SAP Business One Service
Mobile App

Global Rollout
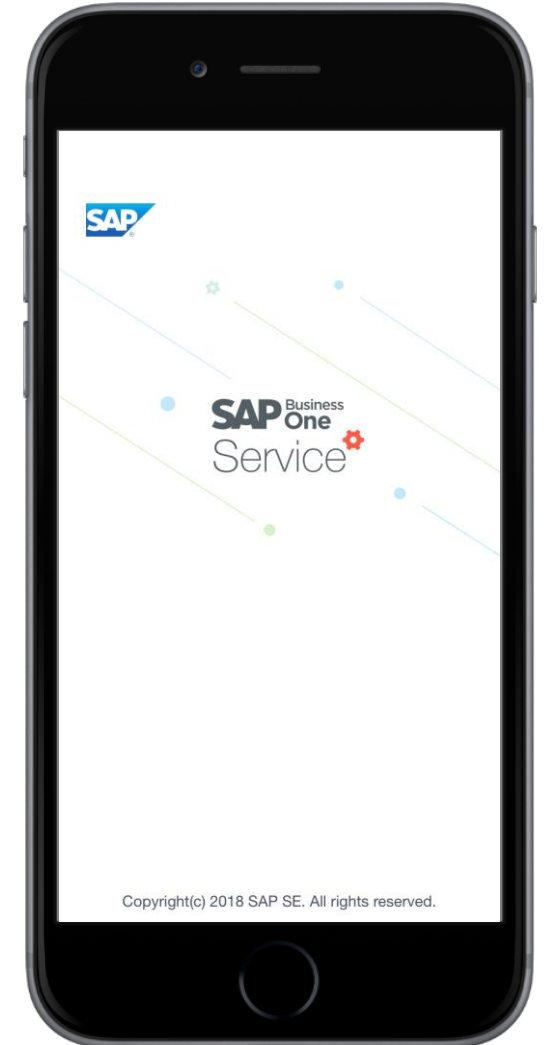May, 2018

PUBLIC

THE BEST RUN **SAP**

SAP Business One Service - Introduction

Provide on-site services for customers by easily and efficiently reviewing and resolving assigned service tickets.

SAP Business One Service enables you to perform the following over Wi-Fi or cellular networks:

- View and filter your service tickets and synchronize them to your calendar.
- Resolve your service tickets:
    - Edit, close, share and print service tickets.
    - Scan barcodes or QR codes to identify items as needed and update information.
    - User favorite options to check in and check out, call customers, take photos and view service history.
    - Take quick actions to manage sales orders that are links to a service call.
- View your Key Performance indicators

SAP Business One Service - Technical Information

Requirements for iOS

- SAP Business One 9.3 PL04, version for SAP HANA, or higher
- Apple iPhone 5 or newer, iOS 8.0 or higher
- Download from Apple App Store

Requirements for SAP Business One Cloud

- SAP Business One Cloud 1.1 PL09 or higher
- SAP Business One 9.3 PL04, version for SAP HANA, or higher
- Install the Mobile Service component in the Cloud Control Centre

Supports: Service Layer, SAP Business One Analytics, and App Framework

License: Professional, Limited CRM and Mobile Service users (new)

Security: Basic access authentication at logon, license-based function-level and user-based data-level authorization (data ownership), valid SSL certificates enforced, Apple Face/Touch ID

Languages: All 27 languages of SAP Business One

Setup Prerequisites: Ensure *Enable Multiple Scheduling for Service Calls* is activated in SAP Business One system. Refer to the How to Guide for important prerequisite details.
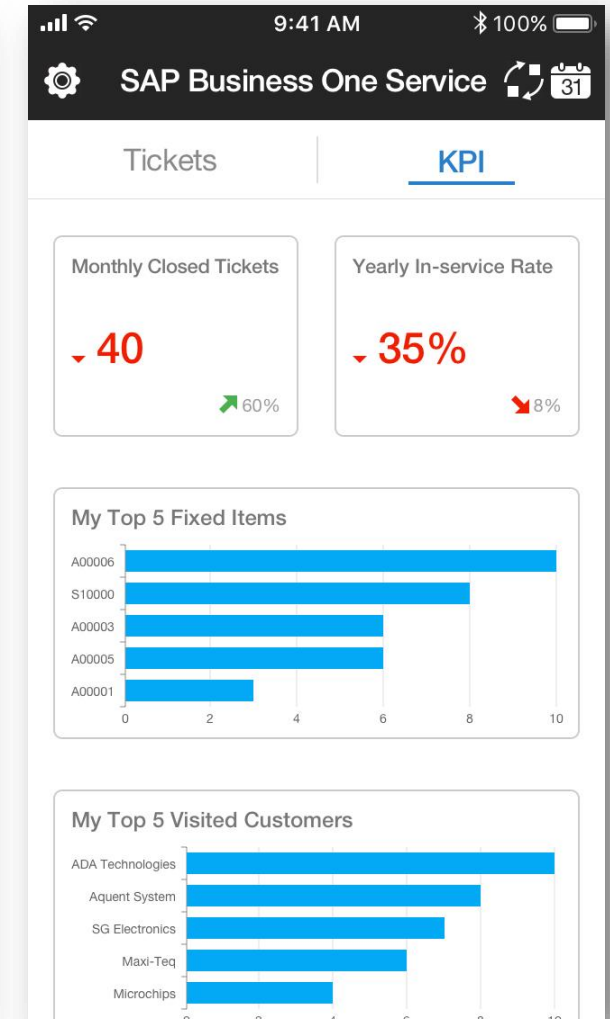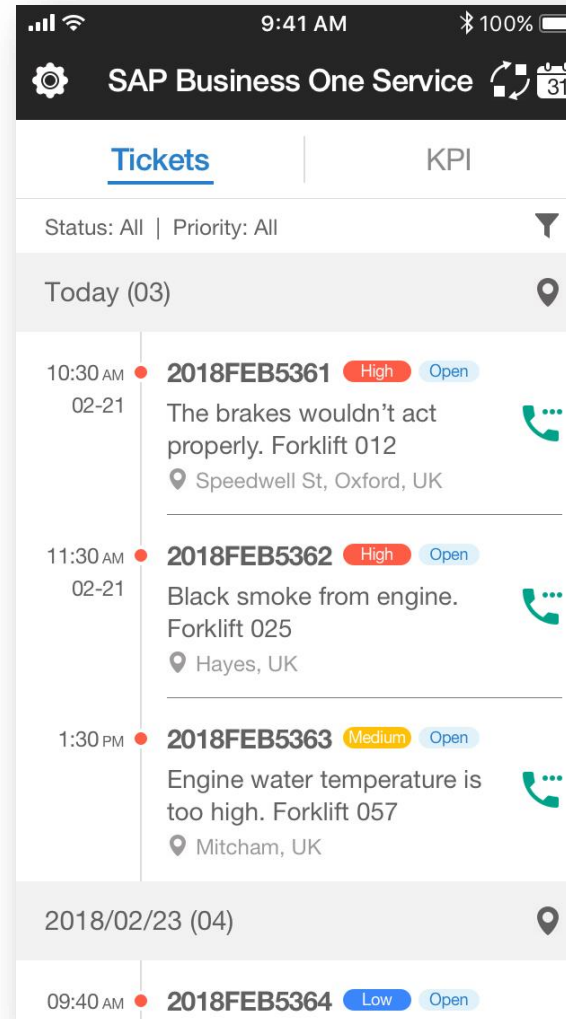
Connection flow:

| Mobile Device | → ← | Fire wall | → ← | Mobile Service in SLD → ← Service Layer / Analytics (KPI/ Dashboard) | → ← | Company DB in SAP HANA |

SAP Business One Service - Getting Started

Home Page:

- Overview of your service tickets.
- Call your customers.
- View customer locations on a map.
- Filter your service tickets.
- Check and synchronize your service tickets in your monthly calendar.
- Configure your personal settings.

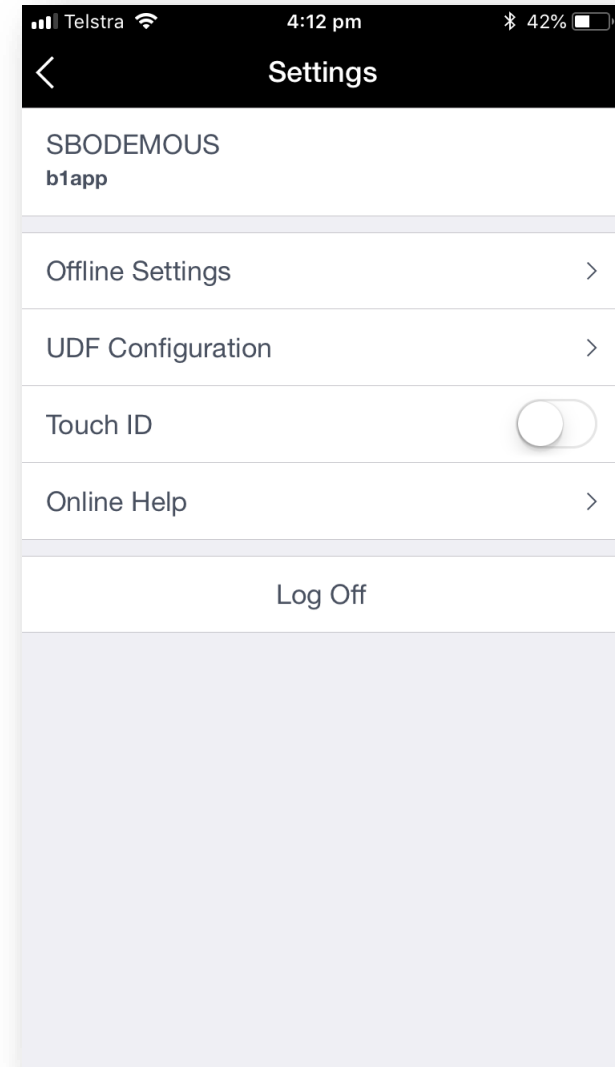**Key Performance Indicator (KPI) Screen:**

- Monthly closed tickets
- Yearly in-service rate
- Top 5 fixed items
- Top 5 visited customers
- Customize the KPI dashboard

SAP Business One Service - Configuring Settings

Features:

- Display your company name and user code.
- Offline settings enables you to download service ticket data and manage service tickets edited offline.
- Display or hide user-defined fields (UDFs).
- Touch ID/Face ID configuration available depending on your mobile device.
- Speech2Text capabilities.
- Access online help.
- Log out activities.

SAP Business One Service - Ticket Details

Efficiently manage and resolve your service tickets online.

- View, edit, close, share and print your service tickets easily.
- The information banner on the top of the page shows the validity of the service contract for the item in the service ticket.
- Quickly review service contract details.
- Check address location on map.
- Access favorite options:
  - Check In
  - Phone Call
  - Take Photo
  - Service History

SAP Business One Service - Identifying Items

Easily identify an item by its Serial Number or Manufacturer Serial Number or the Item Code.

- Scan bar code or QR code to identify items for Serial Number or Manufacturer Serial Numbers and add/update the information.

- Option to turn on a flashlight when scanning.

SAP Business One Service - Favorite Options

Use favorite options to easily access important information relating to your service ticket.

- *Check In (Out)* enables you to optionally check in and out in an open service ticket.

- *Phone Call* allows you to easily call your customer with a valid phone number.

- *Take Photo* enables you to capture important details or images for an open service ticket.

- *Service History* allows you to view a list of all other service call records that contain the item in the current service ticket.

SAP Business One Service - Quick Actions

Take quick actions to efficiently manage the service call process.

- Manage sales orders that are linked to a service call

- Add a resolution for a service ticket

- View the service contract for an item

- View attachments of and add photos to a service call

SAP Business One Service - Manage Sales Orders

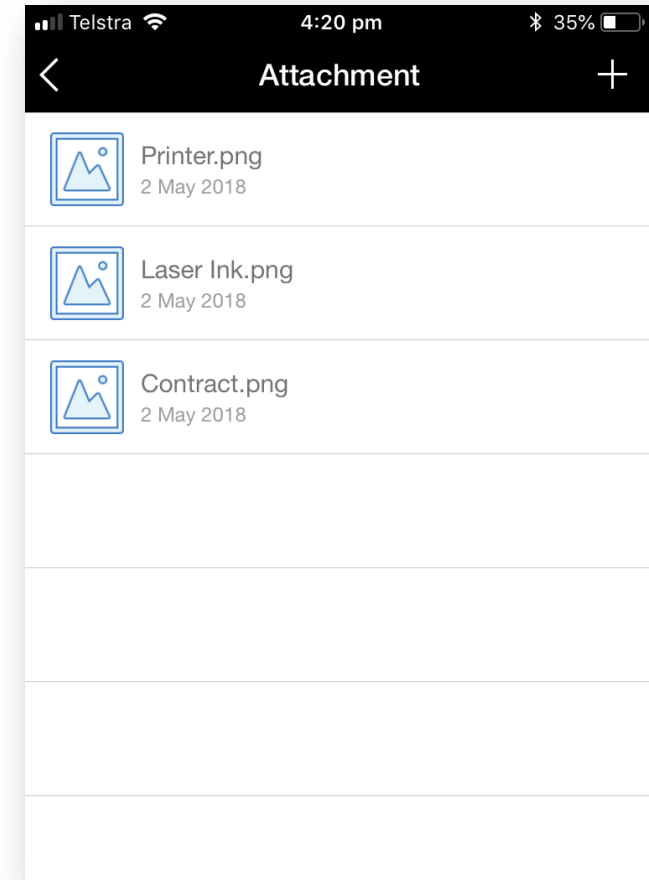**Easily view, edit. create, duplicate and cancel sales orders that are linked to a service call that belongs to your service ticket.**

- Quickly view sales orders in the service call relating to the service ticket

- *Open* tab displays the list of open sales orders and the document number.

- *All* tab displays a list of all the sales orders that are linked to the service call relating to the service ticket.

- *Approval Status* tab enables you to check the approval progress of edited sales orders which are pending approval by the manager.

- Add approved sales orders to the relevant service calls.

- Easily tap into the sales order for more information such as items, financial and logistics information and payment details.

SAP Business One Service - Attachments

Attachments can include critical details of a service call relating to your service ticket.

- View a list of all attachments that are linked to the service call which your current ticket belongs.

- Easily download and view an attachment.

- Add photos for an open service ticket.

SAP Business One Service - Ticket Summary

The ticket summary allows you to review and capture a report for your service ticket.

- View and confirm the service ticket details.

- Easily capture a customer signature by signing on your phone screen and confirming the signature.

- Create a PDF to generate a formal report for the service ticket.

- Select a portable Bluetooth thermal printer to easily print the ticket summary.

SAP Business One Service - Working Offline

No internet access? Simply download the latest service ticket data to your mobile device in advance.

- Resolve downloaded service tickets offline

- Upload the edited service tickets when you are online again.

- Note that when you are offline, you will not be able to perform any action that requires internet connection.

Manage personal data to conform with data privacy legislation.

- Customer personal data can be cleared manually and is cleared automatically by SAP Business One Service in specific scenarios.

- Easily clear customer personal data contained in the changes that you make offline for a service ticket.

- Clear customer personal data contained in the downloaded or cached data.

SAP Business One Service - Summary

1. Streamlined job management for **mobile technicians**

2. Using service layer and Fiori-style design

3. SAP HANA analytics elements

4. Easy setup, user-oriented, high usability

5. New, affordable license option

6. Comprehensive security

Detailed introduction and free trial:

SAP Business One Service app

Follow all of SAP

www.sap.com/contactsap

THE BEST RUN SAP