

SAP CRM - SERVICE REQUEST MANAGEMENT

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Service requests are used to fulfill the requests submitted by the customer. Companies can use service requests internally where a different department delivers service and also for external customers. A customer can call the service desk to open service requests or they can be submitted directly by service personnel or by users after logging into the system.

Service Tickets

Service Ticket was introduced in **CRM 4.0** and was a variant of **IC interaction Center** service order business transaction. Service Tickets provide add-on industry service to support service desk scenarios.



The screenshot shows the SAP CRM Interaction Center interface for a Service Ticket. The title bar reads "SAP CRM Interaction Center". Below the title bar is a navigation bar with icons for various actions like "Transfer", "End", "Reset", and "Cancel". The main content area is titled "Service Ticket (8000000833)". It contains several tabs: "Service Ticket", "Change History", and "Transaction History". The "Service Ticket" tab is active, showing fields for "Description" (service IC), "Priority/Status" (Very high, In Process), "Component", "Product ID", and "Object". To the right, there is a "Categorization" section with dropdowns for "Category 1" (Hardware), "Category 2" (CPU), "Category 3" (CPU Overheating), and "Category 4". Below this is an "Escalate" button and a "Request for Change" dropdown. At the bottom, there is a "Notes" section with a "Type" dropdown (Problem Description) and a language dropdown (English). A green arrow points to the "Service Ticket" title, and another green arrow points to the "Notes" section.

Service Ticket Transaction View



The screenshot shows the SAP CRM Service Ticket Transaction View. It displays the same "Service Ticket" form as the previous screenshot, but with additional details. The "Description" field is "service IC", "Priority/Status" is "Very high" and "In Process". The "Categorization" section shows "Category 1" as "Hardware", "Category 2" as "CPU", and "Category 3" as "CPU Overheating". The "Escalate" button is visible. The "Notes" section shows a "Type" of "Problem Description" and a language of "English". The "Notes" text area contains the text: "There is a problem with the customer's CPU." The "SLA Info" section shows "Contract", "Response Profile", "Service Profile", and "Timezone" (System (CET)).

Service Requests

Service Requests are available in **CRM 7.0** and are introduced to provide functionality in service tickets and also additional features like multilevel categorization, knowledge articles, and master service requests.

A service request is built on a different Business Object Type in the Business Object Repository **BUS2000223** rather than **BUS2000116** and master service request is built on **BUS2000224**.

Service Request in Interaction Center



The screenshot shows the SAP CRM Service Request in Interaction Center. The title bar reads "SAP CRM Interaction Center". Below the title bar is a navigation bar with icons for various actions like "Transfer", "End", "Reset", and "Cancel". The main content area is titled "Service Request: 8000000113, Printer Problem". It contains several tabs: "Service Request Details", "Service Level Agreement", "Organizational Data", and "Business Context". The "Service Request Details" tab is active, showing fields for "Description" (Printer Problem), "Priority/Status" (Very high, In Process), "Component", "Product ID", and "Object". To the right, there is a "Categorization" section with dropdowns for "Category 1" (Hardware), "Category 2" (CPU), "Category 3" (CPU Overheating), and "Category 4". Below this is an "Escalate" button and a "Request for Change" dropdown. At the bottom, there is a "Notes" section with a "Type" dropdown (Problem Description) and a language dropdown (English). The "Notes" text area contains the text: "There is a problem with the customer's CPU." The "SLA Info" section shows "Contract", "Response Profile", "Service Profile", and "Timezone" (System (CET)).

Service Request Transaction View

Service Tickets Vs. Service Requests

The following table highlights the key differences between Service Tickets and Service Requests.

Feature	Service Tickets	Service Requests
Views	Only IC roles	Available in all CRM WebClient and IC business roles
Versions	CRM 4.0 SIE, CRM 2005, CRM 2006s, CRM 7.0	CRM 7.0
Time Recording	Yes	Planned for upcoming release in SAP CRM 7.0 possible via Service Confirmations
Multi-Level Categorization	Yes, Basic	Yes, Enhanced with upto five categorization schemas
Dispatch("Escalate")	Yes	Yes
Standard BI Reports	Yes	BI Content available; standard reports planned for future release

Out of Box Interactive Reporting (OLTP)	Yes	No, planned for upcoming release
Email Response Management System (ERMS) Integration	Yes	Not yet, planned for SAP CRM 7.0 SP04
Intent Driven Interaction Integration	Yes	Yes
Item Determination	Hard-coded dummy line item, determination via BAdl	Flexible item Determination using Categorization
Standard Alerts (to show open Service Tickets)	Yes	Yes
Calculation of Work and Total Duration	not with standard delivery	Yes
SLA determination	Yes, Basic	Yes, with flexible access sequence
Integrated Master Service Request Functionality (i.e., for bundling Service Requests)	Yes, Basic	Yes
Print / Print Preview	No	Yes
Knowledge Article Integration	No per default, instead Solution Database	Yes
Find Related Problems Functionality	No	Yes
Unlock (from master service request)	No	Yes
Display Object Relationships	No	Yes
Create Follow-Up	Yes, Lean	Yes, Full
Auto Complete	Yes	Yes
Processing Log	No, however the Service Ticket used the Change History to log Changes.	Yes
Escalation management (1 st and 2 nd level)	No	Yes
Business Context	Yes	Yes

SAP recommends existing customers who are using service tickets to use Service Requests now. You can use Service Requests in the Interaction Center (IC) and also in other business roles like **ServicePRO**. These Service Requests provide more functionalities as compared to service tickets. Apart from this, most of the enhancements will be performed on any Service Request as only those will be going forward.