



SAP Business One Service Mobile App

Global Rollout
May, 2018

PUBLIC

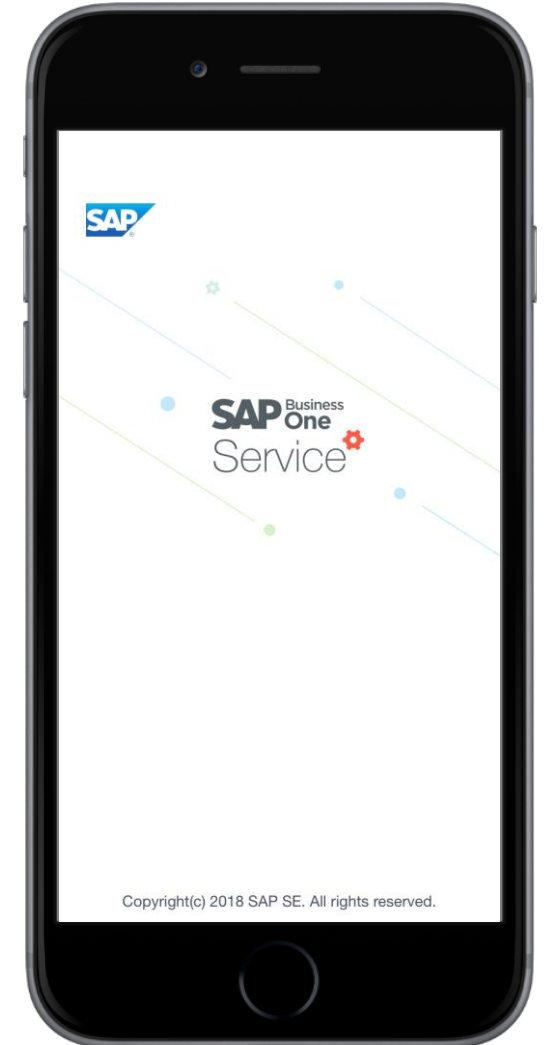
SAP Business One Service - Introduction



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

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

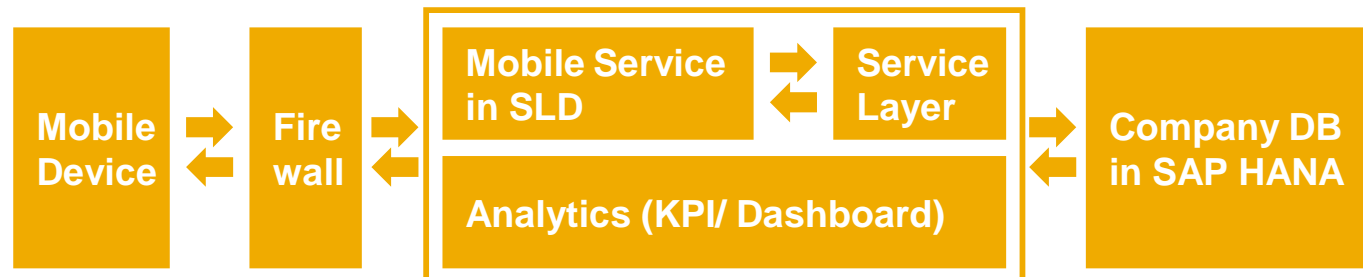
License: Professional, Limited CRM and Mobile Service users (new)

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:



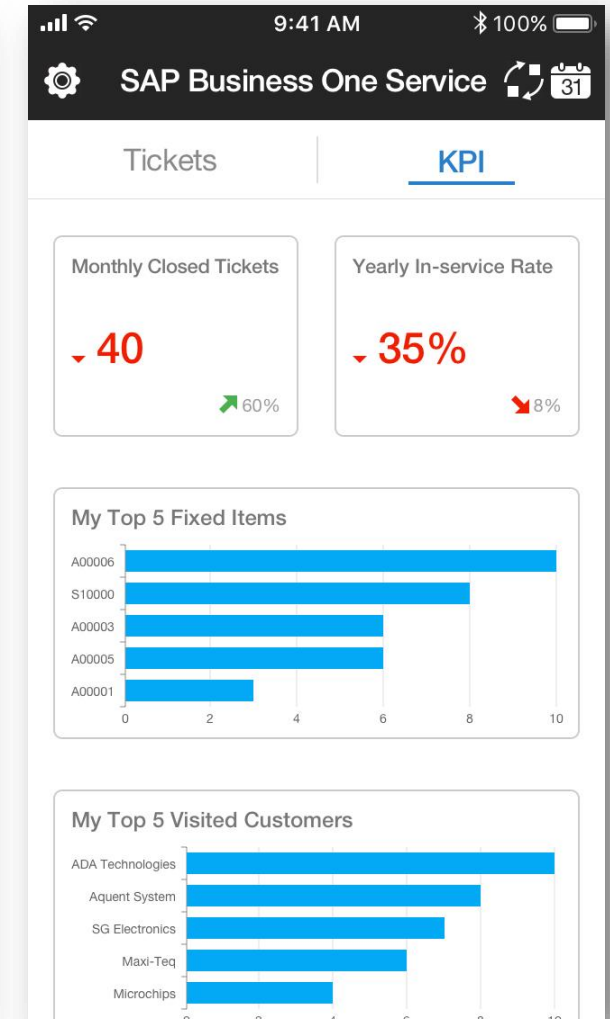
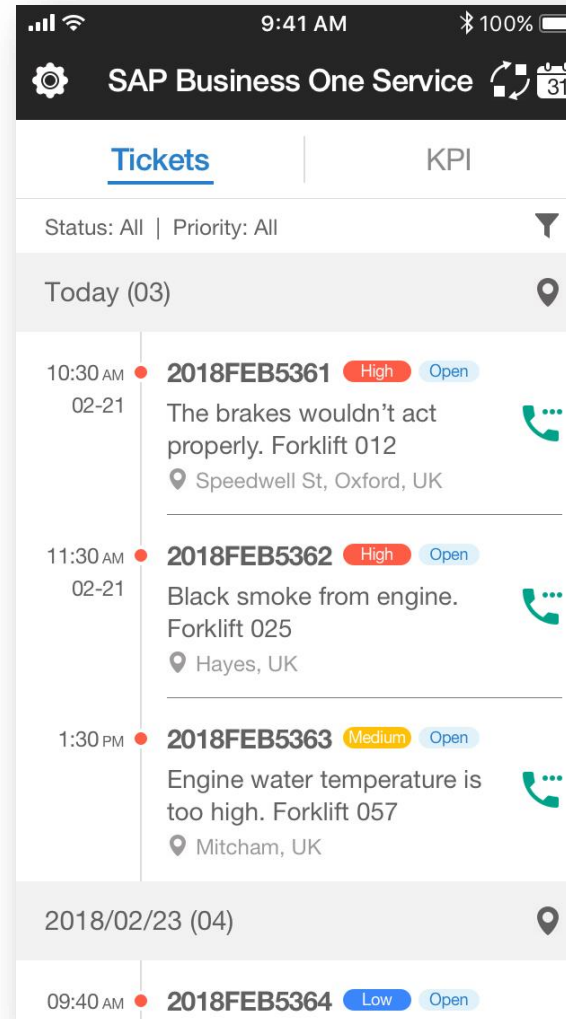
SAP Business One Service - Getting Started

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:

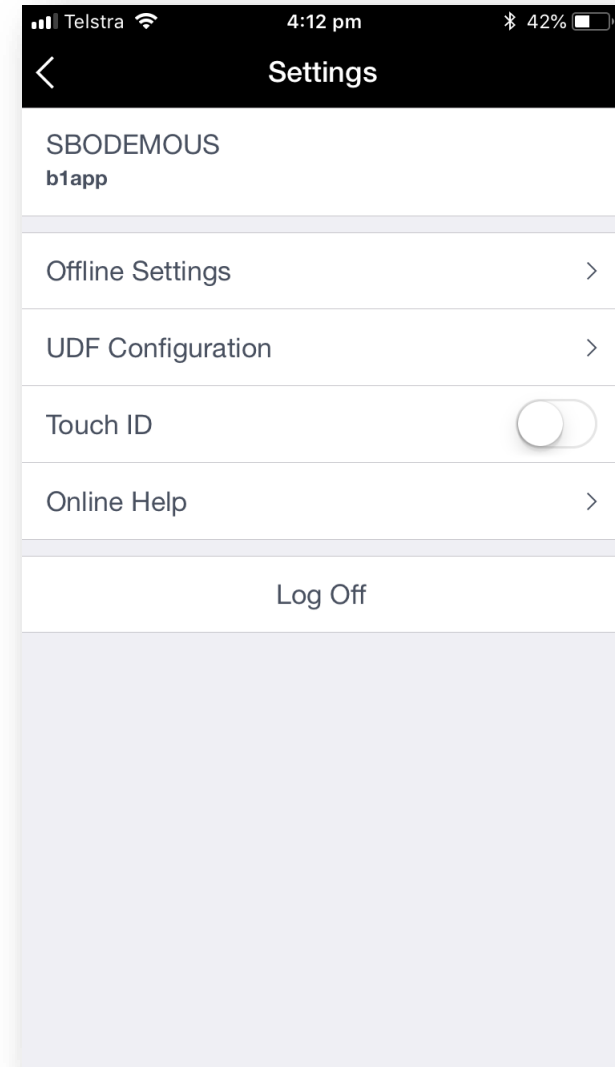
- Monthly closed tickets
- Yearly in-service rate
- Top 5 fixed items
- Top 5 visited customers
- Customize the KPI dashboard



SAP Business One Service - Configuring Settings

Features:

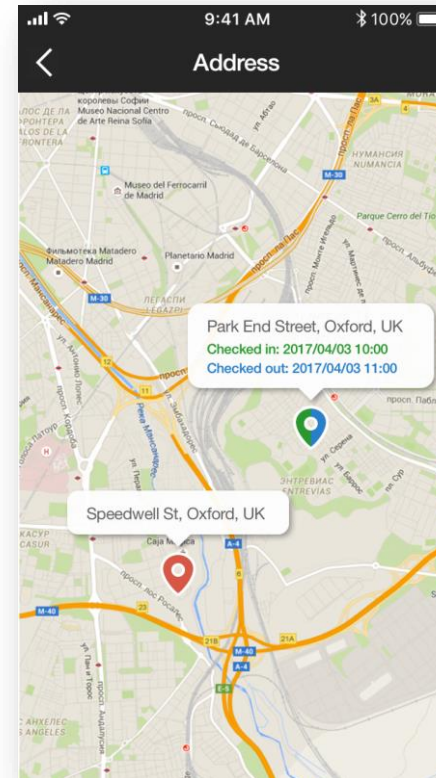
- Display your company name and user code.
- Offline settings enables you to download service ticket data and manage service tickets edited offline.
- Display or hide user-defined fields (UDFs).
- Touch ID/Face ID configuration available depending on your mobile device.
- Speech2Text capabilities.
-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



9:41 AM 100%

< Ticket Details - Open Next

Valid service contract exists. End Date: 2017/04/04

★ Subject The brakes wouldn't act properly.
Forklift 012

👤 Customer John Miller

👤 Contact Person Roger Roberts

📄 Service Call 2018FEB5361 High

📅 Date / Time Start - 10:30, 21 Feb 2018
End - 10:30, 22 Feb 2018

🔧 Check In 📞 Phone Call 📷 Take Photo 📁 Service History

Address 📍 Speedwell St, Oxford, UK

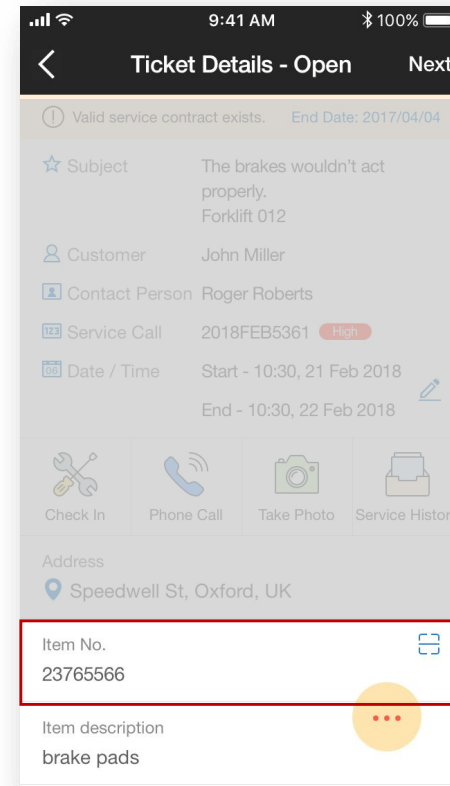
Item No. 23765566

Item description brake pads

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.

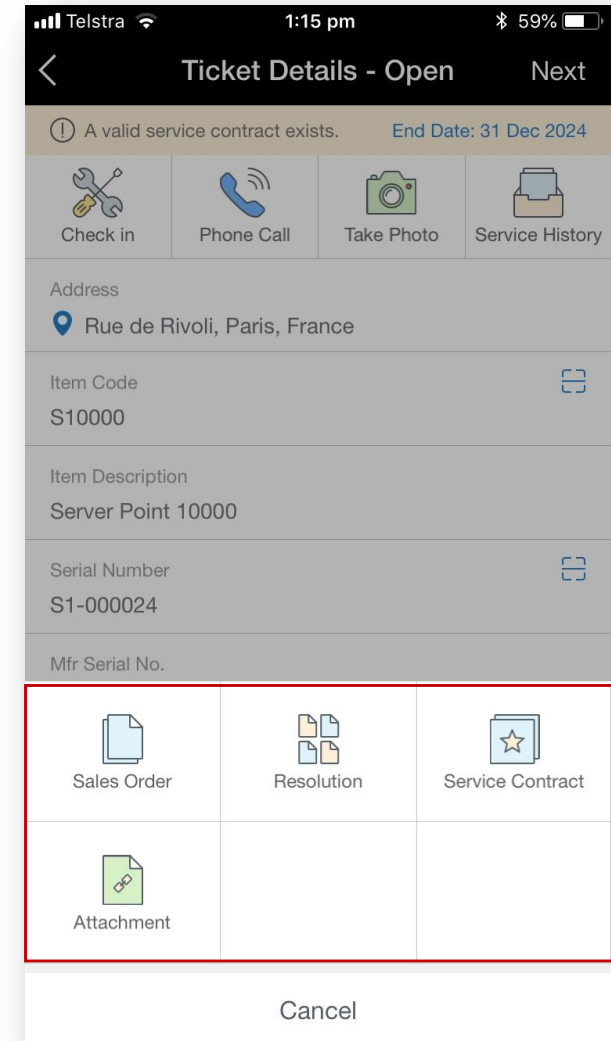
- *Check In (Out)* enables you to optionally check in and out in an open service ticket.
- *Phone Call* allows you to easily call your customer with a valid phone number.
- *Take Photo* enables you to capture important details or images for an open service ticket.
- *Service History* allows you to view a list of all other service call records that contain the item in the current service ticket.

The screenshot shows the 'Ticket Details - Open' screen in the SAP Business One Service app. At the top, the status bar shows signal strength, time (9:41 AM), and battery (100%). The app header includes a back arrow, the title 'Ticket Details - Open', and a 'Next' button. Below the header, a yellow banner indicates 'Valid service contract exists. End Date: 2017/04/04'. The main content area lists ticket details: Subject (The brakes wouldn't act properly. Forklift 012), Customer (John Miller), Contact Person (Roger Roberts), Service Call (2018FEB5361, High priority), and Date / Time (Start - 10:30, 21 Feb 2018; End - 10:30, 22 Feb 2018). A red box highlights the bottom bar with four favorite options: Check In (wrench and screwdriver icon), Phone Call (phone handset icon), Take Photo (camera icon), and Service History (folder icon). Below the bar, the Address (Speedwell St, Oxford, UK), Item No. (23765566), and Item description (brake pads) are displayed. A menu icon (three dots) is visible next to the item description.

SAP Business One Service - Quick Actions

Take quick actions to efficiently manage the service call process.

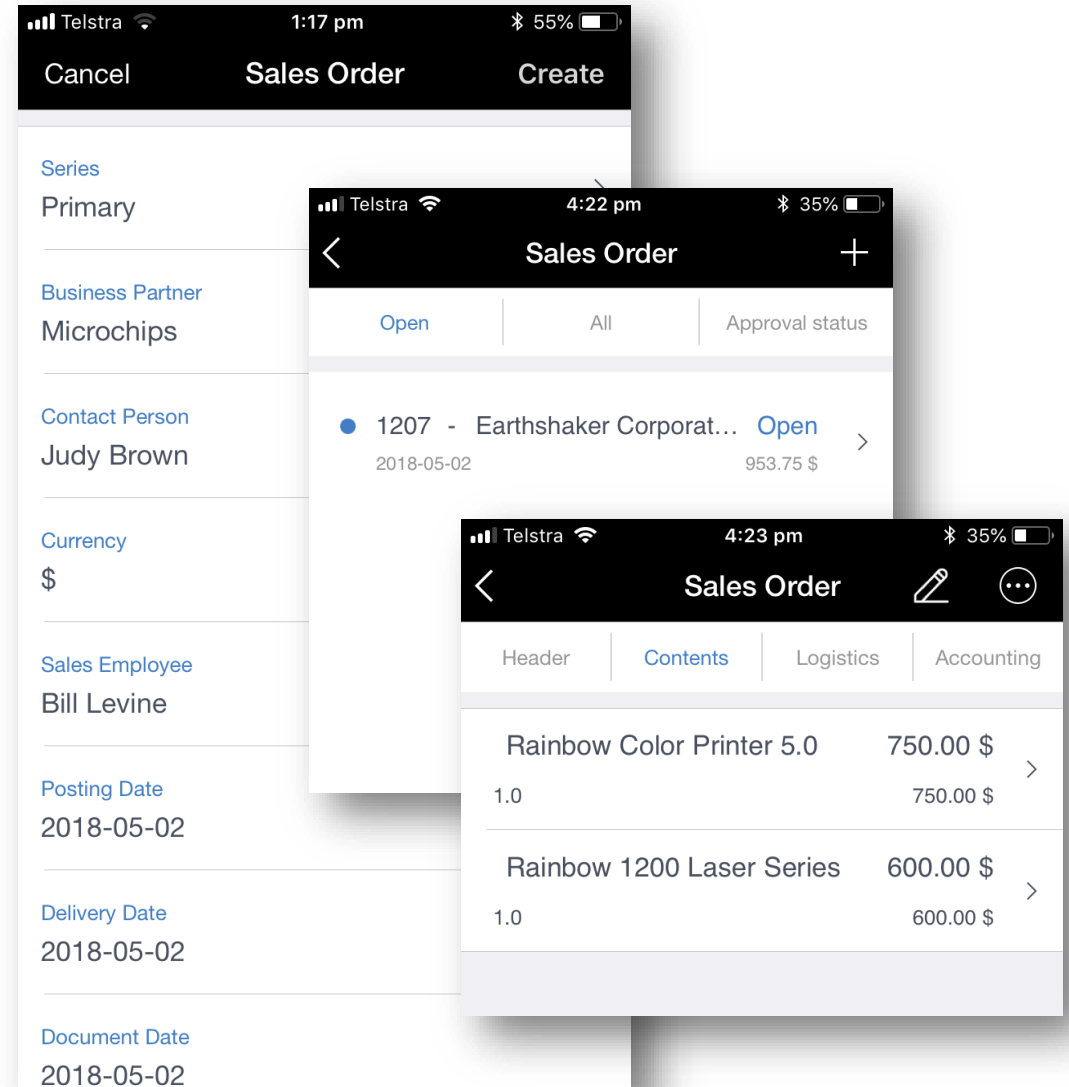
- Manage sales orders that are linked to a service call
- Add a resolution for a service ticket
- View the service contract for an item
- View attachments of and add photos to a service call



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.

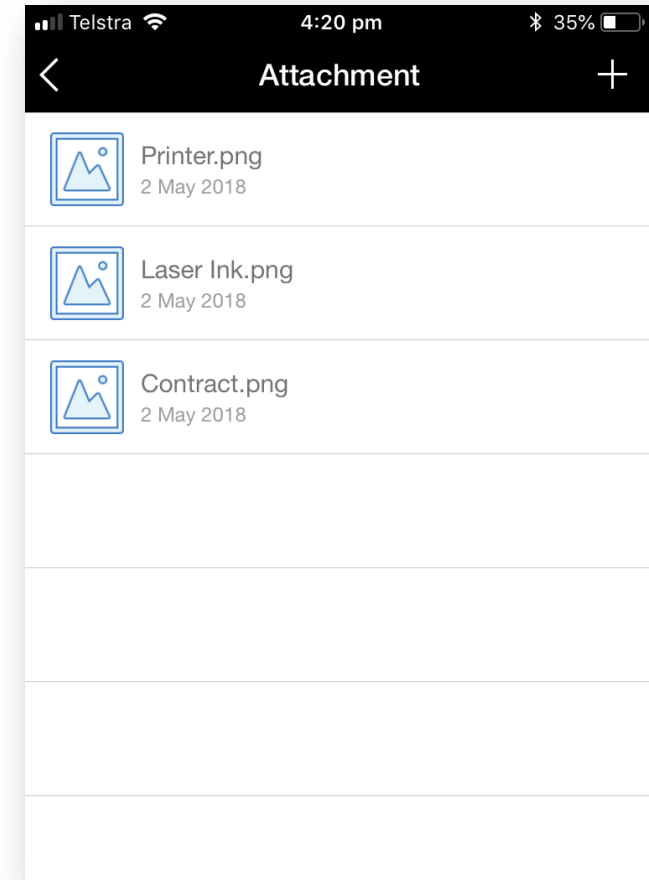
- Quickly view sales orders in the service call relating to the service ticket
- *Open* tab displays the list of open sales orders and the document number.
- *All* tab displays a list of all the sales orders that are linked to the service call relating to the service ticket.
- *Approval Status* tab enables 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.

The screenshot shows the 'Ticket Summary' screen with a status message: 'Your ticket has been closed.' Below this, the ticket details are displayed:

Warranty No.	N/A
Actual Duration	2 days
Remarks	Two sides braking distance deviation is large, the wear of one side brake pads are serious , need to change the brake pads of both sides and test the installation balance.
Resolution	Two sides braking distance deviation is large, the wear of one side brake pads are serious , need to change the brake pads of both sides and test the installation balance.

A handwritten signature is visible at the bottom of the screen.

SAP Business One Service

The screenshot shows the 'Ticket Summary' screen with a status message: 'Your ticket has been closed.' Below this, the ticket details are displayed:

Sales Order 265765324	
Product 838: Gear 103	
Items	\$21.00 * 3 0% \$63.00
Product 828: Gear 104	
Items	\$20.00 * 1 50% \$10.00
Discount Percent	10%
Discount Amount	\$7.30
Tax	\$10.24
Total	\$75.94
Rounding	\$0.04

At the bottom, there are three buttons: 'Generate Report (PDF)', 'Print Ticket Summary', and 'Cancel'.

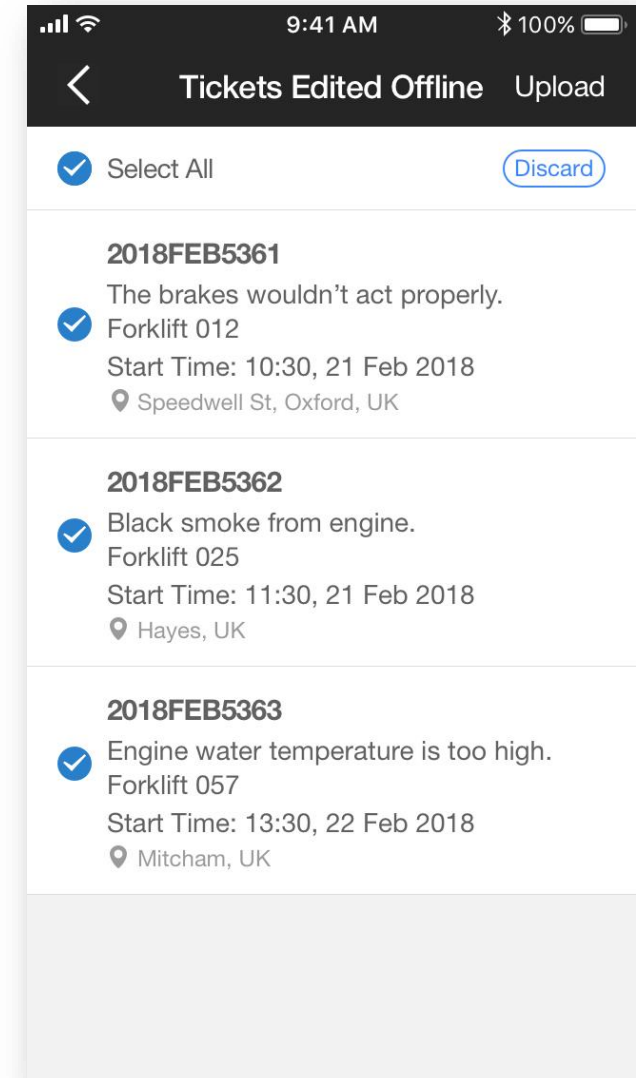
SAP Business One Service - Working Offline

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

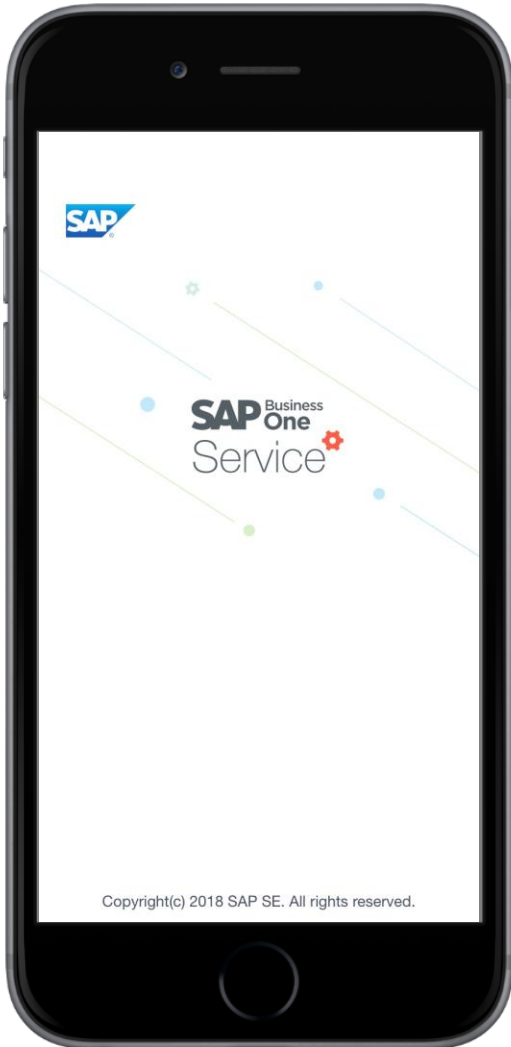
- Resolve downloaded service tickets offline
- Upload the edited service tickets when you are online again.
- Note that when you are offline, you will not be able to perform any action that requires internet connection.

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](#)

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