SAP Hybris Cloud for Customer in Sales and Service Cloud Release Preview
Version 18.08 (Aug 2018)

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CUSTOMER

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SAP Hybris Cloud for Customer – Aug 2018 (18.08) Release Planned Timeline

28 Jun 2018 – Planned Aug 2018 Pre-Release Conversation with Customers and Partners *~5 weeks to upgrade*

20 Jul 2018 – Planned Solution Release to Market

21 - 22 Jul 2018 – Planned Upgrade of Test Tenants *~2 weeks to upgrade*

26 Jul 2018 – Planned Aug 2018 Post-Release Overview for Customers and Partners

4 - 5 Aug 2018 – Planned Upgrade of Production Tenants *Upgrade Day 0*

Release Milestones Release Webinars

New Release Information - 1808 Release Notes & Help Content

Note: The Pre and Post Release webinars offered for each release are designed to give you consolidated overviews on the key features for a release. These documents are not the sole source of truth about the release. Instead, the on-line help and What's New information is intended for that purpose. The on-line help documentation becomes available to customers on the RTC or Release to Customer date of each release.

On 20th July, 2018 – please find official 1808 documentation here:

https://help.sap.com/viewer/637db7a0d01e47009d9420e9a927c571/latest/en-US

This link will always take you to the most recent "Released To Customer" version

Release Briefing content may not be complete

Key Announcements in UX

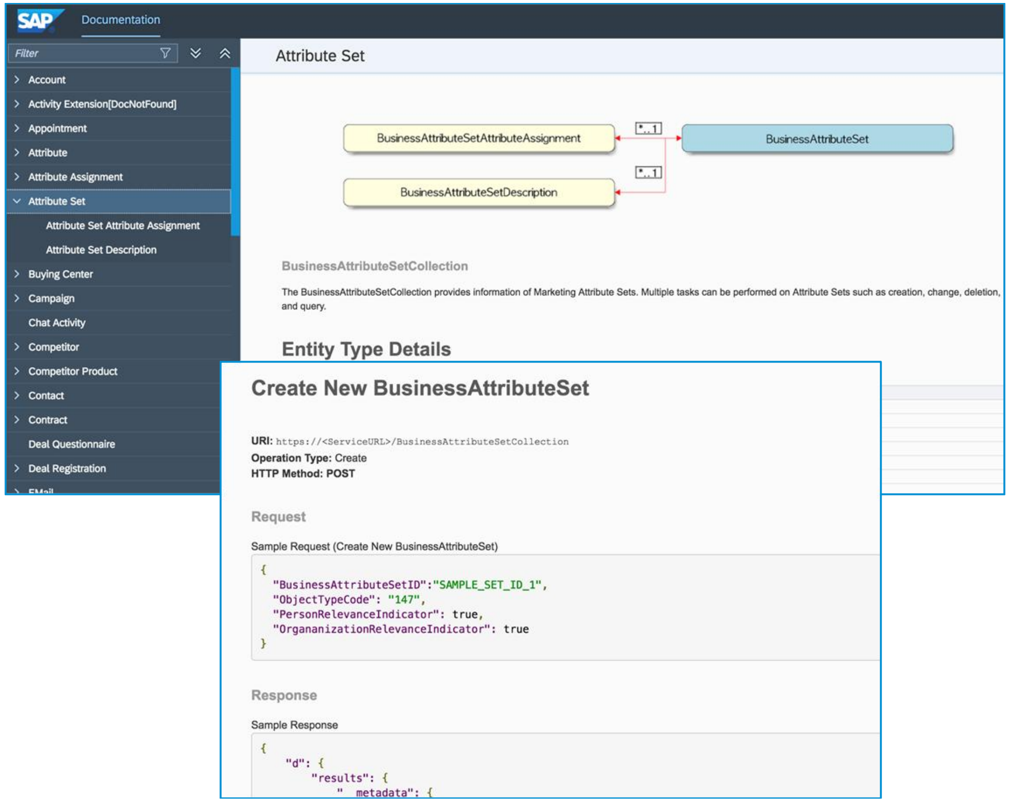
SAP Hybris Cloud for Customer
End of Life Announcements – Data Migration Tool

We are planning to sunset the Migration Work Bench (MWB) by 1902 release.

Customers are recommended to move to Data Workbench (DWB) functionality for data migration activities.

- Data Workbench is based on a modern micro-service based architecture and that is fully scalable to meet the needs of customers with high volume data loads
- Unlike Migration Workbench, Data Workbench supports CSV format for imports saving time for customers not having to prepare the files in SAP pre-defined templates in excel
- User Interface is simplified with 2 primary models of data migration – Import & Export making the data migration activity more efficient

OData API V2 – “c4codataapi” – General Announcement



Noteworthy enhancements

- OData API V2 covers 40+ business objects, allowing read and/or write access to 1000+ collections (i.e. data points)
- Provides better performance over the traditional SOAP API
- OData protocol is superior to SOAP on functionality and performance
- Based on an innovative technology allowing navigations between different business-object records (a.k.a. Cross-BO navigations) *

Note: *: Cross-BO navigations are planned in a future update without a set timeline.

Documentation Features

- API reference data with property/attribute details
- Enhanced Entity Data Model diagrams
- Sample payloads for supported Create/Read/Update/Delete (CRUD) operations

SAP Hybris Cloud for Customer

End of Maintenance Announcements – SOAP, A2X, OData V1

In conjunction with our release of the SAP Hybris Cloud for Customer OData API V2 (c4codataapi), previously available synchronous Web Service (a.k.a. SOAP, A2X) and standard OData API V1 (a.k.a. c4codata) are being deprecated

Deprecated APIs will continue to work and be supported until **February 2020**.

For new project, we recommend the use of newly released OData API V2

We recommend our customers who have consumed synchronous Web Service (SOAP, A2X) or standard OData API (c4codata) to plan on switching to the newly release OData API V2 (c4codataapi) prior to **February 2020**.

SAP Hybris Cloud for Customer
End of Life Announcements – HTML5 UI

In conjunction with our goals to streamline our UI offerings, SAP has the following End-of-Life Announcements:

HTML5 UI will Reach End-of-Life in November 2019 (succeeded by Fiori Client/RUI) for all users.

What does End of Life mean for HTML 5 ?

All users – Key users and Business users will only have access to Fiori client UI and can no longer access HTML5 UI with 1911 release upgrade.

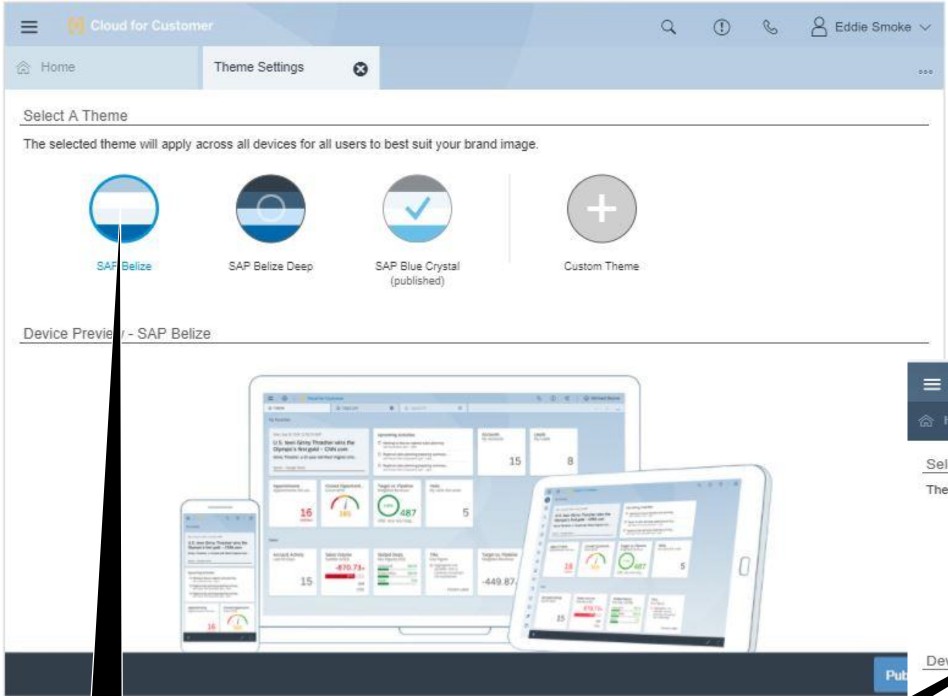
All business user functionality (Feature parity with HTML5 UI) is planned to be available in Fiori client by 1905 release.

All key user functionality is planned to be available in Fiori client by 1911 release.

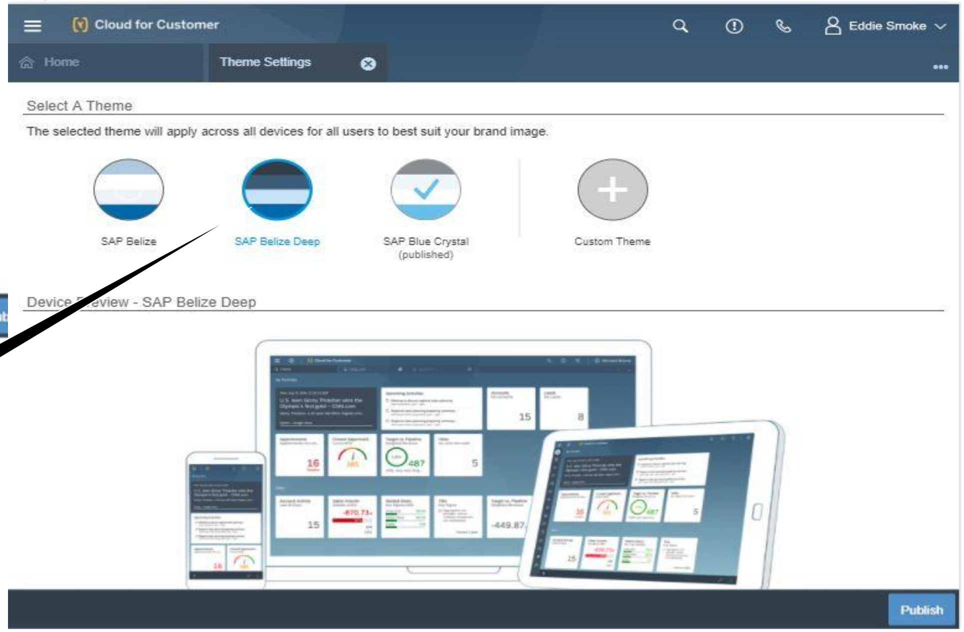
General Information on New Belize UI Theme – Seen in Some Screen Shots

GA

- SAP Hybris Cloud for Customer is introducing a new standard UI theme, which has been named ‘Belize’.
- In the 1808 release, this theme is now released as GA
- Some of the screen shots seen in this presentation may be showcasing this new theme.
- Note: Features shown in Belize theme are available in the currently available ‘Blue Crystal’ theme.
- SAP Fiori Client only

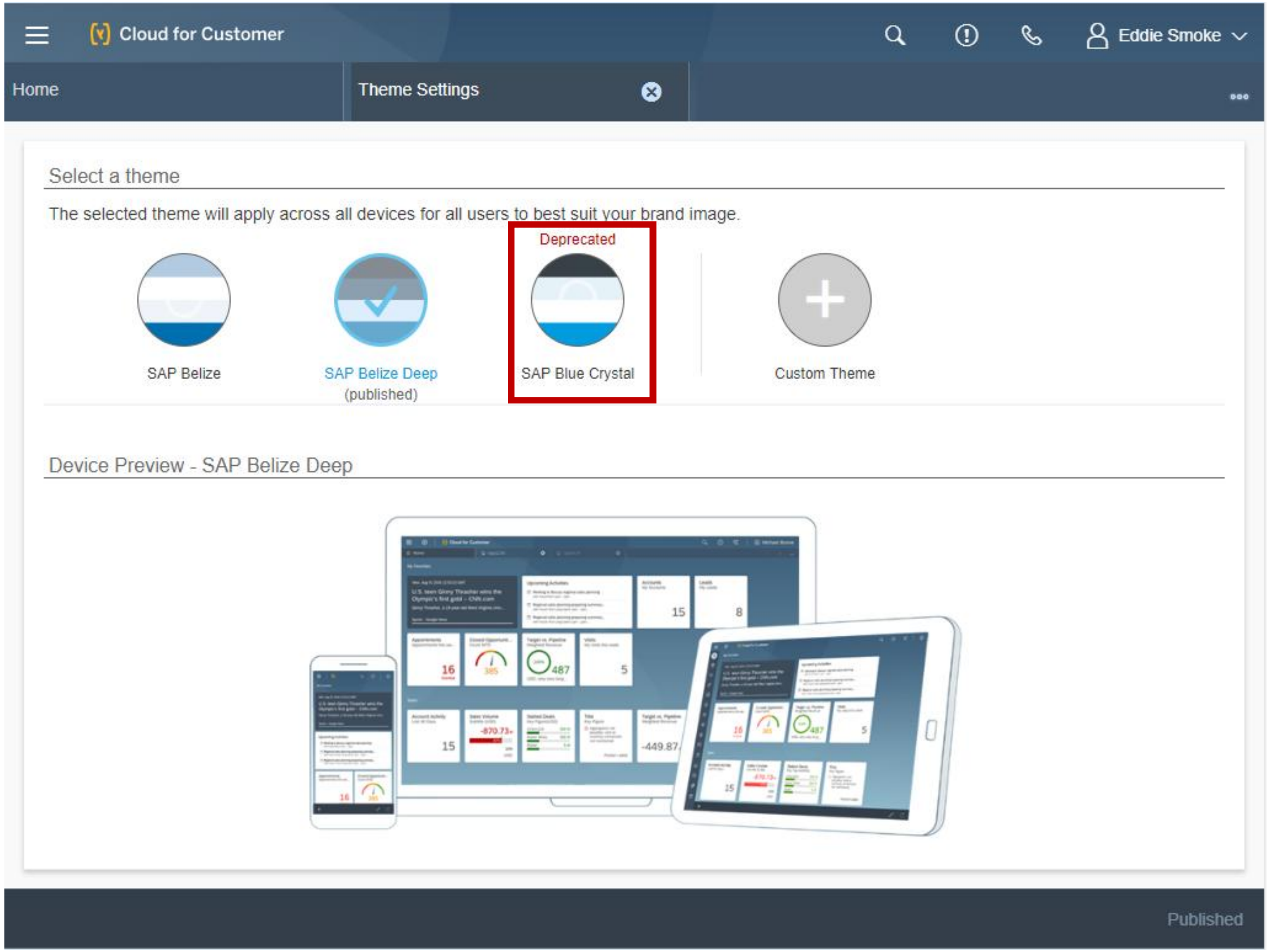


Belize



Belize Dark

General Information on Blue Chrystal Theme – Deprecated



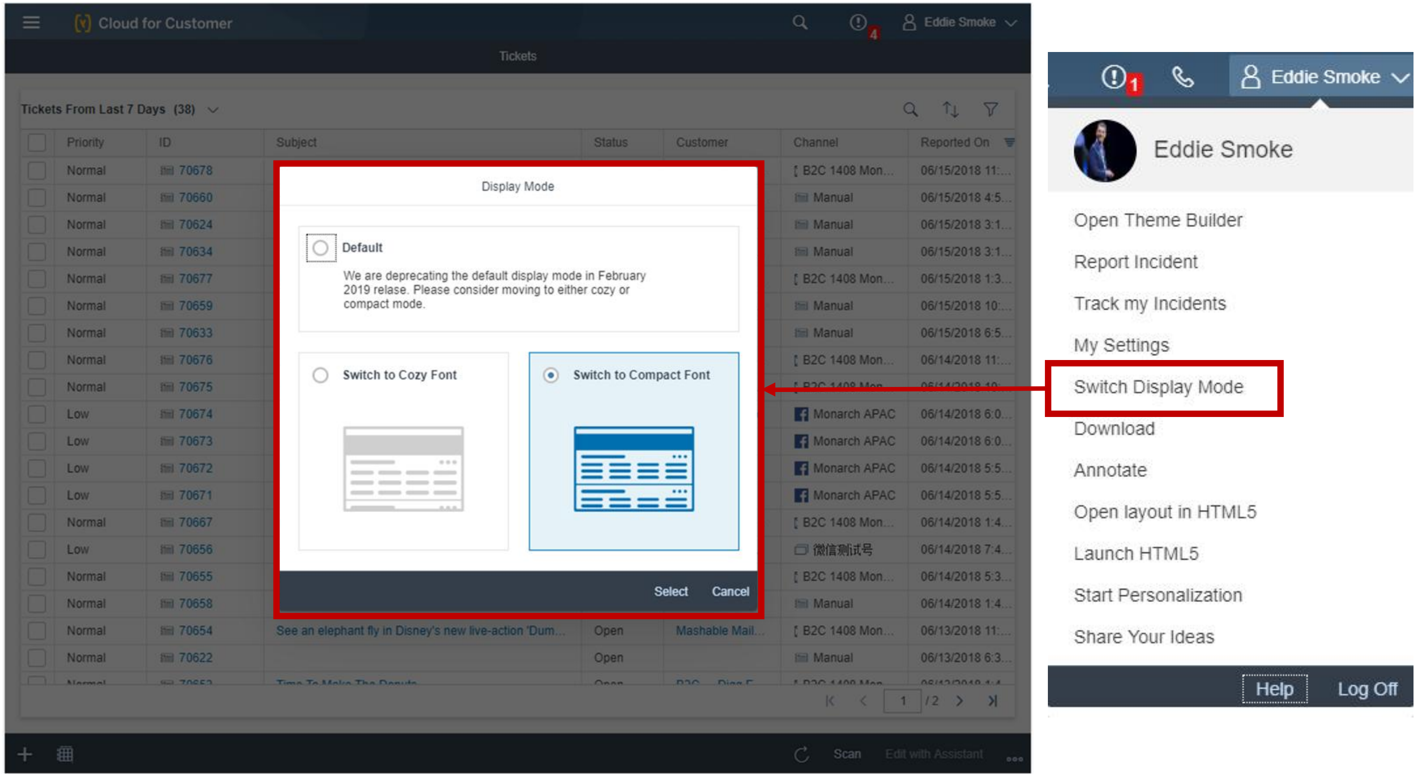
Blue Crystal Theme is deprecated

- Blue Crystal Theme is deprecated and will be supported only till 1902 release.
- Belize Deep Theme will replace the current Blue Crystal theme in 1902 release as a default theme.
- Blue Crystal theme is deprecated and will be removed from 1902 release.

Set-up Details

- Please use one of the Belize themes. This can be enabled by key users via Theme Builder.

Fiori client: New Cozy and Compact modes



Cozy/Compact modes

- New Cozy/Compact modes are available for all form factors – Desktop, Tablets and Smartphones.
- Users can switch between either of these modes based on their individual preferences (This selection is persisted on the specific device only).
- The current “Default” mode will be removed with 1902 release

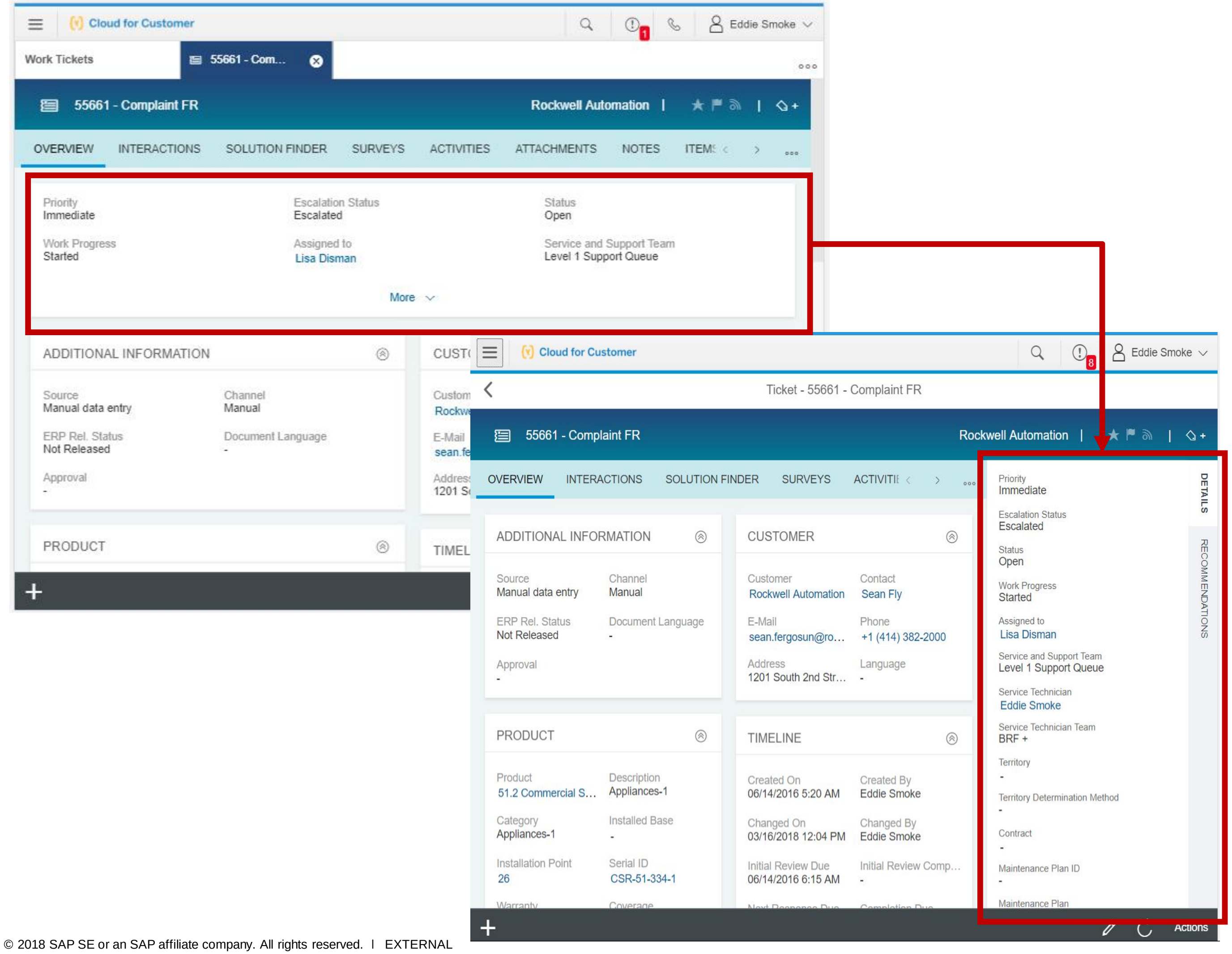
Key Business Benefits

- Compact mode provides denser content and thus users can see more information on the screen.
- Cozy mode provides easy touch interaction on touch devices.
- Both these new modes optimize white space thereby presenting more information on the screen.

Set-up Details

- Any user can make the switch via user menu.

Fiori client: Side Panel – Object Header information to Details facet



Object header details in Side Panel for Object detail

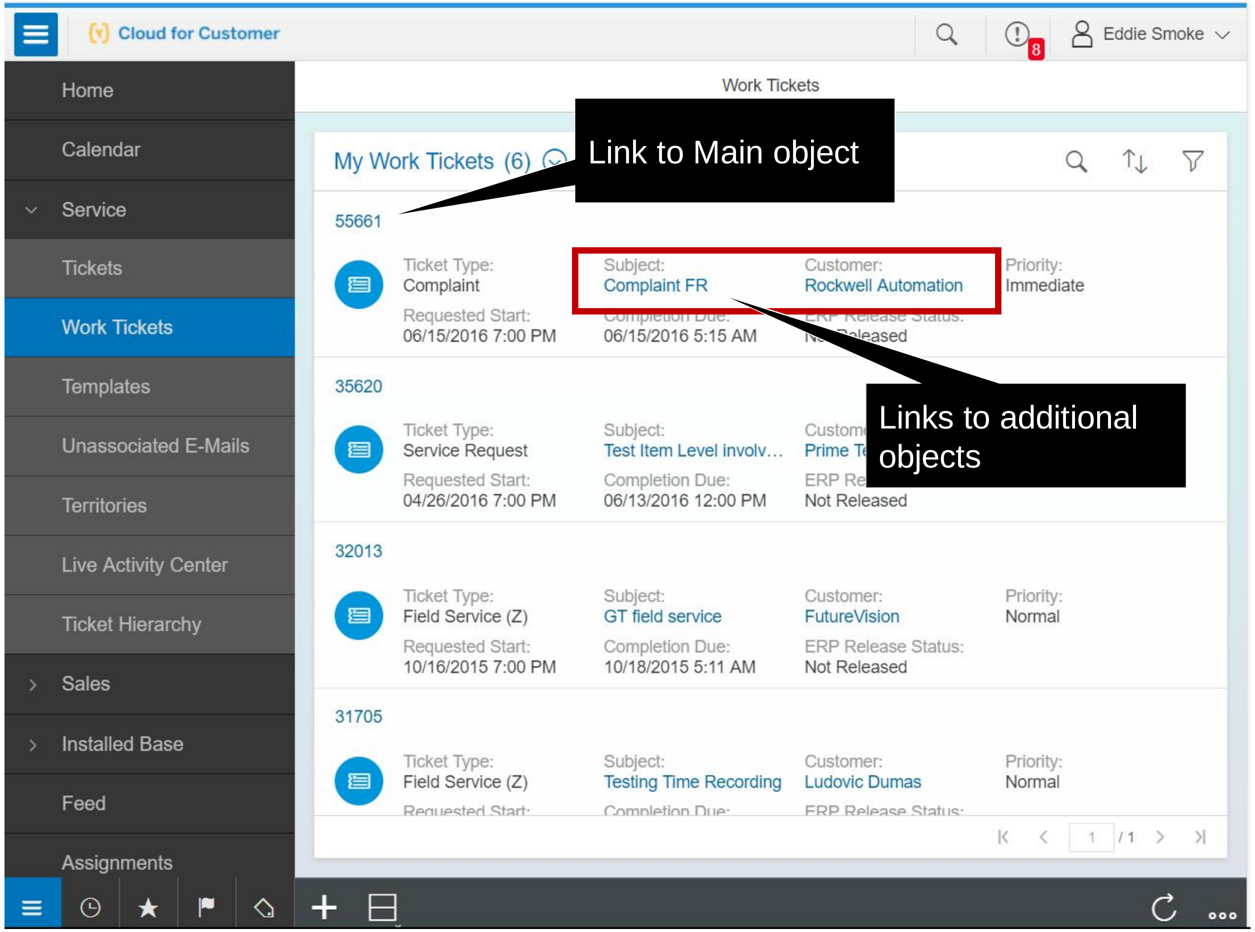
- Object header information is now moved into the side panel in the "Details" facet.

Key Business Benefits

- Header information is now always accessible in the side panel while the user works on the main panel.

Side panel will become default from 1902 release and this company setting will be removed.

Fiori client: Links on Chunk View



Links on Chunk view now available

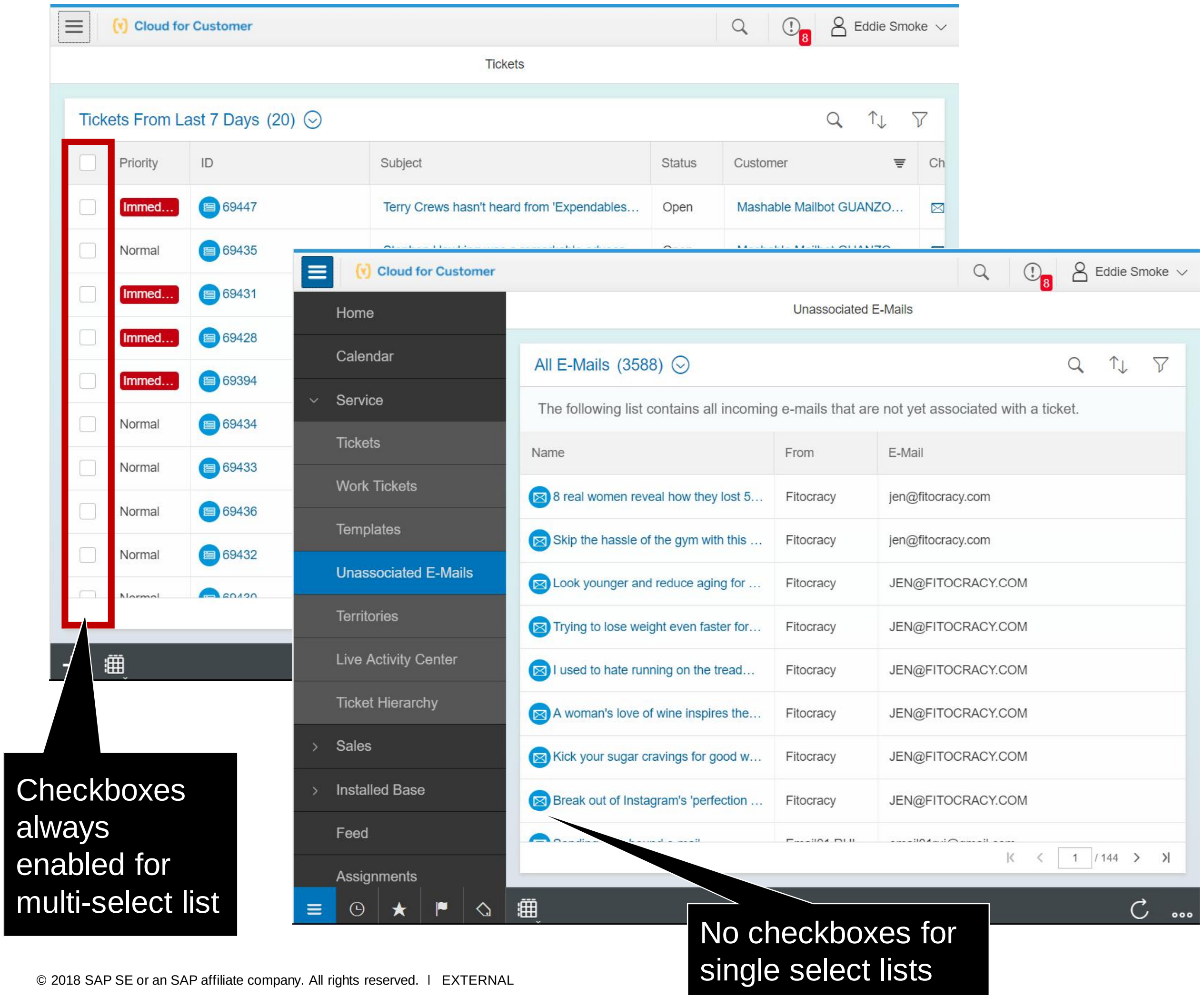
- Links on chunk view are now enabled.
- Clicking on the links will navigate to the relevant destination.
- When links are enabled on chunk view, navigation to the main object can be done by clicking the main object link.

Key Business Benefits

- Users can now navigate to different objects within the chunk view directly.

Links on Chunk view will be default from 1902 release and this company setting will be removed.

Fiori client: Multi Selection enhancement



Multi Selection checkboxes now enabled by default

- Multi-Select checkboxes will now be visible always when the company setting is enabled.
- The selection toggle switch is then removed.
- For multi-select lists, checkboxes will be shown always. For Single select lists no checkboxes will be shown.

Key Business Benefits

- Users can save a click for enabling the multi-selection checkboxes since the toggle action icon is now removed with this company setting.

This behavior will be default from 1902 release and this company setting will be removed.

SAP Hybris Cloud for Sales & Service

What‘s new in 18.08?

Key Innovation Topics

Sales Topics

- Calendar
- Activities
- Visits
- Routes
- Surveys
- Lead & Opportunity Management
- Sales Quotes

Service Topics

- Communication Channels
- Tickets & Time Recording
- Industry/Utilities

Cross Topics

- Approvals & Involved Parties for Lead, Opportunity

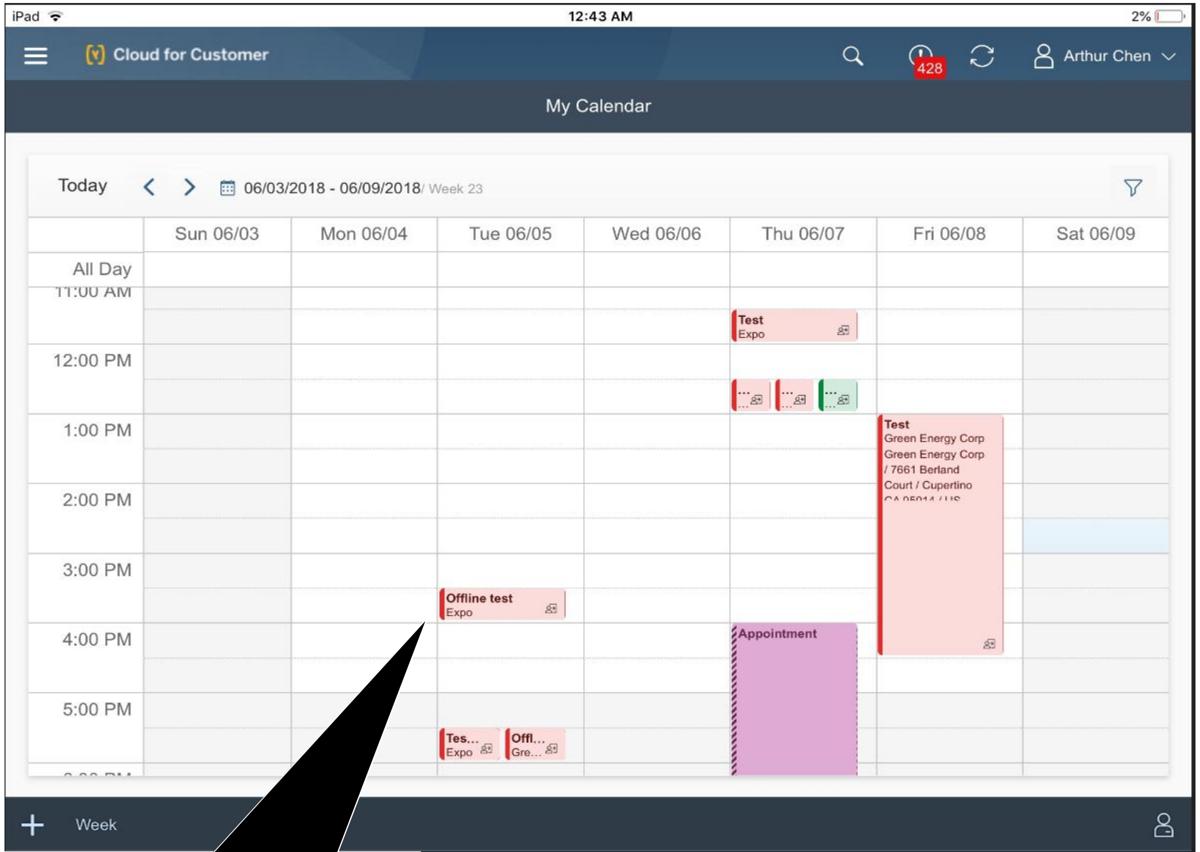
What’s New in Calendar

What's New in 1808 for Calendar

Key Innovations

- Drag and Drop Optimizations for Mobile

Calendar: Drag and Drop Optimizations



Press and hold to initiate drag and drop capability.

You can now **quickly drag and drop calendar items to different time slots on mobile devices** (phone/tablet) using a long press and hold on the activity of interest.

You can also directly navigate to the activity details in a single click when using a phone.

Key Business Benefits

- Optimized usability for mobile form factors

What’s New in Activities

What's New in 1808 for Activities

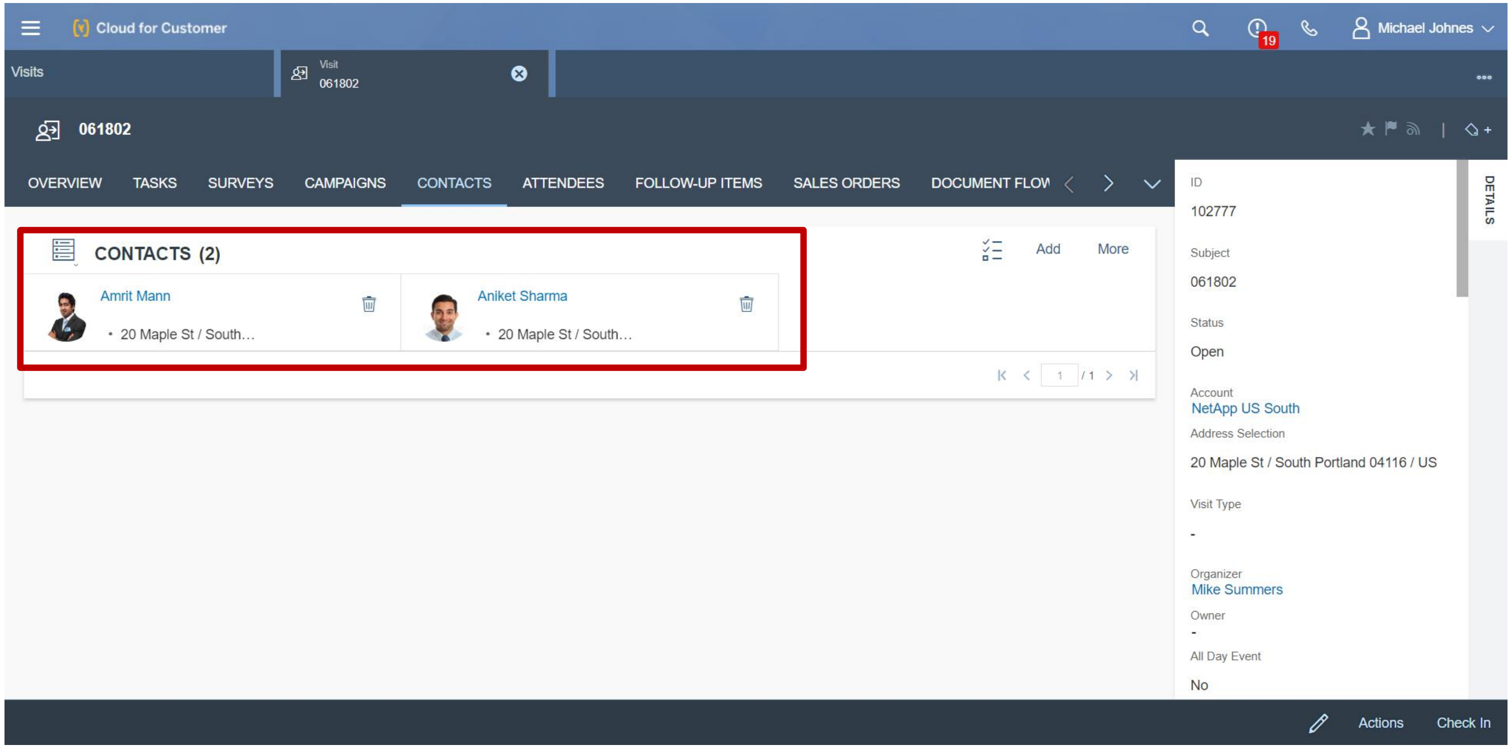
Key Innovations

- Multiple Delegate Support
- Customer-defined Access Control

Additional Enhancements

- Thumbnail/Image Views for Activities/Visits
- Activity Summary and Data Source Enhancements
- Out-of-Office Enhancements
- Appointments – Search by Location
- Activities/Visits - Search by Postal Code/State
- Add Visit as a Related Item to An Activity

Activities: Thumbnail Image Views for Party Tables

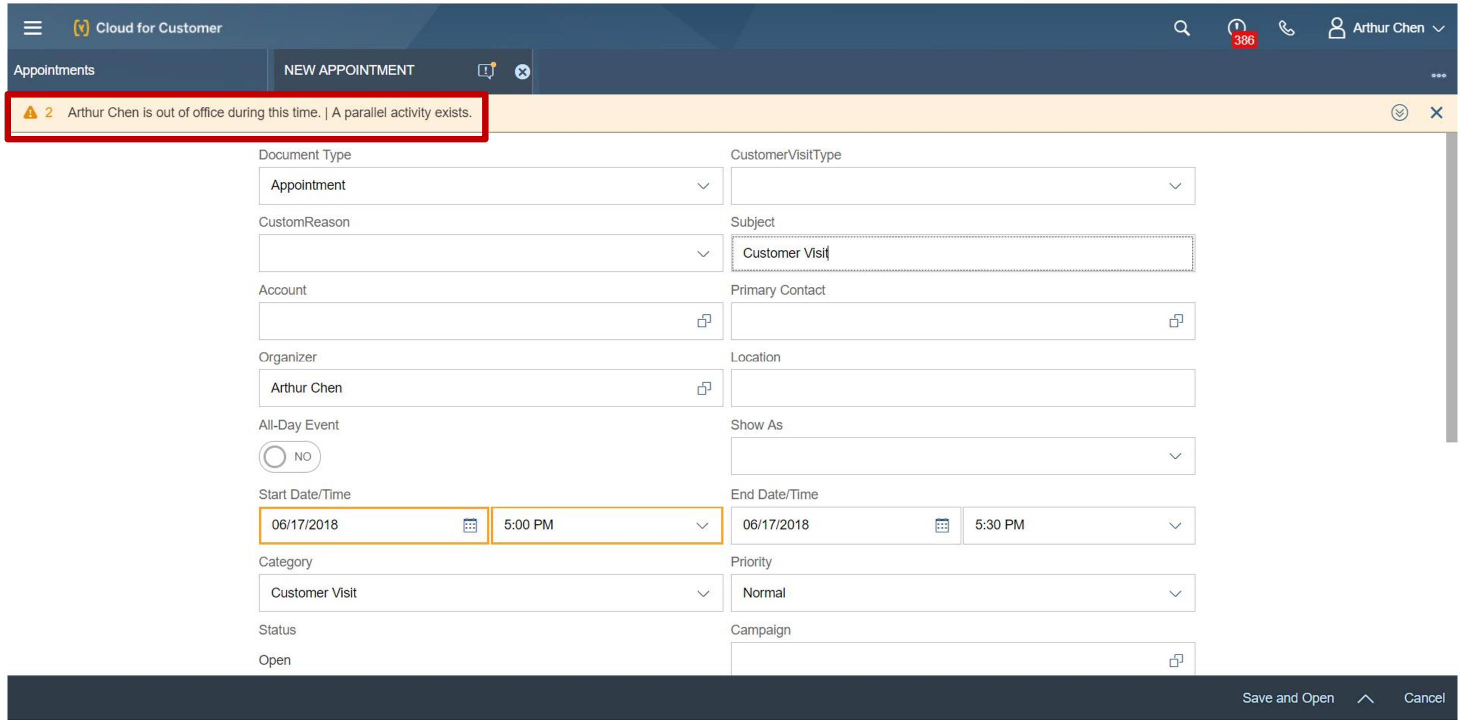


Thumbnail images of the individuals who are listed in party tables such as Contacts, can now be shown in the relevant places.

Key Business Benefits

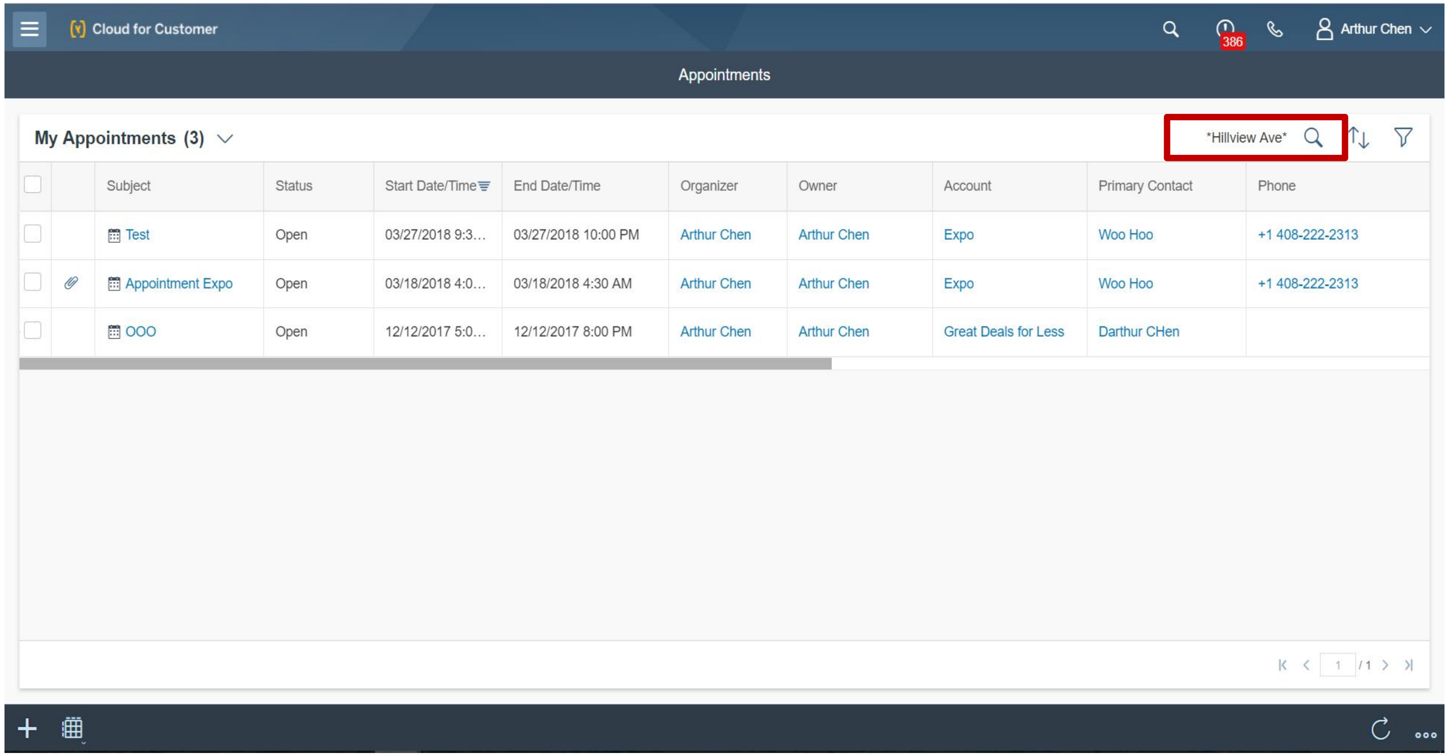
- Clear visualization of involved parties related to an activity
- Personalize the new image column as visible in the relevant party table.

Activities: Out of Office Enhancement - Alert



You will now be alerted in the case when a user, for which you are planning an activity, is out of office during the time specified for the activity (e.g. Appointment).

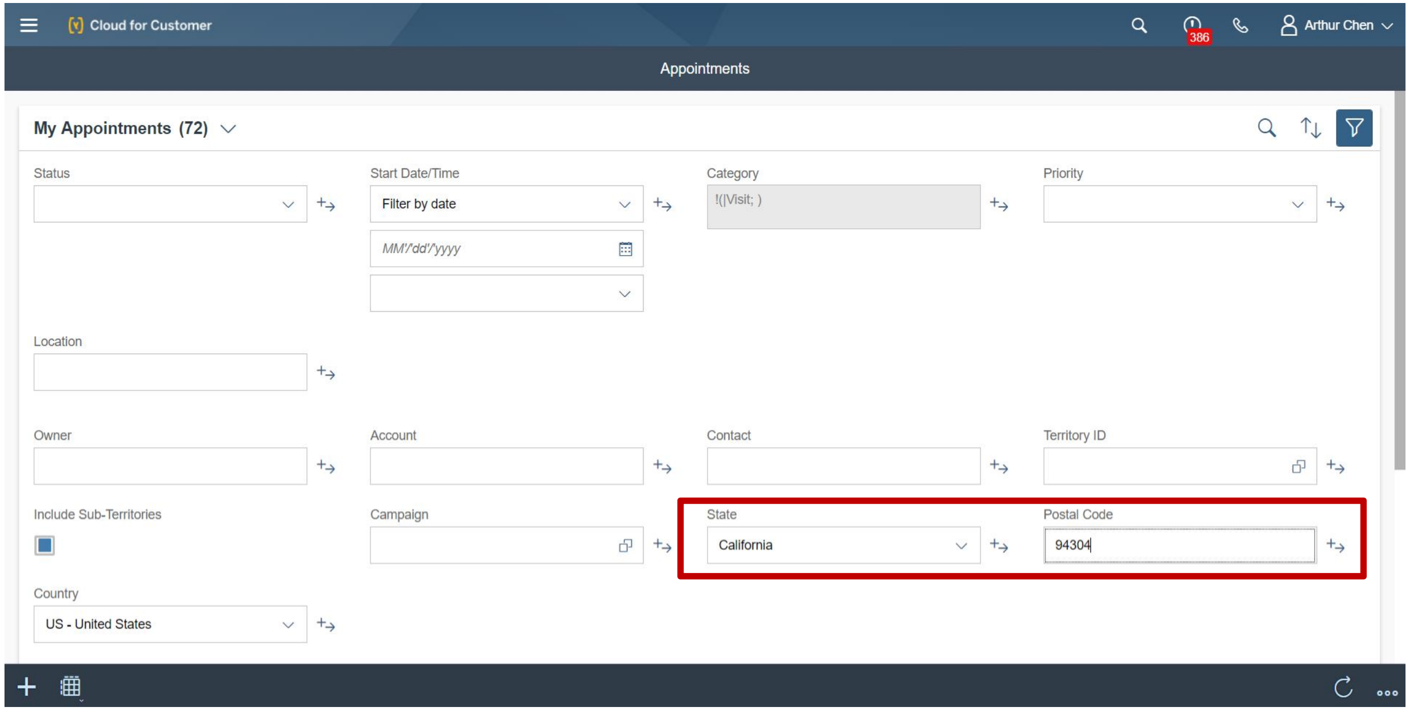
Activities: Appointment – Search by Location Field



You can now quickly search for an appointment based on it’s location.

- You can search for appointments by entering location information as free text through general or advanced search.

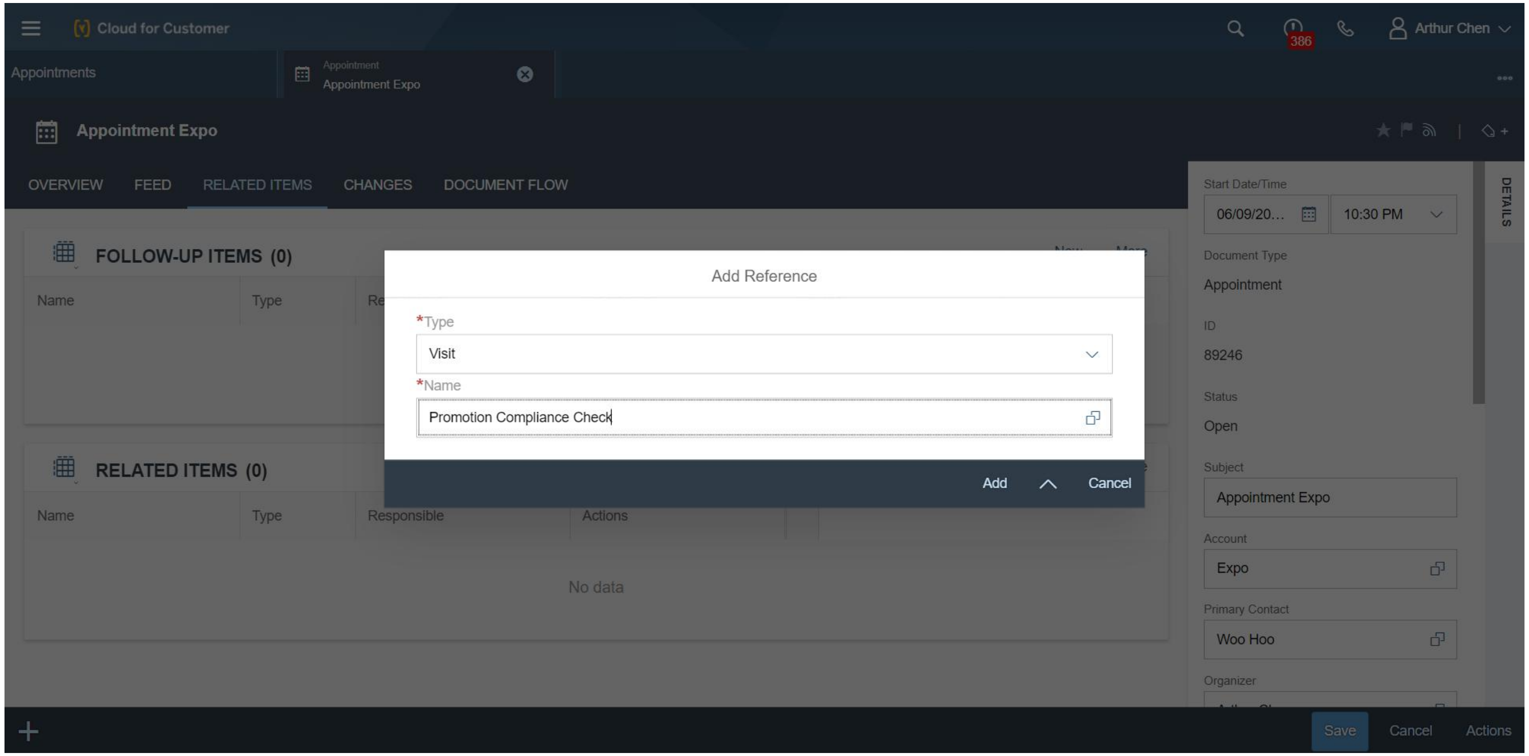
Activities: Search by Postal Code/State



You can now search for activities by postal code or state.

- The fields ‘Postal Code’, ‘State’, and ‘Country’ are hidden by default, and must be personalized as visible to be used.
- Before selecting a state, you must select a country before the relevant states will appear in the ‘State’ drop down.
- **Important Note:** If the Country field was previously maintained as visible through key user feature “Add Other Fields”, please remove this instance of the field and make the new ‘Country’ field visible.

Activities: Add Visit as a Related Item



You can now add a visit as a related item to an activity.

What's New in Visits

What's New in 1808 for Visits

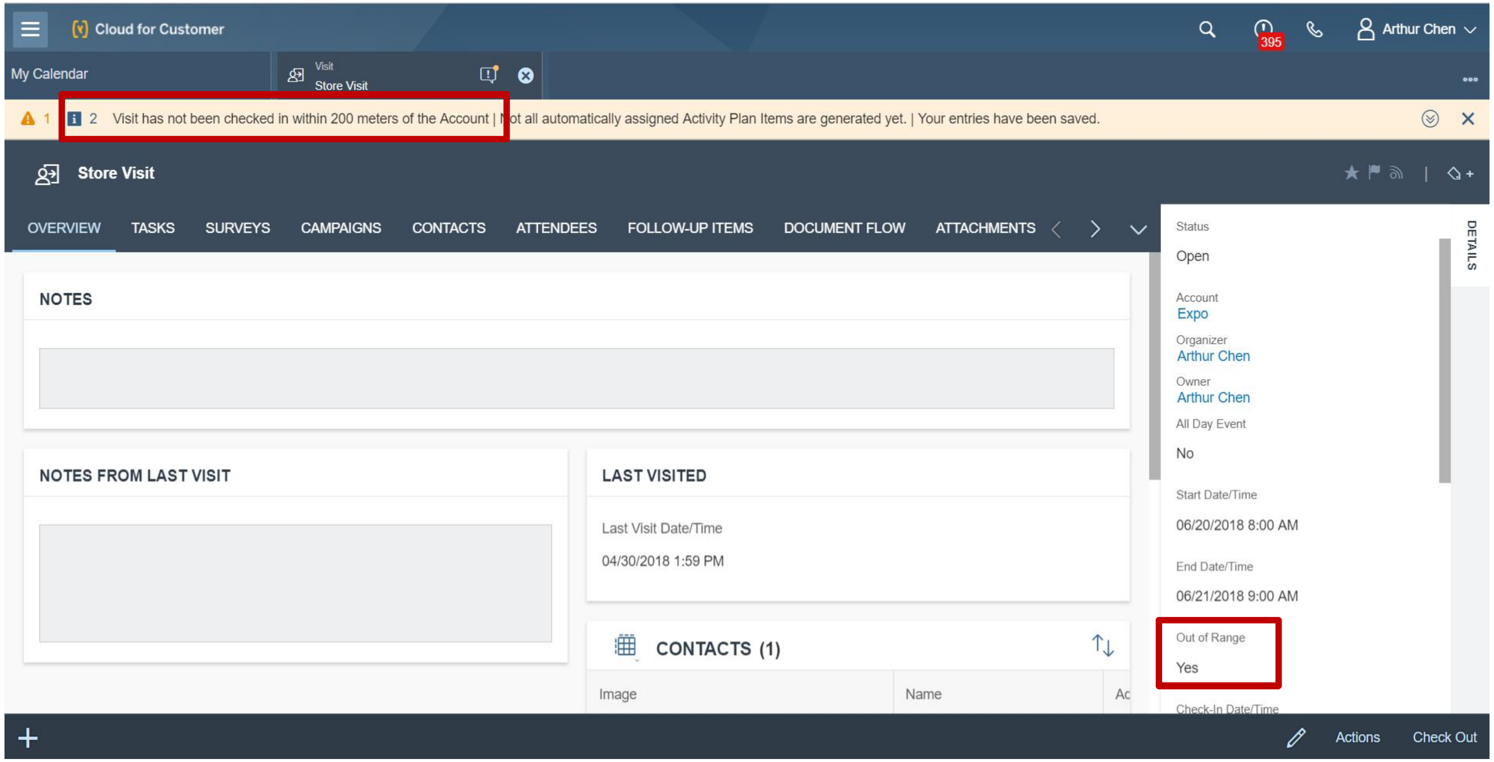
Key Innovations

- Offline Worklist Determination of Tasks/Surveys
- Geo-fencing – Visit check-in proximity validation
- Visiting information by Visit Type

Additional Enhancements

- Draft Indicator for Surveys
- Offline – Disable new visit creation prompt

Visits: Geo-fencing – Visit Check-in Proximity Validation



You can now see when visits are checked in outside of a configured proximity range to the account's geolocation.

- As an Administrator, you can configure the desired visit check-in proximity to account geolocation based on the region of the account
- Flag is triggered when user's geolocation falls outside of the desired check-in range

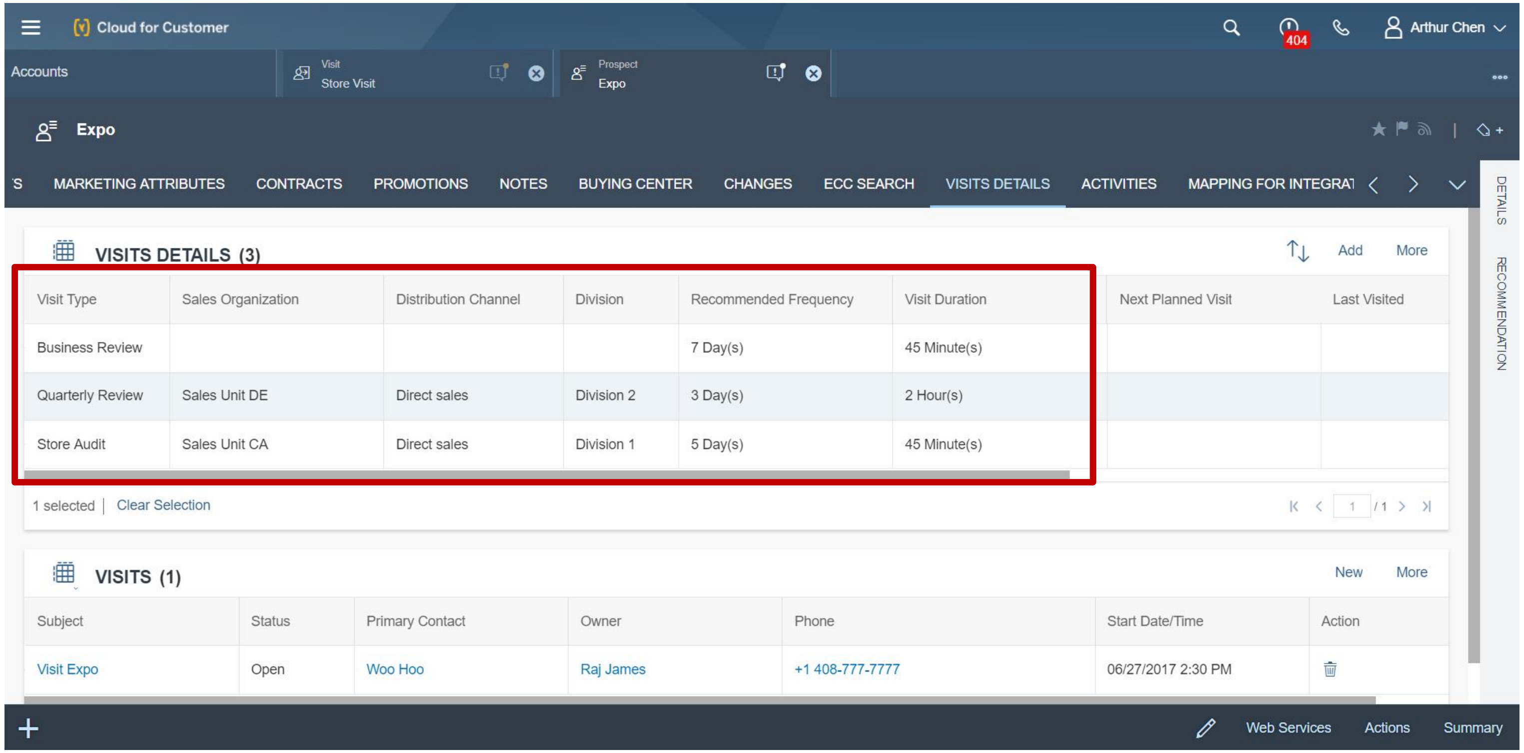
Key Business Benefits

- Improved transparency and alignment with business processes

Set-up Details

- Check-in proximity validation enabled through business configuration scoping
- Distance configuration maintained through fine-tuning
- Flag needs to be personalized

Visits: Visiting Information by Visit Type



You can now maintain visiting information for accounts based on ‘Visit Type’.

- Visit Type-specific visiting frequency and duration can be maintained at account header and sales area level

Key Business Benefits

- Maintain specific visiting information configurations for detailed visit and route planning

What’s New in Surveys

What’s New in 1808 for Survey

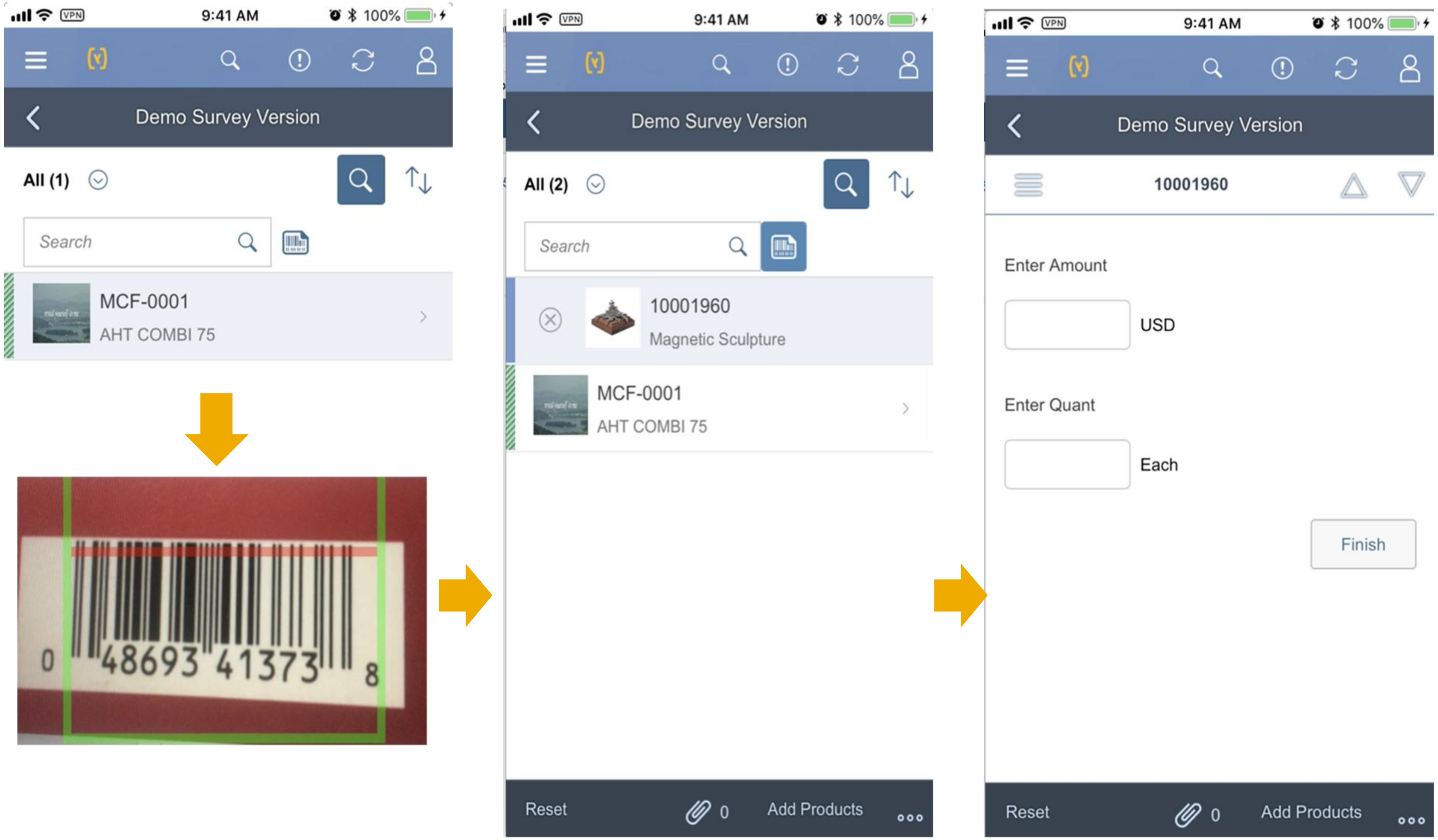
Key Innovations

- Product Inclusion and Search using Barcode Scanner

Additional Enhancements

- New Question Type – Numeric Value
- Search of Products/Registered Products in Surveys using Extension fields
- Inclusion of Registered Product Extension fields in Survey questions
- Indicator for Surveys Saved as Draft

Survey: Product Inclusion and Search using Barcode scanner.



Products can now be conveniently included in a survey using a bar code scanner

- Products inside the survey can also be searched using a bar code scanner

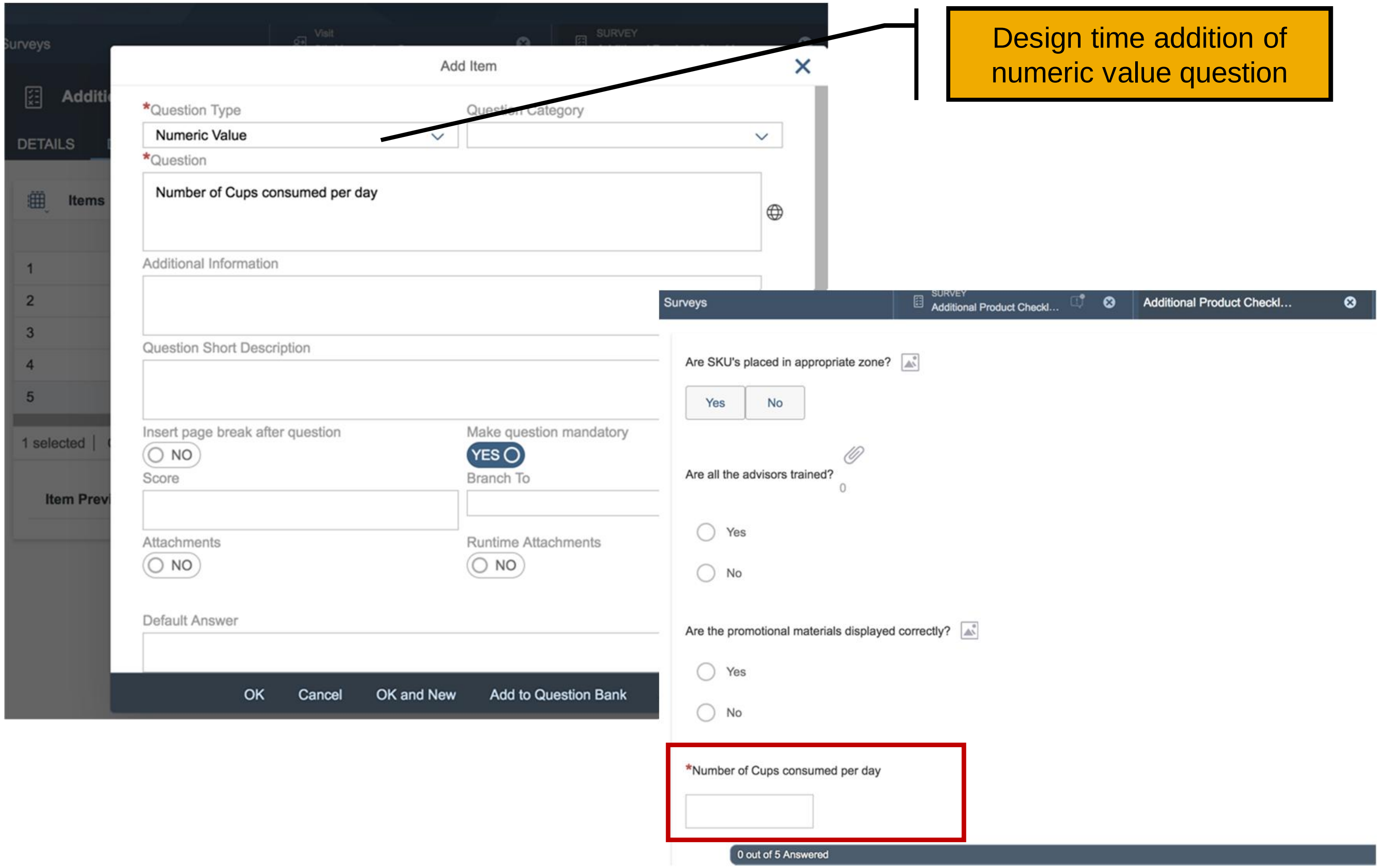
Key Business Benefits

- Improved productivity by simplifying the process of including product information in the survey.

Set-up Details

- Bar code of the **GTIN** should be maintained for the products
- This feature is only available for the mobile apps in the **online** scenario.

Survey: New question Type – Numeric value



Design time addition of numeric value question

You can now add ‘Numeric Value’ questions to a survey, as part of survey design.

Key Business Benefits

- The user can use the new numeric value question type to capture numeric (integer) responses.
- The new numeric value question type can be included without specifying the UOM or the currency as a mandatory field.

Set-up Details

- Enabled by default

What’s New in Lead and Opportunity

What's New in 1808 for Lead and Opportunity Management

Key Innovations

Leads

- Related Leads
- Deal Finder leveraging Machine Learning based scoring
- Lead creation from Registered Product list

Additional Enhancements

- Decoupling Lead Qualification status from Lead Qualification level
- Business action for defaulting "Individual Customer" option during Lead creation

What’s New in 1805 for Sales Quotes

What’s New in 1808 for Sales Quotes

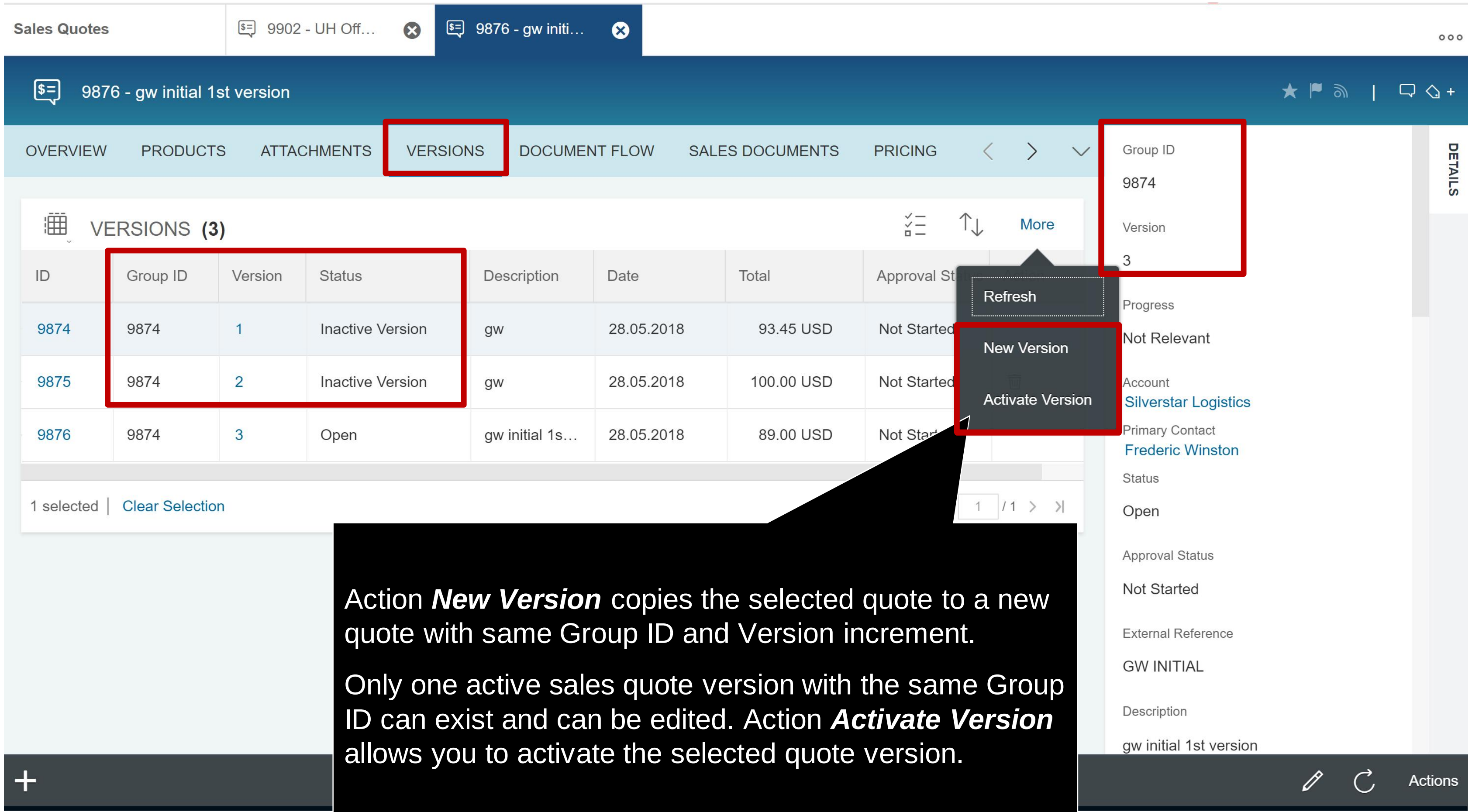
Key Innovations

- Quote Versioning
- Product Recommendations based on Machine Learning Beta

Additional Enhancements

- UI Optimization - Vertical split of Products view
- Delete Related Activities
- Enhanced Party Determination for Standard Parties
- Enhanced Data Workbench Support including Pricing
- Delete Items via Multi Select
- Enhanced Output Message that includes symbol for UoM

Sales Quote: Versioning (1)

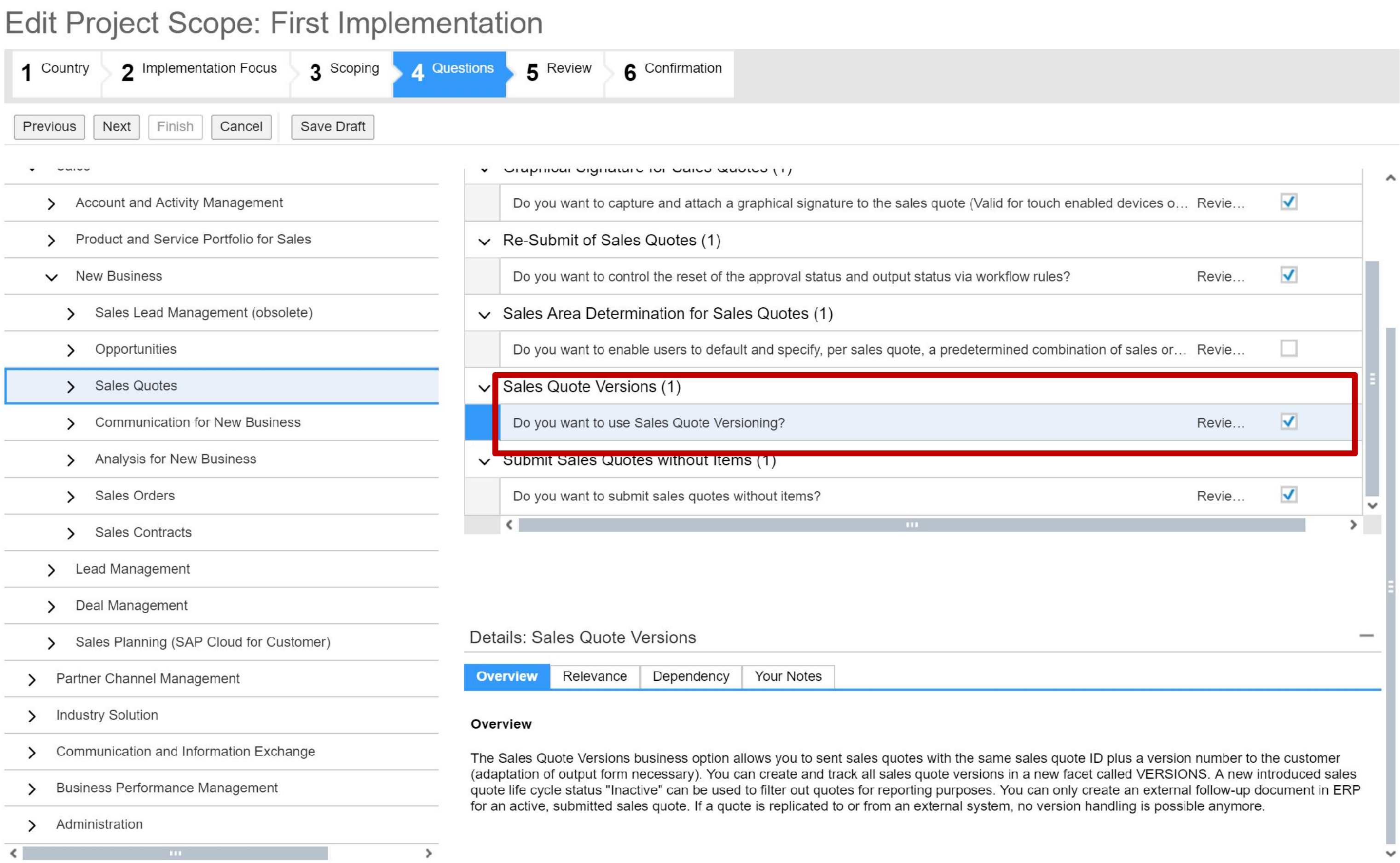


Action ***New Version*** copies the selected quote to a new quote with same Group ID and Version increment.

Only one active sales quote version with the same Group ID can exist and can be edited. Action ***Activate Version*** allows you to activate the selected quote version.

- In case your business requires quote iterations and negotiations with the customers, the new quote versions feature can help you to better track your sales quote changes.
- You can now send sales quote proposals with the same sales quote ID (Group ID) plus a version number to the customer during the negotiation phase.
- You can create and track sales quote versions in a new sales quote facet called **VERSIONS**.
- The life cycle status value “**Inactive Version**” can be used to filter out quotes for reporting purposes.
- You can search and track quote versions based on a new **Group ID** (advanced and basic search).

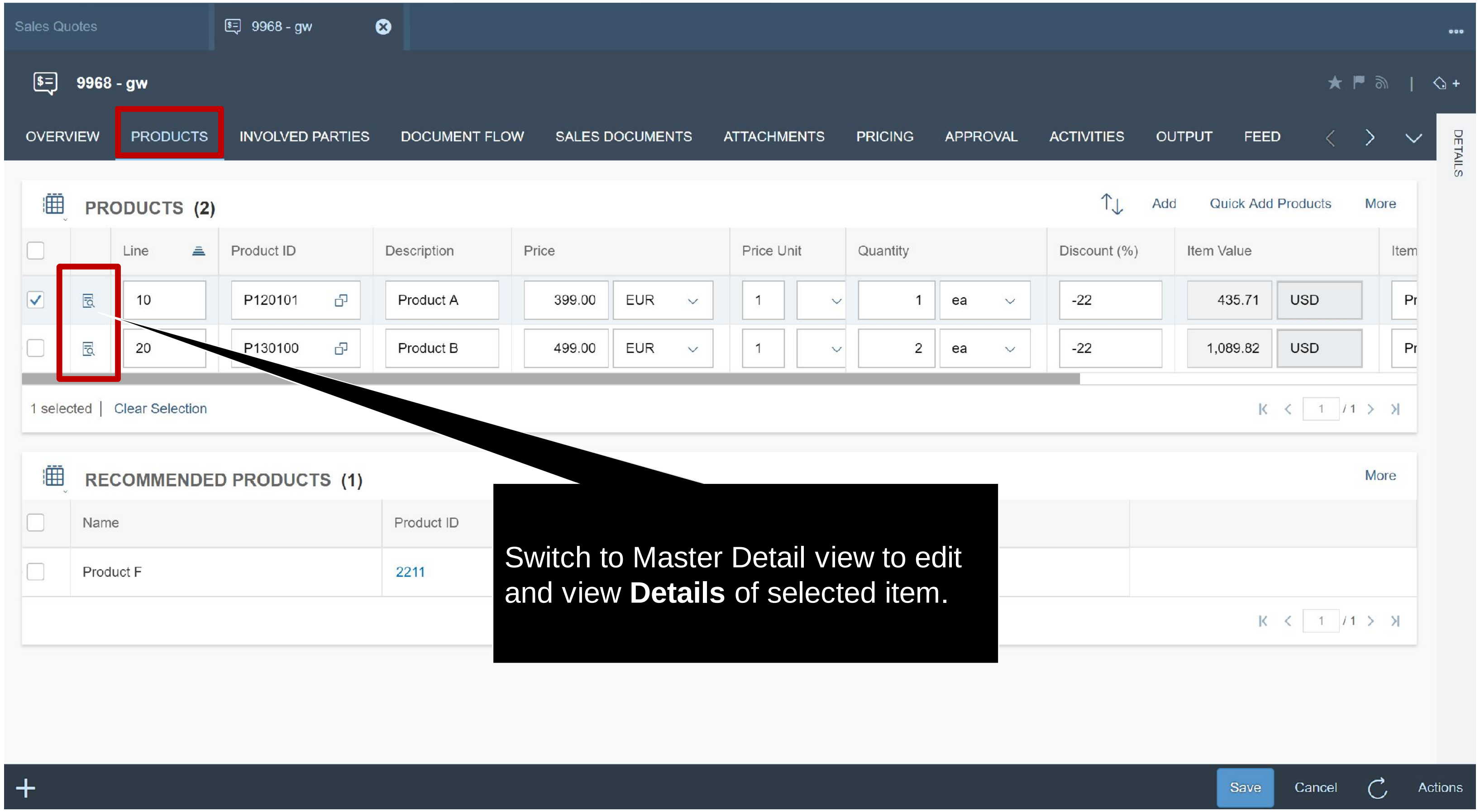
Sales Quote: Versioning (2)



- You can now sent sales quotes with the same sales quote ID plus a version number to the customer.
- You can only create an external follow-up document in ERP for an active, submitted sales quote.
- If a quote is replicated to or from an external system, no version handling is possible anymore.

- Business Configuration -> Scoping Element: Sales -> New Business -> Sales Quotes: Tick question “"Do you want to use Sales Quote Versioning?”
- Form templates (besides Sale Quote Demo) need to be adjusted to print Group ID and version number.
- Note: Quote versions cannot be created in offline mode.

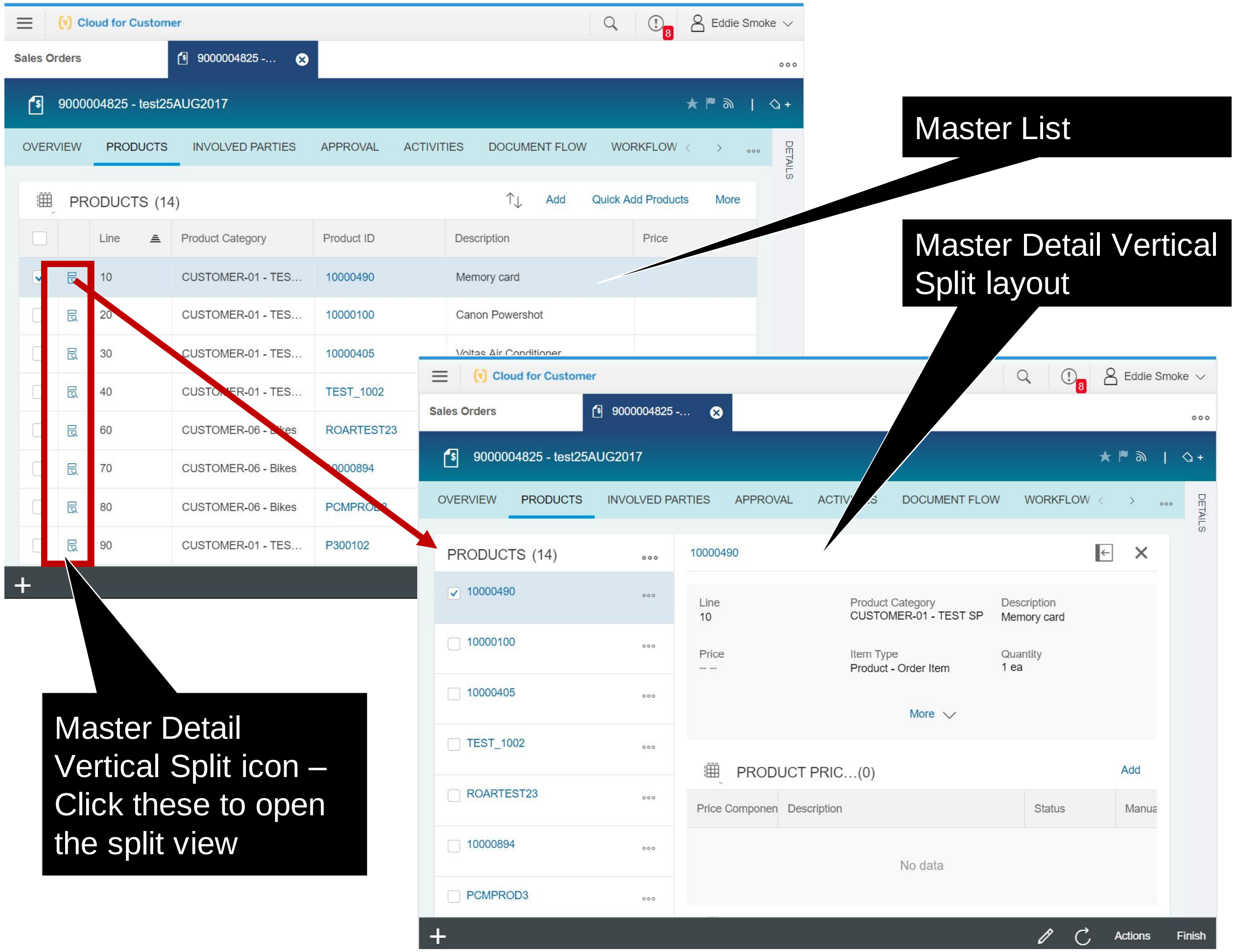
Sales Quote: UI Enhancement – Master/Detail View for Products (2)



In this screen shot, you can see the traditional Product table view with a new icon added.

- You can click on this icon to switch to the new master/detail view.
- Note: If as an Administrator you do not want to use the new view shown on the previous page, then you will have to disable it in company settings as described on the next page.

Sales Quote & Order: Master Detail Vertical Split layout (Desktop & Tablet only)



Master Detail Vertical Split layout is now enabled for Products table in Sales Order

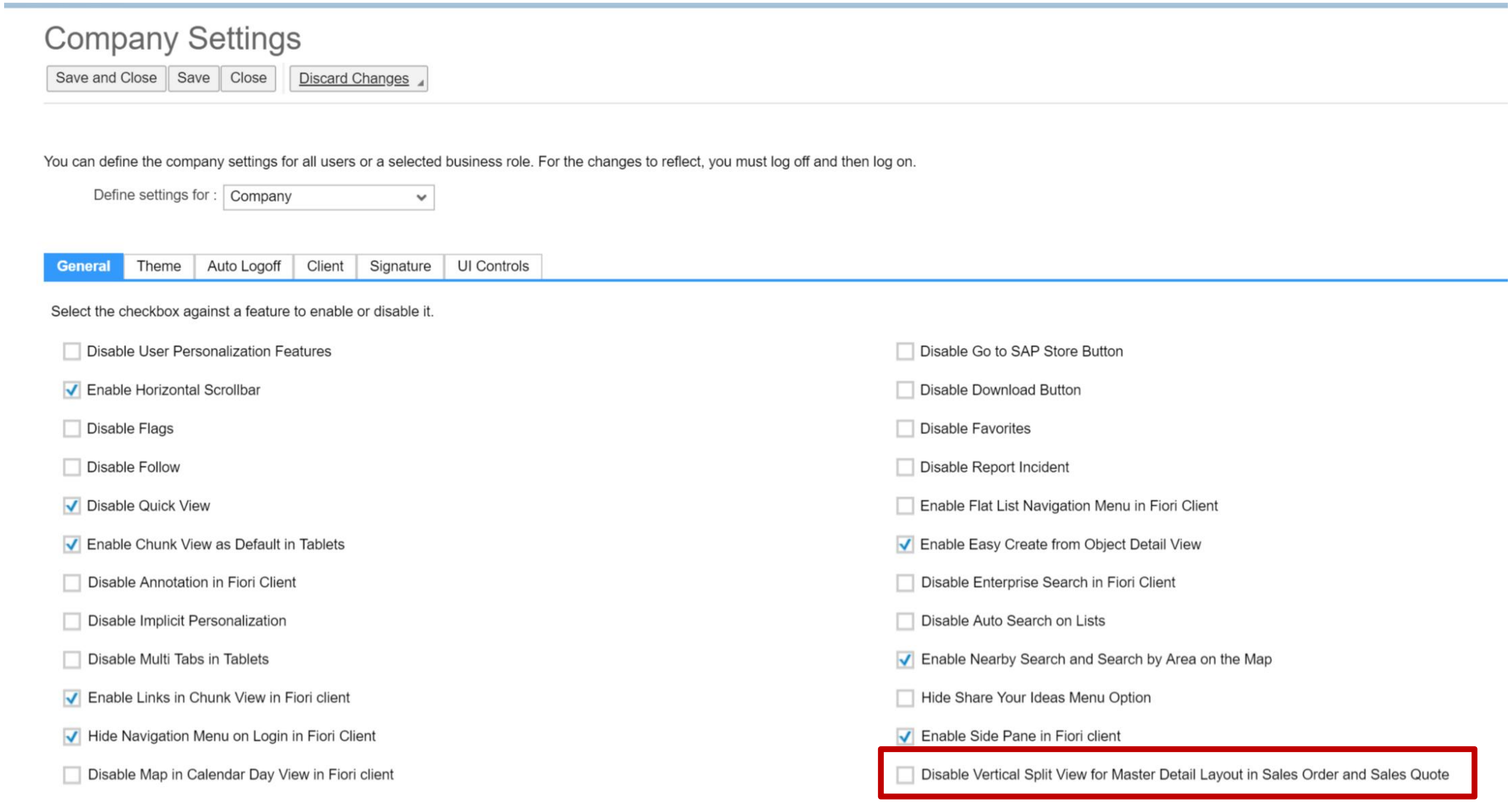
- The Products table in Sales Order now displays detailed information in a Master-Detail Vertical split pattern.
- This layout is now by default turned ON.

Key Business Benefits

- Details about each line item can now be viewed and edited on a larger screen area.

Master Detail Vertical Split layout will be the only option from 1902 release and this company setting will be removed.

Sales Quote: UI Enhancement – Master/Detail View for Products (3)



- As an Administrator, you can use the company setting to **disable the new vertical split** in sales quotes for representing master details view in the **Products facet.**
- Note that the vertical split also applies for **Involved Parties facet** in quote and order.

IMPORTANT NOTE: The new view will be active immediately after upgrade to 1808 if the Company Setting is been not changed accordingly.

Sales Quote: Enhanced Data Workbench Support including Pricing

Data Workbench now supports

- Import, export, and update of external pricing conditions (update and create price conditions that can be manually changed)
- Import, export, and update of internal price conditions (update and create price elements that can be manually changed)
- Migration of lost sales quotes in one step (set *Reason for Rejection* and new flag *Set to Lost if Cancelled)*

Sales Quote: Enhanced Output Message that includes symbol for UoM

Quantities and Units of Measure

Version:**Customer Specific** Business Option:**Built-in Services and Support: Business Environment: Units, Rates, and Cross-Application Data: Quantities and Units of Measure**

Save and Close | Save | Close | Translate

Trading Units of Measurement

You can define and maintain trading units of measurement.
Note: When creating your entries in the table below, the unit must begin with the letter Z.

Add Row Remove

Unit	UoM Symbol	Description	Activation Status	Display Decimals
EA	ea	Each	2 - Released	0
XBG	bag	Bag	2 - Released	0
XBX	box	Box	2 - Released	0
XCR	crate	Crate	2 - Released	0
XCS	case	Case	2 - Released	0
XCT	car	Carton	2 - Released	0
XPK	pack	Package	2 - Released	0
XPX	pallet	Pallet	2 - Released	0
XSX	set	Set	2 - Released	0

3 - Blocked (448)

- Quote output print form uses the description of Unit of Measurements (UoM) in the print templates.
- UoM Symbol is now part of the sales quote output message.

Adaptation of the quote output form necessary.

What's New in Communication Channels

What’s New in 1808 for Communication Channels

Key Innovations

Interactions & Response Feeder

- Inline E-Mail editor
- Interactions – List View (Phased Delivery)
- Support Forwarding of Emails with Inline Images

Additional Enhancements

Live Activity

- Reset default search

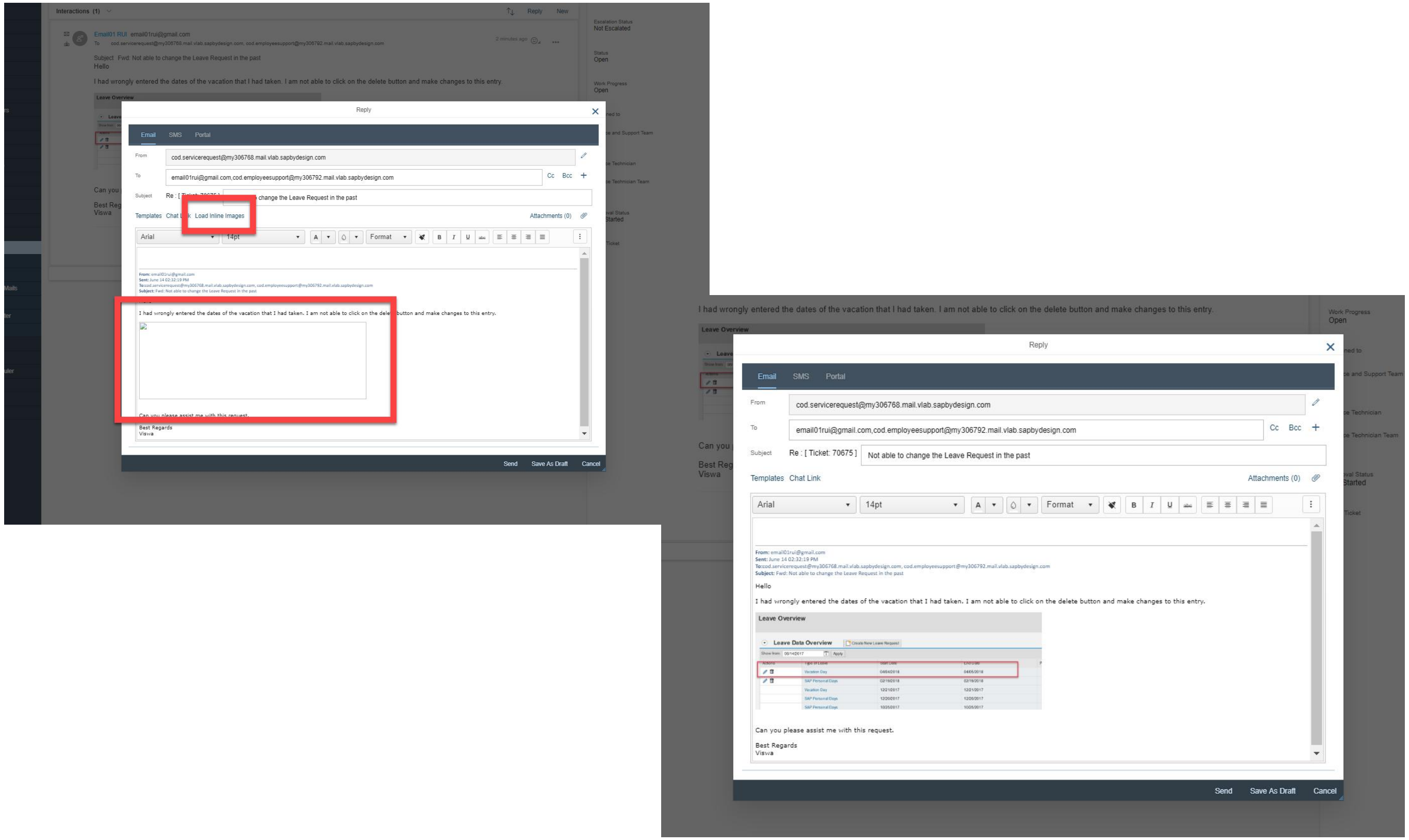
E-Mail

- System notification if issues with E-Mail Server (Phased Delivery)
- Response Feeder – Disable SMS and Chat Link if not set up.
- Response Feeder - Set Default Font and Size

Social in Fiori Client

- Facebook/ Twitter

Response Feeder – Support Forwarding/Reply of Inline Images in E-Mails



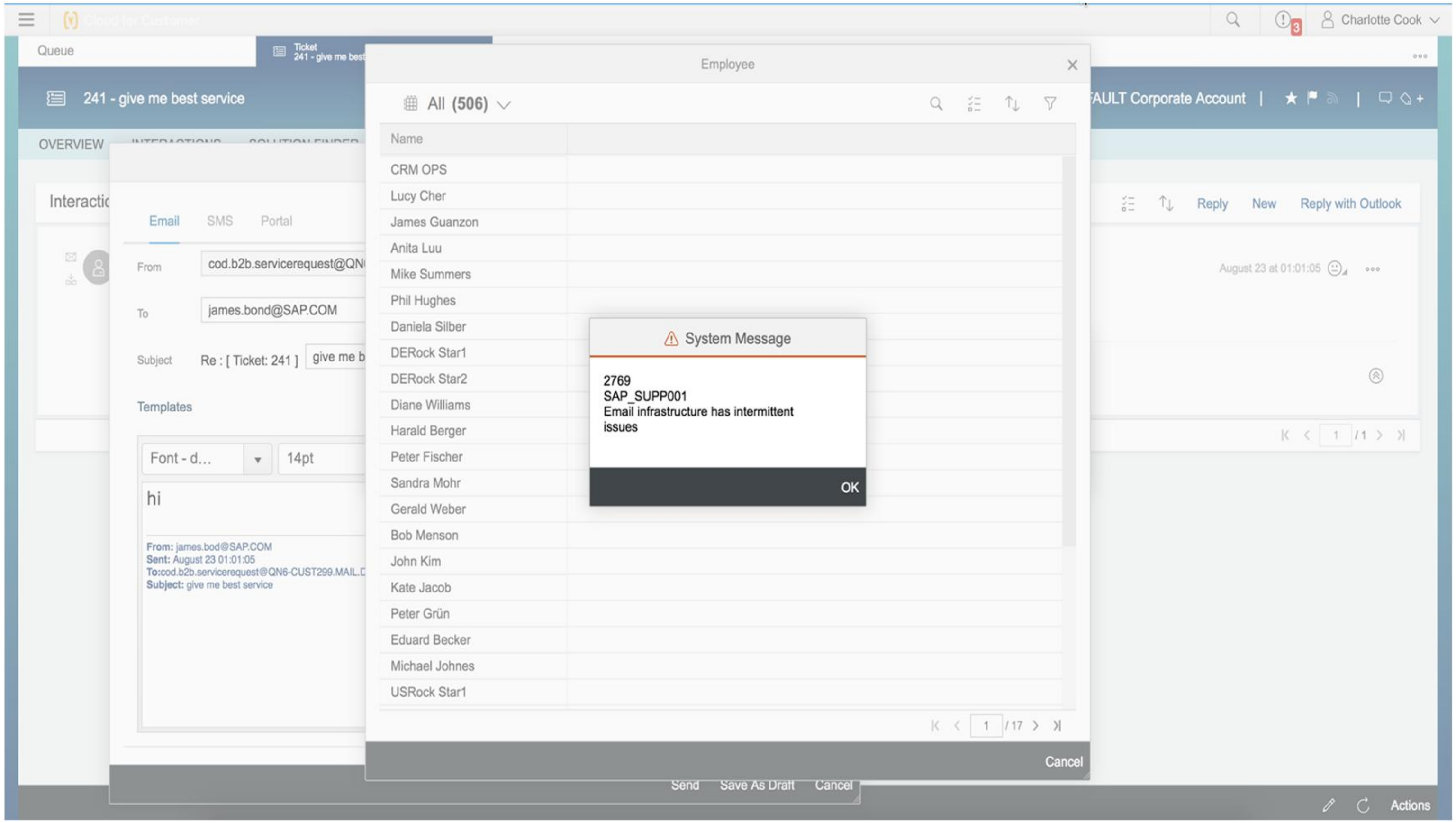
Business Description of Feature

- Enable the agent to include the images that were part of the incoming e-mail when forwarding or replying an e-mail
- New option ‘insert inline image’ to decide whether the images should be added to response or not.

Key Business Benefits

- Enhanced collaboration opportunity, where the agent can make his responses in context of the images he has received from the customer

E-Mail Channel – System notification if issues with E-Mail Server



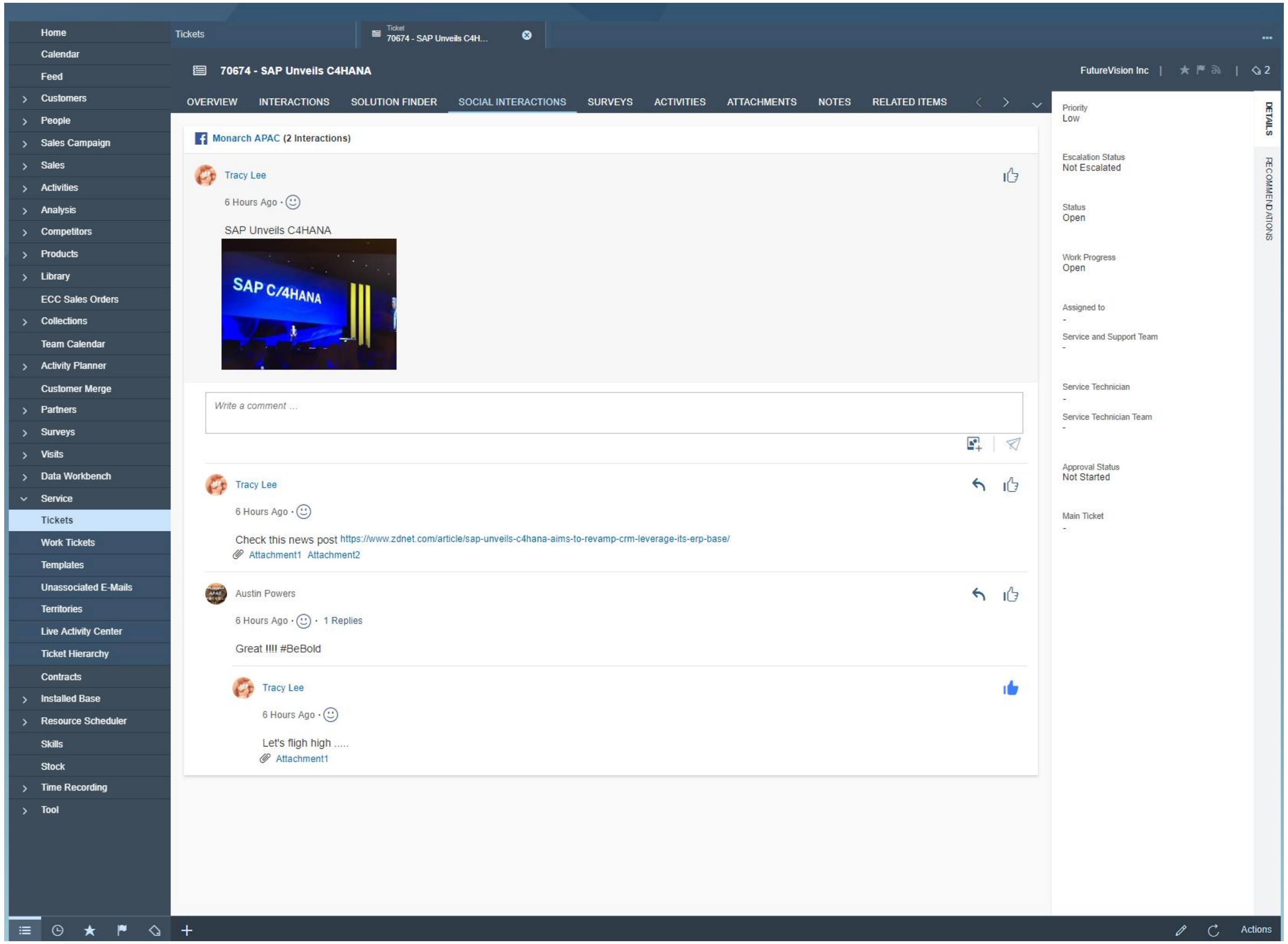
Business Description of Feature

- System notification to all the logged in user in case there is an issue with the E-mail Server.
- Feature will only be enabled in tenants on a request basis.

Key Business Benefits

- Agents can be informed in case there is a connectivity issue with the E-Mail Server.

Social – Facebook/Twitter in Fiori Client



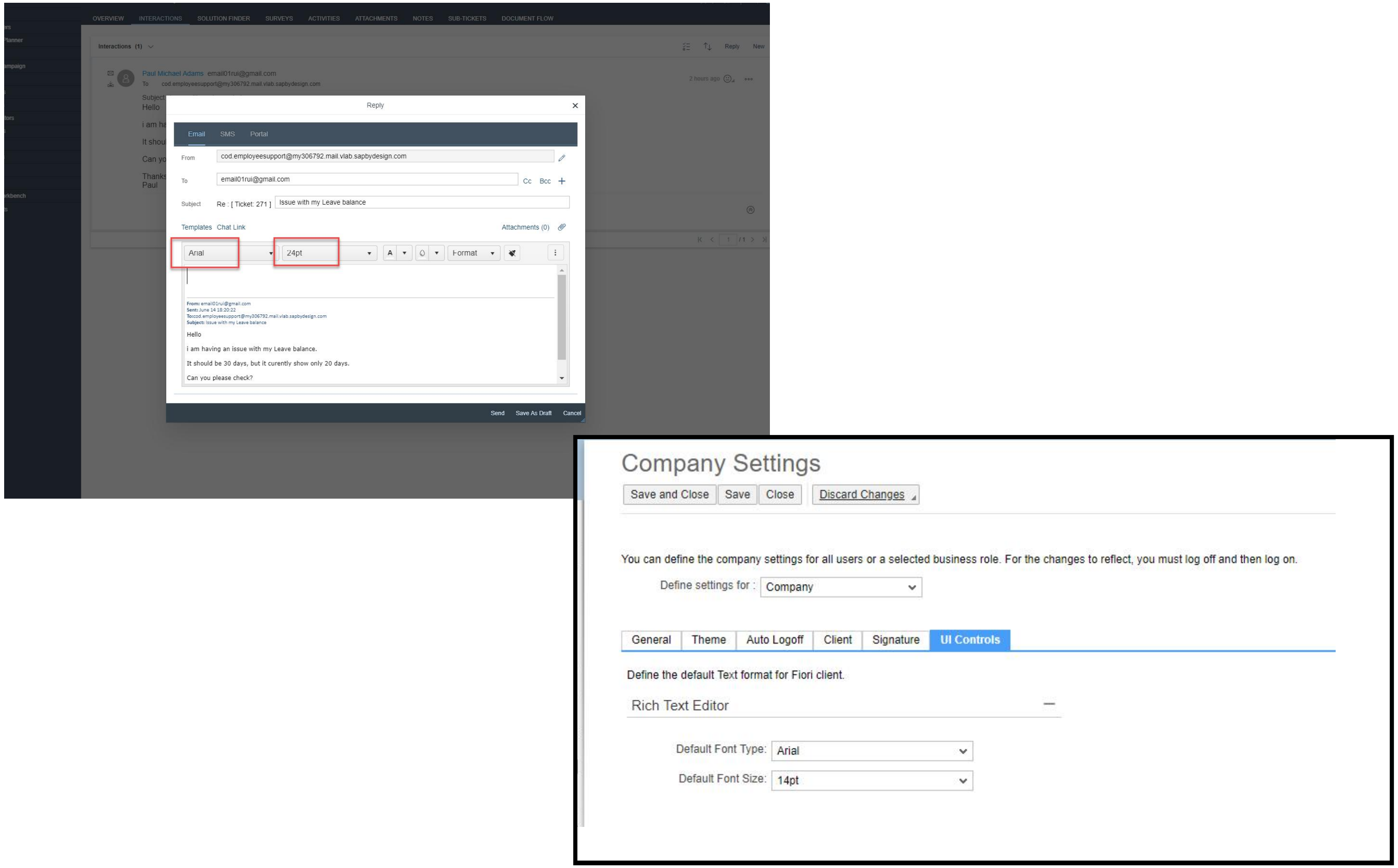
Business Description of Feature

- Enable Facebook/Twitter channels in Fiori Client.
- New Facet added 'Social Interaction' to the Ticket UI.
- New configuration to enable the Social Interactions Facet on the Ticket UI.
- Remaining channels coming with next releases.

Key Business Benefits

- Enhanced use experience for the Social Channels in Fiori Client.
- Contextual response options.
- Display of images in the context of the message.

Response Feeder – Set Default Font and Size



Business Description of Feature

- In the E-Mail Response Feeder the font and size can be set to a Default value.
- If the user changes the font and size, then the personalization is stored in the cache of the browser.

Key Business Benefits

- Achieve uniformity in the e-mails that are being sent out by the agents.

What’s New in Ticket & Time Recording

What’s New in 1808 for Ticket & Time Recording

Key Innovations

Ticket

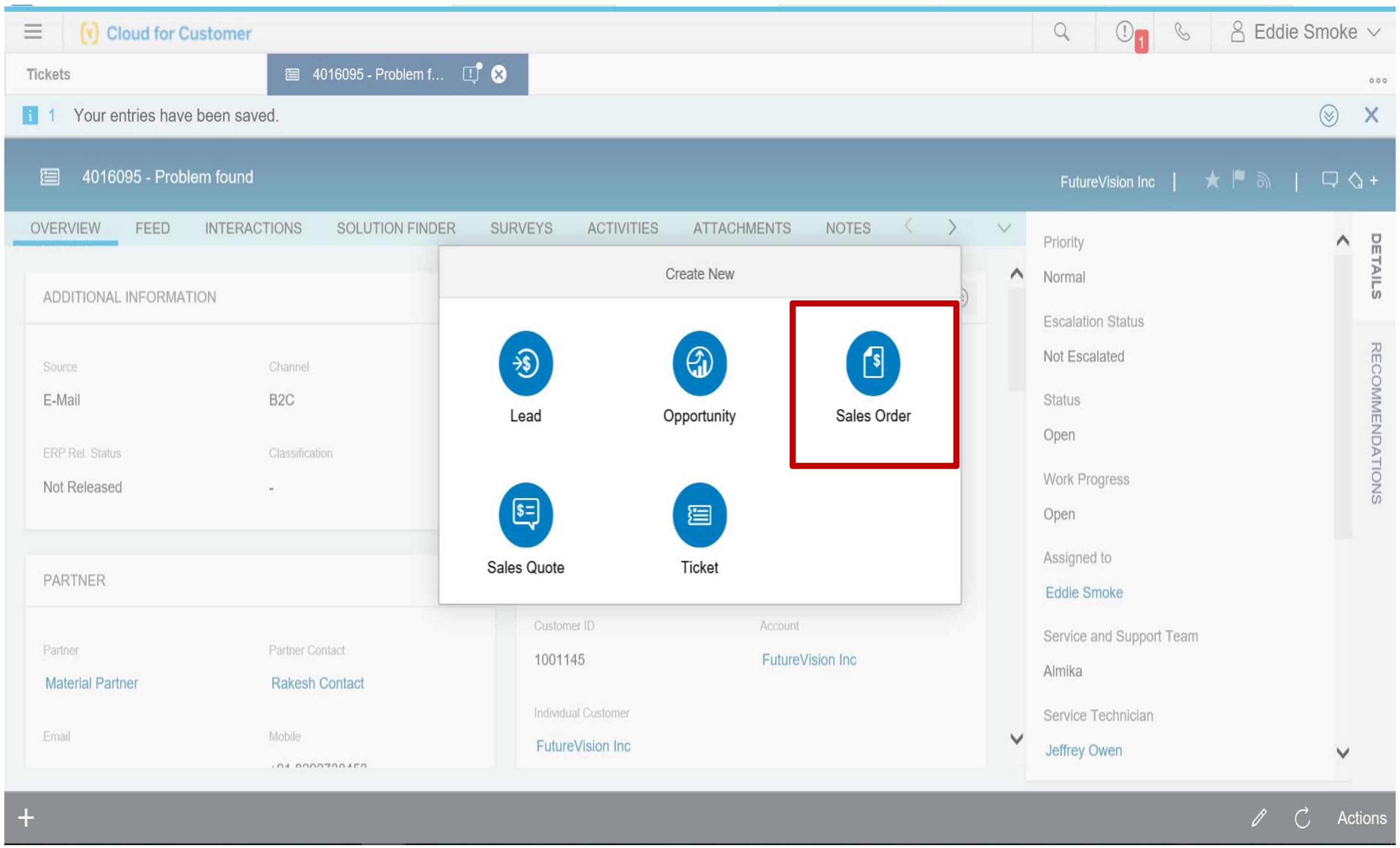
- Create follow-up Sales Order from Ticket TI
- Enable Payment Terms, Incoterms etc. for Ticket
- Enable Blocking Terms for Ticket
- Enable Credit Check for Ticket
- Restrict the creation of new Tickets based on business roles
- Query to filter team based on employee
- Scoping question for Processor & Team consistency check
- Enable Employee & Partner sections in Ticket in FIORI

Additional Enhancements

Ticket

- New "System Item processing" type “Sales Order”
- Enable Image Views and Thumbnail View

Topic Area: Ticket - Create follow-up sales order from ticket TI



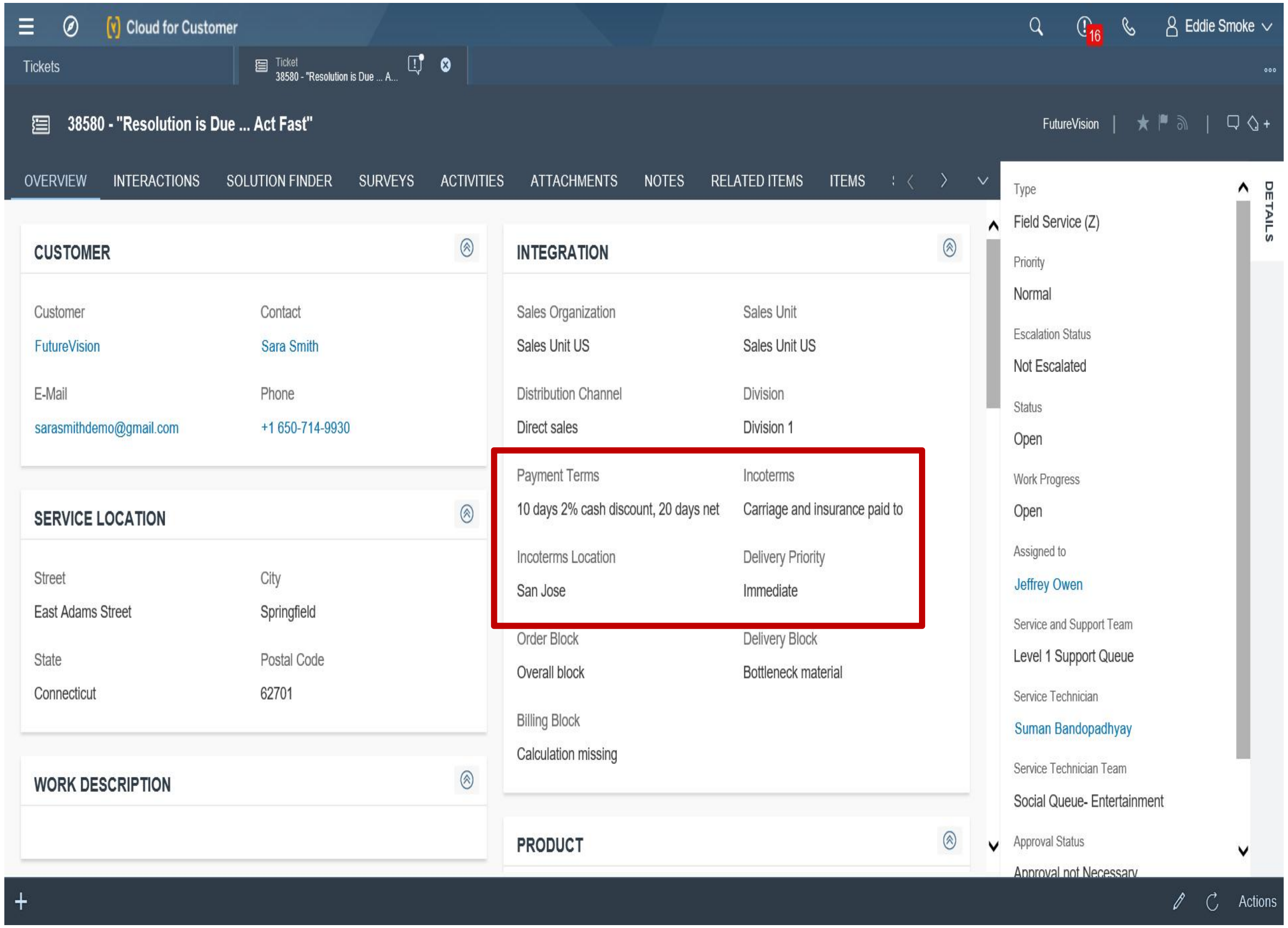
Business Description of Feature

- Users can create a sales order as a follow-up for a ticket in ticket screen (both from “+” sign on the Ticket screen and in the Related Items facet for HTML 5 & Fiori).

Key Business Benefits

This would help in up-sell and cross-sell scenarios.

Topic Area: Ticket - Enable Payment Terms, Incoterms…



Business Description of Feature

- Ticket is now updated with new fields Payment Terms, Incoterms, Incoterms Location and Delivery Priority from Account based on the sales area of the Ticket.
- These fields are also added in:
  - Ticket Workflow
  - Ticket Approval
  - Ticket Data Source

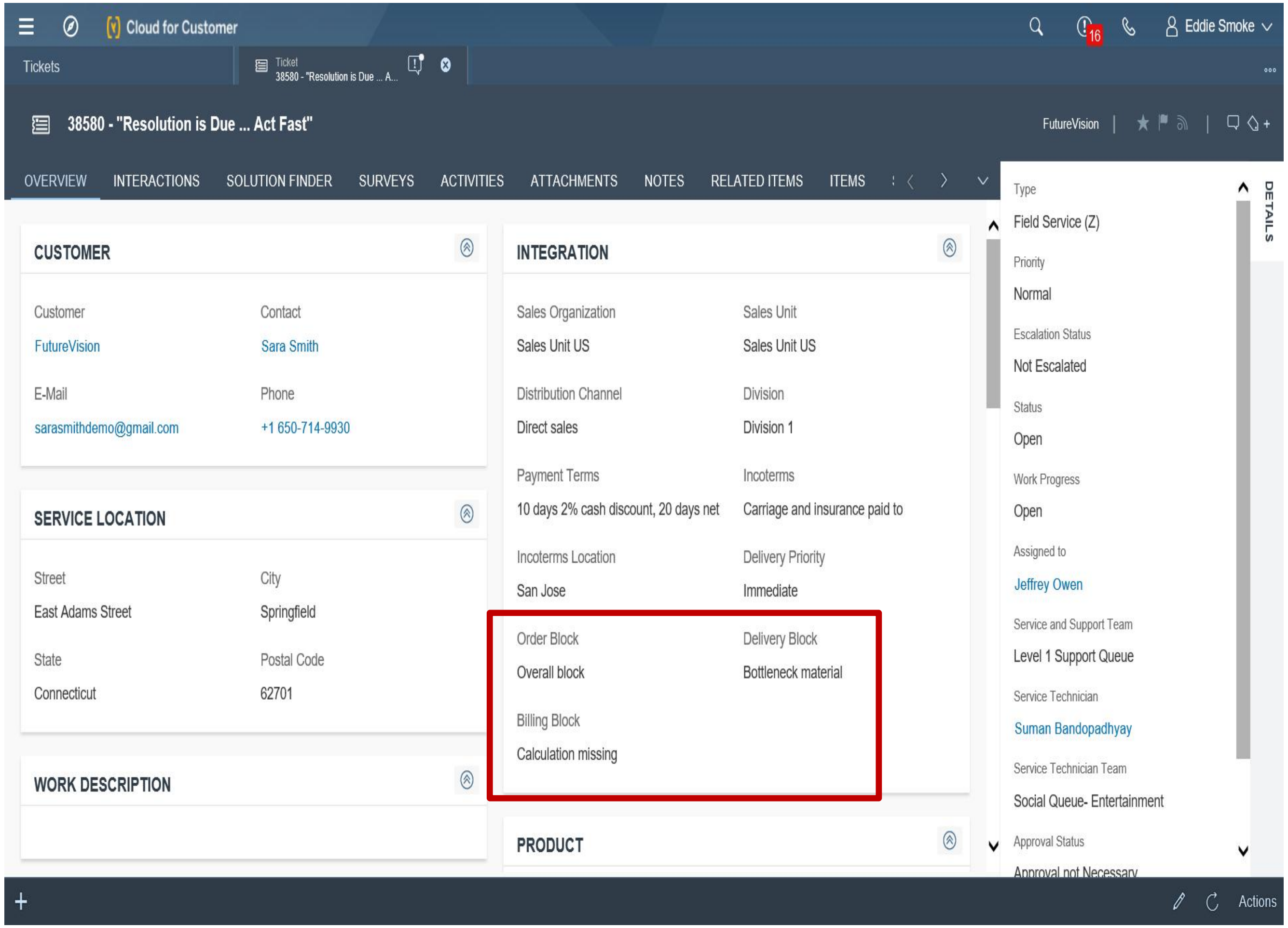
Key Business Benefits

- Users can now add/edit these fields in Ticket itself.

Note

- These fields are updated only on change of Sales Area of the Ticket.

Topic Area: Ticket - Enable Blocking terms for Ticket



Business Description of Feature

- Ticket is now updated with new fields Order Block, Billing Block and Delivery Block from Account based on the sales area of the Ticket.
- These fields are read only in Ticket.
- These fields are added in:
  - Ticket Workflow
  - Ticket Approval
  - Ticket Data Source

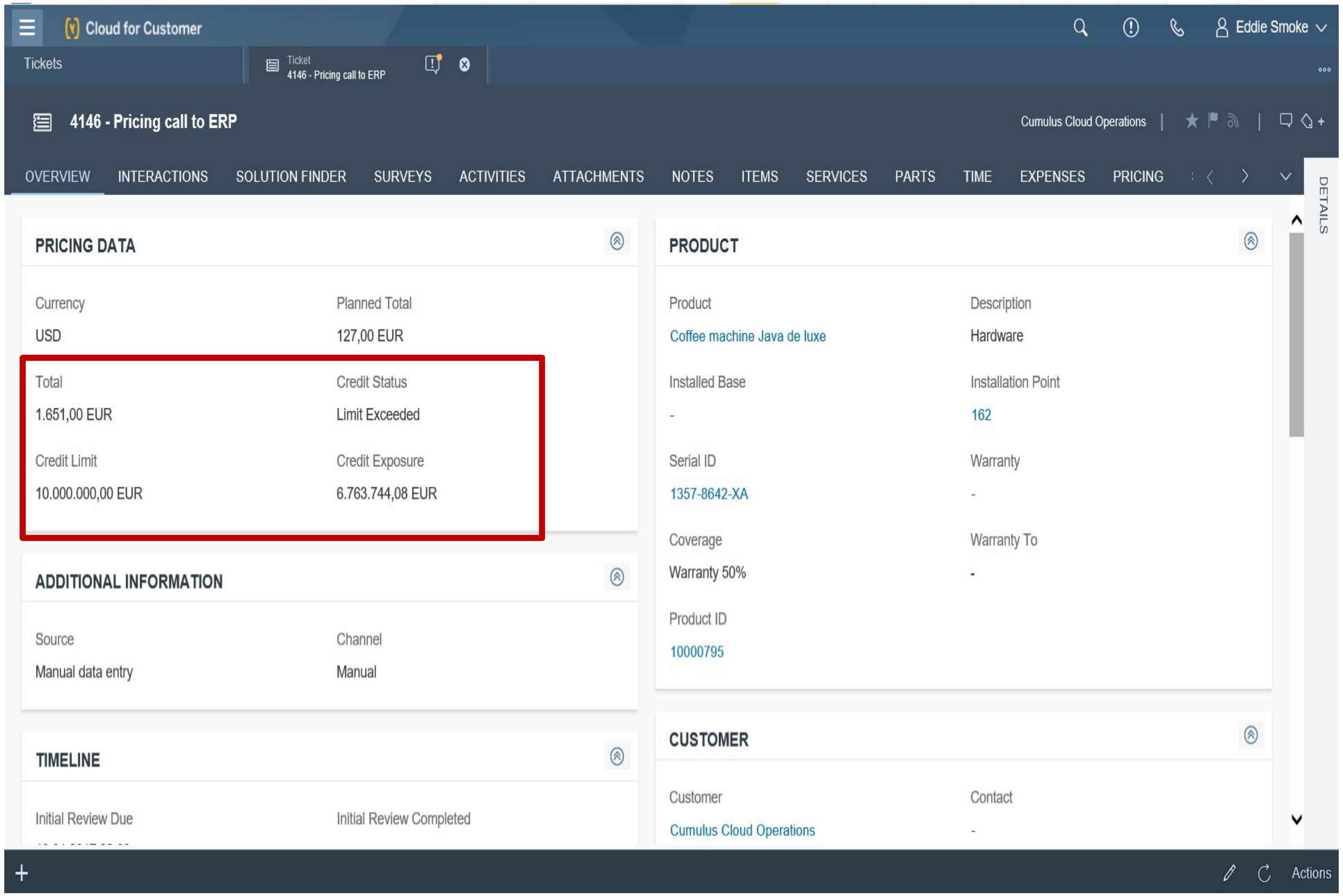
Key Business Benefits

- This would help to see if any customer is blocked before providing a service to them.

Note

- These fields are updated only on change of Sales Area of the Ticket.

Topic Area: Ticket - Credit Check



Business Description of Feature

- Ticket is now updated with new fields Credit Status, Credit Limit and Credit Exposure from SAP ERP system when clicking the action "Get External Pricing".
- Credit Status is added in:
  - Ticket Approval

Key Business Benefits

- Customers can check the credit status, credit limit and credit exposure in the ticket before providing any service.

Topic Area: Ticket - New "System Item processing" type “Sales Order”

Item Processing Codes

Version: **Customer Specific** Business Option: **Service: Customer Care: Service Request Management: Tickets for Customer Support**

Save and Close | Save | Close | Translate | Determination Table

New values must start with Z or Y.

Add Row | Delete

Processi Code	Description	System Processing Type	Invoicing Method	Assigned to T...	Pricing Relevant	Scheduling Method	ERP Relevant	ATP Check Relevant
EXP0	Expenses	Billing Request	Fixed Price	Expenses	☑		☑	☑
SEP1	External procurement	External Procurement	Not Relevant	Service	☑		☐	☐
SIC1	Item Confirmation	Item Confirmation	Not Relevant	Service	☑		☐	☐
SIP1	Item Planning	Item Planning	Not Relevant	Service	☑		☐	☐
SRCM	Complaint Item	Complaint Request	Not Relevant		☑		☐	☐
SRP0	Billing Request	Billing Request	Time and Material		☑	Appointment	☑	☑
SRP1	Part Consumption from Techniciar	Part Consumption from Technician Stock	Time and Material	Parts	☑		☑	☐
SRP2	Part Consumption from Consignm	Part Consumption from Customer Consignn	Time and Material	Parts	☑		☑	☐
SRP3	Part Advance Shipment	Part Advance Shipment to Customer Consi	Not Relevant	Parts	☑		☑	☐
SRP4	Part Return from Consignment Stc	Part Return from Customer Consignment St	Not Relevant	Parts	☑		☑	☐
SRS1	Time	Time	Time and Material	Time	☑		☑	☐
SRV1	Service	Billing Request	Fixed Price	Service	☑		☑	☐
SSO1	Sales Order	Sales Order	Not Relevant	Service	☐		☐	☐

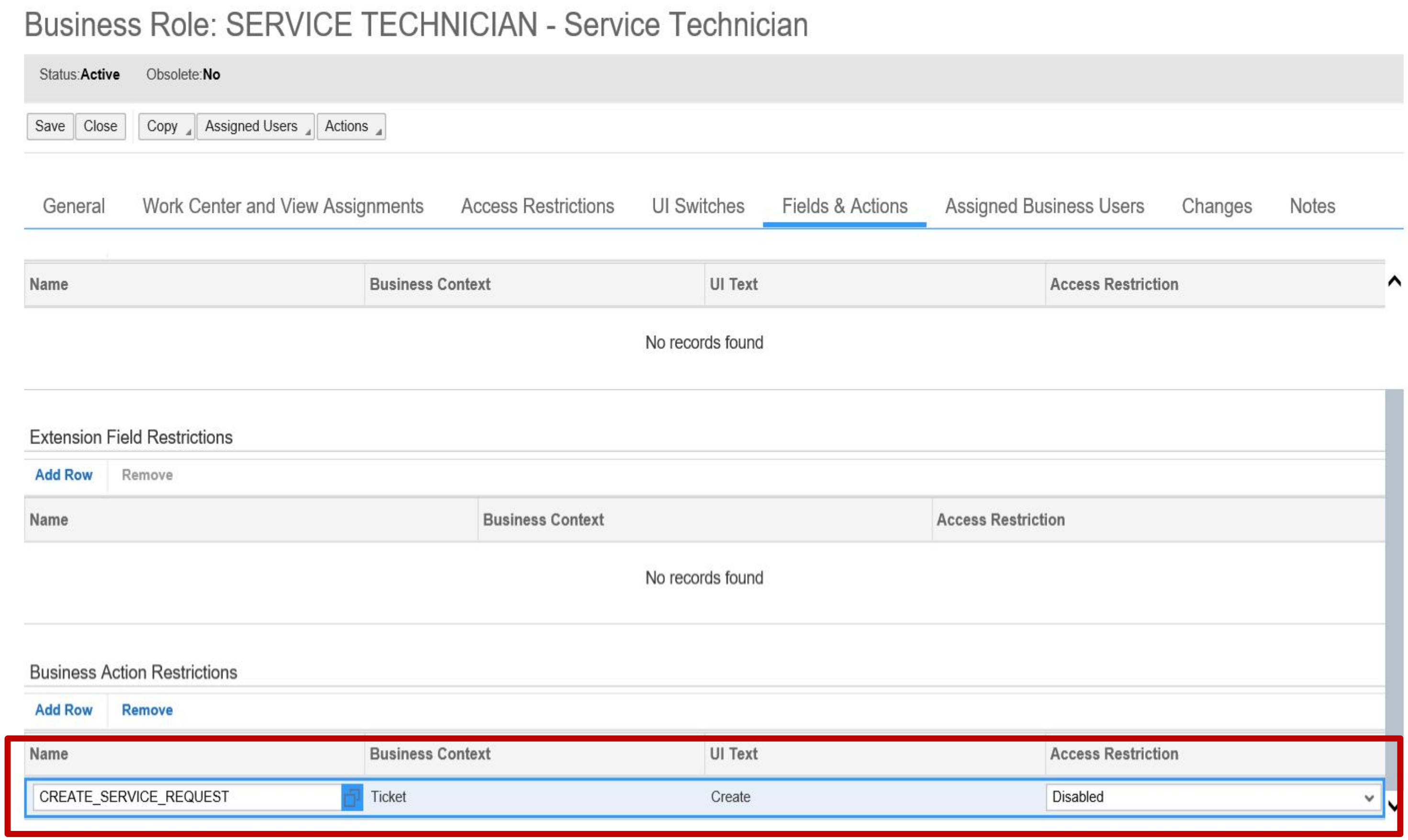
Business Description of Feature

- A new system processing type ‘Sales Order” is added in the list of system processing types available for Ticket items under Item Processing Codes in Business Configuration.

Key Business Benefits

- Customers can use this processing code for creating Sales Order in ERP.

Topic Area: Ticket - Restrict the creation of new tickets



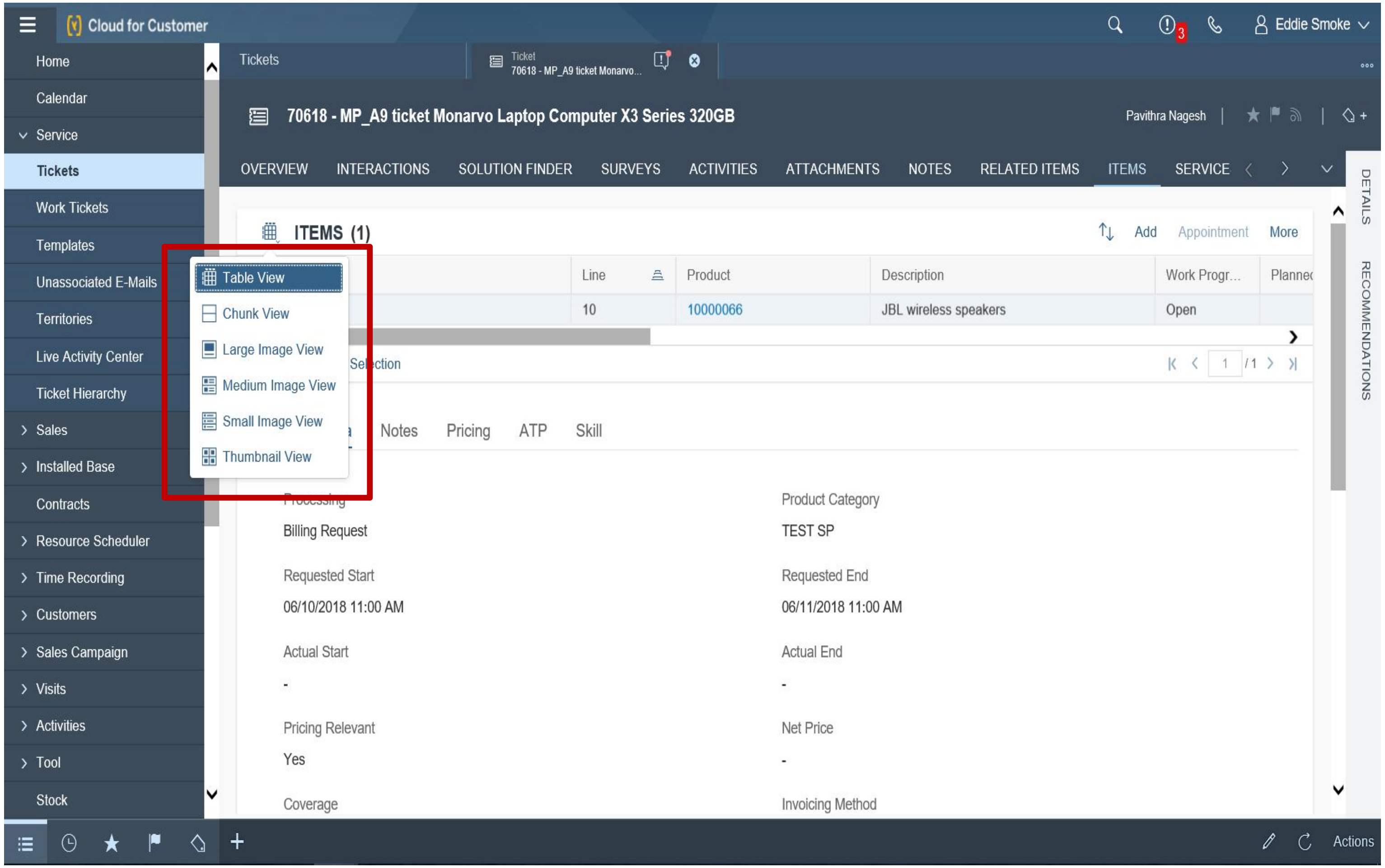
Business Description of Feature

- Customers can restrict the creation of new ticket based on business roles via Access Restrictions for Fields & Actions.

Key Business Benefits

- This will help customers to restrict the creation of tickets to few users based on their business roles.
- **Note**: This is only enabled online currently.

Topic Area: Ticket – Enable Image Views and Thumbnail View



Business Description of Feature

- Image views (Small, Medium and Large) and Thumbnail view are enabled as alternate visualization.
- It is applied in Tickets for:
  - Items
  - Products
  - Involved Parties such as Employees, Customer, Accounts…

Key Business Benefits

- This will provide customers the flexibility of different visualizations.

- Note: Image column is personalized hidden.

What’s New in Utilities

What’s New in 1808 for Utilities

Key Innovations

- Advance Metering Infrastructure – Phase 1
- View BPEM exception cases in Customer and Premise
- Create Miscellaneous Postings
- Promise to Pay
- Fix Address in Contract Account

Additional Enhancements

- Long text support for service order and service notification
- Hyperlink for Utilities Financial filtered Contract Account
- Limiting number of records for service order
- Performance Optimization for Utility processes

Utilities: Advance Metering Infrastructure (AMI) – Phase 1

AMI Status and Meter Information

Object Hierarchy (1)   Expa   Collapse All   Refresh

Name	ID	Description
Installation / Point Of Delivery	16716	Electricity / Rate category E1 - F ctricity rate category 1
Device	12	AMI device category - Active

Meter Information (1)

Meter ID	Type	System Status	User Status	Device Category	Device Category Description	Register Group	AMI Meter	AMI Status	Remote Connect
12	IS-U Equipment	Installed		DEV_CAT_AMI1	AMI device category	RG_GRP	✓	Active	✓

1 selected | Clear Selection   1 / 1

Remote Connect	Remote Disconnect	Remote Meter Reading	Manual Meter Reading with AMS	On-Demand Meter Reading	Request Operational State	Receive Text Messages
✓	✓	✓		✓	✓	✓

If it's an AMI meter, then the table will show additional columns for AMI capabilities

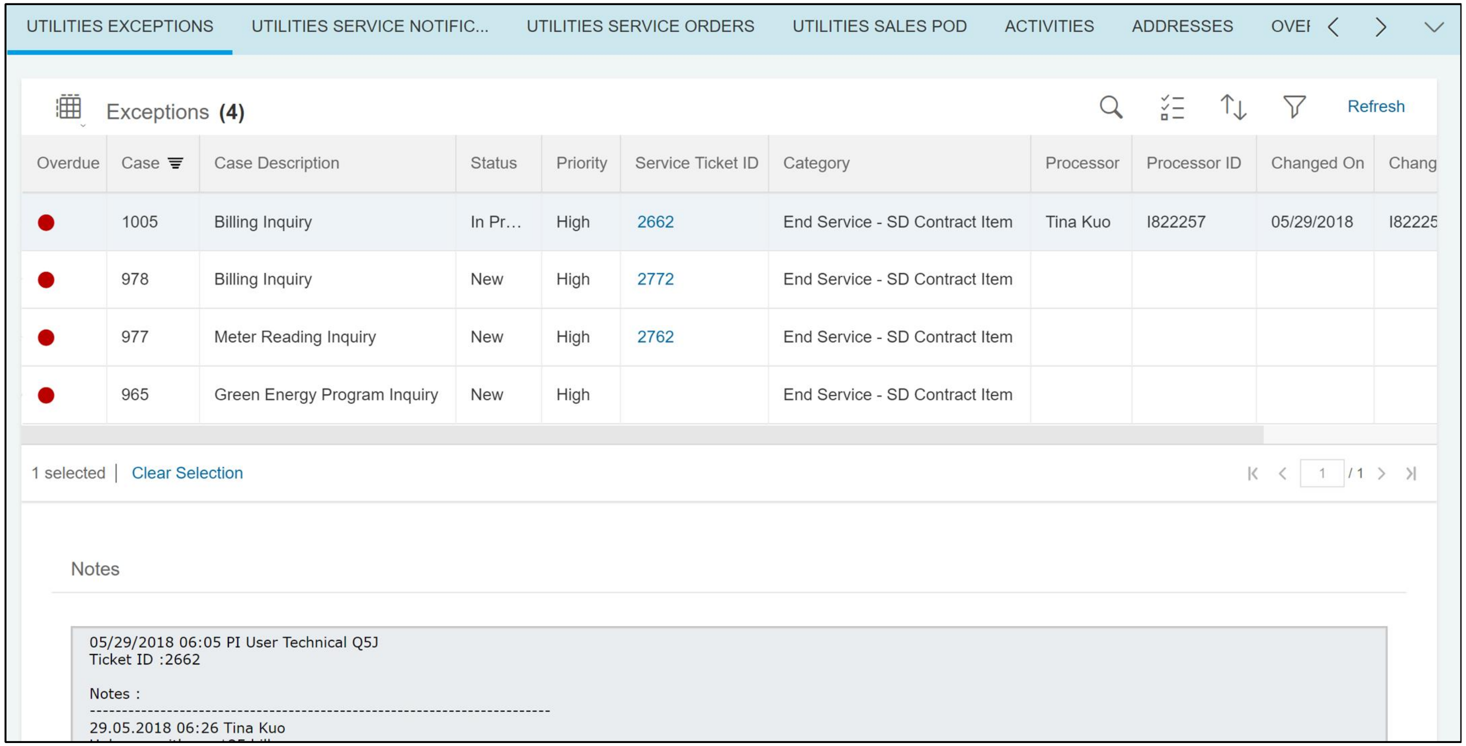
AMI

- Ability to see AMI meters in
  - Customer – Utilities 360 hierarchy
  - Premise – Connection Details
- New meter information table to provide details for AMI ad Non-AMI meters

Key Business Benefits

- Ability to see information such as system status, device category, and register group for all meters
- Ability to view AMI status in the hierarchy
- If it is an AMI meter, then the AMI related capabilities will be available dynamically

Utilities: View of BPEM Exception Cases



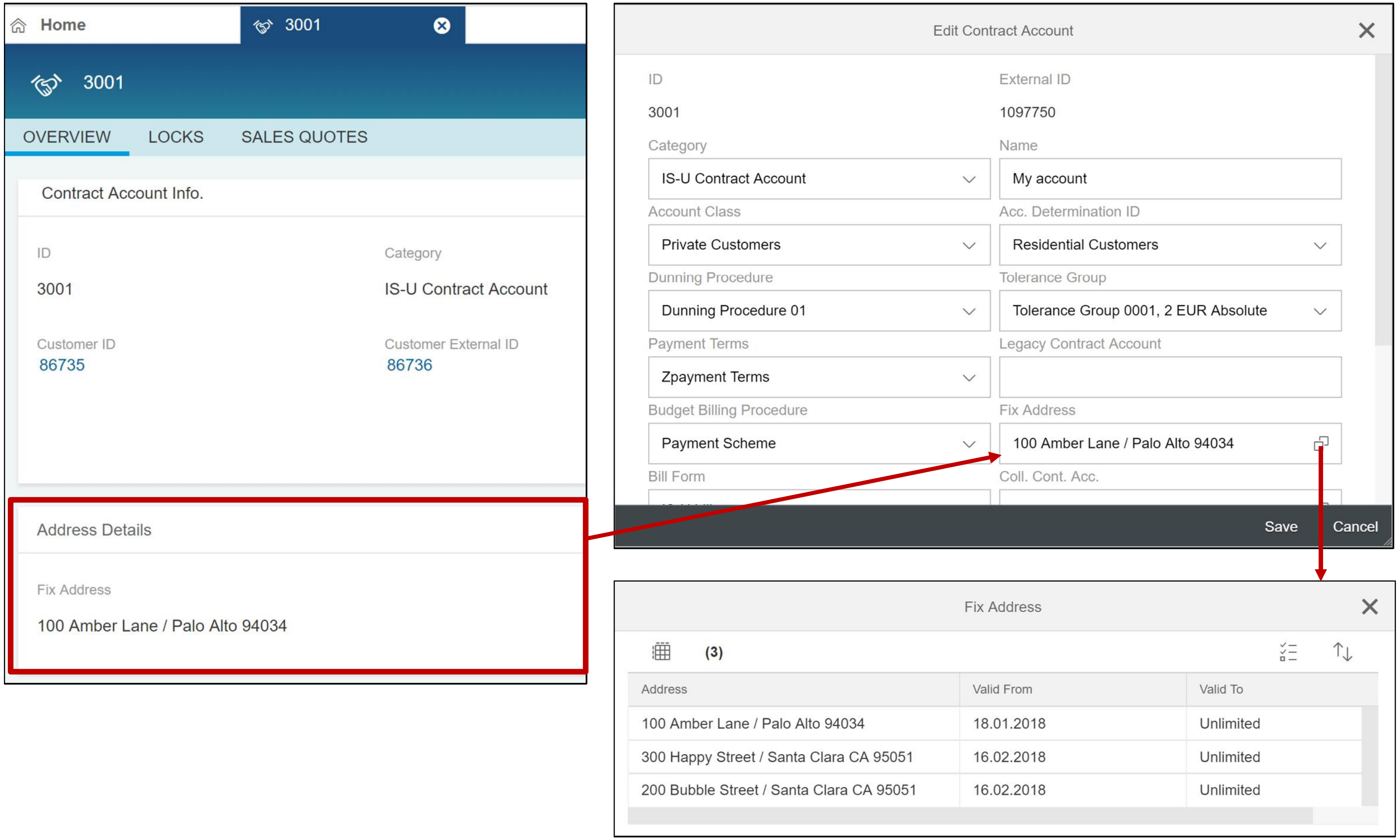
View Exception Cases

- Ability to view BPEM (Business Process Exceptions Management) exception cases in customer and premise objects
- Ability to see recent notes for each exception case
- Ability to view linked tickets

Key Business Benefits

- Ability to see information for existing exceptions from the backend to
- Ability to view linked tickets
- Ability to view AMI status in the hierarchy
- If it is an AMI meter, then the AMI related capabilities will be available dynamically

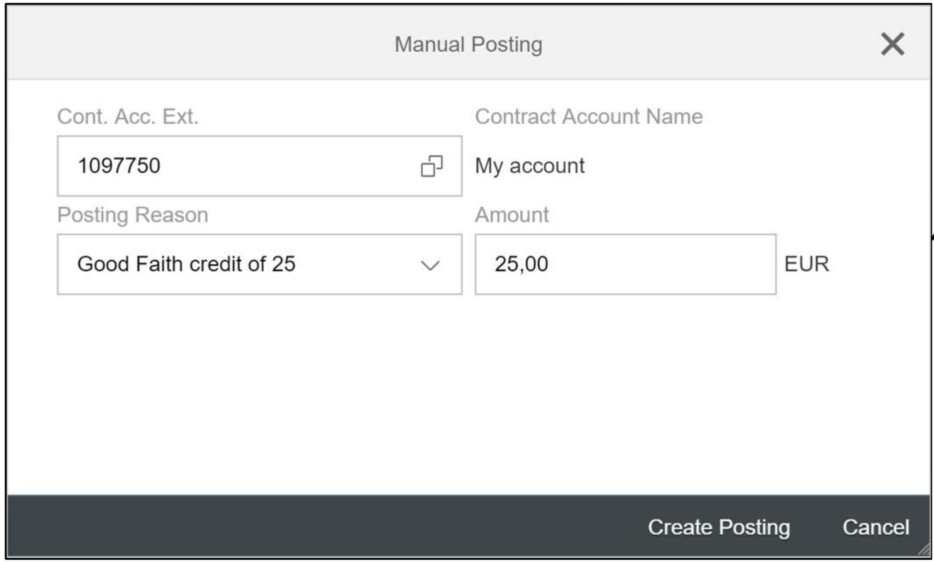
Utilities: Fixed Address in Contract Account



Fixed Address

- Ability to create, edit, and remove fixed address in contract account
- Ability for the user to select the customer's valid address to be used for fix address

Utilities: Manual Postings in Utilities Financials



Create Manual Posting

Configuration setting for description and default amount for reasons

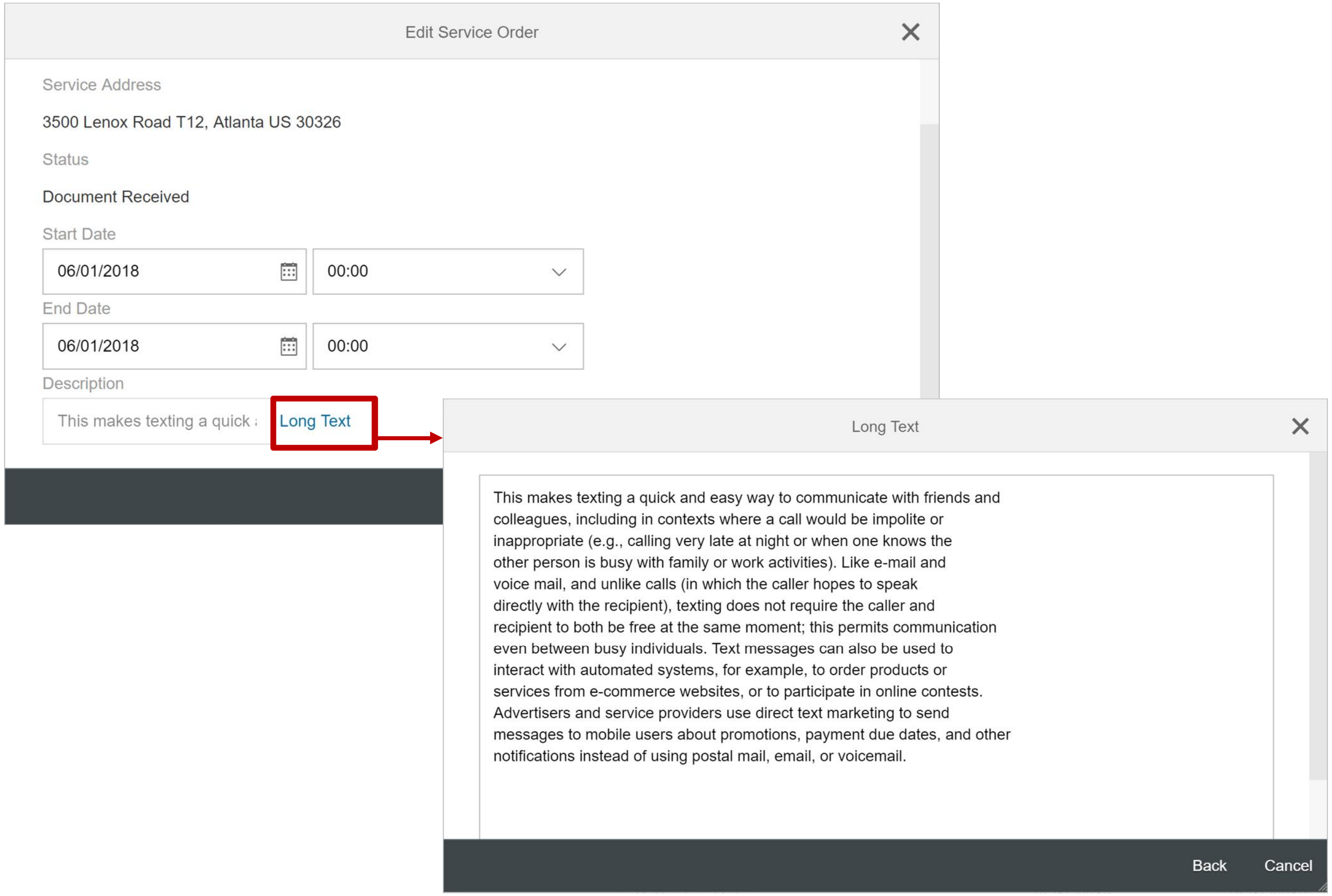
Manual Posting

- Ability to create manual posting from the open items table in Utilities Financials
- Ability to configure default value based on posting reason
- Ability to configure description for the reasons

Manual Posting

Reason	Description	Amount
CREDIT1	Good Faith credit of 25	25
DEBIT1	Customer service charge	50

Utilities: Service Order / Service Notification Long Text



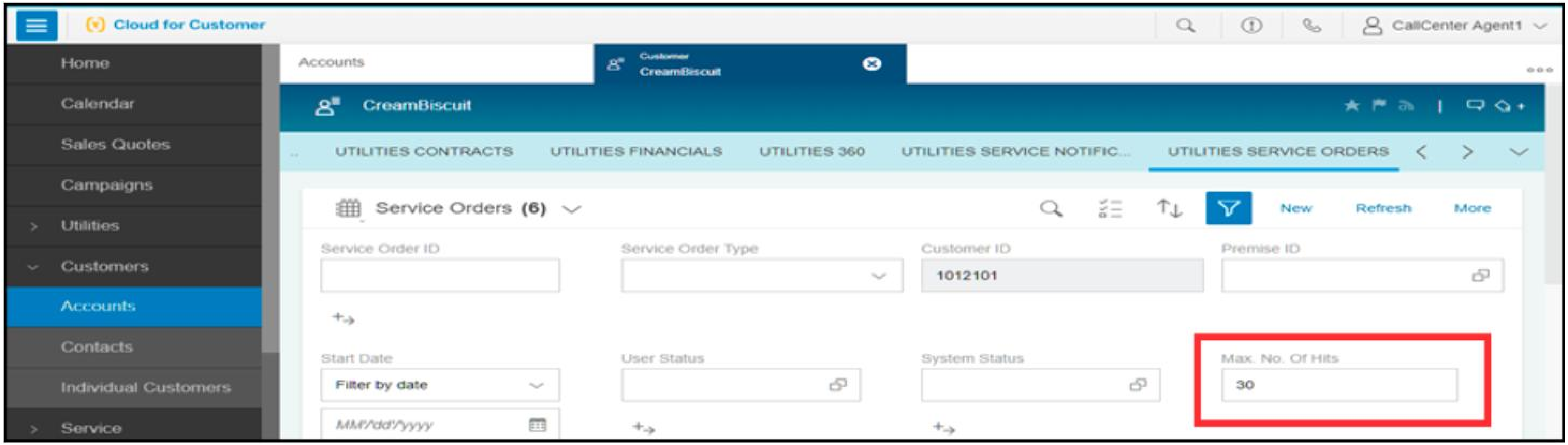
Key Business Benefits

- Service Order and Service Notification to support long text in view and edit capabilities

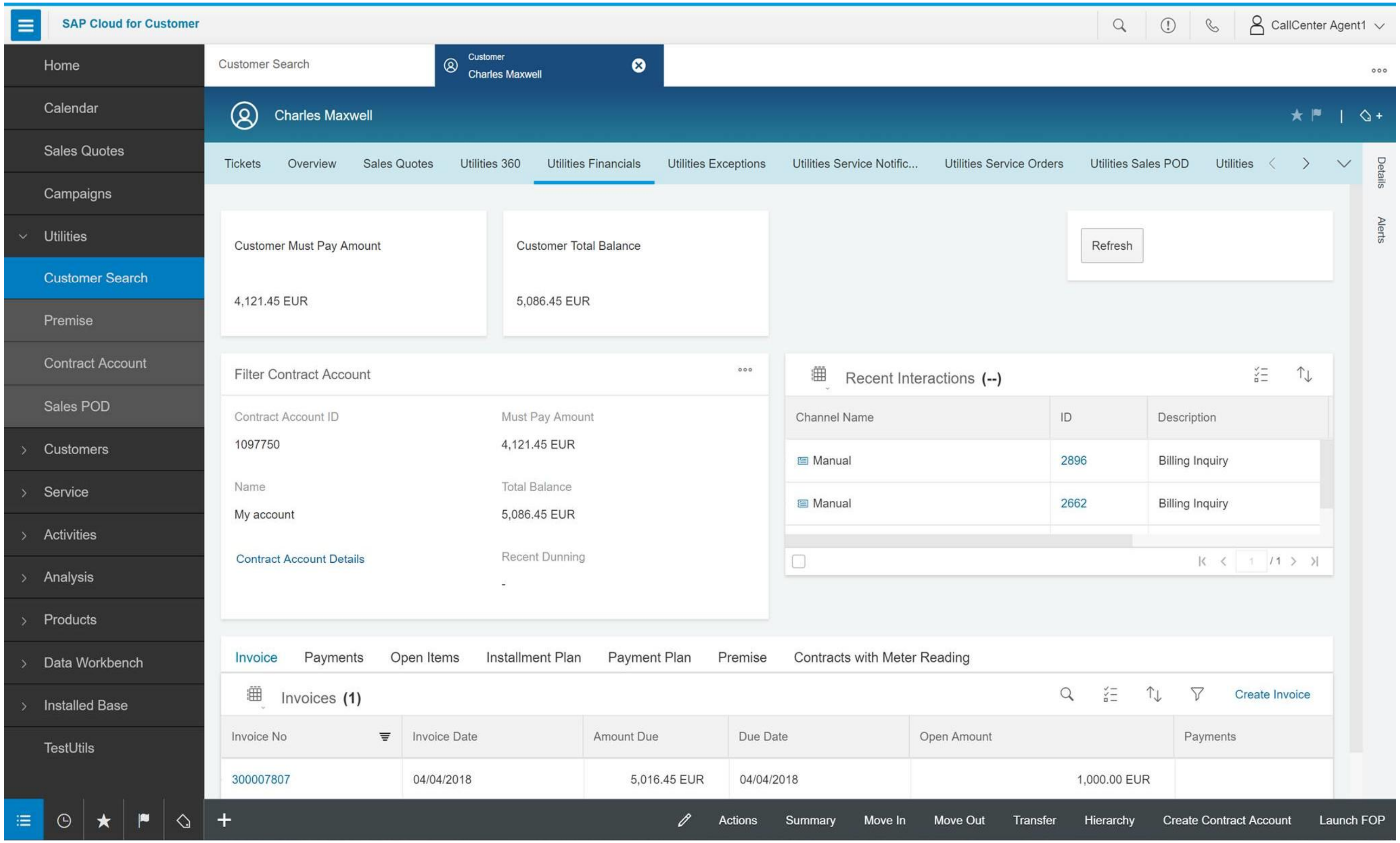
Utilities: Limit search result on service orders

Max No. of Hits

- New field *Max No. of Hits* included in the advanced search filter for service orders. Results are displayed in descending order using date & time stamp.



Performance Optimization in Utilities Financials tab



Perfomance Optimization

- Focused on overall performance of the *Utilities Financials* facet.

What’s New in Approvals & Involved Parties for Lead, Opportunity

What’s New in 1808 for Approvals in Lead, Opportunity,Sales Order,Ticket

Key Innovations

Leads & Opportunities

- Enhanced Approvals:
  - Withdraw from approval
  - Approve from within approval email
  - Inclusion of summary PDF in approval email (Opportunity only)
  - Approval by 2nd/3rd level manager

Sales Order

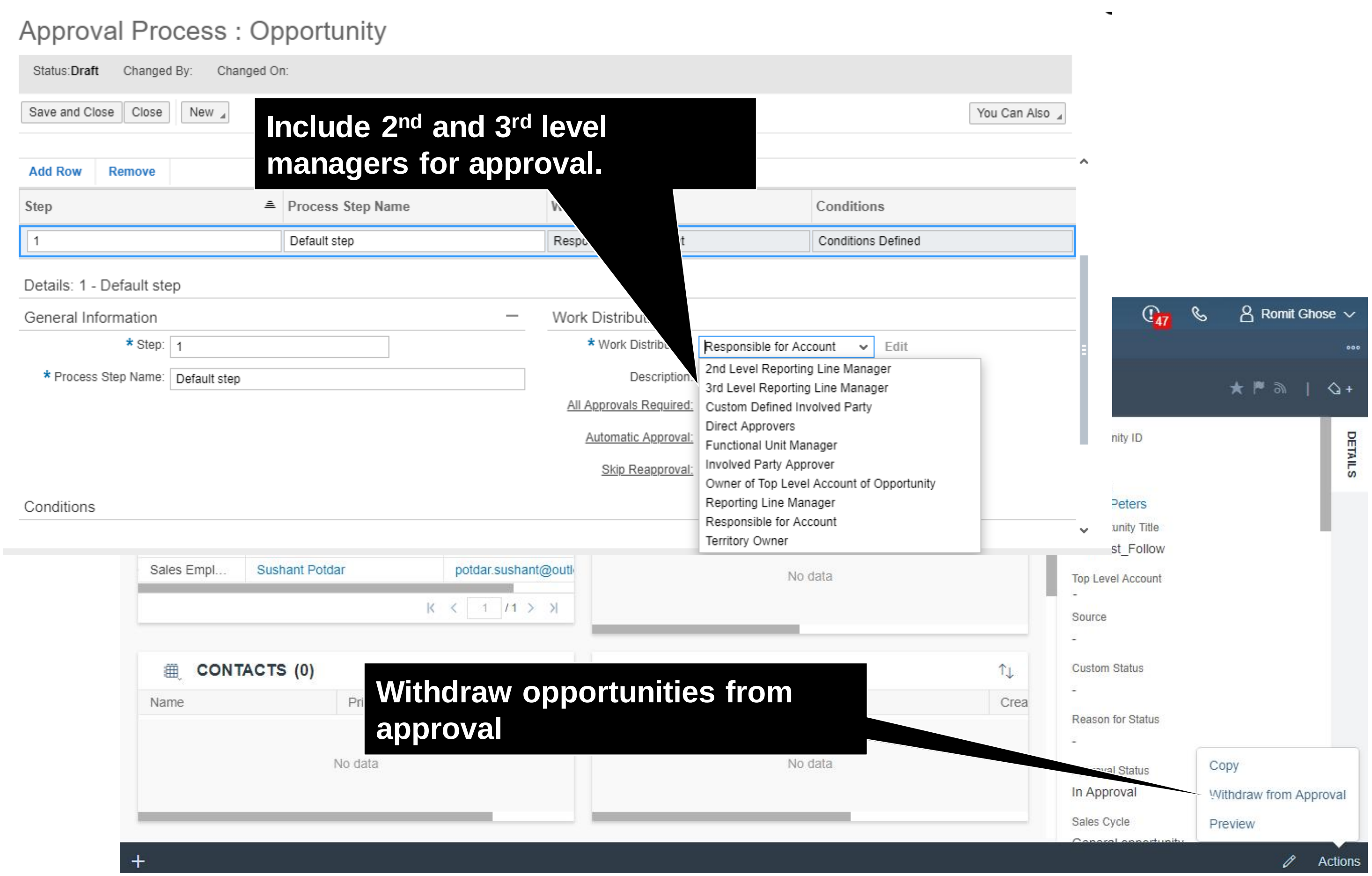
- Withdraw from Approval
- Enhanced Approval Workflow – Multi-level Approvers
- Standard Involved Parties Configuration enhanced for “Take over”

Key Innovations

Ticket

- Ticket Approval - Added new conditions
- Execute party determination rules while creating Ticket from Registered Product
- Enhanced Party Determination for Standard Parties

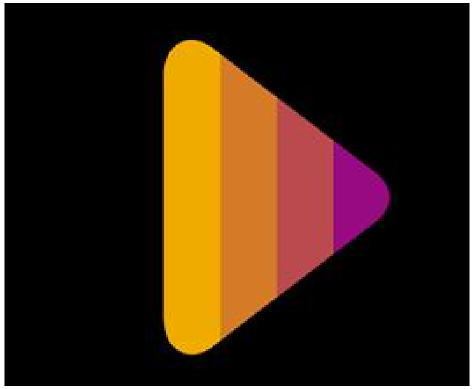
Leads and Opportunities: Enhanced Approval Processing



Several new features have been introduced to enhance the approval process.

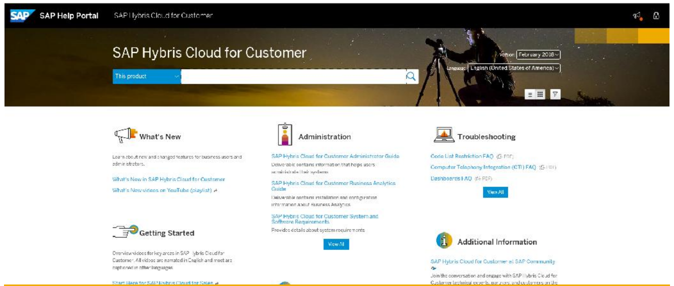
- You can now include **2nd and 3rd level managers as approvers** of a lead or an opportunity
- You can now **withdraw** an opportunity from approval
- Approvers can now approve an opportunity via approve/reject links within the **approval email**
- It is now possible to include an **opportunity summary PDF with an opportunity approval email** (opportunity only)

Demo for Visit Geofencing

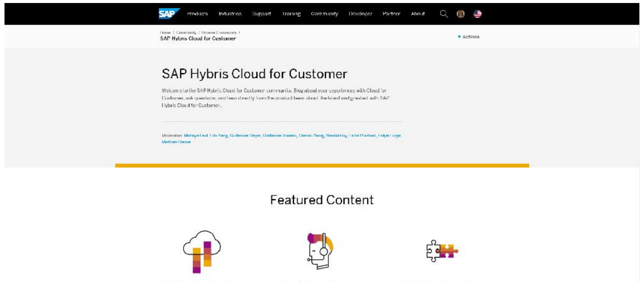


Resources

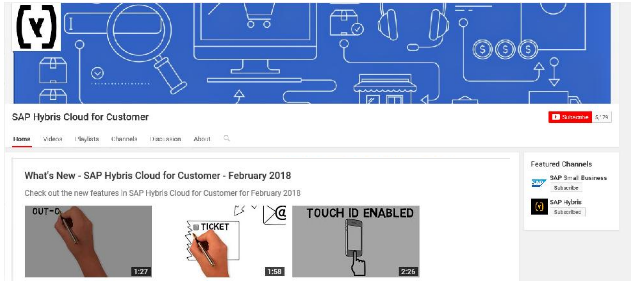
Resources, Contact, Training and Engagement



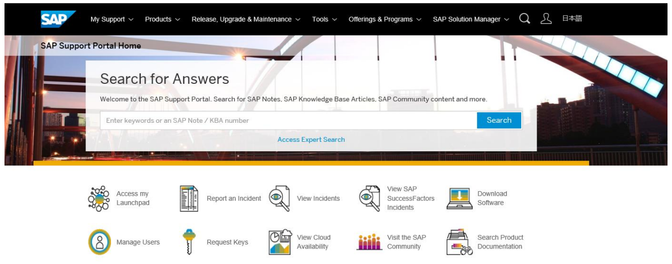
[SAP Help Portal]



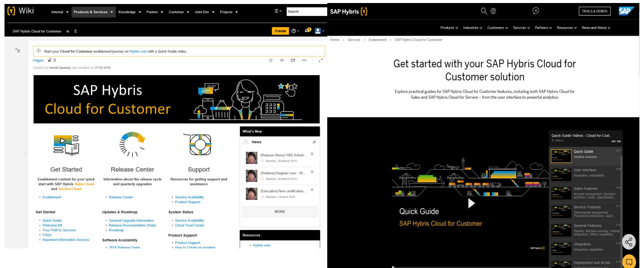
[SAP Community]



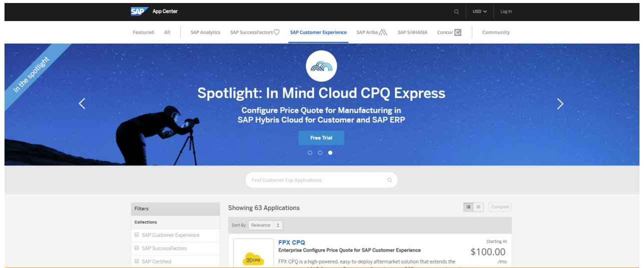
[YouTube Channel]



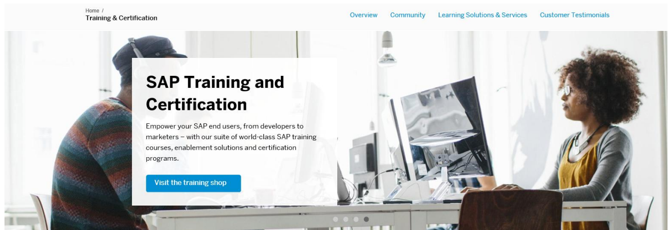
[SAP Support Portal]



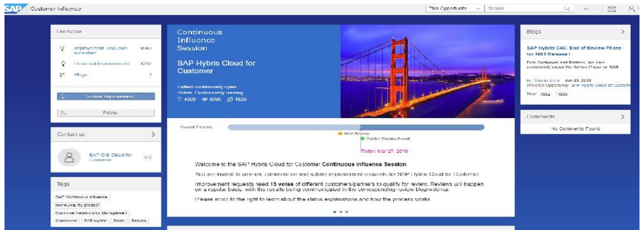
[SAP CX Wiki / cx.sap.com]



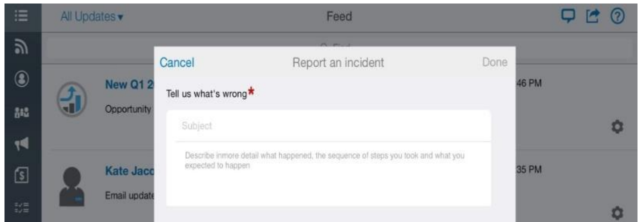
[SAP APP CENTER]



[SAP Training and Certification]



[SAP Customer Influence]



[Incident Management]
(Embedded in Your Tenant)

Thank you.

Contact information:

Pragya Pande
SAP CX ES APJ

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