



GLOSSARY OF SAP S/4HANA CUSTOMER SERVICE (CS)

**A Quick Reference Guide to
SAP Terminologies**

Concept/Term	Definition
SAP S/4HANA Customer Service (CS)	A module in SAP S/4HANA that helps businesses manage their customer service operations, including service requests, maintenance, and repairs.
Service Order	A document used to request, plan, and track service tasks for a customer, including repairs, maintenance, and installation.
Service Request	A request created by customers or service agents for a service task, which may lead to the creation of a service order.
Customer Service Management (CSM)	A suite of processes and tools in SAP CS that help businesses deliver customer support, manage service requests, and improve customer satisfaction.
Service Confirmation	A confirmation provided by a technician or service agent after completing a service task, detailing the work done, materials used, and hours worked.

Concept/Term	Definition
Field Service Management (FSM)	A system to manage the scheduling, dispatching, and tracking of field service technicians to perform maintenance or repairs at customer sites.
Maintenance Planning	The process of scheduling and organizing maintenance activities for equipment and services, ensuring timely interventions and minimizing downtime.
Service Contract	A legally binding agreement between a business and a customer that defines terms, scope, and cost for ongoing service and support.
Warranty Management	The management of product warranties, ensuring that service and repair activities are carried out according to the warranty terms.
Service Item	A service-related object or task, often part of a service order or contract, specifying the type of service to be provided.

Concept/Term	Definition
Service Billing	The process of invoicing customers for services provided, including labor, parts, and other costs, managed within SAP CS.
Return Process	The process through which a product is returned by a customer for repair, replacement, or refund, typically managed in SAP CS for warranty and service purposes.
Service History	A record of all service activities performed on a customer's equipment, including repairs, maintenance, and parts replacements.
Service Notification	A notification raised within SAP CS to alert service agents about a service issue, typically triggering the creation of a service order.
Service Management Reporting	The process of generating reports to analyze the performance, costs, and effectiveness of customer service operations, including service orders and contracts.

Concept/Term	Definition
Service Level Agreement (SLA)	A contract defining the level of service a customer can expect, including response times, resolution times, and other service benchmarks.
Customer Equipment Card (CEC)	A record in SAP CS that stores detailed information about customer-owned equipment, including maintenance history and technical specifications.
Preventive Maintenance (PM)	A strategy focused on performing maintenance activities at scheduled intervals to prevent equipment breakdowns and ensure optimal performance.
Service Part Management	The process of managing parts and materials used for repairs and maintenance in customer service operations, ensuring the right parts are available when needed.
Service Technician	An employee or contractor responsible for performing maintenance or repair services at customer sites, tracked and managed in SAP CS.

Concept/Term	Definition
Repair Order	A type of service order that focuses on the repair of equipment or products, including the scope of work, parts required, and cost estimations.
Customer Service Call Center	A department or team within an organization that handles customer inquiries, complaints, and service requests, often integrated with SAP CS.
Contractual Service Management	The management of service agreements, including the tracking of terms, billing, and compliance with service contract conditions within SAP CS.
Field Service Scheduling	The process of assigning service technicians to specific jobs or locations based on availability, skillset, and customer priority.
Service Order Scheduling	The process of assigning and scheduling service orders to available service agents or technicians, ensuring timely service delivery.

Concept/Term	Definition
Service Quotation	A proposal or estimate provided to a customer detailing the expected cost for a service job, including labor and parts, before the service is carried out.
Work Order	A document that specifies the details of a maintenance or repair task, including the work to be done, materials needed, and the technician assigned.
Customer Service Feedback	Feedback collected from customers regarding their service experience, used to improve service quality and customer satisfaction.
Field Service Execution	The implementation and management of field service tasks, from dispatching technicians to tracking their progress and ensuring customer satisfaction.
Service Execution Confirmation	The confirmation that service has been completed, including the recording of time spent, parts used, and any issues encountered during the service execution.

Concept/Term	Definition
Mobile Service	The use of mobile devices or applications by service technicians to access service orders, update statuses, and collect data on-site during service execution.
Knowledge Management in CS	The process of capturing, storing, and sharing knowledge, including troubleshooting guides, manuals, and service documentation, to improve customer service operations.
Customer Service Analytics	The use of data analysis and reporting tools to track, evaluate, and optimize customer service activities, such as response time and service resolution rates.
Service Contract Renewal	The process of renewing an expired service contract, including re-negotiation of terms and ensuring continuity of service coverage.
Equipment Breakdown	A situation where equipment fails and requires immediate maintenance or repair, typically triggering a service notification or order.

Concept/Term	Definition
Service Costing	The process of calculating and allocating costs associated with delivering service, including labor, materials, and overheads, for accurate billing and reporting.
Integrated Service Delivery	The seamless integration of customer service processes with other SAP modules like SAP MM (Material Management) and SAP SD (Sales & Distribution) for efficient service delivery.
After-Sales Service	Service provided to customers after the initial sale, including installation, repair, warranty, and ongoing maintenance, managed through SAP CS.
Service Inventory Management	The management of inventory for service parts and components, ensuring that necessary parts are available for repairs and maintenance when needed.
Service Execution Tracking	The process of monitoring and tracking service execution from start to finish, including work progress, delays, and customer satisfaction.

Concept/Term	Definition
Remote Service	Providing service support to customers remotely, including troubleshooting, software fixes, or diagnostic support, often through digital channels.
Service Performance Metrics	The key performance indicators (KPIs) used to measure the effectiveness of customer service, such as response times, resolution rates, and customer feedback scores.
Customer Service Workflow	The set of steps or processes that define how a service request is handled, from initial contact to final resolution and feedback.
Warranty Tracking	The tracking of warranty status for products or services, including the tracking of service requests, repairs, and warranty expiration dates.
Service Delivery Optimization	The process of improving the efficiency and effectiveness of service delivery, including better resource allocation, scheduling, and customer communication.

Concept/Term	Definition
Service Order Processing	The process of managing and executing service orders, from creation to completion, ensuring that all tasks are carried out according to customer requirements.
Customer Service Dashboard	A visual interface that provides real-time insights into key customer service metrics, such as service request statuses, technician availability, and response times.
Service Failure Analysis	The analysis of service failures or issues, aimed at identifying root causes, improving service quality, and reducing recurrence of problems.
Customer Service Knowledge Base	A centralized repository of information, including troubleshooting guides, FAQs, and best practices, to assist customer service agents in resolving customer issues.
Service Parts Management	The management and tracking of spare parts required for servicing customer equipment, ensuring proper inventory levels and timely availability for repairs.