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A Need for Change

Extend Lean Initiatives Across the Enterprise

Common Areas of Waste

- Sales & Mktg
- Sales & Operational Planning
- Finance
- Engineering
- Service
- Supply Management
- Production
- Information Technology

Poor Quality & Excess WIP
High Material & Supply Costs
Lengthy ECO Approval Process
Error-Prone Order Processing

Incorrect Resource Dispatching
Conflicting Demand Signals
Duplicate & Erroneous Data
Isolated Departmental Systems

Continually Improve Quality, Cost, and Cycle Time

QuickBooks 2003
FINANCIAL SOFTWARE FOR SMALL BUSINESS

The Official Guide

Kathy Ivens
Best-selling author

Intuit-approved and loaded with secrets, QuickBooks books provide you with recipes for financial success.

- Perform accounting tasks faster and more efficiently
- Discover tricks and shortcuts for everyday bookkeeping
- Learn how to analyze financial reports

Manage Field Service Operations

Address Needs at Customer's Preferred Place & Time

Identify Resolution Needs → Create Field Work Order → Optimize Schedule → Dispatch Field Techs → Resolve On-Site → Debrief → Invoice Customer

Spare Parts

Mobile Capabilities

- View and update schedule
- Access service levels
- Update product / issue data real-time
- Order parts remotely
- Report time, material and expenses incurred

Access Options:

- Wireless connected
- Disconnected w/ periodic synchronization

Deliver Daily Business Intelligence
Real-Time Access to Complete Business Information

What are the project schedule and budget impacts of design changes?
How should I allocate production resources to meet customer demand?
How are supplier delivery requests by on-time delivery capability?
How is my backlog of open service requests changing?
How much incremental volume are trade promotions driving?

Objective: Set individualized targets
Manage By: Fact: Provide performance-based metrics
Empower: Continuously evaluate performance

Sap analysis for office 2.7 user guide pdf. Sap business objects analysis for office user guide. Sap bpc analysis for office user guide. Sap analysis for office 2.7 user guide. Sap analysis for office 2.6 user guide. Sap analysis for office 2.8 user guide. Sap businessobjects analysis edition for microsoft office user guide. Sap bo analysis for office user guide.

The organizational structure set up defines the reporting lines and automatic work distribution. Select SAP Business Suite if you are creating communication system for integrating SAP on premise system (SAP ECC or SAP CRM) with SAP C/4. Step 5 Under the Onscreen Help tab, you can select Country. Using these, you can measure the performance and the quality of your customer service. Step 13 To delete an organizational unit or sub unit, you can select the object from the list and click Delete. Once this is done, you can set the system to Live. SAP HANA Cloud Integration HCI - This integration is recommended when you have to perform cloud-to-cloud integration. Setting up import runs. Step 7 You can change the password by clicking the Change Password command button under My Settings. You can find additional details about each work category in the related document in the Help Center. Step 7 Navigate to UI Switches. Step 3 A new window opens. SAP C/4 - Mobile You can access SAP Cloud for Customer using native apps available for mobile devices. SAP C/4 - Social You can use SAP C/4 for Social Engagement to deliver a great customer experience by listening to and engaging with your customer using social media. You can select the theme from drop down options and the theme that you will select will automatically reflect in all user profiles in the C/4 environment. You can see the personalization screen. Select the milestones one by one and then enter the reaction time for these milestones. SAP C/4 - Mashups In SAP C/4, you can integrate data from applications and online web services using mashups. Copy Rule - To copy an existing rule. You can also provide an optional service level Description. A new window - New Communication System opens. People In this work center, we can see employees, delegates, legacy group, group, etc. This first match is only returned. Step 3 Click the Prepare tab. When you create a view, you can also define conditions and exceptions for key figures that alter how your data is presented based on rules and thresholds. Create Business Roles Follow the steps to create business roles. If it is a service organization, select Service. SAP C/4 accesses OM whenever business processes require information related to the company's organization. You have multiple option of actions. You will set the condition on priority as urgent. To add a condition, click Add Condition. To create a report there are certain steps that has to be completed - Step 3 You have to enter the name and description of the new report. To open Silverlight UI mode, go to the Adapt tab at the top and select Launch Microsoft Silverlight. Step 5 Click the Integrate and Extend tab. SAP C/4 - Sales Cycle In SAP C/4, a sales cycle consists of all key activities under the Sales process such as - Sales Order Sales Quotes Sales Lead Sales Quotes Sales quotes is used to offer products to the customers as per specific terms and fixed conditions. Create Work Distribution Following are the steps to perform work distribution. Based on the preferences, you can also suggest products guide them to where the products are located in the store. You can perform the following configuration activities related to SAP C/4 for Social Engagement - Setting up channels. Now you have to create sub units, business division, sales team, etc. For example, for marketing, you can define project scoping from the following activities - Similarly, you can select scoping elements under Sales, Service, Business Performance Management, communication and information Exchange and from other elements. You can take licenses as per your requirement and it can be increased on demand. Step 6 Under Define Business Data, select system instance id. Assign the required work centers and work center views to the business role. Step 5 Go to Sales Document. An administrator can restrict an end-user to personalize his/her screen and can personalize for all the users. To download several templates, select the templates and click "Download to ZIP File". Note - All the personalization performed above, is usually done by the end-user on their HTML 5 screen. Step 5 You can create a new rule here. You can also see the status here pending, approved, rejected etc. Step 3 Go to My Settings; you can perform various personalization settings as per requirement. Price master data is maintained in Products work center. Surveys The Surveys work center is used to maintain surveys. You can see a summary of key figures, characteristics and properties and any variable values that have been selected in previous steps. Step 2 To create a new employee, click New - Employee. Enter the application method and Authentication Method - Next. To enable this: You can go to Administrator - Analytics - Settings Report Views When you assign a report to the work center, you can create views, which appear in enduser report list. You can also create a cloud data source by importing outside information. You can restrict individual users to personalize their screens. Details from SAP ECC system is required when opportunities are won and sales order is generated. When you first create an extension field, you navigate to a screen on which you want it to appear and add it to a section of the screen. Step 9 Click Define Variables. Customer In the Customer work center, we can see customers like account, contacts, and individual customer, target group, sales intelligence etc. Step 4 Click the General tab. A new rule will be created by the system with the same values and changes already entered by you. Once you review all the fields, click Finish. A new window opens. In this section, you define the time when service agent responds to the ticket. Create a Service Level Step 1 To define Service Levels, go to Administrator - Service and Social. Library The Library work center is used to share any knowledge-based article that you think may be useful for other user. Many companies prefer as SAP Cloud solution for customer user experience that helps sales representatives to provide outstanding customer experience and SAP CRM as back end system to support key activities. Afterwards, carefully read the filling instructions in the migration template. SAP C/4 is based on cloud and use secure and fast communication using web, mobile and supporting mobile platforms iOS, Android and Windows devices, in both online and offline mode. Business Configuration The Business Configuration work center is responsible for Implementation Projects, Download and Upload Code list,

Use to select the communication scenario from the list as per the requirement. To set up a correct organization structure, you should follow – Time Dependency – All the information stored is time dependent, as you need to enter a valid from and to date. Example – High priority ticket will have low response time or high-end customers have low response time. You can use these check boxes to select the key figures data per requirement. Step 4 Select Data Source – The organizational structure removes the units and creates a unified graphical representation of your company's organizational data. You can also save in inactive version of the communication arrangement by clicking Save as Draft. Preparation Phase First step in implementation is preparing the system. To help standardize system access, business roles can be created. You will land on HTML5 5-C4C user interface. Step 3 Navigate to Edit option. To add data sources, you should have the knowledge of the data source you are using. Step 4 You can move on to the Preferences tab to display consumer maintained preferences. The following options are available under the Personalization tab – Start Personalization My Settings My Background Image Feed Sources. Step 3 Select Not Currently Shown. You have to select an account, as you want to replicate accounts from on-premise system to SAP C4C system. Go Live Go Live work center includes activities like user enablement. You can change the preferred client. There is a unique migration template for each migration activity. Under the Select Scenarios tab, select the communications scenario for which you want to create a communication arrangement and click Next. There are various preconfigured mashups in the system that can be used for data integration. Loading Preview/Sorry, preview is currently unavailable. You will be prompted to select the answers preselected by SAP, based on the best practices for your country and type of business as shown in the following screen shot. Organizational Management In Organizational Management work center, we can create and edit organizational structure, job definitions, work distribution- organizational and employee work distribution. You can get the details of all the sales documents (sales quotes, sales order etc.) that are related to this sales quote. This phase organizes all the mandatory configuration activities that you need to complete in a logical sequence. Step 3 Click the tab Theme. If these reports do not meet the requirement, you can also create custom reports by adding data fields from different sources. Step 4 Click the Fine Tune tab. Perform unit, regression, data test, etc. Sales order is generated when a customer accepts a sales quote. Example: Servers and user licenses etc. In a similar way, you can create important run under Social Media – Social Media Message Import runs Step 4 You can edit the rules associated with the selected work category. SAP C4C supports the following types of reporting. By defining the rules and write access, you also define the access rights for all work items that are assigned to and access to the work center view. SAP C4C - Reporting In SAP C4C, analytics data in the cloud solution is real time and there is no persistency in a separate Business Warehouse layer. Step 2 Navigate to Social Media – Social Media Channels. Create a Custom Report Follow the steps given below to create a Custom Report. Data source contains the fields that are required in report. Typical activities include preparing and performing cutover, setting up internal support teams, and confirming that you are ready to go live. Installed Base Installed base has all the information regarding product that is installed at customer-end like manufacture, serial number, model, warranty etc. It is used for creating the organizational structure and provides a graphical representation of an organization chart. There are two methods to create custom data source – Combined Data source. Step 1 Go to Business Analytics Work Center – Design Reports. You can define workflow rules for automatic field updates for the following items – Accounts Contacts Opportunities Tickets Example – Creating a rule for sending the notification to the agent responsible. This process is called Adaptation. Step 3 In the next window, under the Products tab, click Add. It consists of HTML5 UI, Silverlight UI, and mobile Apps for IOS, Android platform and HANA for HANA Cloud integration HCI. Step 5 To save it as a parent unit, you have to check the option Company Name as shown below. Step 3 Click New. Example – Let us say you want to create a report to analyze the service ticket created from different sources like Facebook, Twitter or via mail. Step 4 Click New. Service levels help the organizations define objectives for handling customer messages. Click Add Rule. Step 5 Enter your Facebook credentials. It will open Report creation wizard. The ticket is created with priority urgent in the system. Step 2 - Implementation Focus in this step, you need to select the solution to implement. SAP C4C supports the following features in analytics – Microsoft Excel based analysis and formatting of reports Drilldown on iPad Mark reports as favorites Enable reports on smart devices SAP C4C - Custom Reports In SAP C4C, you can create custom reports based on custom fields in your solution and these custom fields can be added to data sources or reports. Offers The Offers work center is used to maintain offers in C4C. This new rule is then applicable on the effective date. If you select variable value selection for any of the property, you need to define variable in this step. Step 5 To select the data source, type 'ticket' and click Go – All Social Media Tickets. SAP C4C or On-Premise Given below are the key differences between Cloud for Customer and on-premise solution – Feature Cloud for Customer On-Premise Company owned Solution location On Cloud. Once you enter all the details, click Save. SAP C4C - Organizational Management Organizational Management (OM) provides the central source of organizational information in SAP C4C. Delete Rule – To delete the existing rule. Once you are done, click Save. Step 4 Go to Involved Parties tab, you can add all the parties involved to execute the transactions such as- bill to party, ship to party, sold to party etc. SAP C4C is based on the following individual products – SAP Cloud for Sales SAP Cloud for Marketing SAP Cloud for Social Engagement Following are the key objectives of SAP Cloud for Customer – Relationships Collaboration Insight Business Processes SAP C4C Key Points Following are some interesting facts about SAP C4C – SAP Cloud for Customer solution is available from June 20, 2011. Step 1 Navigate to Administration work center – Communication system – New. To access HTML5-5-SAP C4C user interface, open Internet Explorer and type your tenant URL – Enter the user name and password and select the language. On Create only – If you select this option, at the time of ticket creation, workflow will work. You can change the values, if necessary. Step 2 Select Start personalization. Repeat this process for all the above milestones. SAP C4C Scoping When you start project implementation in Cloud for Customer, you need to select the scoping elements that are required for business. Data Sources for Report Creation The first step is in the report creation process through the Report wizard is to select a data source. Go to the Approval tab, you can see the approval process like approval required from senior to process this sales quote, etc. You need to enter the specific URL for tracking. If applicable, these features add new field to the end of the data migration worksheet. You can select SAP Cloud for customer and click Next. Step 5 Conditions are structured in groups. SAP C4C - Business Roles You can create business roles and assign them to work centers to perform their job functions. This allows you to assign reports to business roles directly and hence restricts by role which users can view the reports that are assigned in work center. HTML5 SAP C4C is used by end-users. Step 11 Similarly, add an employee in this sub unit. Create activities related to the sales representative like create an appointment through phone calls, e-mails etc. Click New, and select type of Mashup. SAP C4C - Fine-Tuning Before your project goes live, you need to perform fine-tuning in your project. In case you do not want to review all the questions, click the Next button at the top. Data Migration Follow the steps given below – Step 1 Navigate to Business Configuration – Open Activity List. Enter the name of Mashup at the bottom, and active is selected, as per your business needs. Click Characteristic Properties. SAP C4C for sales contains a list of predefined list of elements and you can activate them under the scoping phase of project implementation. Enter user name and password. That means all the tickets from Social media will directly go to the Sales Department organization unit. Note – The default client is HTML5 but C4C administrators can launch the Silverlight UI from the Adaptation menu to access the configuration relevant work centers. Enter the days of week of working of a service agent. Step 6 Enter the name of the Rule. Using a test and production tenant, a project can be implemented in the following way as demonstrated in the figure – SAP C4C administrator can manage the test and production tenants using Service Control Center – System View From the dropdown list, you can select Active systems, decommission system, or all systems and click on Go. You can use request creation option to request a new system. The area of the screen is where the new field should be created, i.e., in the account details area. Enter the description- Analyze the ticket creation from different sources like FB, twitter, email. Step 9 Add employee and manager to this organization. Off the premise On-Premise Solution Ownership SAP/subscription Company owned Business Model Operational Expenditure Capital Expenditure Cost Less High License Users As per demand Peak Solution Management Vendor Company Capital Expenditure Only operational expenditure like end-users' system and user creation Cost of IT infrastructure is very high. Just as in Review tab, you can view the scoping summary and reports under the Scoping previous steps. Once you select the country, click Next. Activities Here we can perform activities like appointments, e-mails, phone calls, tasks, E-mail blasts, store events, time entry, in-store activities, messaging, etc. Step 9 Click Action and select Activate. SAP C4C solution is managed by vendor and all operational costs and maintenance is the vendor's responsibility. Implementing Steps Once you click Project scope, you see the following implementation steps. Step 1 - Country and Type of Business Select the name of the country where you want to implement the solution. You can do this by integrating with third party applications that you already integrate in your company and move the basic, master, and transaction data from your legacy system(s) to your new solution. There are two ways of integration – SAP Process Integration PIPO – This integration is recommended when you are already using process integration for on-premise systems. You can download the data by clicking the button above. This is a time-saving and an easy way to cope with a large number of users. This means when all the conditions within at least one group are met, the overall condition is fulfilled. Step 7 Navigate to the Changes tab. Characteristic Properties includes properties that you want to display in your report. Step 3 The next step is to enter the details in Communication Arrangements. Activity Planner Under the Activity Planner work center, we can have plans and routing rules for C4C system. To restrict, select checkbox Disable User Personalization Features. If retail is selected, you can view retail-specific work centers such as overview, preferences, shopping lists, shopping history, and offers. To download single template, click "Download". Step 3 In the new window, enter the following details – Enter Basis data – In this field, you maintain the basic data, maintain description, business object and timing. Personalization Personalization enables individual users to modify their own view of the UI screen. Step 4 - Questions This is a step under scoping where you review questions as per your business needs. When you have finished the assignment, check whether the access rights are consistent and ensure that there are no conflicts of assignments with segregation of duties. You can define the duration of the inactive time here. Click Add Determination and Select Agent Responsible for ticket from the drop down list. Operation hour is the working hour of the service agent, i.e., from what time to what time an agent is available. The preferred client is used for all users the next time they log on the system. Step 6 - Confirmation You can view your scoping results before you complete your project implementation. Each of these elements allows you to select activities related to project implementation. Stores In Stores work center, we can maintain details about stores and create restriction, enter values for read access and write access. Integration with ERP Two common integration scenarios that are prepackaged with cloud solution are SAP NetWeaver Process Integrator. This work center is available in Silverlight version of C4C system. Resource Scheduler Resource Scheduler is used to maintain resource scheduler like roster of employee. SAP C4C - Work Distribution In SAP C4C, work distribution is used to route the tickets to particular teams or agent queues. You can share any useful article, document for reference. Under the Prepare tab, you can see all the open activities of your current project. Step 6 Under the Accessibility tab, check the support screen readers checkbox. A view can be created by choosing key figures and characteristics for columns and rows in a table, then selecting a chart type to best represent that data. Shopping List In SAP C4C Retail, a Shopping List tab shows all the shared shopping lists a customer has maintained in his account. The work is assigned to each organization unit based on a prioritized list of rules. SAP C4C Organizational Structure An organization can be structured in different ways based on the goals and targets and it defines the modes in which an organization operates. You can also add optional configuration activities. SAP C4C provides several features that enable you to customize fields, screen layouts, and output forms. You can also refine the data appearing in key figures by setting up restricted or calculated key figures. You can view tickets, work tickets, queues etc. Product Recommendation – Sales agent can recommend products to the customer as per his or her wish list. SAP C4C - Data Migration & Workflow In SAP Cloud for Customer C4C, data migration feature enable you to transfer your legacy data using predefined templates. Each rule displays its name and the organizational unit that is responsible for the work contained in the work category. Step 7 In the Define Technical Data step, define the technical settings for inbound and outbound communication. Setting up Channels Following are the steps to set up a channel – Step 1 Go to Administration – Service and Social. To enter the reaction time for all milestones, go to Details for milestone – Add Row. You can also maintain it manually. ECC Search Under ECC Search work center, we can search sales order in back end system SAP ECC. Step 3 Enter all the fields in Employee like name, gender, preferred language, validity, Organizational data, Address etc. Marketing In the Marketing work center, we can perform marketing activities like create and edit target groups, content, campaigns, leads, response options, marketing funds, campaign file formats, lead scores, promotions. Step 2 Under the Fine tune tab, enter "data" in the field. When you set up an organizational structure, it is always recommended you follow the top down approach, i.e., start with company residence and add the business lines, sales and service team. It only supports up to two test tenants irrespective of which a customer can consider as temporary tenant and a permanent tenant. You can also migrate adaptation changes from one system to another C4C system. When you define workflow rules, you specify basic data for each rule, the conditions under which the rule is invoked, and a field is updated, or a notification is sent, and in the case of a notification, the list of recipients. Add a row for all the available priorities for each type of service selected. Work Flow In SAP C4C, you can define and activate rules for updating the fields and set up notification automatically. These categories are used throughout the system to capture consistent information, to allow reporting and benchmarking, and determining service level assignments. You can also coordinate within your team and across the organization to resolve issues that are opened by customer efficiently and effectively. In today's competitive market, it is important to meet customer requirements and align your sales, marketing and service business lines to provide higher customer satisfaction. A sales quote bounds the seller to sell products for a specific period of time and price. For each work category listed below, you can create one or more rules. SAP C4C - Retail SAP C4C Retail allows retail stores to provide their customer with personalized shopping experience by suggesting products and easy check out options. In this new window, enter the following details such as- Org Unit, Sales ID, Valid From, Valid To, Company name and Country, etc. An organization unit is created. Report Analysis and Integration In C4C cloud solution, you can insert data from reports into Microsoft Excel document. Step 2 Click Business Roles. This time depends on SLAs (Service Level Agreement) signed with the customer and also with ticket priority and type of customer. Customer Look up – Retail agent can look up for the details of any customer who walks in to the store, his loyalty status, contact details, etc. Most of the administrator features and functions are still only available in Silverlight. In addition, request of Production system (copy of Test should be performed). Application and User Management The Application and User Management work center is responsible for performing tasks like creating business users, creating business roles, task distribution etc. You can join or combine heterogeneous data sources that are created in C4C environment or those that are delivered with the solution, as well as create custom calculated measures and comparison metrics. Select the communication system that we have created from the list and click Next. This window is SAP C4C in Silverlight mode. Step 8 Review the rule and click the Activate button as shown below – SAP C4C - Pricing Pricing in C4C depends on price master data, which is derived from Price master list. Click Go. You have the following two options under Fine Tune – Perform data extraction. Business Partner In the Business Partner work center, we can create and edit business partners like service agents etc. A customer can also purchase permanent test tenant subscription. You also get different options to create a new report, assign view to this report, etc. Using UI switches enables you to assign a particular version of a UI to the business role, and in turn, to the users to whom the business role is assigned. Standard reports – These are standard reports that are provided with C4C solution. This allows you to put specific customer conditions like language and financial settings. You can access all customer information regardless where they are stored or available. You have multiple options to integrate the channel with Facebook, Instagram, Twitter, YouTube and SAP social media analytics. Step 1 Go to Business configuration – Implementation Project. Partner Development In Partner Development work center, we give authorization to the user to perform SDK (software development kit) operation. Click Save. You can also create new communication scenario by going to Administrator work center – Communication scenario. Step 6 After all changes are done, select from the options- Save and Close, Save, Close, and Discard all changes as shown in the screen shot below – C4C Adaptation – Extension Fields Extension fields are additional fields that the administrators can add to the solution in order to meet a specific business requirement. Step 11 Under the Confirmation tab, you will get the confirmation that the report is created. Step 6 Click Select key figures. You can also maintain the description of your project, planned implementation time line, etc. On Every Save – This means when you save the ticket, workflow will work. You have gathered all the data relevant to the organizational management, such as the legal, managerial, and functional data of your enterprise. The activities in this phase are mainly related to project management and include reviewing the project plan, confirming that scoping has been completed, and knowledge is transferred to the administrators. Utilities Under the utilities work center, we can view business agreements, service locations and customer search. SAP C4C - Data Sources When standard data sources are not able to fulfill your reporting requirements, you can create custom data sources in C4C cloud environment. In the new window, you need to enter all the details and click Save. If your sales quote is created with reference to some other sales document, you can see the details in this tab. The priority allows the system to evaluate the rules from 1 to N to determine a first match whenever a work item needs to be assigned to an organization unit. A separate unique URL is provided for each tenant. It is a cloud option of the customers who do not currently have an integration middleware. Step 6 Navigate to Operating Hours tab. Example – You can maintain number range for different entities like product, customer etc. Integration with ERP and CRM is very common. Step 3 To create a new social media channel, click New. Adaptation refers to a set of tool, the administrators can use to add or modify fields, change master screen layouts, assign screen layouts to specific roles, restrict dropdown list values, and modify output forms. You have options – Add Rule – To create new rule, Insert Rule – To insert the existing rule. You can assign any UI switches that have been developed to the business role here. Step 2 In the new window, select All Current Projects from the drop down list and click Open Activity List. When you select this option, the system will send an alert to the service agent. You can also create and edit your own data sources to suit your business requirements and processes and use your data sources for reporting. If you want to make certain fields read only or hidden for a user, you can make these settings here and then assign a business role to the user. Under this tab, you can set the notifications to the users to inform that an item has been changed and a task has been completed successfully. To view Price List, go to Product work center – Price List. We will discuss some of the key activities here. In a multiple tenant environment, all the updates and releases are built on C4C custom solutions for multiple clients. The integration middleware enables the customization of the integration as well as design of new integration scenarios. Step 1 Navigate to Sales work center – Sales Quotes. You can see four tabs for each property- General, Value Selection and Hierarchy. SAP C4C - Integration with Outlook In SAP C4C, you can also integrate your cloud solution with your email using Add In for Microsoft Outlook to support sales, service and marketing scenarios. Fine-tune and Go Live Follow the given steps to perform fine-tuning and go live in a new implementation project. You can select download migration template. SAP C4C - Public vs Private When a customer goes for SAP C4C production tenant, there is a test tenant provided as free to the customer. This includes creating system administrator for implementation, scoping of C4C system, defining migration strategies for data from on-premise to cloud system, etc. This is called a public tenant. Step 1 To create Business roles in C4C system, go to Administration – General Settings. Step 6 Click the Test tab. For this, you need to install Microsoft Silverlight in your local system. Characteristics These are assigned to restricted key figures and to add additional behavior to the list, the active item is displayed in the list. It is based on the role of the sales person whether they need pricing information, availability check or even customer credit information. Setting up an organizational structure enables automated routing of work such as leads, accounts and service requests. Conditions within a group are AND conditions. To assign a service to the selected milestone (in the Milestones table) click Add Row. It means, ticket related to these customers will respond fast as compared to other ticket. Enter the Service level Name, Service Level ID and Description. Depending on the work category, the system directs the work items to the determined organization unit, or provides the organization unit as a proposal in the relevant business document. Step 2 Click the General tab. Step 4 Click Save and select Save and open from the available options. The C4C integration to ERP could be on the basis of types of transactions needed to be displayed to the front end sales like orders, quotations or contracts. Step 4 Click Add Group. SAP provides standard integration scenarios for integration with SAP ERP and SAP CRM. SAP C4C is a new product of SAP based on SaaS (software as a service), PaaS (Platform as a service) and IaaS (Infrastructure as a service). You also decide what form, report, and user interface extensions you require to meet your company's specific needs. Interactive Dashboards – These are user-interactive dashboards that are created separately. There are the different available Scoping Elements under different categories that you can select. Example – When a ticket status has been changed, you can configure a notification to user. Step 5 A new window "New Communication Arrangement" will open. Download Migration template. In the right pane, you can see the details of each element under the Overview tab. SAP C4C solution allows you to manage customer needs from anywhere and with seven-layer security from cloud service providers. Select Business Roles. Analysis Analysis is used to access all the reports. You can use login to C4C environment on the ribbon and you can directly refresh the data in excel document including all subsequent activities in Cloud for customer environment. Click Add Row and click New. When you click New, you can select the type of data source you want to create. Over time a household member enters the shared list, the added item is displayed in the list. It is based on the role of the sales person whether they need pricing information, availability check or even customer credit information. Setting up an organizational structure enables automated routing of work such as leads, accounts and service requests. Conditions within a group are AND conditions. 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