact Management**
- **Complaints Processing**
- **Product Service Letter**
- **Case Processing**
- **Partner Processing/Determination**
- **Multi – level Categorization**
- **Service Order Template**
- **Contract Management**
- **Resource Planning**
- **Service Analysis(theoretical. Not possible on CRM IDES integrating to BI)**

SAP CRM Service Business Scenario

- **Planned Service**
- **Usage Based Service**

Complaint Management Scenarios

- **Complaint Management in SAP CRM**
- **Complaints and Return processing on E-Commerce(B2B Scenario)**
- **Complaints in House Repair**

Warranty Management Business Scenarios

- **Warranty Management**
- **Warranty Claim Processing**

CRM Billing

- **SAP CRM Billing for CRM Service**
- **External Billing of CRM Services in SAP ERP**
- **Cost of Goods sold in SAP CRM Sales/Service Orders**

Master Data

- **Installed Base Management**
- **Individual Objects and Product Set Types for Individual Objects**
- **Counters and Readings**

Service Integration (Theoretical)

- **Integration between CRM and ERP MM**
- **CRM-MM: Logistics Integration in the Material Withdrawal process for Service Parts Order fulfillment**
- **CRM-MM: Logistics Integration with SAP ECC Quality Management: for Quality Notification**
- **SAP CRM Service Integration with SAP ECC Quality Management: for Quality Inspection**

SAP CRM Web UI

SAP CRM Web UI (Enhancements / Developments)

- **SAP CRM 7.0 Web UI Enhancements and New Features.(2009)**
- **SAP CRM 7.0: Table Graphics.(2009)**
- **SAP CRM 7.0: Title Layout.(2009)**
- **SAP CRM 7.0 Extensibility: Application Enhancement Tool. (2009)**
- **SAP CRM Web UI Development: New Fields (Easy Enhancement Workbench).(2008 CRM 6.0)**
- **SAP CRM Web UI Adjustment & Enhancement**
- **SAP CRM Web UI Authorization**
- **SAP CRM Web UI Skin Adjustment**
- **SAP CRM Web UI Development: Dropdown List Box**
- **SAP CRM Web UI Development: F4 Value Helps**
- **SAP CRM Web UI Development: New Buttons and Navigation**
- **SAP CRM Web UI Development: New Views**
- **SAP CRM Web UI Development: The Fundamentals- BSP and MVC**
- **SAP CRM Web UI Development: The Fundamentals- Web Dynpro**

SAP CRM Net Weaver Functions (A Theoretical Discussion)

- **Logical System Change Management for SAP ERP/CRM**
- **Internet Communication Manager (ICM) in SAP CRM Web UI**

SAP CRM Web UI ‘A MUST’ Wanted Functions in Implementations

- **SAP CRM Interactive Reports as of CRM 6.0 (2009)**
- **SAP CRM Dashboard (2009)**
- **SAP Alert Management in SAP CRM 7.0 (2009)**
- **SAP CRM Groupware Integration, Server- Side (2009) –Theoretical as Third party license can’t be installed on IDES**
- **SAP CRM Groupware Integration, Client Side (2009) – Theoretical as Third party license can’t be installed on IDES**

- **Configurable Material from SAP ERP**
- **Multi-level Categorization**
- **Partner Processing/Determination**

SAP CRM Interaction Center

- **Basic Construction of Interaction Center**
 - **Account Identification**
 - **Product Confirmation**
 - **Define various Profiles**
 - **Work Centers and Work Links**
 - **Group Links**
- **Rule Modeler (Rule and Policies)**
- **Alerts and Intent-Driven Interaction in SAP CRM 7.0**
- **Broadcast Messaging**
- **Interactive Script in SAP CRM**
- **Solution Database and Knowledge search in SAP CRM 2007**
- **Lead Processing in Interaction Center**
- **Complaint Management in Interaction Center**
- **Easy Sales Order in SAP CRM Interaction Center**
- **ERP Sales Order Processing in SAP CRM**
- **Multi Level Categorization for Interaction Record and complaints**

SAP CRM Sales

SAP CRM Sales-Key Processes

- **Sales Planning and Forecasting**
- **Territory Management**
- **Account and Contact Management**
- **Activity Management(visit plan)**
- **Opportunity Management**
- **Pipeline Performance Management (new from CRM 2007)**
- **Sales Quota Planning and Pipeline Performance Management (new from CRM 7.0)**
- **Quotation and Order Management**
- **Rebate Management**

- **Sales Analytics (Theoretical discussion)**

SAP CRM Sales Process –Scenario

- **Sales Contact Management**
- **Sales Quotation Management**
- **Rebate Management**
- **Delivery Related CRM Billing**
- **ERP Sales Order Processing in SAP CRM Interaction Center – Sales**
- **Easy Sales Order Entry in SAP CRM Interaction Center**
 - **Bill of Material Explosion in Sales Order Management**

Master Data and Basic Customizing

CRM Basic Master Data

- **Business Partner and BP Relations**
- **General Products and Package Products (new in CRM 7.0)**
- **Maintain Organization Structure, Organization Determination and Assign Roles to Positions.**

CRM Base Customizing (Independent of Business Process and Interfaces)

- **Transactions**
- **Item Categories and Item Category Determination**
- **Copying Controls**
- **Status Profile**
- **Date Profile**
- **Text Profile**
- **Actions in Transactions**
- **Partner Processing and Access Sequence**
- **Code, Code Group and Subject Profile**
- **Problem Types and Solution Types- Solution Database**

Duration: 2Months Faculty: venkata Ramana Fee: 10,000/-

