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## SAP Service Management Training

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SAP R/3 Service Management (SM) Module handles 'Call Management' very efficiently. The process flow from 'call logging' to 'call processing', 'call monitoring', 'call closing' and billing is handled in very systematic way. 'Call Logging' function is very effective and can be used for the 'Front Office'. Various default tasks like 'Call back to customers in specified time' are taken care. The Service management Module is integrated with Sales Management Module and the calls can be handled using Sales Order.

- Service Management Introduction
- Business Benefits of SAP Service Management
- Strategic framework and highlights of SAP Service Management
- Building blocks of SAP Service Management
- SAP Product Lifecycle Management (SAP PLM)
- SAP Supply Chain Management (SAP SCM)
- SAP Customer Relationship Management (SAP CRM)
- SAP Enterprise Portal
- SAP Mobile Business
- Technology in SAP Service Management

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