

Customer Service (CS)



MYSAP.ROLES_S_CS

Release 4.6C



Copyright

© Copyright 2001 SAP AG. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.

Microsoft[®], WINDOWS[®], NT[®], EXCEL[®], Word[®], PowerPoint[®] and SQL Server[®] are registered trademarks of Microsoft Corporation.

IBM[®], DB2[®], OS/2[®], DB2/6000[®], Parallel Sysplex[®], MVS/ESA[®], RS/6000[®], AIX[®], S/390[®], AS/400[®], OS/390[®], and OS/400[®] are registered trademarks of IBM Corporation.

ORACLE[®] is a registered trademark of ORACLE Corporation.

INFORMIX[®]-OnLine for SAP and Informix[®] Dynamic Server[™] are registered trademarks of Informix Software Incorporated.

UNIX[®], X/Open[®], OSF/1[®], and Motif[®] are registered trademarks of the Open Group.

HTML, DHTML, XML, XHTML are trademarks or registered trademarks of W3C[®], World Wide Web Consortium, Massachusetts Institute of Technology.

JAVA[®] is a registered trademark of Sun Microsystems, Inc.

JAVASCRIPT[®] is a registered trademark of Sun Microsystems, Inc., used under license for technology invented and implemented by Netscape.

SAP, SAP Logo, R/2, RIVA, R/3, ABAP, SAP ArchiveLink, SAP Business Workflow, WebFlow, SAP EarlyWatch, BAPI, SAPPHIRE, Management Cockpit, mySAP.com Logo and mySAP.com are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world. All other products mentioned are trademarks or registered trademarks of their respective companies.

Icons

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax
	Tip

Contents

Customer Service (CS)	5
Displaying an Installed Base.....	6
Processing an Installed Base.....	7
Displaying Service Agreements, Sales Orders, and Billing Documents.....	8
Processing Service Agreements	9
Displaying Warranties.....	10
Processing Warranties	11
Customer Interaction Center (Front-Office).....	12
Customer Interaction Center Administration	13
Contact History for Groups and Agents	14
Displaying Service Notifications and Service Orders	15
Processing Service Notifications and Service Orders	16
Processing the Solution Database	18
Processing a Sales Order and Customer Repairs Order	19
Processing a Sales Order Settlement and Billing Document	20

Customer Service (CS)

The individual roles of the application component Customer Service (CS) are shown below.

Displaying an Installed Base**Displaying an Installed Base**

Technical name: SAP_CS_IB_INSTALLED_BASE_DISPL

Tasks

This role contains all the functions that you require for displaying installed bases.

Activities in Customer Service (CS)

The following activities for installed bases are available with this role:

- Displaying an installed base

Processing an Installed Base

Technical name: SAP_CS_IB_INSTALLED_BASE_PROC

Tasks

This role contains all the functions that you require for processing installed bases.

Activities in Customer Service (CS)

The following activities for installed bases are available with this role:

- Creating an installed base
- Creating an installed base with reference
- Changing an installed base
- Where-used list (time, interval)

Displaying Service Agreements, Sales Orders, and Billing Documents

Displaying Service Agreements, Sales Orders, and Billing Documents

Technical name: SAP_CS_AG_CUST_ORDER_DISPLAY

Tasks

This role contains all the functions that you require for displaying service agreements, sales orders, and billing documents.

Activities in Customer Service (CS)

The following activities for processing service agreements, sales orders, and billing documents are available with this role:

Queries

- Displaying a query
- List of queries
- List of incomplete quotations

Quotations and contracts

- Displaying a quotation
- Displaying a contract
- List of contracts
- Displaying billing documents

Processing Service Agreements

Technical name: SAP_CS_AG_PROCESS

Tasks

This role contains all the functions that you require for processing service agreements.

Activities in Customer Service (CS)

The following activities for processing service agreements are available with this role:

Queries

- Creating, changing, or displaying queries
- List of queries
- List of incomplete queries

Quotations

- Creating, changing, or displaying quotations
- List of quotations
- List of incomplete quotations

Contracts

- Creating, changing, or displaying a contract
- List of incomplete contracts
- Service documents for the contract
- List of contracts

Displaying Warranties

Displaying Warranties

Technical name: SAP_CS_AG_WARRANTIES_DISPLAY

Tasks

This role contains all the functions that you require for displaying warranties.

Activities in Customer Service (CS)

The following activities for displaying warranties are available with this role:

- Displaying a master warranty

Processing Warranties

Technical name: SAP_CS_AG_WARRANTIES_PROCESS

Tasks

This role contains all the functions that you require for processing warranties.

Activities in Customer Service (CS)

The following activities for processing warranties are available with this role:

- Creating a master warranty
- Changing a master warranty

Customer Interaction Center (Front-Office)**Customer Interaction Center (Front-Office)**

Technical name: SAP_CS_CI_AGENT

Tasks

This role contains all the functions that you require for the Front Office in the Customer Interaction Center.

Activities in Customer Service (CS)

The following activities for the Front Office are available with this role:

- Customer Interaction Center
- Sales summary

Customer Interaction Center Administration

Technical name: SAP_CS_CI_ADMIN

Tasks

This role contains all the functions that you require for administration purposes in the Customer Interaction Center.

Activities in Customer Service (CS)

The following activities for administration in the Customer Interaction Center are available with this role:

Agents

- SAPphone: Internal telephone numbers
- Telephony administration

SAPphone

- SAPphone: New system administration

CTI queues

- CTI queue maintenance

DNIS settings

- DNIS assignment

Defining scripts

- Maintaining scripts
- Scripts: Assigning texts
- Scripts: Maintaining variables

Archiving

- Archiving logging
- Archiving infostore

Configuring the organizational plan

- Creating, changing, or displaying the business requirements analysis and staff assignment (Workflow)

Contact History for Groups and Agents

Contact History for Groups and Agents

Technical name: SAP_CS_CI_INFOSYSTEM

Tasks

This role contains all the functions that you require for the info system of the Customer Interaction Center.

Activities in Customer Service (CS)

The following activities for the info system in the Customer Interaction Center are available with this role:

Contact history and document flow

- Contact history

Evaluations on the agent level

- Agent activities

Evaluations on group level

- Organization / Time report for agent
- Organization / Agent call volume (DNIS)

Profile evaluation

- Agent profiles
- Agent profile overview

Displaying Service Notifications and Service Orders

Technical name: SAP_CS_SE_DISPLAY_NOTIF_ORDERS

Tasks

This role contains all the functions that you require for displaying service notifications and service orders.

Activities in Customer Service (CS)

The following activities for displaying service notifications and service orders are available with this role:

Service notifications

- Displaying a service notification
- Notification list (multi-level)
- Displaying service notifications (list)
- Displaying tasks
- Displaying notification items
- Displaying activities

Service orders

- Displaying an order
- Displaying service orders (list)
- Displaying multi-level orders (list)
- Displaying operations (list)
- Displaying the component list for an order
- Document flow list
- Material where-used list

Processing Service Notifications and Service Orders

Processing Service Notifications and Service Orders

Technical name: SAP_CS_SE_PROCESS_NOTIF_ORDERS

Tasks

This role contains all the functions that you require for processing service notifications and service orders.

Activities in Customer Service (CS)

The following activities for processing service notifications and service orders are available with this role:

Service notifications

- Creating a service notification (general)
- Creating a service request
- Creating a service notification (malfunction)
- Creating an activity report
- Changing a service notification
- Changing service notifications (list)
- Displaying a service notification
- Changing notification items (list)
- Changing activities (list)
- Changing tasks (list)

Service orders

- Creating an order
- Creating an order for a service notification
- Creating a sub-order
- Changing an order
- Printing an order
- Changing operations
- Changing service orders (list)
- Changing the component list for an order
- Where-used list for production resources and tools (PRT)
- PRT: Material where-used list for the service order
- PRT: PRT usage master for orders
- PRT: Order documents
- PRT: Equipment where-used list for orders

Processing Service Notifications and Service Orders

Processing the Solution Database

Processing the Solution Database

Technical name: SAP_CS_CM_SOL_DATA_BASE_PROC

Tasks

This role contains all the functions that you require for processing the solution database.

Activities in Customer Service (CS)

The following activities for the solution database are available with this role:

- Creating, displaying, or changing the solution database
- Text indexing for the solution database
- Creating, displaying, or changing a symptom or solution

Processing a Sales Order and Customer Repairs Order

Technical name: SAP_CS_AG_CUST_ORDER_PROCESS

Tasks

This role contains all the functions that you require for processing sales orders and customer repairs orders.

Activities in Customer Service (CS)

The following activities for processing the sales order and customer repairs order are available with this role:

- Creating, changing, or displaying a sales order
- List of orders
- Returns delivery for the customer repairs order
- Selection according to object status

Processing a Sales Order Settlement and Billing Document

Processing a Sales Order Settlement and Billing Document

Technical name: SAP_CS_AG_CUST_ORDER_COMPLETE

Tasks

This role contains all the functions that you require for processing the sales order settlement and billing document.

Activities in Customer Service (CS)

The following activities for processing the sales order settlement and billing document are available with this role:

Order settlement

- Actual settlement: Order
- Actual settlement: Internal/Service orders
- Setting status 'Completed'

Surcharges

- Actual surcharges: Internal order - individual processing
- Actual surcharges: Internal order - collective processing

Billing request

- Resource-related billing document
- Collective processing of resource-related billing documents
- Reposting accounting indicator

Billing document

- Creating, changing, or displaying a billing document
- Canceling a billing document
- Processing a billing due list
- Follow-up billing
- Billing document list
- List of blocked billing documents
- Collective processing log

Results analysis

- Results analysis for the order
- Actual results analysis for the order

Processing a Sales Order Settlement and Billing Document