

INTEGRATIONS- MÖGLICHKEITEN VON SAP FIELDSERVICEMANAGEMENT

MARKUS FREY, JOHANNES MÜHLHÖFER // 04.05.2022

IMAGINE
MITTELSTANDSFORUM 2022

SAP FIELD SERVICE MANAGEMENT



01 **VORSTELLUNG REFERENTEN**

04 **LIVE DEMO FSM/S4HANA**

02 **ÜBERBLICK FSM**

05 **FRAGERUNDE**

03 **FSM
INTEGRATIONSSZENARIEN**

03

E2E CUSTOMER SERVICE MIT FSM



**OMNI-CHANNEL
CUSTOMER
SUPPORT**

**SERVICE SALES &
ENTITLEMENTS**

**SERVICE
PLANNING**

**SERVICE
BACK-OFFICE**

**RESOURCE
SCHEDULING &
DISPATCHING**

**FIELD SERVICE
EXECUTION &
DEBRIEF**

E2E CUSTOMER SERVICE TO FIELD SERVICE



SAP SERVICE CLOUD

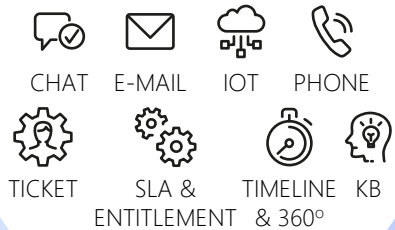


SAP S/4HANA



SAP FIELD SERVICE MANAGEMENT

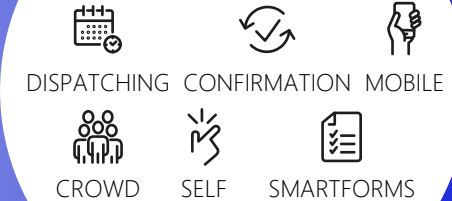
CUSTOMER SERVICE



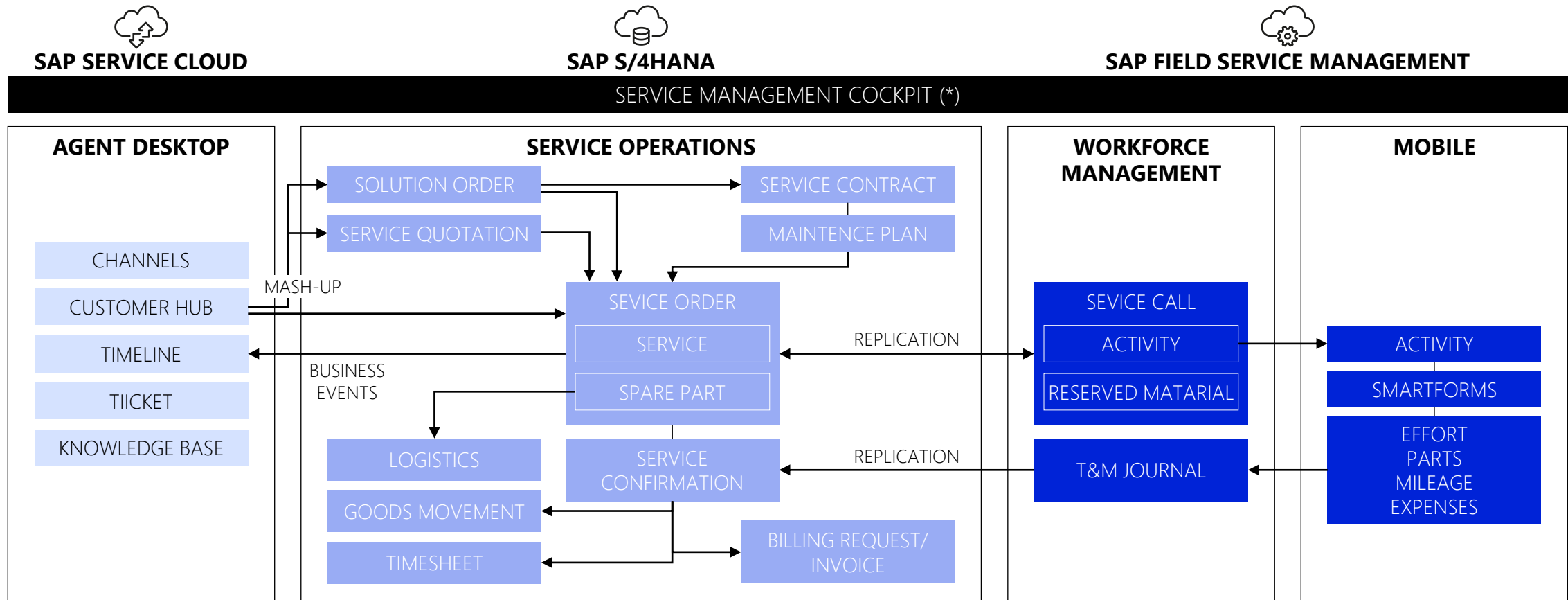
SERVICE OPERATIONS



FIELD SERVICE



FSM REFERENCE SCENARIO - ROADMAP



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VIELEN DANK!

IHRE

FRAGEN?



<https://bit.ly/3HhnwkG>

HIER FINDEN SIE:

- die Präsentationsunterlagen
- ab morgen die Aufzeichnung des Vortrags
- weiterführende Informationen

Sie erhalten den Link am Freitag auch per E-Mail.



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ALL FOR ONE GROUP