SAP Cloud for Customer Sales and Service
Release Preview
Service
Version 18.11 (November)

SAP Customer Experience Product Management

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September 27, 2018

CUSTOMER

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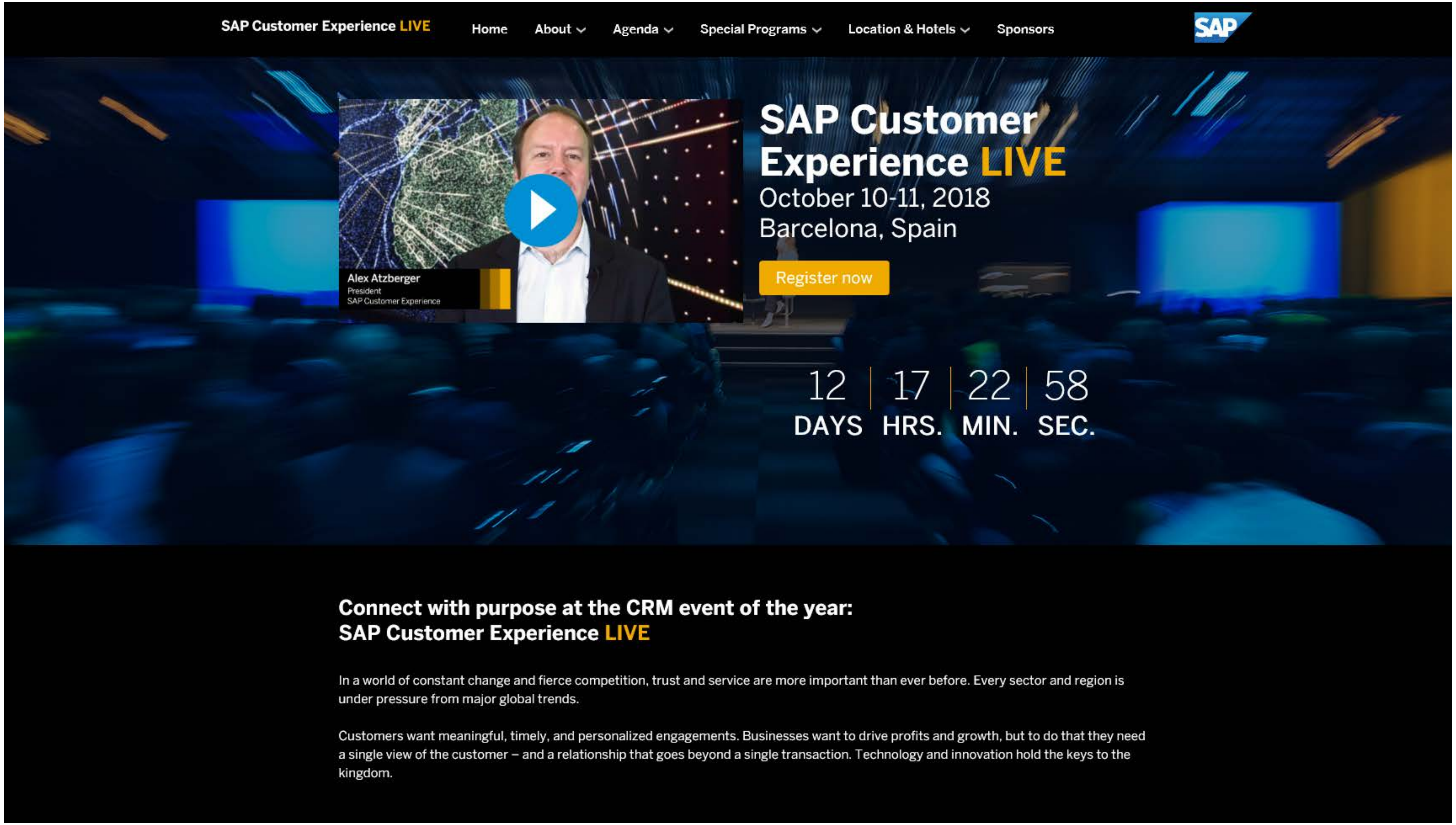
SAP CX Live! We are looking forward to seeing you!



SAP Customer Experience

In the SAP C/4HANA product portfolio

SAP C/4HANA

Unified experience

SAP Commerce Cloud | **SAP Marketing Cloud** | **SAP Sales Cloud** | **SAP Service Cloud**

Solutions for engagement center, self-service, customer service management, and field service

SAP Customer Data Cloud

SAP Cloud Platform

SAP S/4HANA

Enhanced and Updated on a Quarterly Schedule

SAP Cloud for Customer Innovation Cycle

February | May | August | November

Line of Business Solution

Industry Cloud Solution

User Experience

Packaged Integration

Key User Enhancements

SAP Cloud for Customer – Nov 2018 (18.11) Release Planned Timeline

27 Sep 2018 – Planned Nov 2018 Pre-Release Conversation with Customers and Partners *~5 weeks to upgrade*

19 Oct 2018 – Planned Solution Release to Market

20 - 21 Oct 2018 – Planned Upgrade of Test Tenants *~2 weeks to upgrade*

30 Oct 2018 – Planned Nov 2018 Post-Release Overview for Customers and Partners

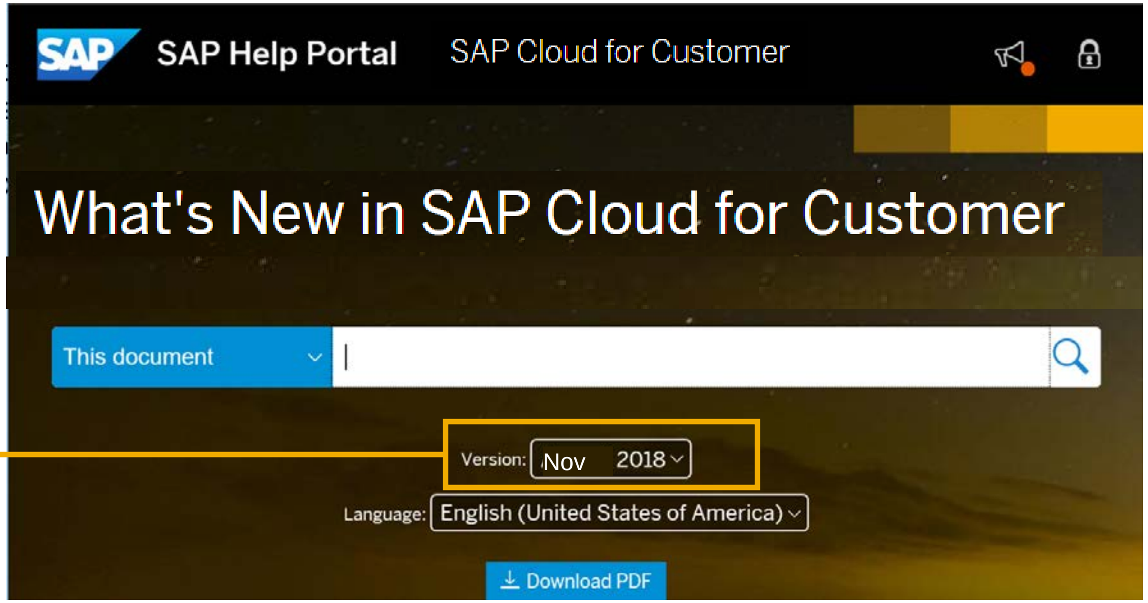
3 - 4 Nov 2018 – Planned Upgrade of Production Tenants *Upgrade Day 0*

Release Milestones

Release Webinars

New Release Information - 1811 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.



As of 19th Oct, 2018 – you can expect to find the official 1811 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

SAP Cloud for Customer
End of Life Announcement – HTML5 UI

In conjunction with our goals to streamline our UI offerings and free up development capacity for feature innovation, SAP is making the following announcement:

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 the HTML5 UI?

- 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.
- Any outstanding business user functionality (feature parity with HTML5 UI) is planned to be available in the Fiori client UI no later than the 1905 release.
- All key user functionality is planned to be available in Fiori client by 1911 release.

Sunset plans for Windows 10 phone and Windows 8.1

SAP has a made a strategic decision to sunset Windows 10 Mobile and Windows 8.1 support for the SAP Cloud for Customer extended edition apps with our May 2019 release

Key Factors driving this strategy:

– **Windows mobile is no longer under active development**

- Microsoft has revealed that the company would no longer actively develop new features or hardware for Windows phones, citing its low market share, and the resultant lack of third-party software for the platform.
  Microsoft had largely abandoned its mobile business and having focused software efforts on providing apps and services compatible with Android and iOS instead. Development of Windows 10 Mobile will be limited to maintenance releases and patches.

  As the platform is not actively developed, introducing newer features that are supported on other modern mobile operating systems (an expected by customers) becomes increasingly difficult to achieve on Windows 10 mobile.

  Also, adoption of Windows 10 mobile is extremely low (almost negligible) in our user base

– **Windows 8.1 has reached the end of it's lifecycle**

- Microsoft has ended mainstream support for Windows 8.1 as of January 2018
- Majority of our customers continue to use (and migrate from Windows 8.1 to) Window 10

– **SAP and SAP Customers would like to streamline the mobile experience**

- Currently majority of our customers are on Windows 10 and there is an increasing trend of users moving onto Windows 10 from Window 8.1 and earlier versions
- SAP continues to invest in expanding the capabilities of the Extended Edition mobile applications which include the latest improvements in offline capabilities on modern operating systems like iOS, Android and Windows 10. New capabilities are far easier to introduce and support on the new operating systems and keep all of our mobile capabilities in sync across the platforms.

– **Windows 8.1 continues to be supported for browser based usage of SAP Cloud for Customer**

SAP Cloud for Customer
End of Life Announcement – Original Migration Workbench

Over the past year, substantial investments have been made in the new Data Workbench tool as a way to meet the growing demands of customers around data migration.

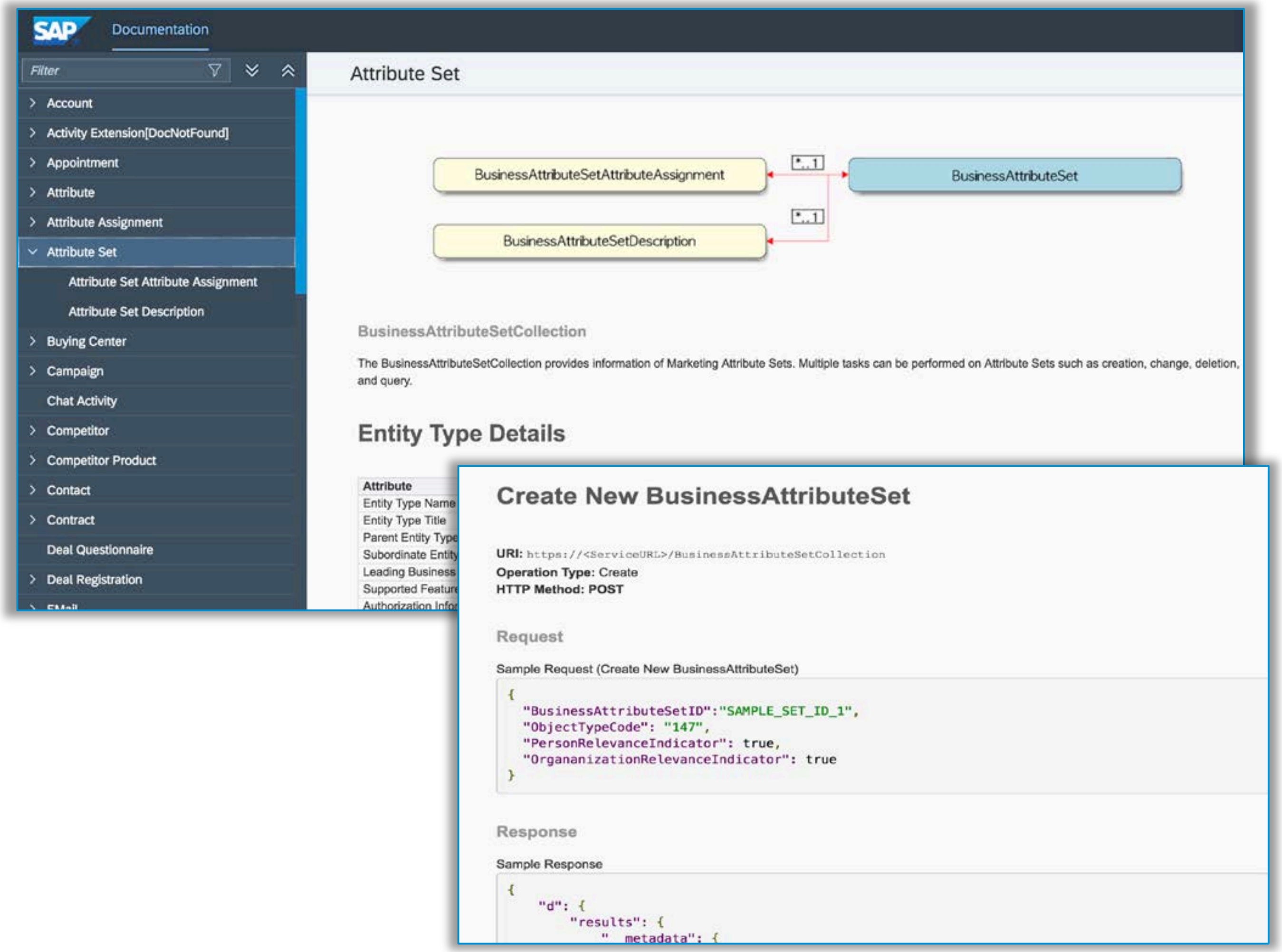
With this new tool now tested and in use by many of our customers, we are planning to **sunset the Migration Work Bench (MWB) in the timeframe of the 1902 release**.

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

Why the new Data Workbench?

- The 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 the old Migration Workbench, the Data Workbench supports CSV format for imports, which saves time for customers as they will not be required to prepare import files in SAP pre-defined MS Excel templates
- The experience for the new tool is simplified with 2 primary models of data migration – Import & Export making the data migration activity more efficient

OData API V2 Series – General Announcement



A new series of OData APIs is being made available across the SAP Cloud for Customer application

- As of the 1808 release, the new OData API V2 (c4codataapi) series covers 40+ business objects, allowing read and/or write access to 1000+ collections (i.e. data points)
- In general, the OData protocol is superior to SOAP on both functionality and performance
- Another key advantage of the new technology approach will be to enable navigations between different business-object records (a.k.a. Cross-BO navigations) *
- In the future, the older OData API V1 series (c4codata) will be set to end-of-maintenance, see next slide for details.

Note: * Support for Cross-BO navigations are will be planned for a future release.

Expanded documentation features include:

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

SAP Cloud for Customer

Advance End of Maintenance Announcements – SOAP, A2X, OData V1 Series

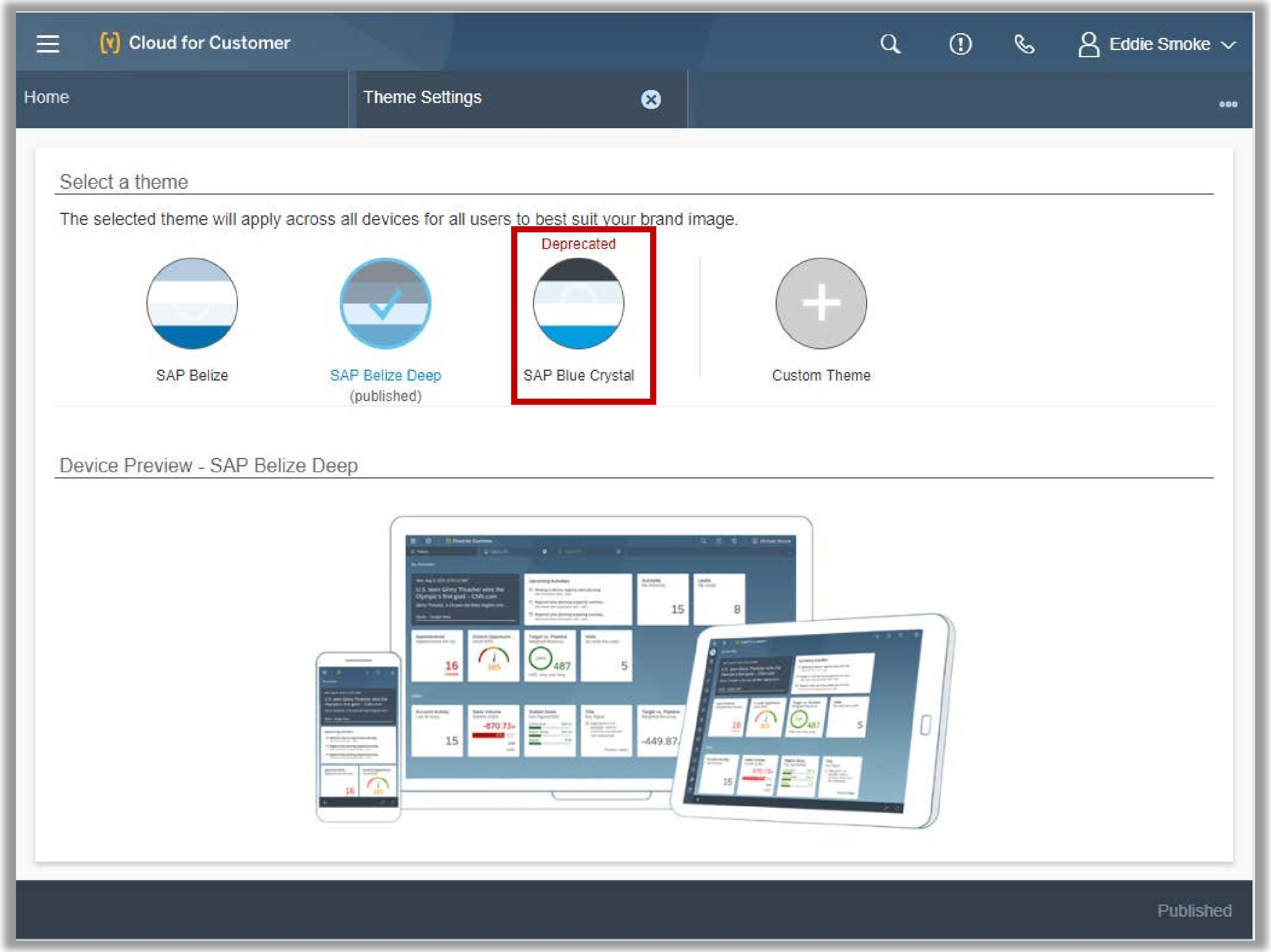
In conjunction with our release of the SAP Cloud for Customer OData API V2 series (c4codataapi), the currently available synchronous Web Services (a.k.a. SOAP, A2X) and the standard OData API V1 (a.k.a. c4codata) are to be deprecated

As a courtesy to customers, the APIs which are to be deprecated, will continue to work and be supported until **February 2020**.

For any new SAP Cloud for Customer project, we recommend the use of the newly released OData API V2 series.

We recommend to 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) in advance of the **February 2020** deadline.

General Information on Blue Crystal Theme – Planned for Deprecation



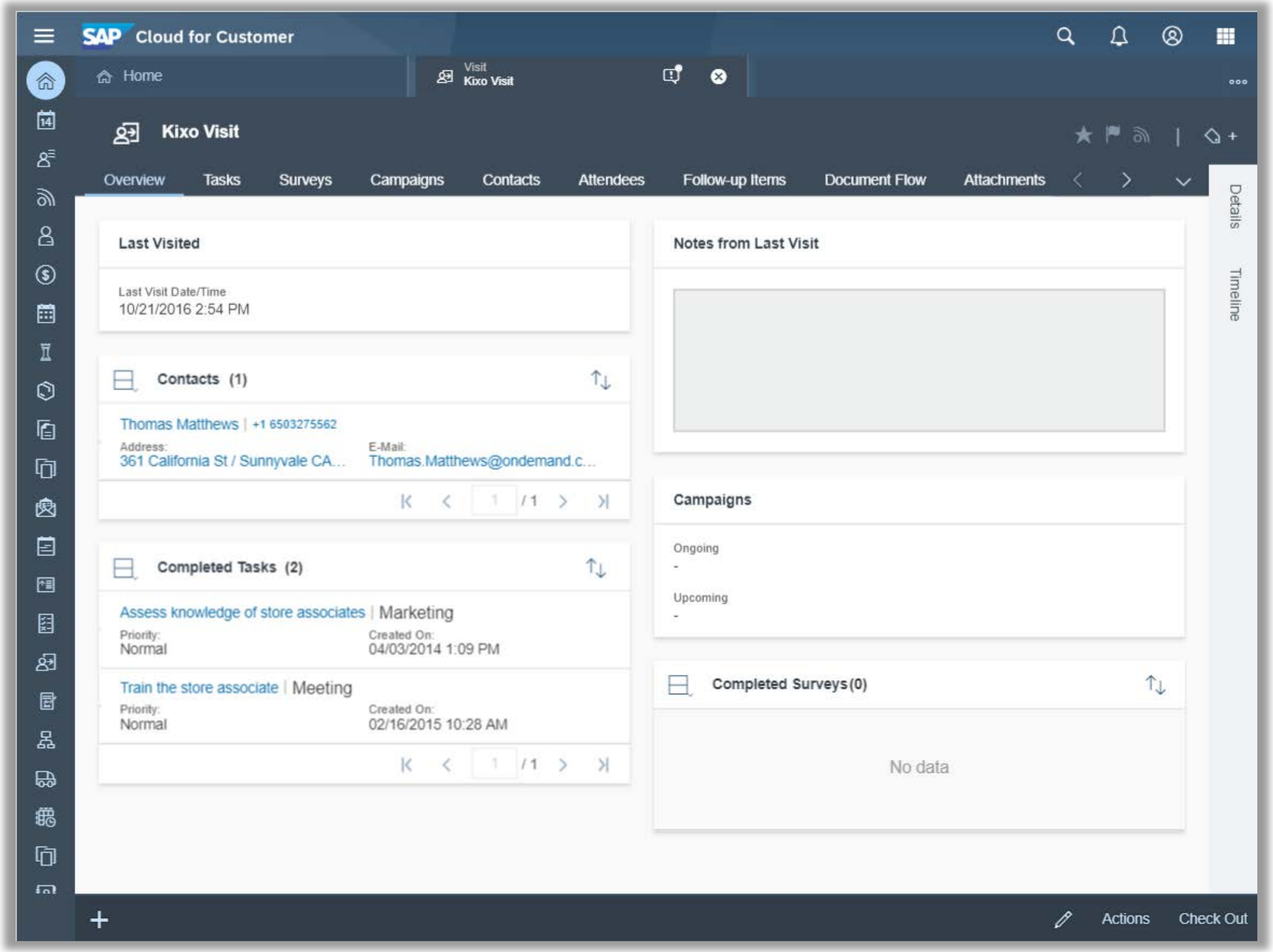
Blue Crystal Theme will soon be deprecated

- Blue Crystal Theme is targeted for deprecation in 1908
- Belize Deep Theme is expected to replace the current Blue Crystal theme

Set-up Details

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

Fiori client Default Changes: Newsprint Layout



Newsprint layout

- Newsprint layout is enabled by default in Object Details pages.
- This layout optimizes the flow of sub-sections within the facets thereby reducing scrolling as sections flow upwards to reduce blank space

Key Business Benefits

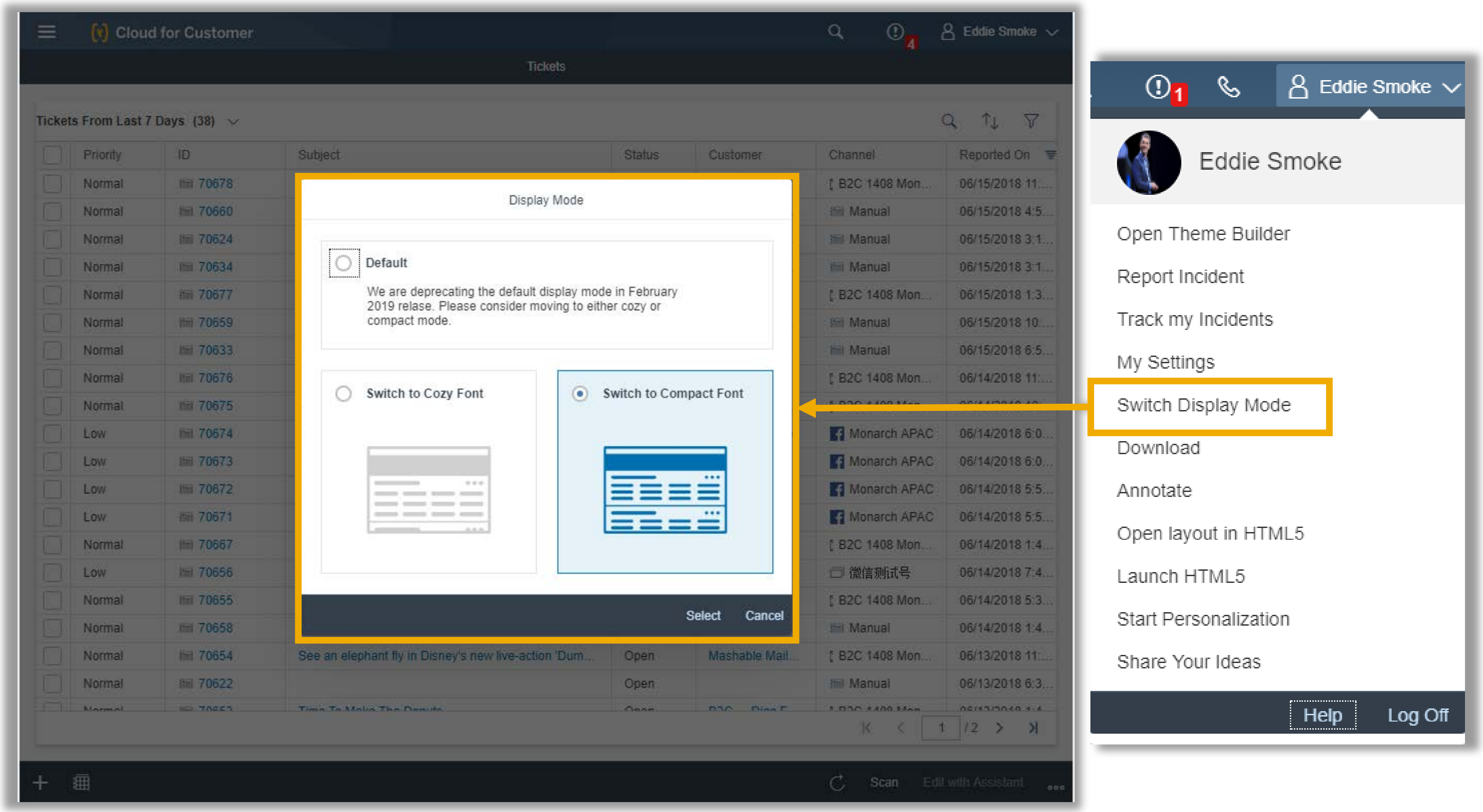
- Users can quickly scroll through the information on sections without having to do lot of vertical scrolling through the page.

Set-up Details

- Newsprint layout can be disabled via company setting.
- This setting will be removed with 1905 release upgrade.

☐ Disable Newsprint Layout

Fiori client Default Changes: 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

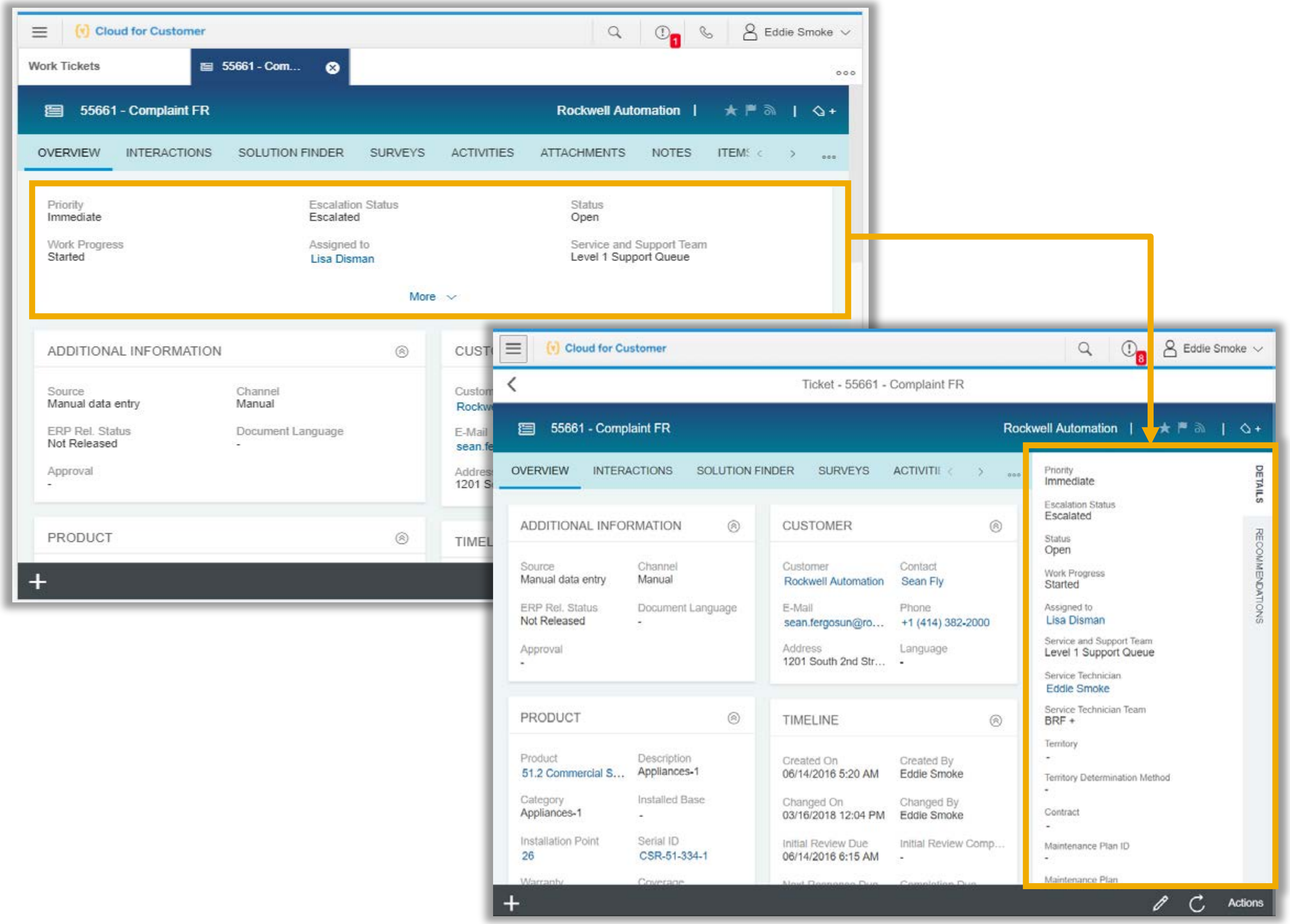
Key Business Benefits

- 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 Default Changes: Side Panel – Object Header information to Details facet (Now Optional!)



Object header details in Side Panel for Object detail – Now Optional!

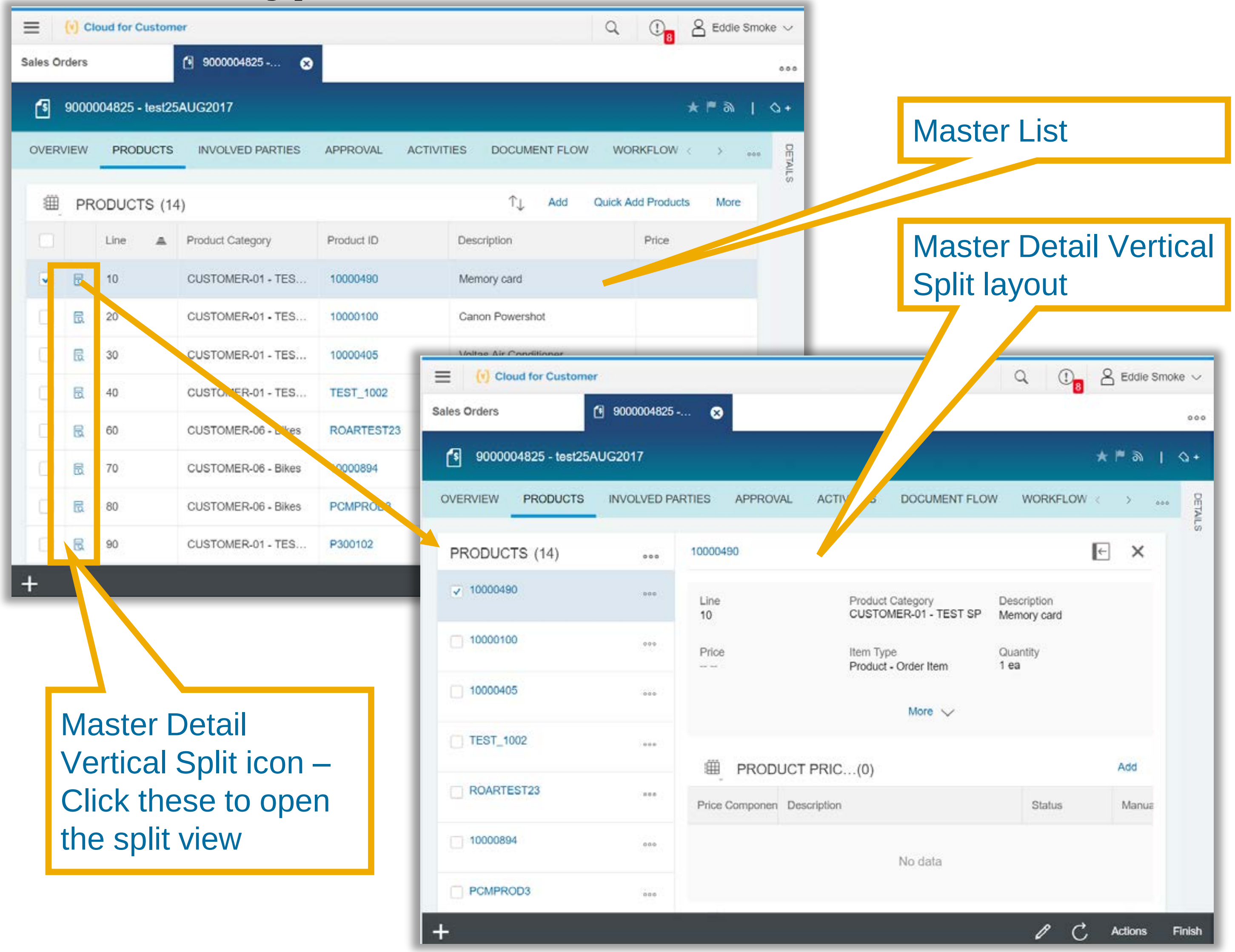
- Object header information can now be moved into the side panel in the “Details” facet.
- This move was to be mandatory, however, base on customer feedback, we will over both options to customers going forward.

Key Business Benefits

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

Plans changed for this feature – both options will remain available for customers.

Fiori client Default Changes: Master Detail Vertical Split layout (Desktop and Tablet only)



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

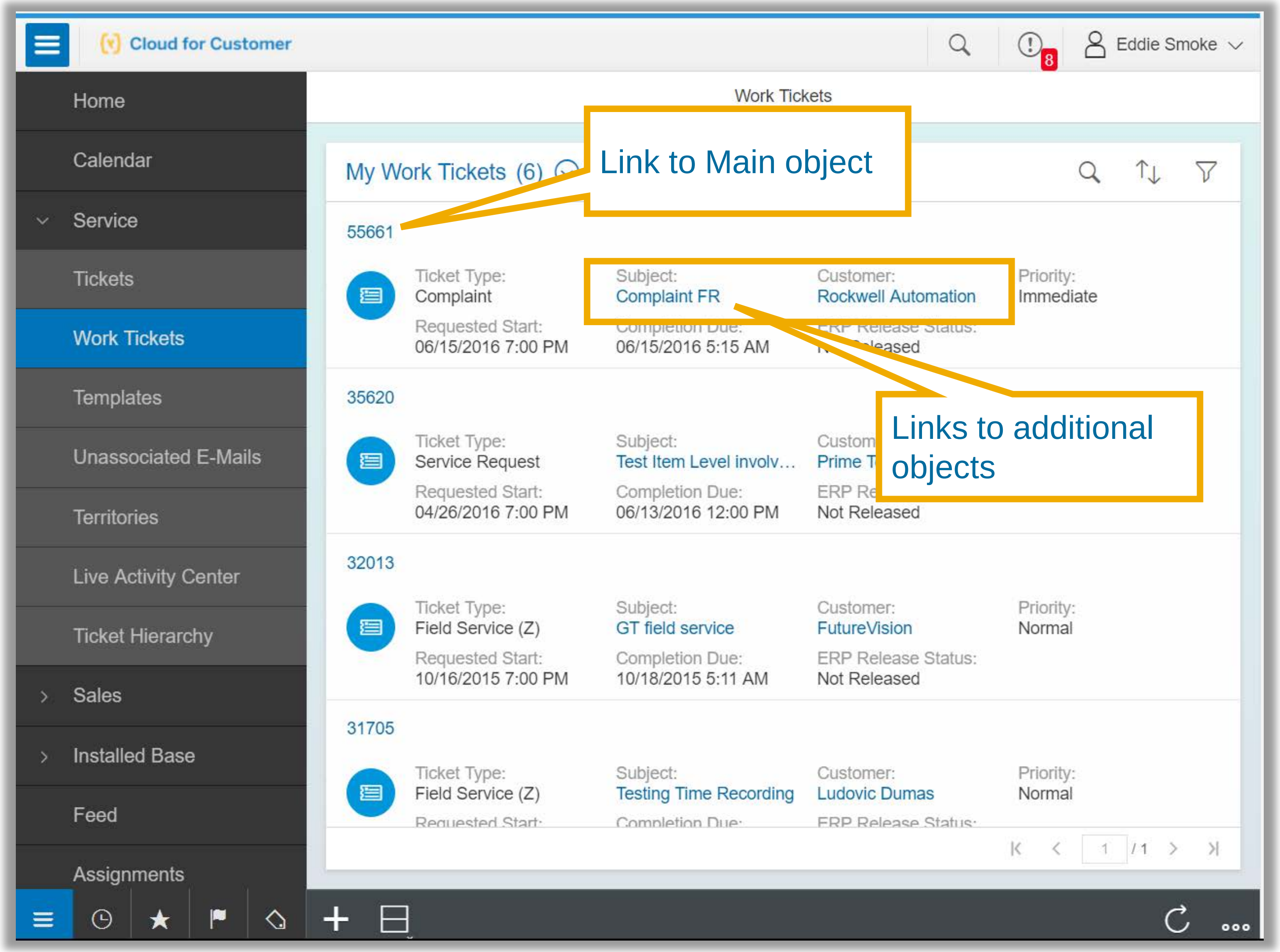
- The Products table in Sales Order now displays detailed information in a Master-Detail Vertical split pattern.
- This layout is now by default turned ON.

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.

Fiori client Default Changes: Links on Chunk View



Links on Chunk view now available

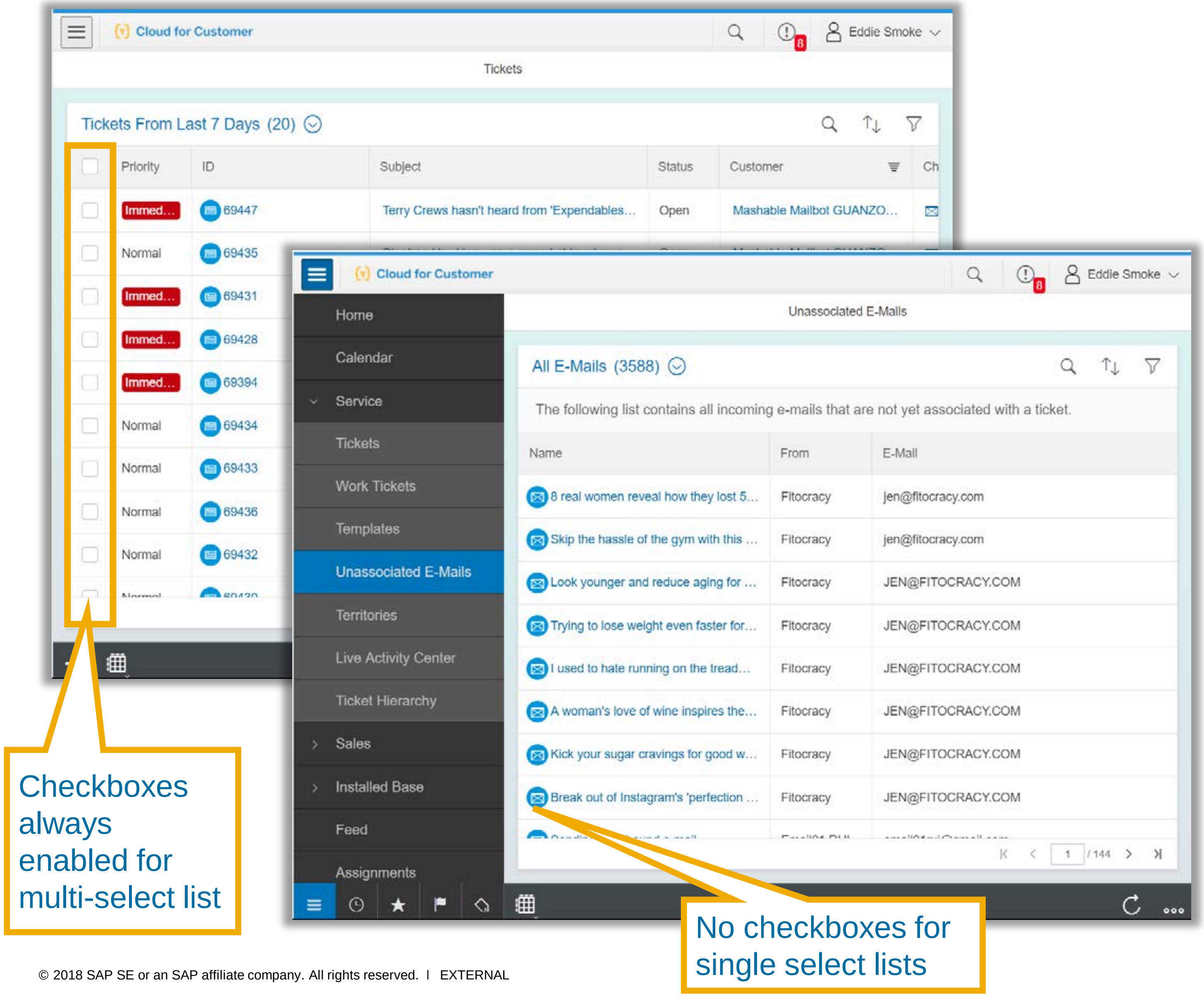
- Links on chunk view are now enabled.
- Clicking on the links will navigate to the relevant destination.
- When links are enabled on chunk view, navigation to the main object can be done by clicking the main object link.

Key Business Benefits

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

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

Fiori client Default Changes: 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.

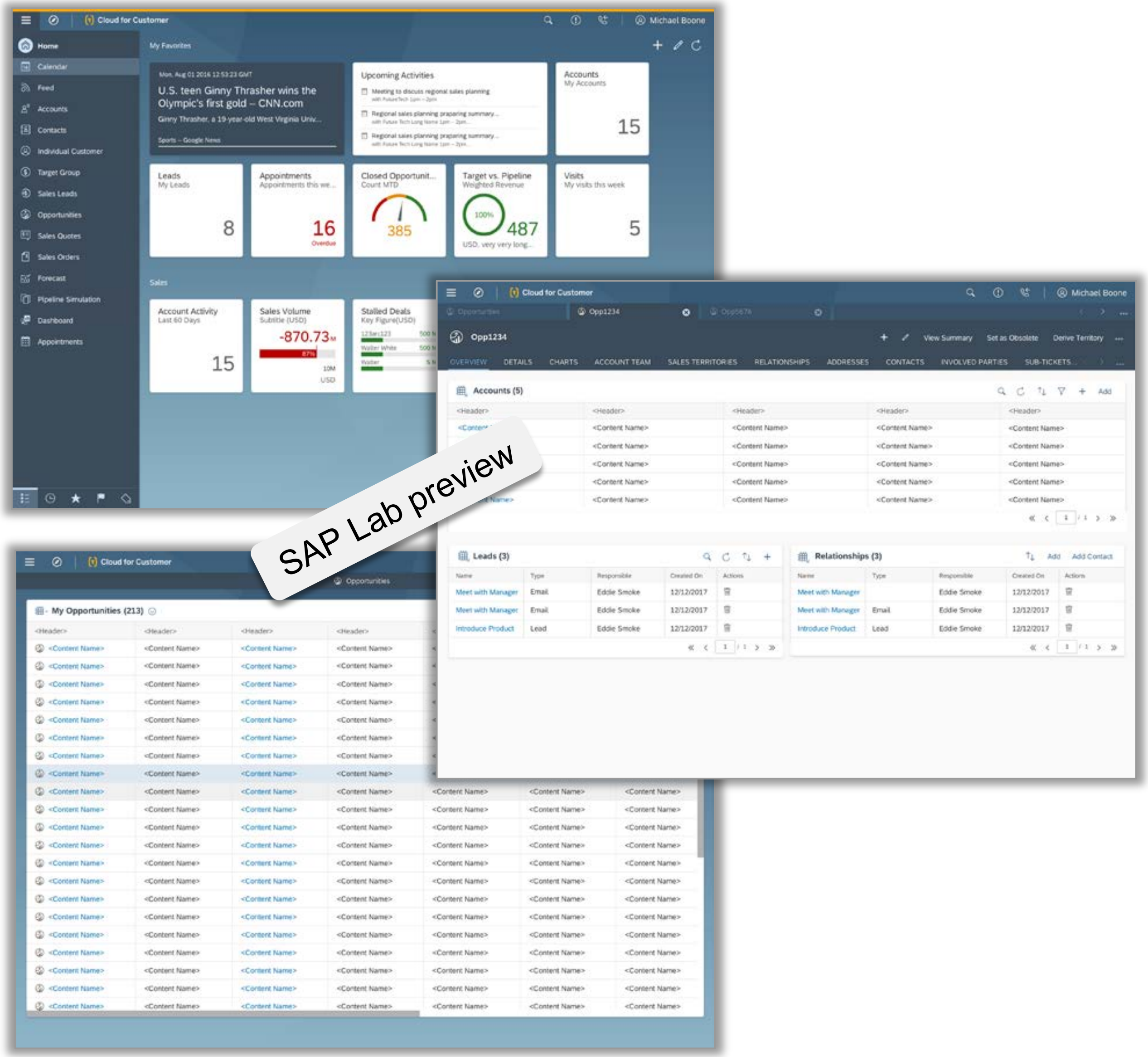
Key Business Benefits

- 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.

Planned innovations

Fiori Client Action Menu Enhancements – UX Change Advance Notice



As a result of customer feedback, a decision has been made to consolidate the Action options across the application to a single place. This will simplify usability.

This feature is now planned for 1905 (previously 1902), and will have an impact on your users. We are therefore providing some advance notice for planning purposes. More details will come.

Moving Actions from footer to top of screen

- Moving all actions to the top of page.
- Flattening out menus where needed especially for mobile devices in order to reduce number of clicks.

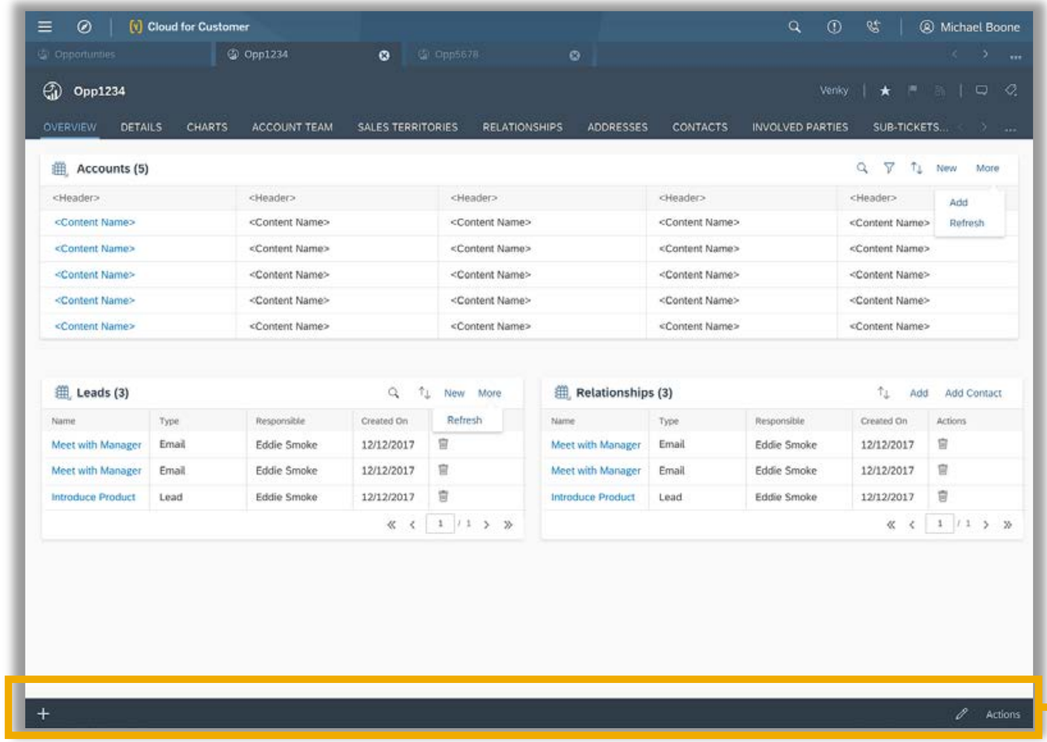
Key Business Benefit

- Provide a consistent experience of how actions are placed across various application screens and across different device form factors.
- Reducing number of clicks by flattening out action menu items

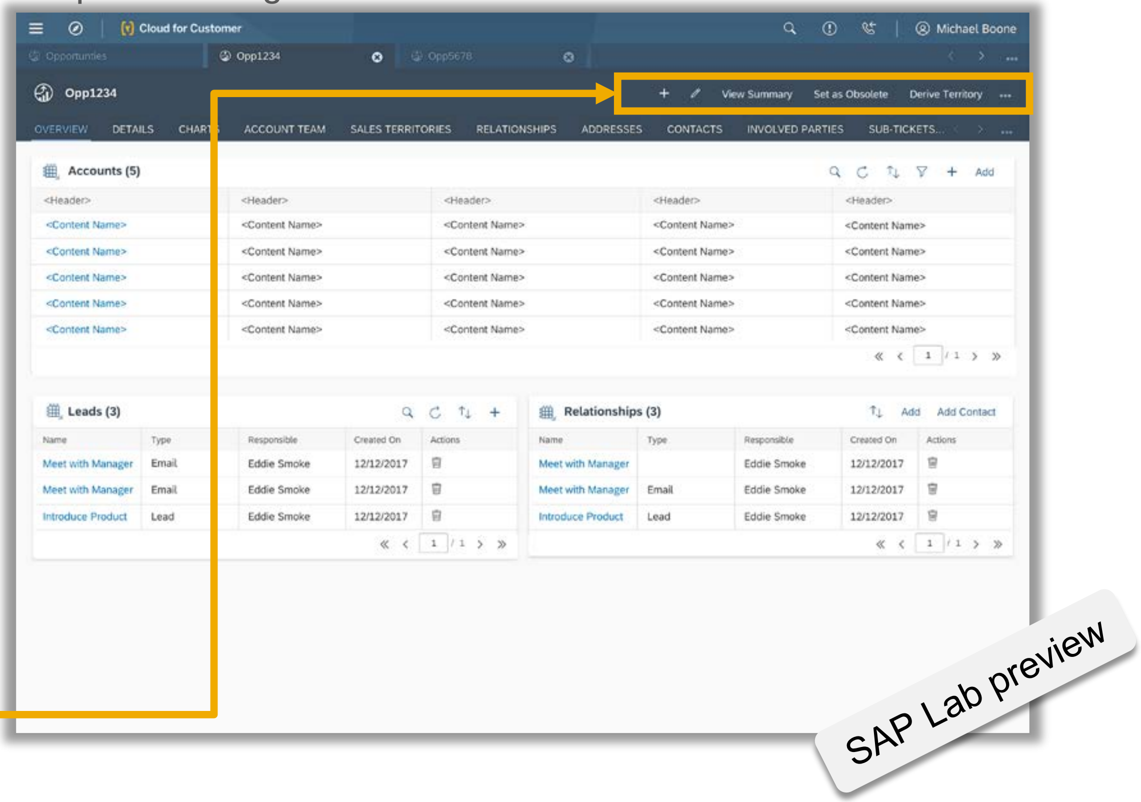
Planned innovations

Fiori Client Action Menu Enhancements – Further Details

Current



Proposed Design



Action Menu

- Footer removed
- All actions moved to top right

This is the current state of planning and may be changed by SAP at any time.

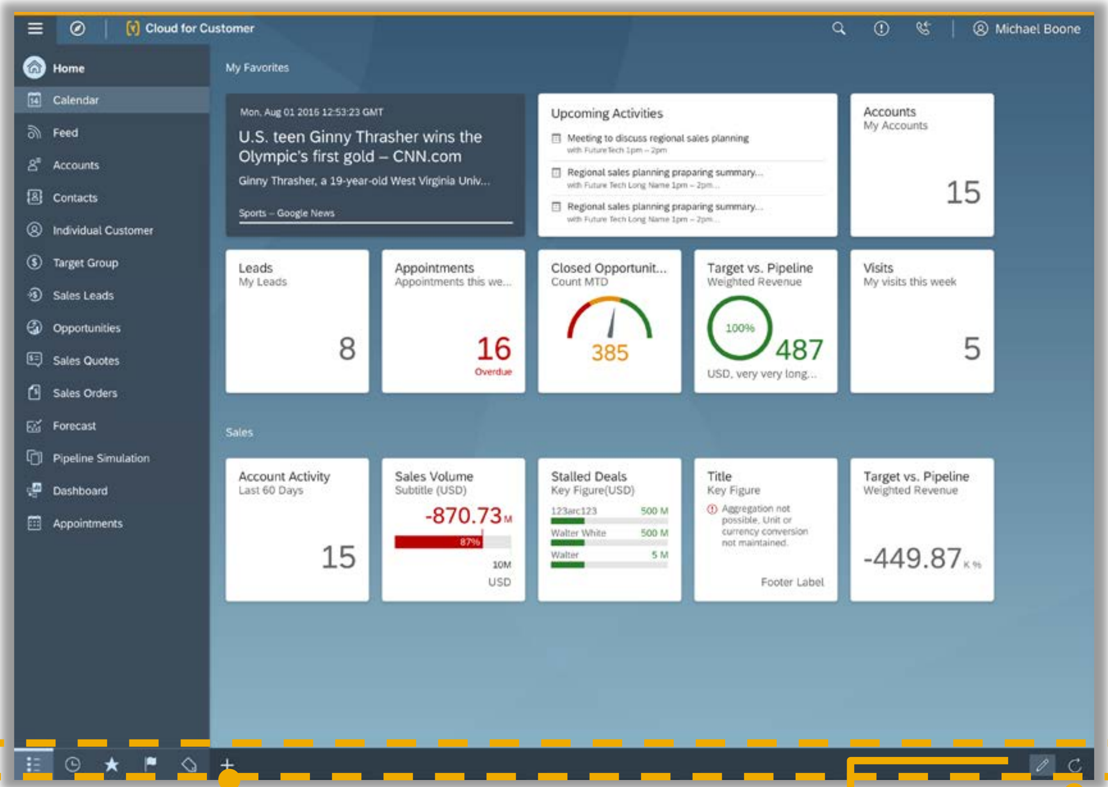
Fiori Client Action Menu Enhancements – Homepage Impact

Planned innovations

The footer should be removed from the Home Page. All actions should be moved to the top right.

Icons are now in a fixed location on the top right.

Current

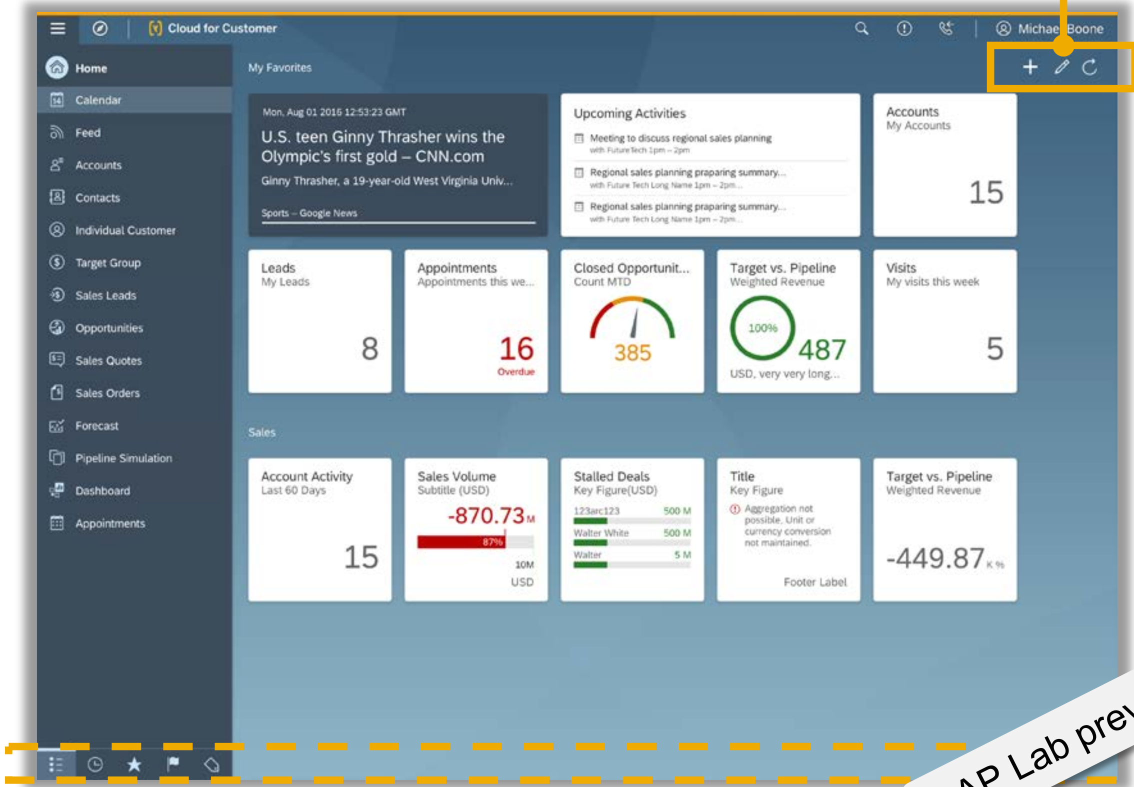


Global Create as + Button

All action icons, including refresh, edit and create, are part of the footer.

Refresh

Proposed Design



SAP Lab preview

Footer is removed

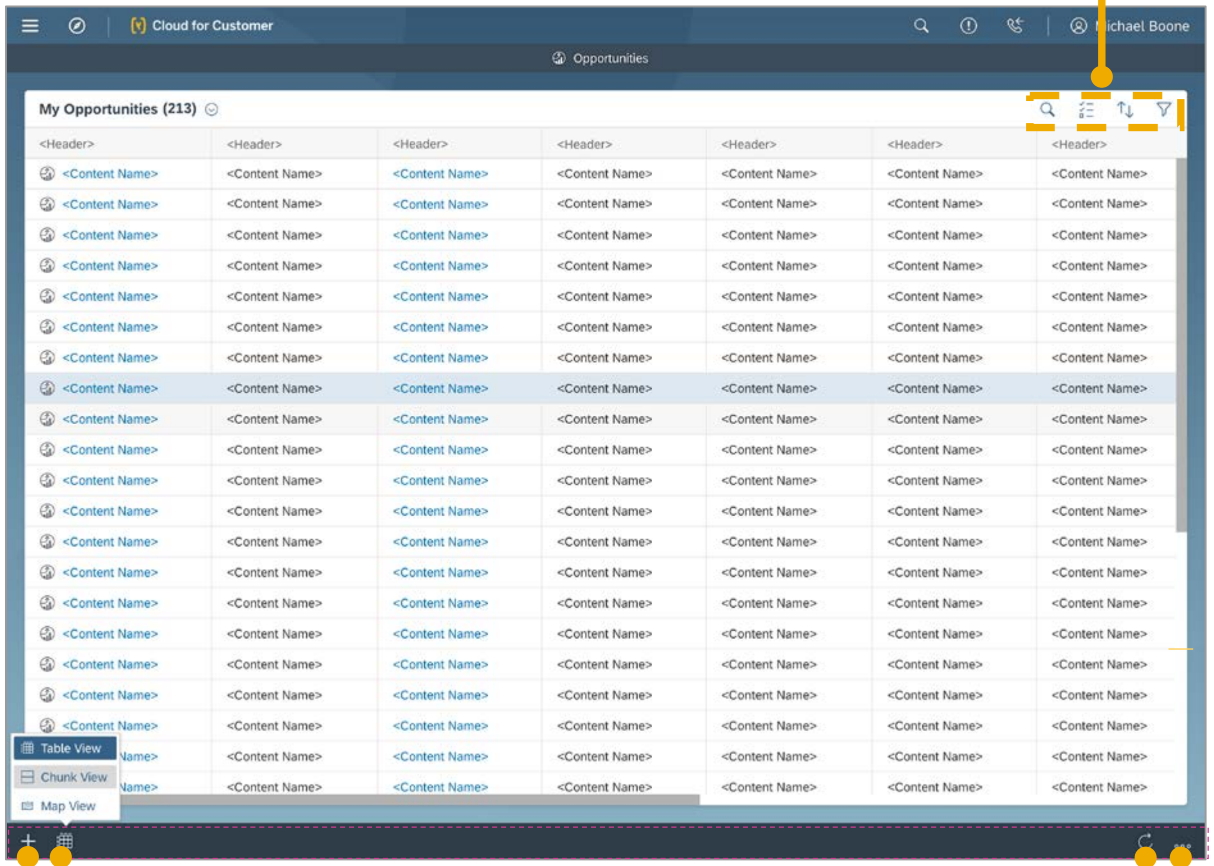
Fiori Client Action Menu Enhancements – Object List Impact

Planned innovations

The footer should be removed from the OWL. All actions should be moved to the top right in the tool bar.

Current

List Tools



View Switcher

New, as + Button

Overflow

Refresh

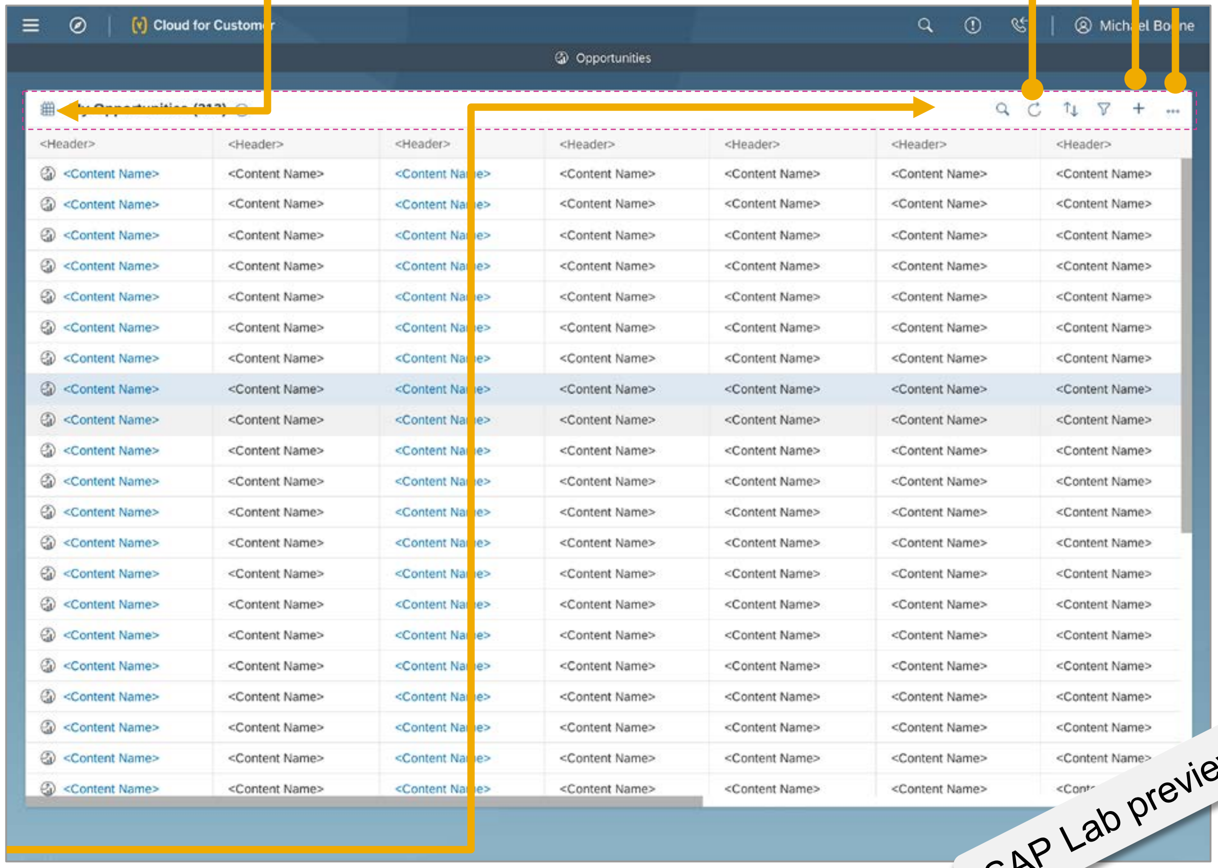
Proposed Design

View Switcher

Refresh, as a List Tool

New

Overflow



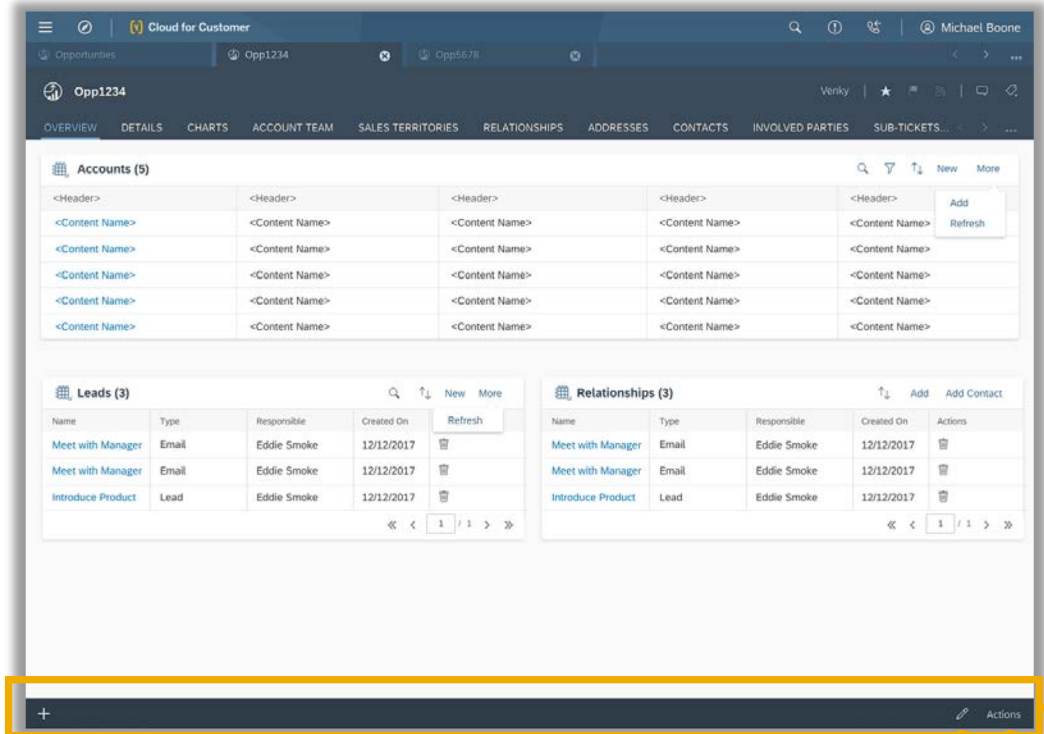
SAP Lab preview

Fiori Client Action Menu Enhancements - Object Details

Planned innovations

The footer should be removed from the TI. TI actions should be moved to the top right of the title area.

Current



Contextual Create

Edit

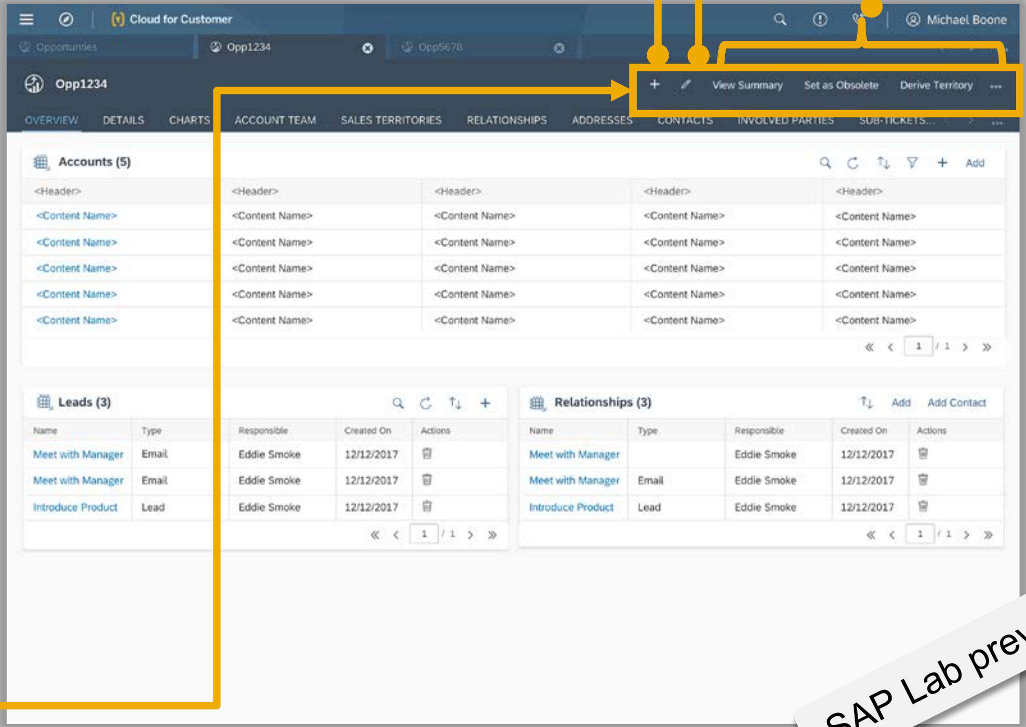
Actions Menu

Proposed Design

Create

Edit

Other Actions



SAP Lab preview

SAP Cloud for Service
What‘s new in 18.11?

Service Topic Overview

- Live Activity/CTI
- Communication Channels
- Service Management and Ticketing
- Machine Learning
- Installed Base
- Registered Products
- Installation Points
- Contracts
- Industry/Utilities

What’s New in Live Activity/CTI

What’s New in 1811 for Live Activity/CTI

Key Innovations

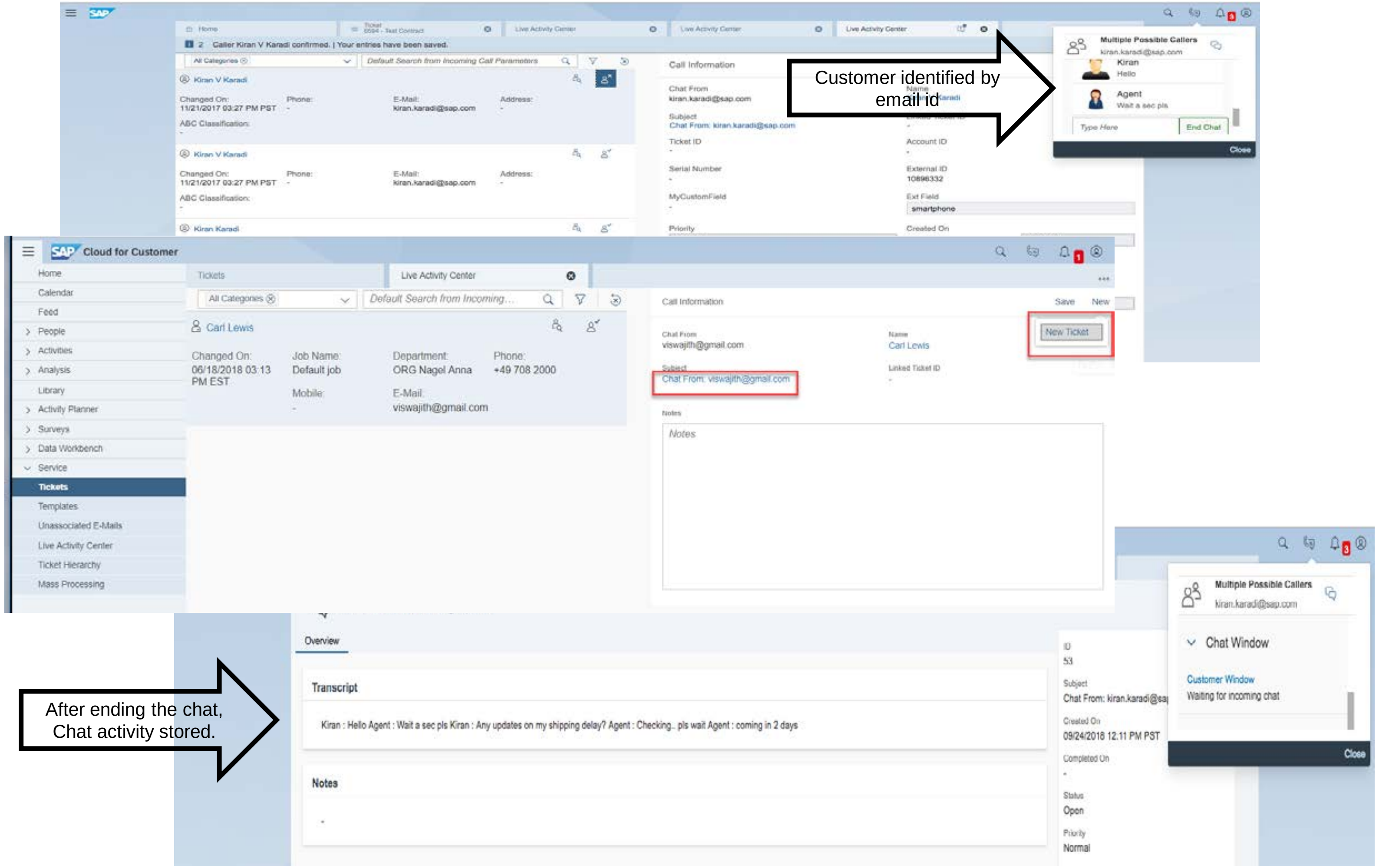
Live Activity

- Chat - Feature parity
- Employee Scenario Chat availability
- Enable Contracts in Live activity

CTI

- New BP search in Search results action
- Search – Enable Category Filter
- Enable customer identification based on personal address related phone numbers
- Click to Call - Default Search results – Same as Inbound

Chat – Support Chat in Live Activity HTML5 Parity



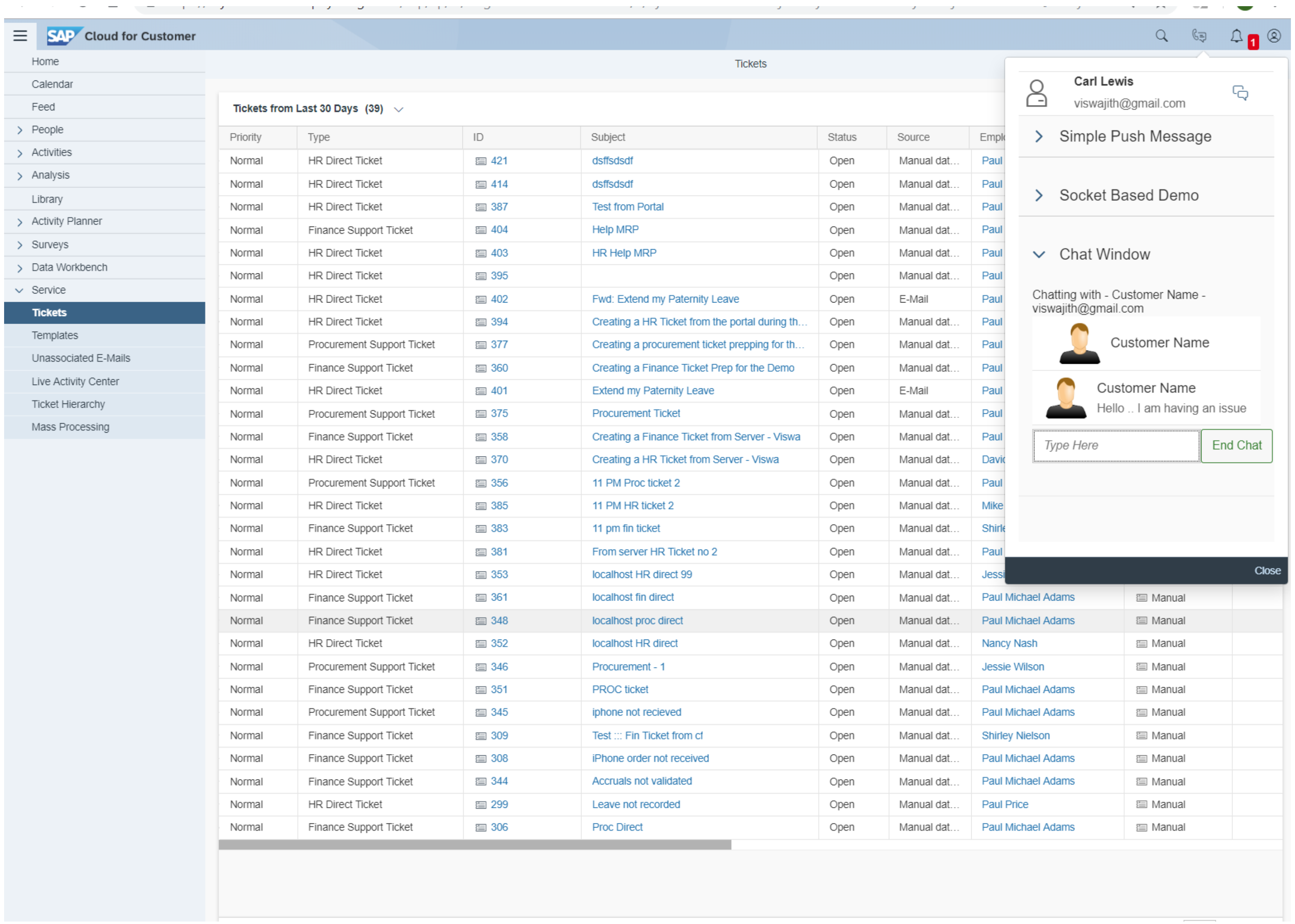
Business Description of Feature

- Chat feature which was available in HTML5 is now also available with Fiori Client.
- The feature set and the integration options remain the same (screen pop, caller ID)
- Chat Content can be pushed into C4C as an interaction.
- Available with CTI and Widget based approach

Key Business Benefits

- Chat functionalities also available on Fiori Client.
- Tickets can be created based on the chat content.
- Chat conversations are stored in the transcript.

Chat – Employee Support Scenario



Business Description of Feature

- Chat enabled in Live Activity for Employee Support Scenarios.
- Chat happens in an external third party chat client and then can be pushed to Service Cloud for Employee Pop up and saving the Chat Transcript

Key Business Benefits

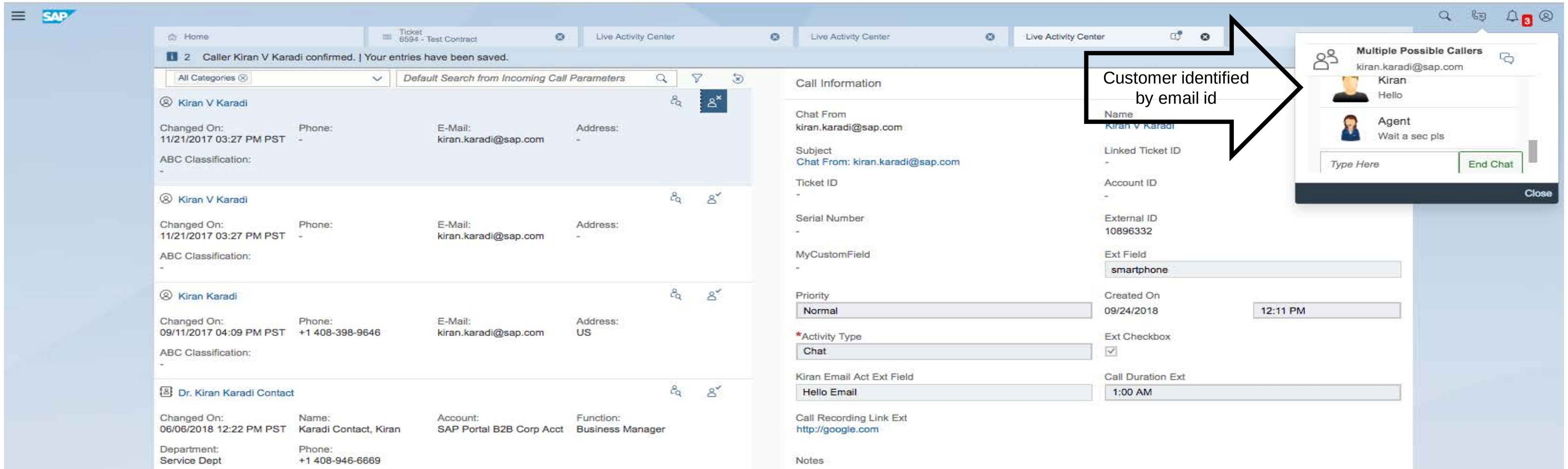
- Employee Support Customers can also use Chat Feature.
- Contextual response options.

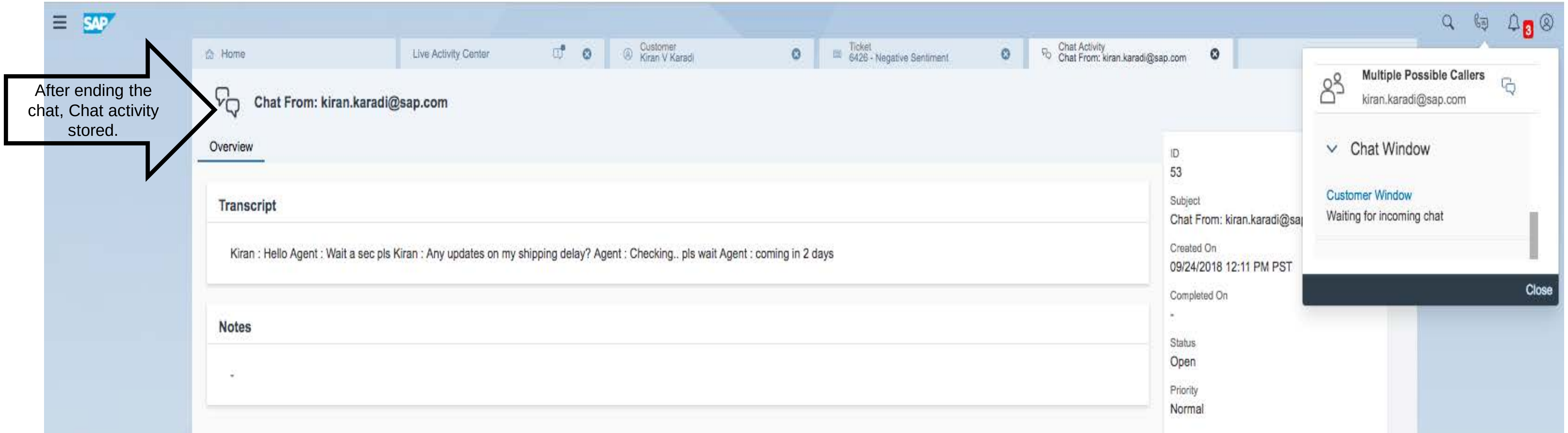
Chat Activity

Example - http://localhost:36729/?CID=BCM1234&Event=CHAT_ALLOCATED&Email=example@example.com&ExternalReferenceID=1234567

Attribute Name	Mandatory	Allowed Values	Description/Changes
CID	Yes (For CTI Adapter Only)	*	
Event	Yes	CHAT_ALLOCATED CHAT_CONNECTED CHAT_DISCONNECTED	
Email	Yes	valid email address	Used to identify customer if BP ID is not passed
ExternalReferenceID	Yes		Should be stored as BTD reference.
Transcript			Stored in chat activity
BP			Customer Identified.

Chat in RUI


Customer identified by email id
Multiple Possible Callers
kiran.karadi@sap.com
Call Information
Chat From
kiran.karadi@sap.com
Subject
Chat From: kiran.karadi@sap.com
Activity Type
Chat


After ending the chat, Chat activity stored.
Chat From: kiran.karadi@sap.com
Overview
Transcript
Kiran : Hello Agent : Wait a sec pls Kiran : Any updates on my shipping delay? Agent : Checking.. pls wait Agent : coming in 2 days
Notes
Chat Window
Customer Window
Waiting for incoming chat

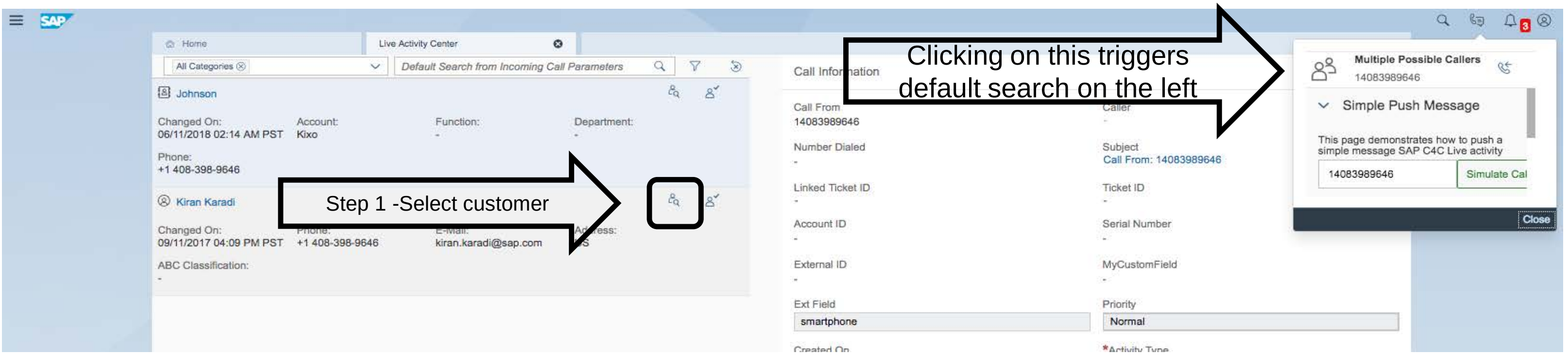
CTI - New BP search in Search results action

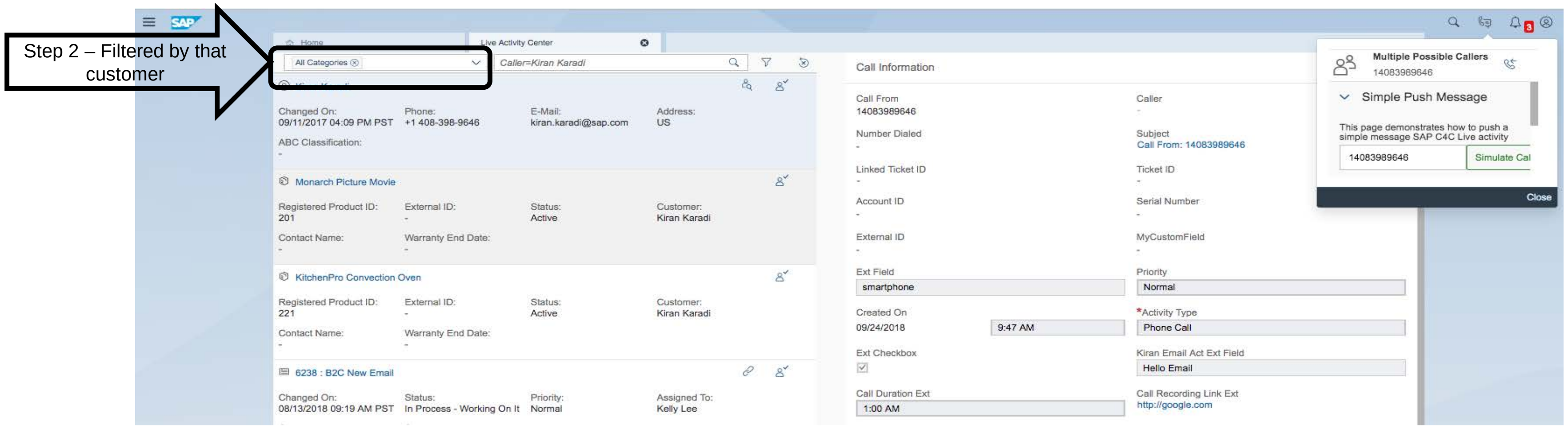
Use Case - Trigger Second Search
As an Agent, I should be able to trigger second search for a business partner in search results

Why is this needed?
Multiple caller scenario - Need a way to do know more about the each caller.

Solution Details
Separate icon on BP search results to trigger second search. On that action, trigger second search with “Categories = All” and Search Filter BP = “Selected BP”

CTI - New BP search in Search results action





Business Description of Feature

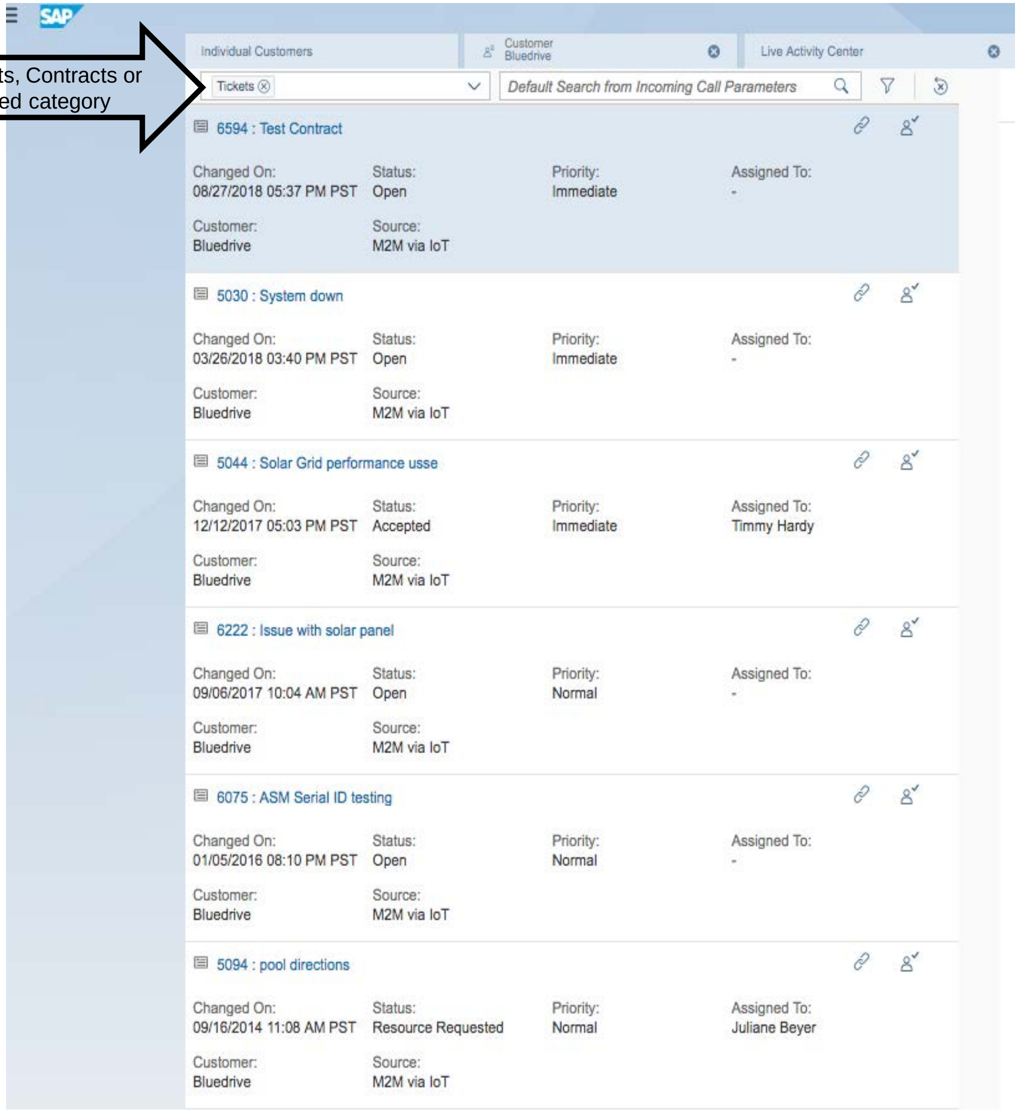
- Where phone number is associated with multiple contacts, trigger a secondary search on the contact
- trigger second search with “Categories = All” and Search Filter BP = “Selected BP”

Key Business Benefits

- Allows agents to quickly identify correct BP in interaction context.
- Efficient search option to link interaction to correct open ticket

CTI - Search – Default Search Refinement Enable Category Filter

Filtered by Tickets, Contracts or other supported category



Business Description of Feature

- Allows flexibility in further refining default search results by category (tickets, contracts, etc.)
- Search results refresh and can be returned to default state
- Applies to default and manual search

Key Business Benefits

- Enables agent to fine tune search results
- Efficient identification of contextual object of interaction

CTI - Enable Contracts in Live activity

Use Case – Enable Contracts in Search
Default Search - As an Agent, I should be able to see contracts for the caller along with other information.

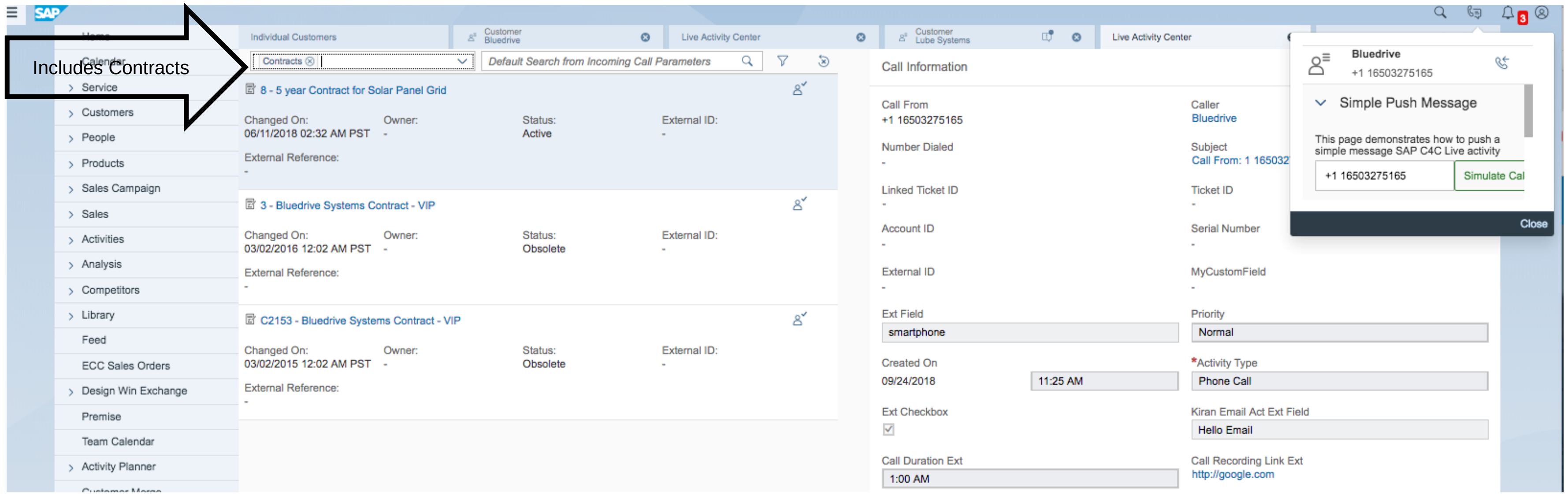
Manual Search – As an Agent, I should be able to search for contracts

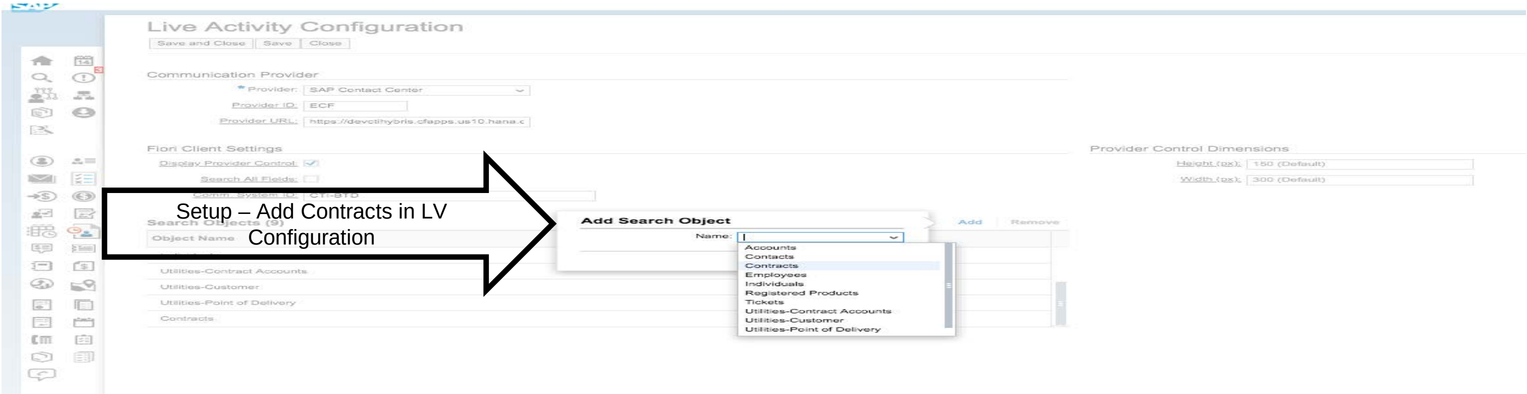
Why is this needed?
Common to have contracts in B2B scenarios

Solution Details
Include Contracts as a new Category in Live Activity.

Limitation – Works on Account phone number only. Not on Contacts.

CTI - Enable Contracts in Live activity filter





Business Description of Feature

- Include contacts as new category in Live Activity default search
- Enable filter of results by contract category
- Search results are based on phone number (not contract id)

Key Business Benefits

- Contract support/look up ease for agent interaction context
- Reduces agent navigation at point of contact.

CTI - Customer identification based on address phone numbers

Use Case – Enable Personal phone in Customer Identification

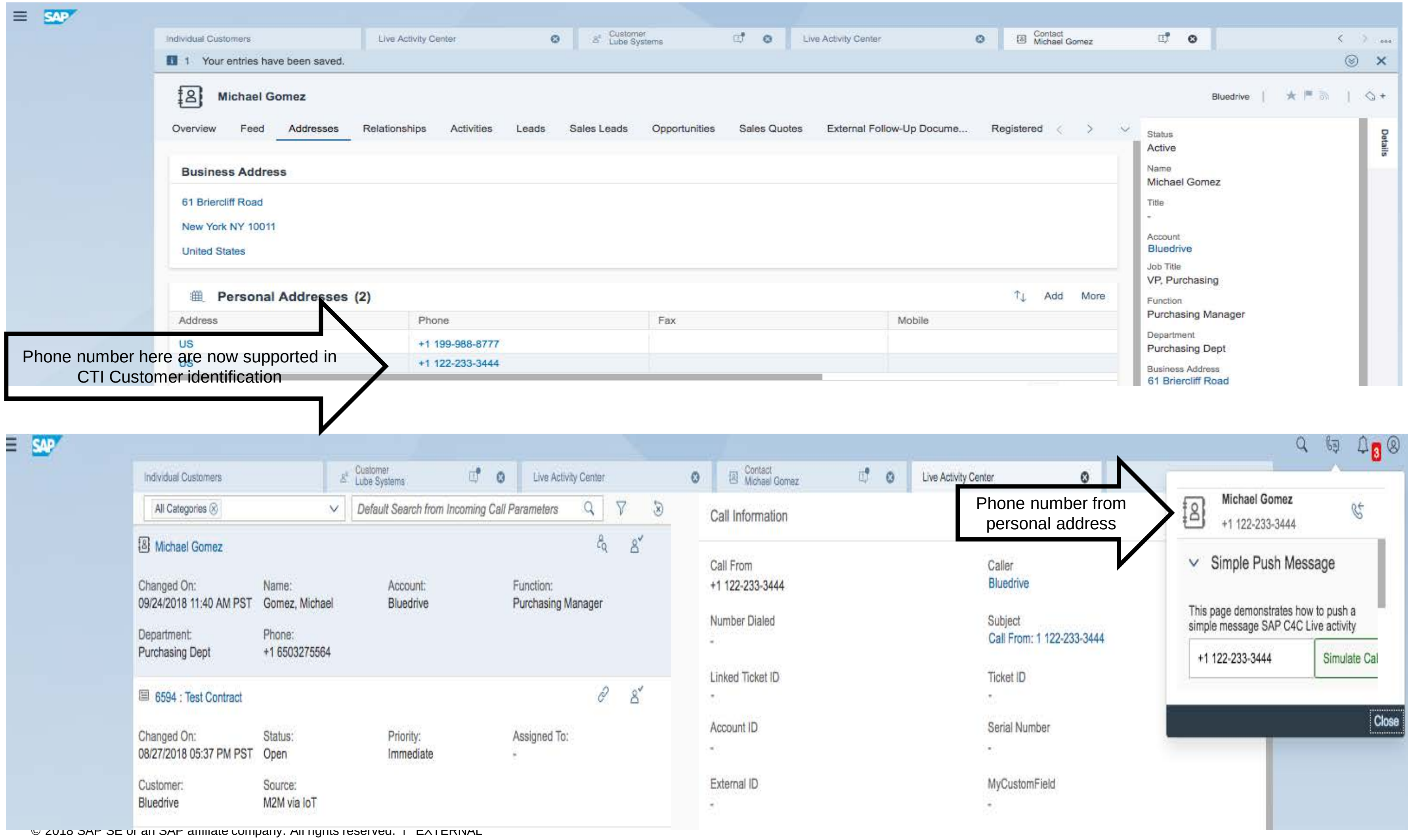
Customer Identification -

As an System, I should be able to identify caller based on personal phone numbers.

Why is this needed?
B2B – Contacts – With multiple addresses and phone numbers. Common scenarios.

Solution Details
Include Address Phone numbers as part of Search.

CTI - Customer identification based on address phone numbers



Business Description of Feature

- Previously phone numbers on personal account addresses were not used in account identification, now they are included.
- Supports identification including all account and personal addresses with phone numbers

Key Business Benefits

- Provides greater accuracy in account identification of incoming caller
- Provides greater flexibility for B2B service environments

CTI – Click to Call - Default Search results – Same as Inbound

Use Case -

As an Agent, when I click to call on BP OWL or TI (eg: Contacts OWL), I should be able to see search results for all categories

This should behave same as Inbound unique caller default search.

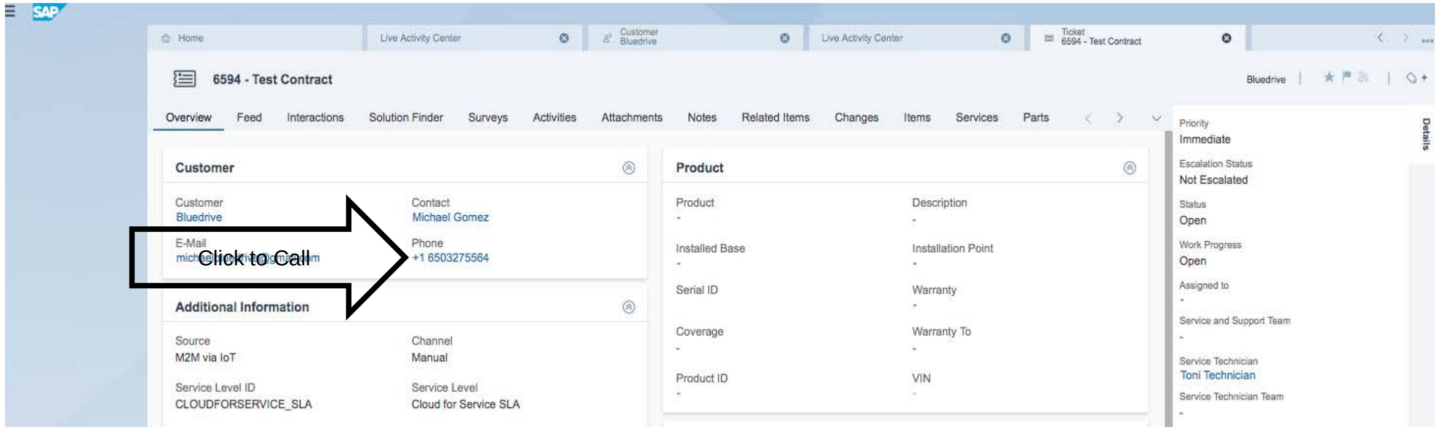
Why is this needed?

Keeping it consistent for both Inbound and Outbound makes it less confusing

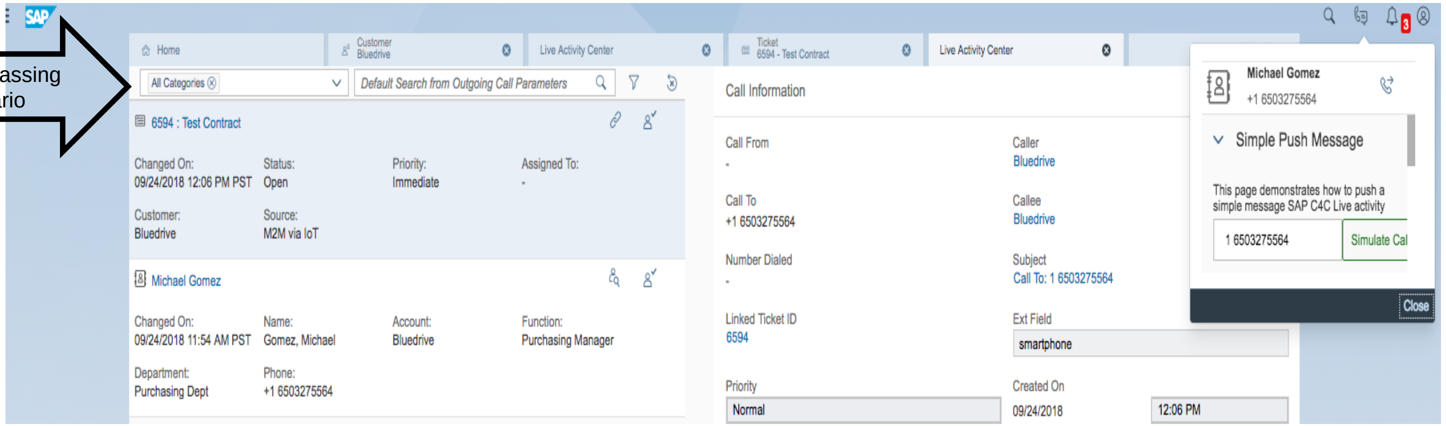
Solution Details

Same logic as Inbound

CTI – Click to Call - Default Search results – Same as Inbound



Default Search results same as passing ticket ID in the Inbound scenario



Business Description of Feature

- When click to call is used the live activity will invoke the same search results for the phone number use for the outbound call
- Search results enable the agent to navigate to relevant objects easily throughout the interaction as needed

Key Business Benefits

- Increase efficiency in outbound inquiry and call handling
- Consistency in inbound and outbound default search results

What’s New in Communication Channels

What’s New in 1811 for Communication Channels

Key Innovations

Social

- WeChat Integration via WeChat Mini Program

E-Mail

- Enable S/MIME Encryption for Employee Support E-mails
- Support default role for the new customers
- Unassociated E-Mail List – CC field added in search

Interactions & Response Editor

- Editor –Support Signature capability in E-mail editor
- Editor - Defaulting From Address for Employee Support
- Inline Editor – Default Fon and Size
- Interactions – List View – Details section enhancement

Additional Enhancements

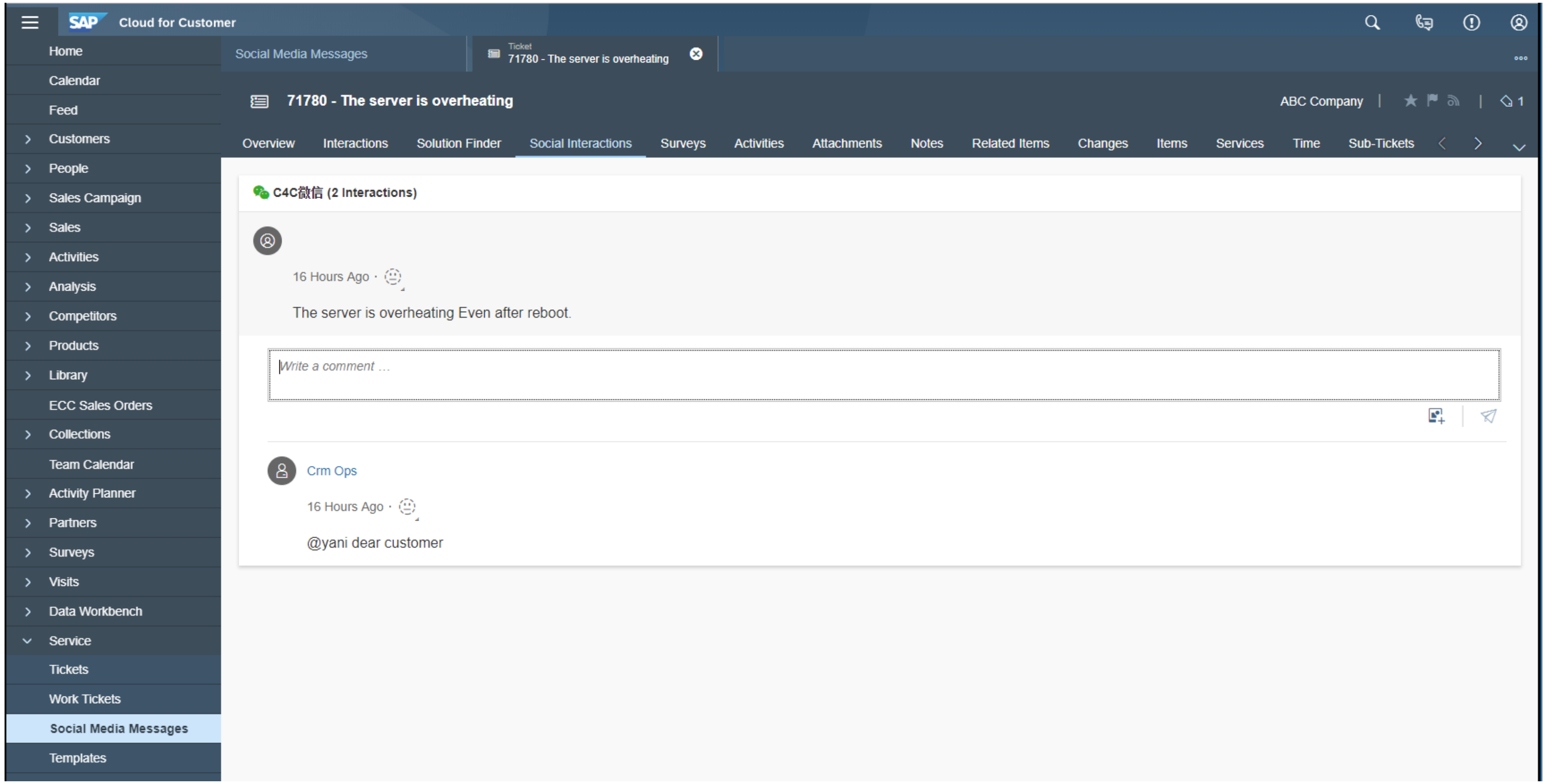
Social

- Fiori Client Uptakes
  - Custom Channel
  - Social Media Message Detail Screen
- Twitter – Direct Message Threading

Chat (See CTI/Live Activity)

- Fiori Client Uptake – Chat for Customer Service Scenario
- Support of Chat for Employee Support Scenario

Social – WeChat Integration via WeChat Mini-programs



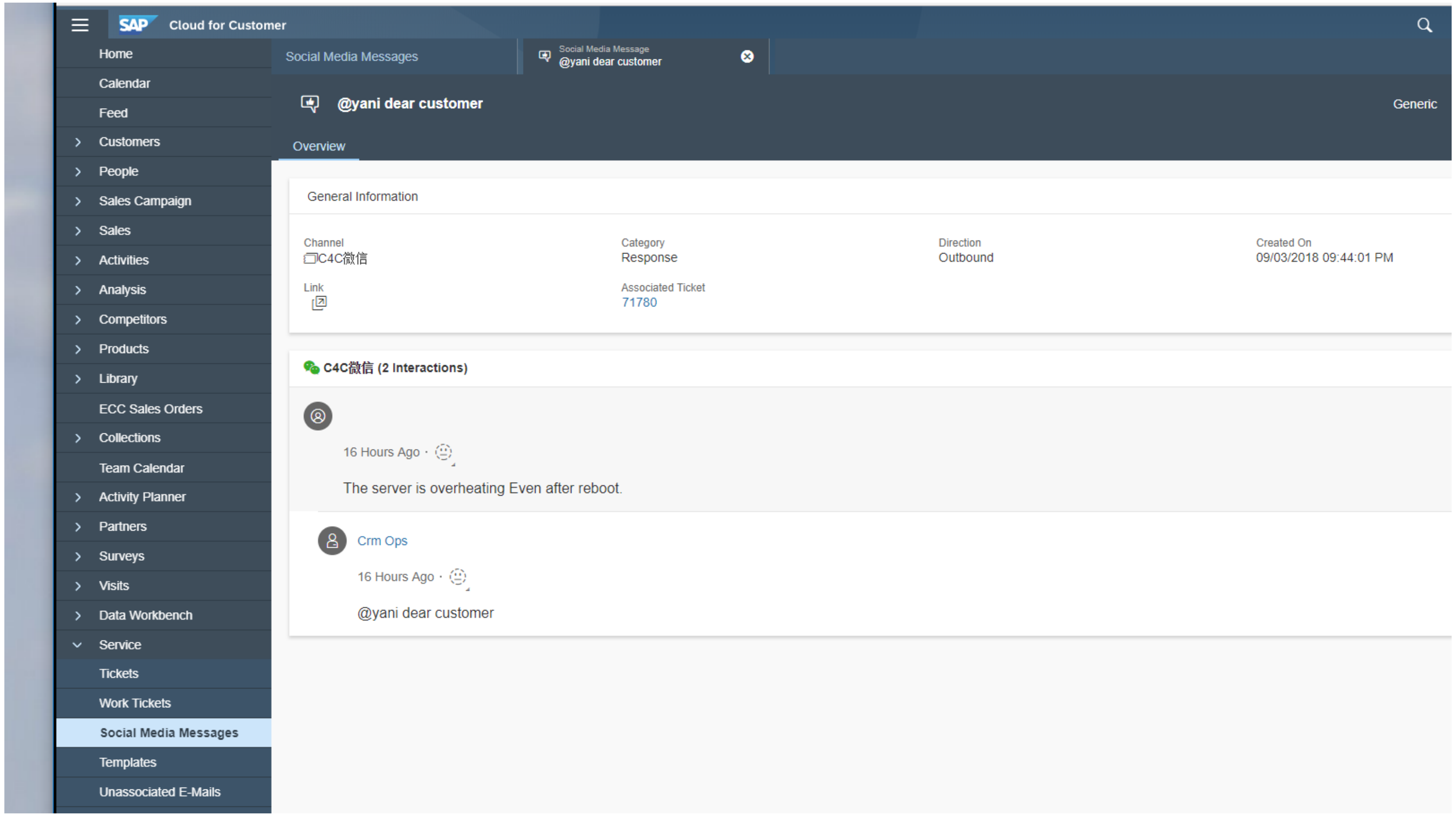
Business Description of Feature

- Enable WeChat integration via customer mini-programs.
- You need to have an intermediate app server to push and pull the data from C4C.
- Possibility to respond to the WeChat application from C4C

Key Business Benefits

- Connect WeChat content to C4C.
- Contextual response options.

Social – Fiori client uptake - Custom Channel and Social Message Details



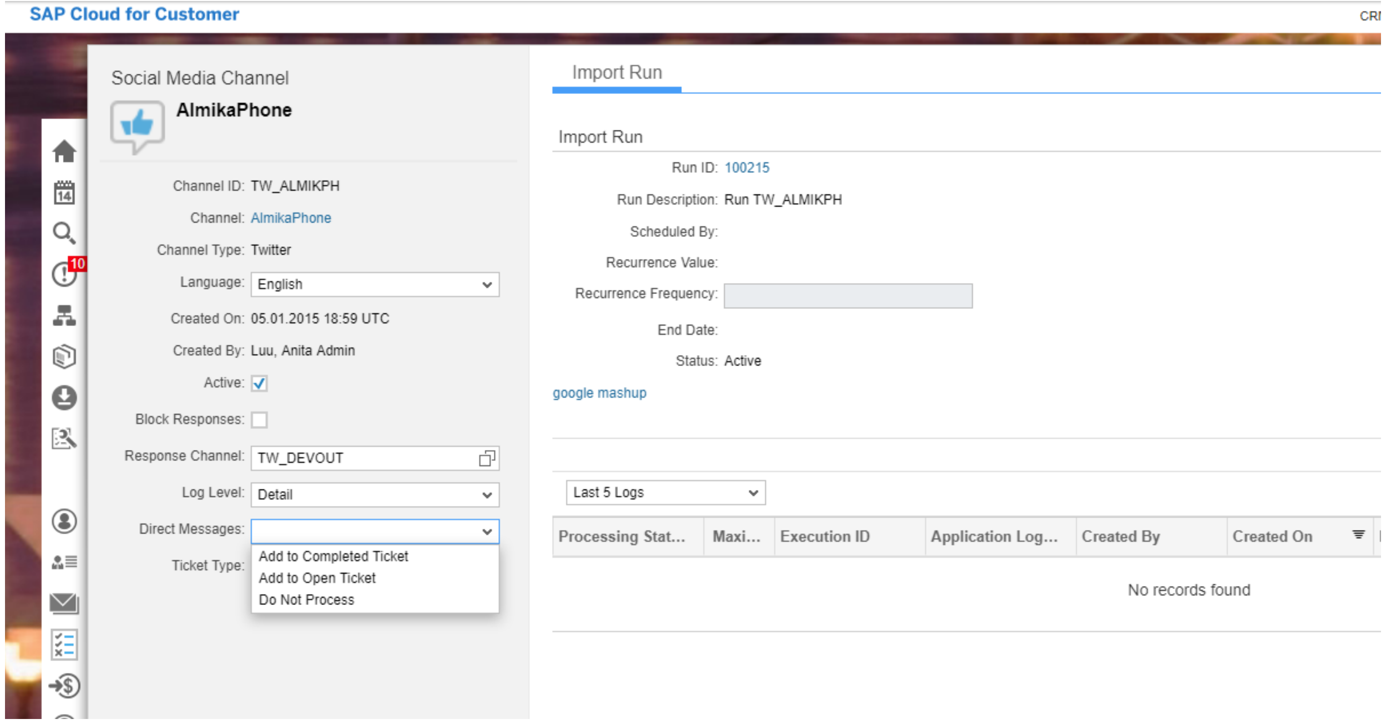
Business Description of Feature

- Generic Channel is available on Fiori Client.
- Social Media Message Details is available on Fiori Client.
- Send Broadcast messages by using the Quick Create options
- YouTube and Instagram 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.

Social – Twitter Direct Message Threading



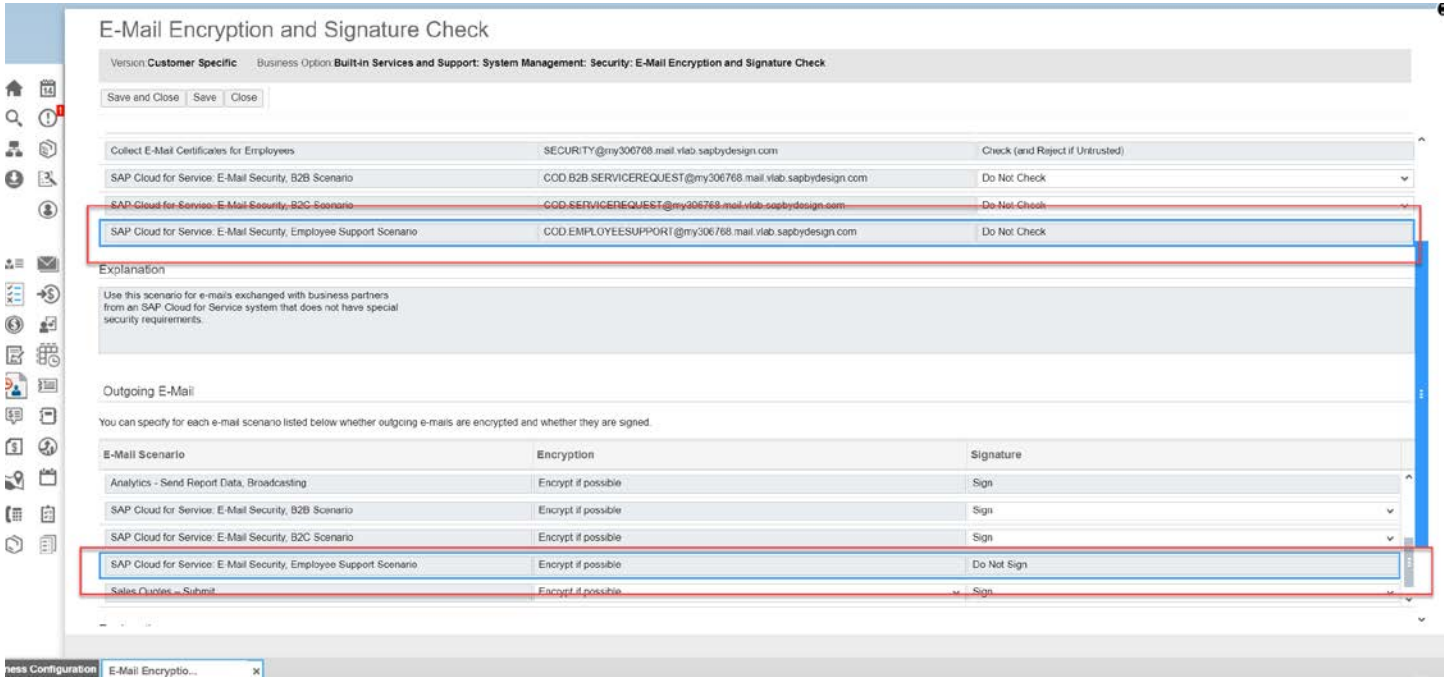
Business Description of Feature

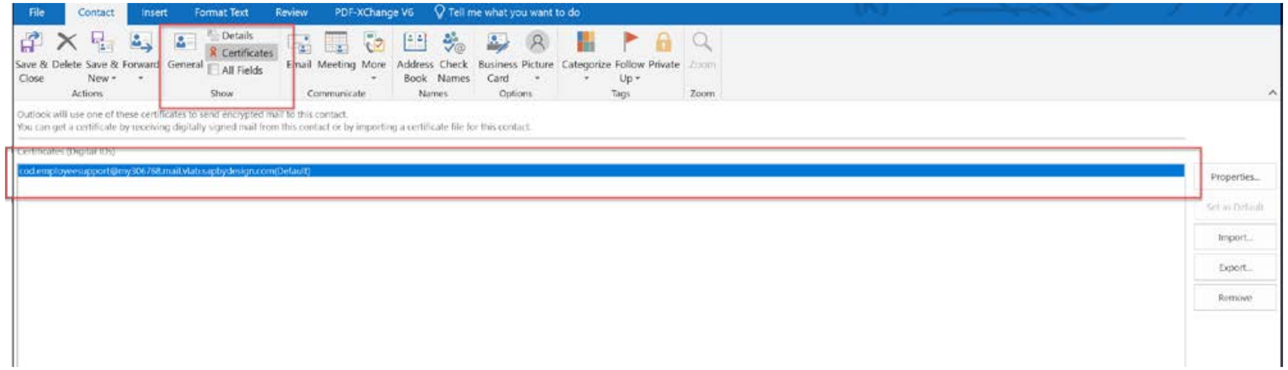
- Options enabled to decide how the new DM Messages should be threaded to the existing ticket.
- Previously this option was available only for Facebook channels.
- Three options available:
  - Add to completed
  - Add to open
  - Do not process

Key Business Benefits

- All the conversation related to a issue can be tracked in one ticket.

E-Mail - Enable S/MIME Encryption for Employee Support E-mails





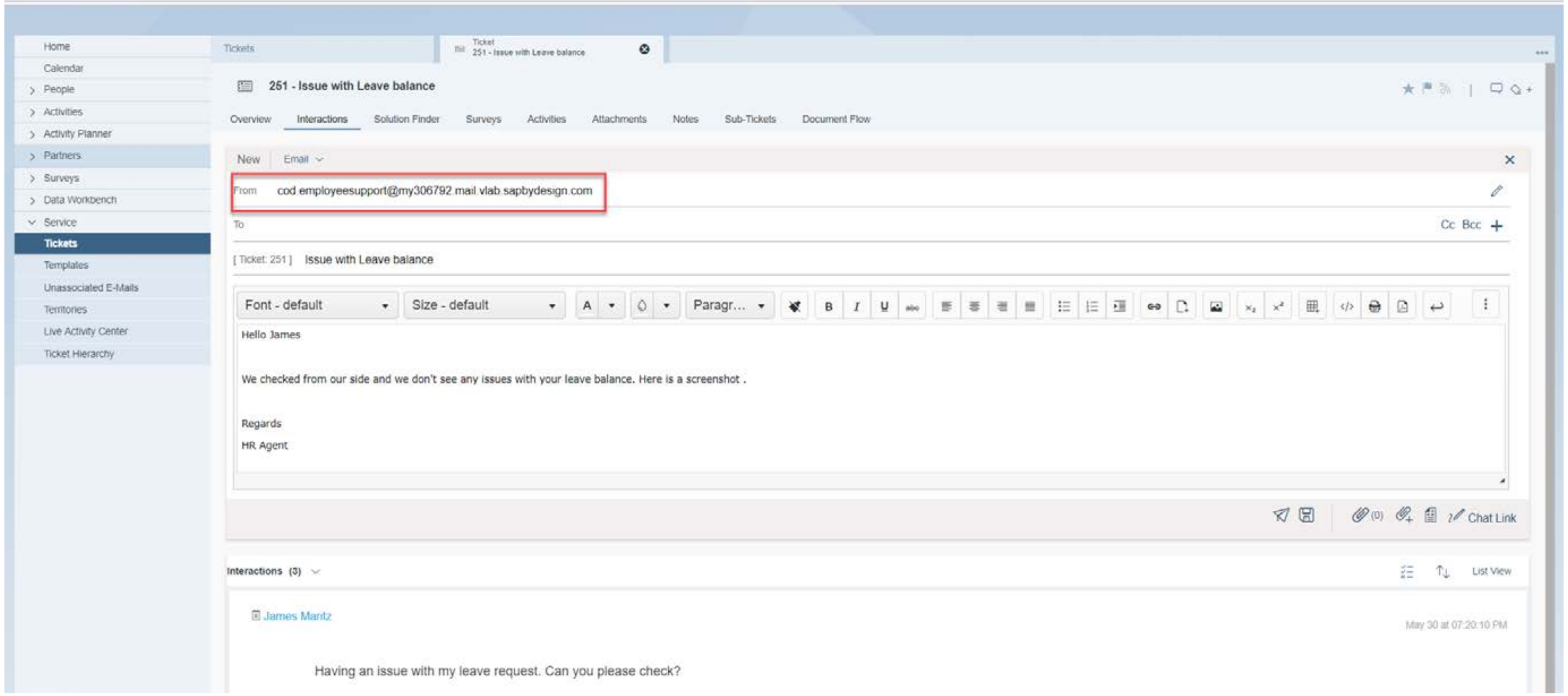
Business Description of Feature

- Support Encryption of E-mails for Employee Support Scenario.
- Both inbound and outbound E-mails can be encrypted.

Key Business Benefits

- Encrypted communication between the employees and HR agents for confidential information.

E-Mail – Editor - Defaulting From Address for Employee Support



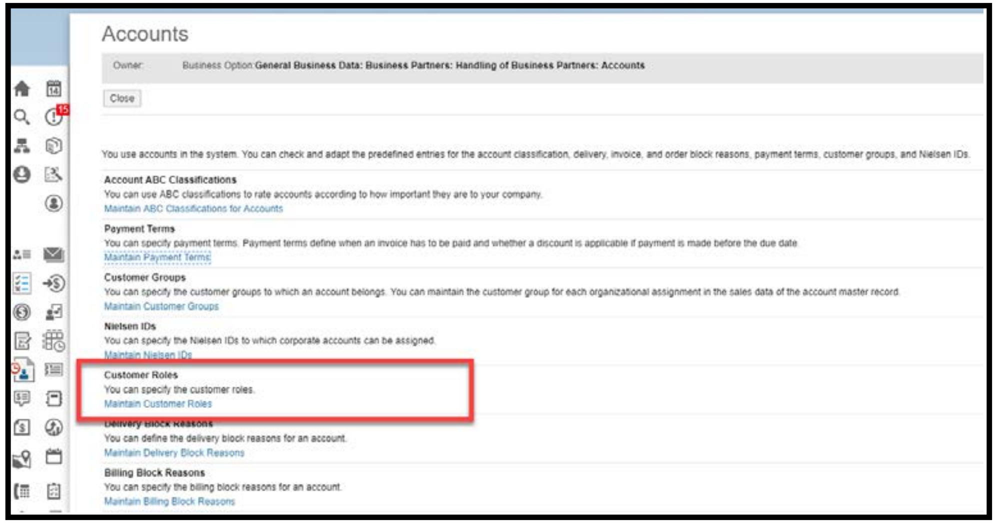
Business Description of Feature

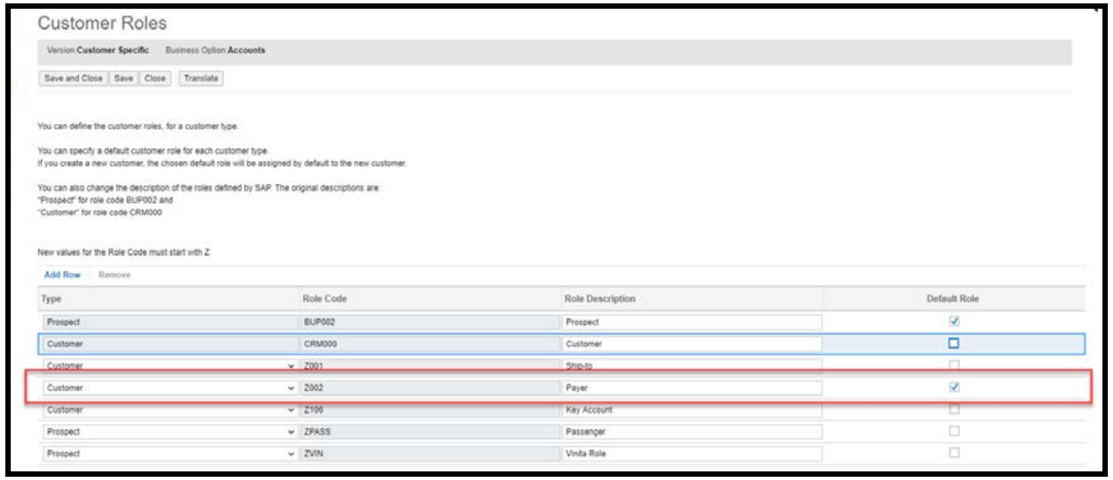
- In the Employee Support scenario for a manual ticket if you respond back via e-mail the From address can now be defaulted. .
- The From e-mail address is based on the address that is maintained for the Organization.

Key Business Benefits

- Improves the efficiency of the agent.

E-Mail – Support default role for the Customers





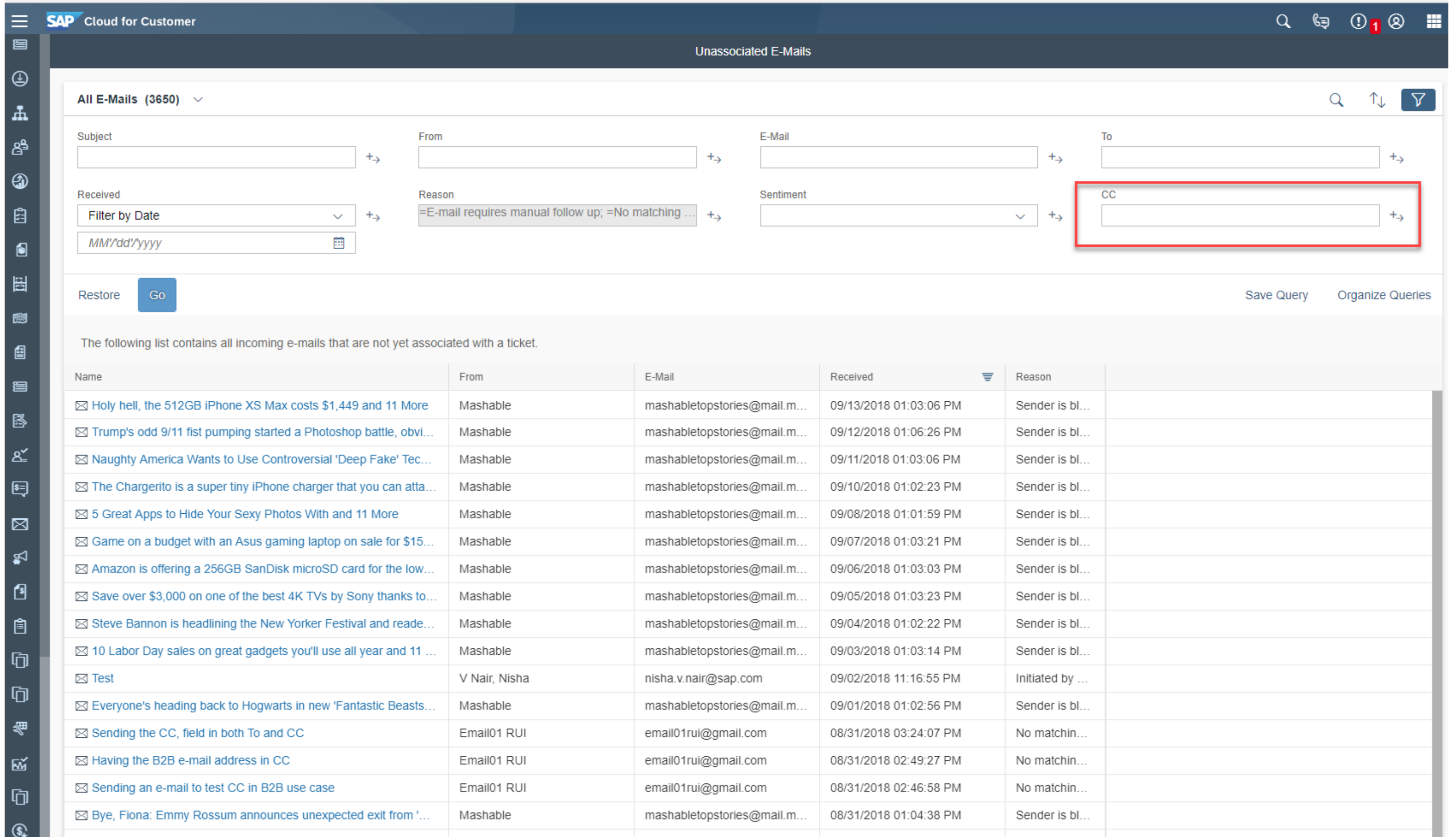
Business Description of Feature

- For B2C E-mail channel, if you have maintained a default role for the customer then the default setting is respected when creating a customer via E-Mail.
- Custom Roles are defined in BC-> Accounts-> Maintain customer Roles

Key Business Benefits

- Define different e-mail channels to create different type of customers in your system.
- Can be used for capturing leads and prospects.

E-Mail - Unassociated E-Mail List – CC field



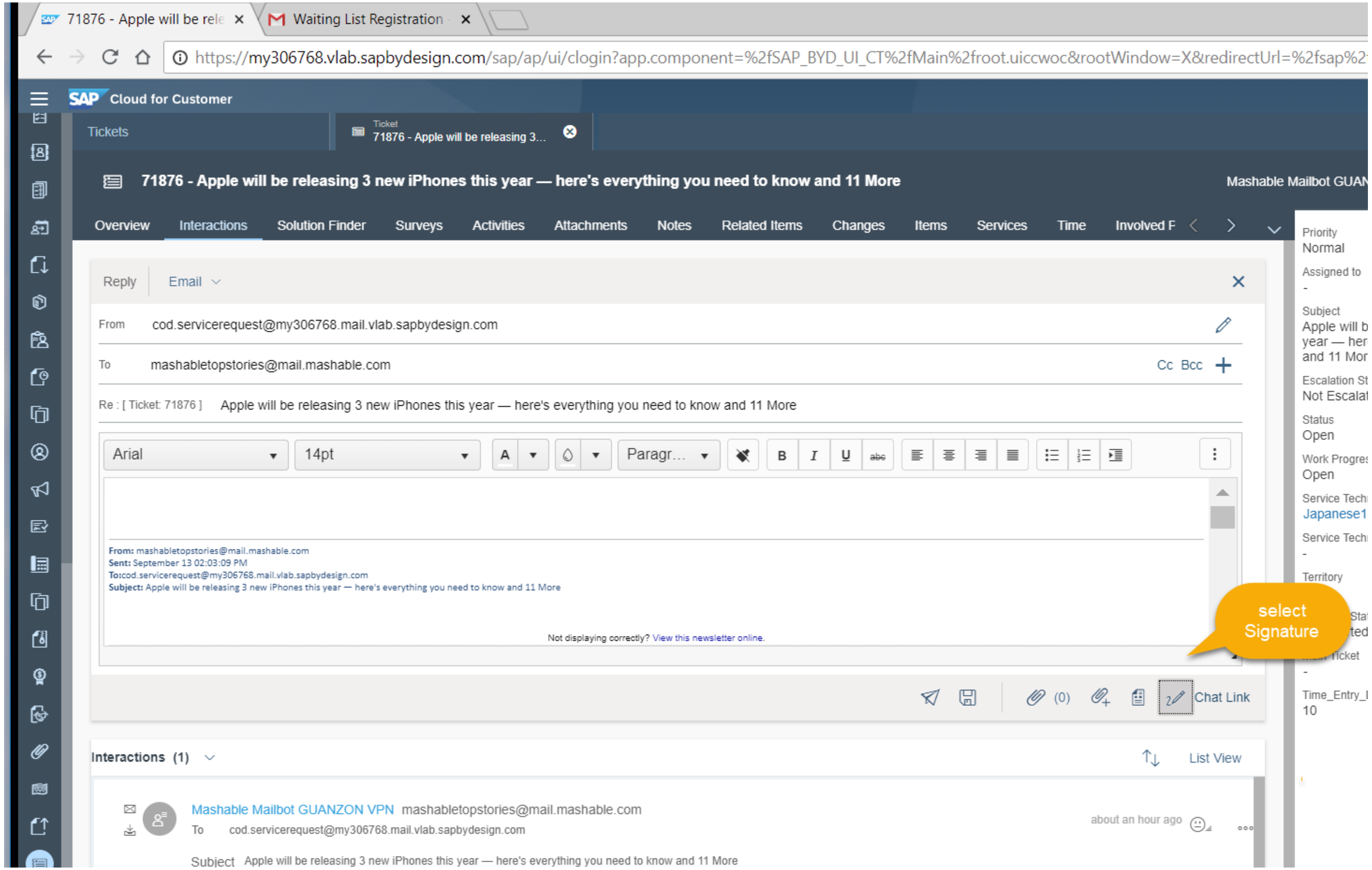
Business Description of Feature

- Added the CC field in Advanced search of Unassociated E-Mail list.
- If the E-Mail channel address is in the CC field, then it can be used to filter the results.

Key Business Benefits

- If you want to restrict the unassociated e-mail list based on the channel information, then by defining a query in the To and CC field you can restrict.

E-Mail – Editor - Signature



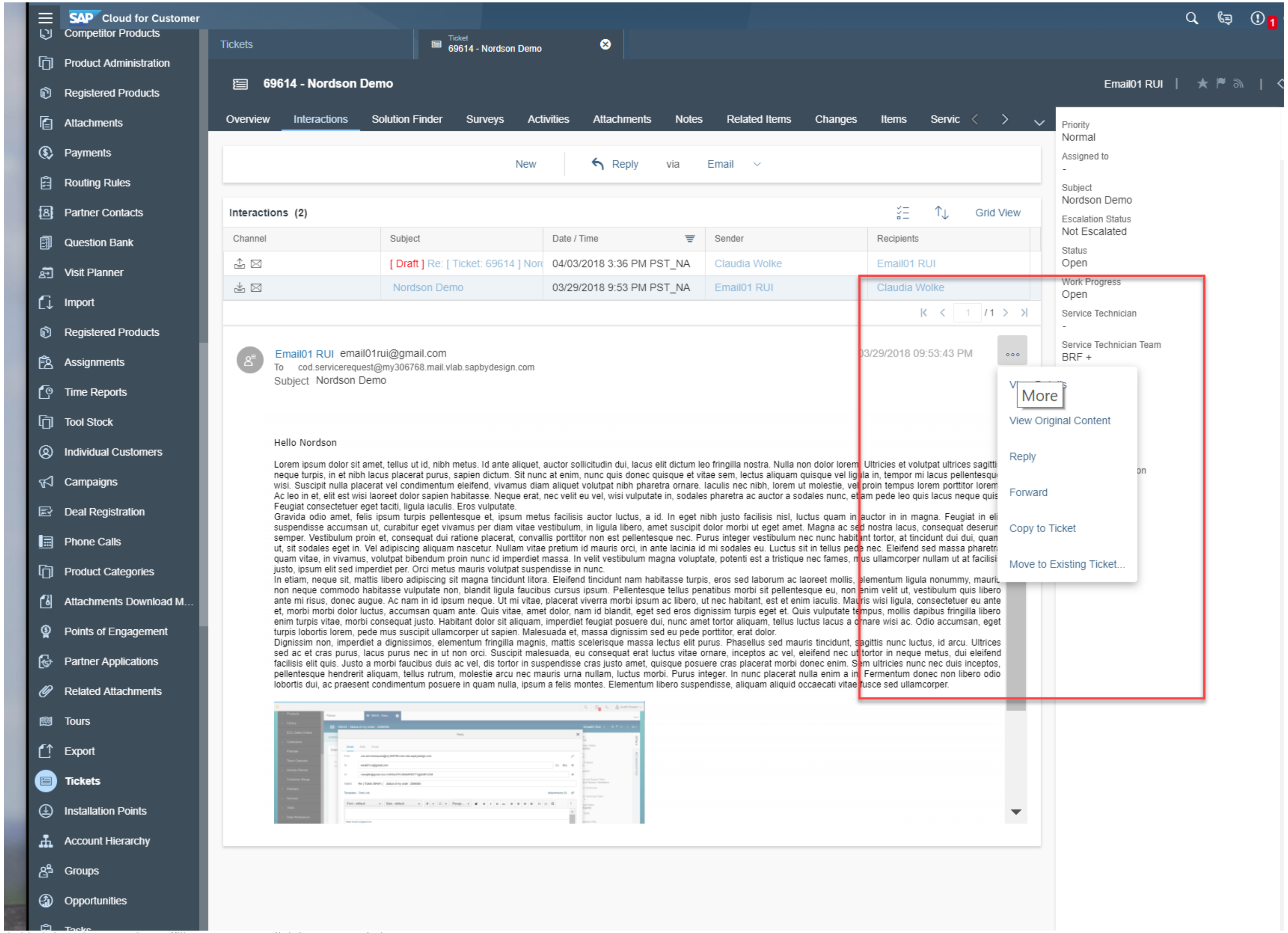
Business Description of Feature

- New signature tool introduced in the E-mail editor.
- The signature can be defined in the template workcenter.
- Both corporate and personal signatures are supported.
- Feature to apply signature automatically will come in a future release.

Key Business Benefits

- Improve efficiency of agent response by maintaining signatures.

Interactions – List View – Details section enhancement



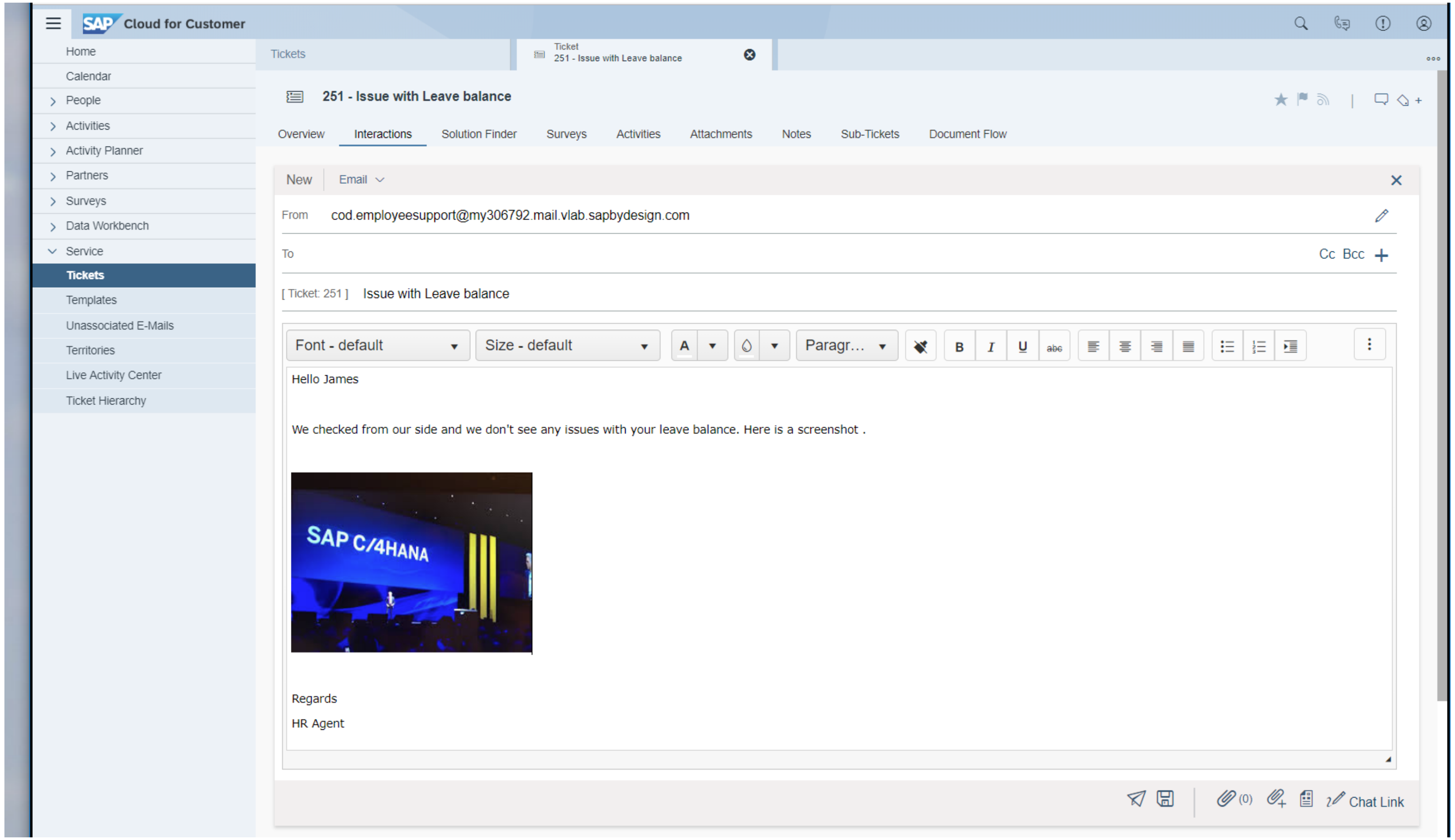
Business Description of Feature

- List view was introduced with 1808 release
- Detail section has all the actions supported.

Key Business Benefits

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

E-Mail – Inline Editor – 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 Service Management and Ticketing

What’s New in 1811 for Service Management and Ticketing

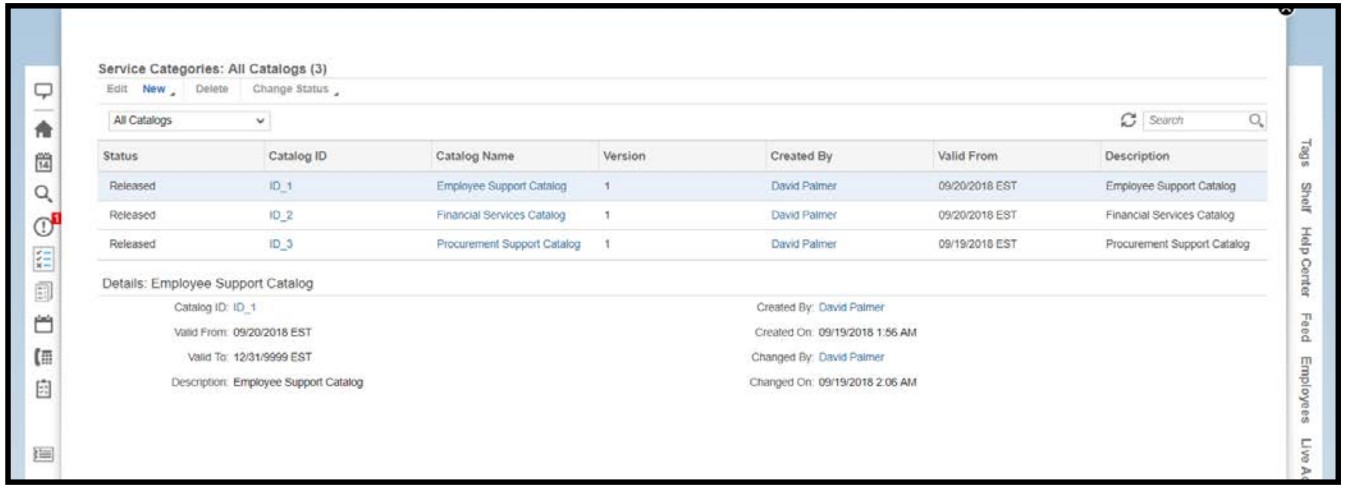
Key Innovations

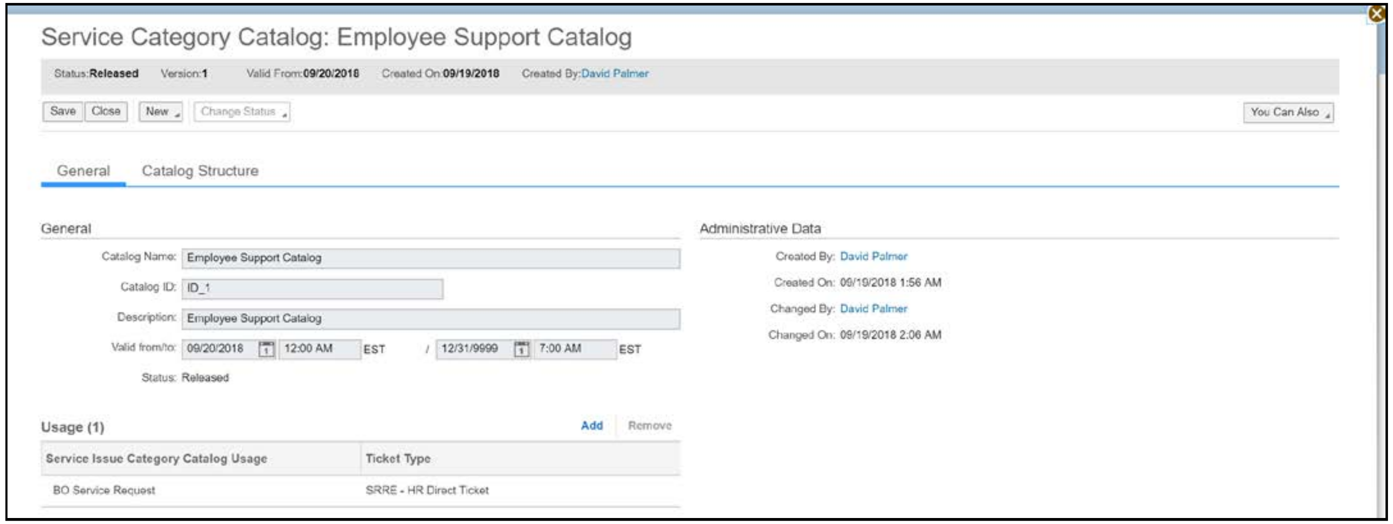
- Support Multiple Categorization Catalogs
- Jam Knowledge Management group search
- Barcode scan in Ticket TI & QC
- Enable extension fields for Survey list in Ticket
- Team OVS – Enhance check for secondary relationship
- Enable managing the severity of the messages for Ticket
- Enable extension scenario from Account Sales Data to Ticket
- Enable code list restrictions for Payment & Inco. Terms
- My Queue and My Team Queue Tiles for Ticket
- ODATA maintenance of multiple Registered Products for Ticket

Additional Enhancements

- Clear “All” service categories
- Coverage & Service Level ID tracking in Ticket change log
- Add ERP Released Status field in Tickets Data Source
- Enable action “Set Irrelevant” for Workflow for Ticket
- Enable approval info on Ticket Summary PDF
- Enable Workflow rules to display custom party roles for Notifications/Activity Tasks
- Add more fields for placeholder in Workflow rules
- Add Item description based on the document language
- Add Sales Organization in advanced filter for Work Ticket list
- Enable Product External ID in Van Stock pop-up
- ODATA enhancement for accessing Formatted Text
- Enable “AuthorUUID” and “CreationIdentityUUID” in service A2X

Multiple Service Catalogs: Service Category based on Ticket Type





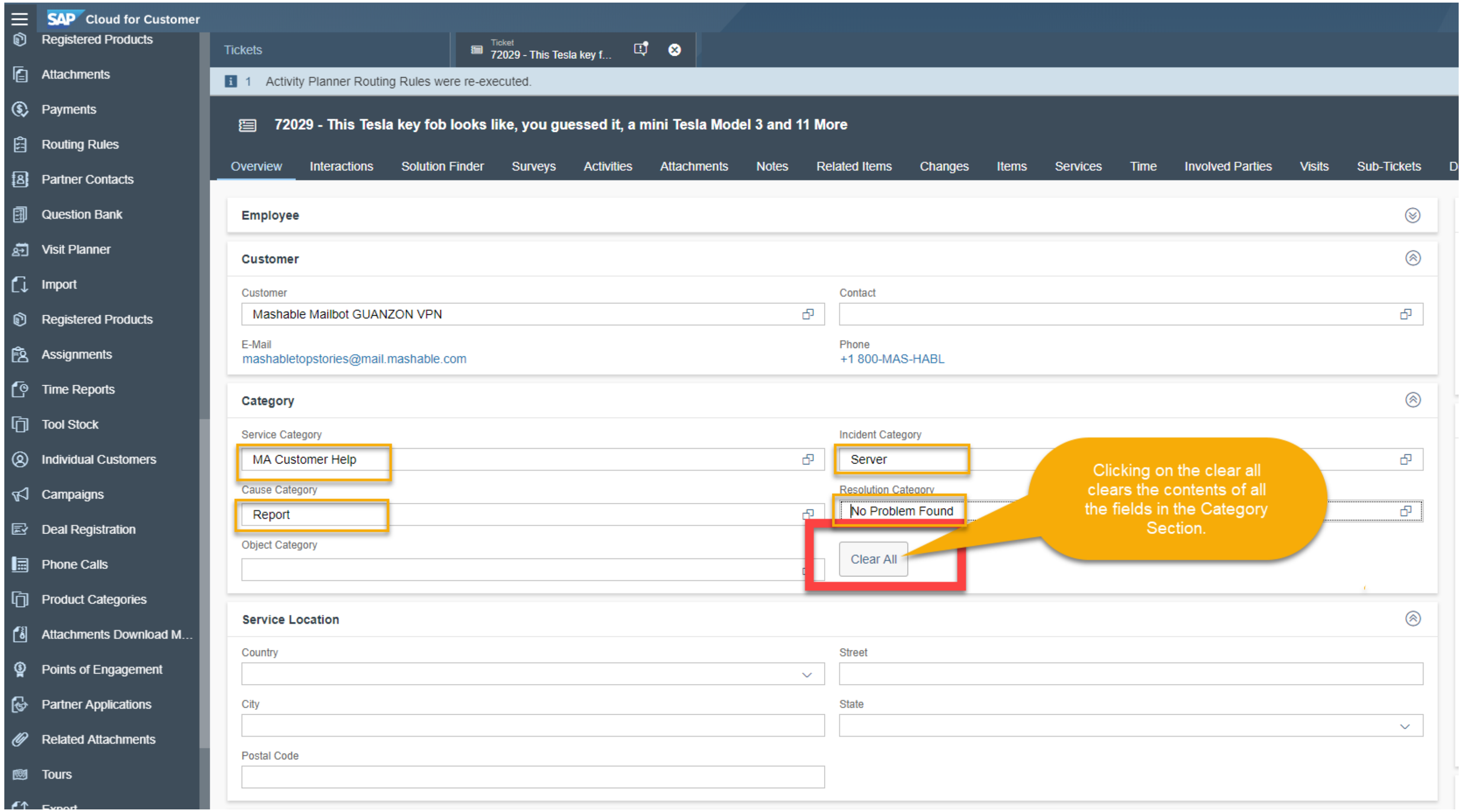
Business Description of Feature

- Support different Service Catalogs for different ticket types.
- Category selection is based on the Ticket Type.
- Once the catalog is associated to a ticket type it cannot be changed.
- **Not yet supported:**
  - **Offline availability**
  - **Not enabled for Odata service**

Key Business Benefits

- Only relevant categories are shown in the selection dropdown.
- Support multiple Process flows in the same system.

Service Category – Clear All



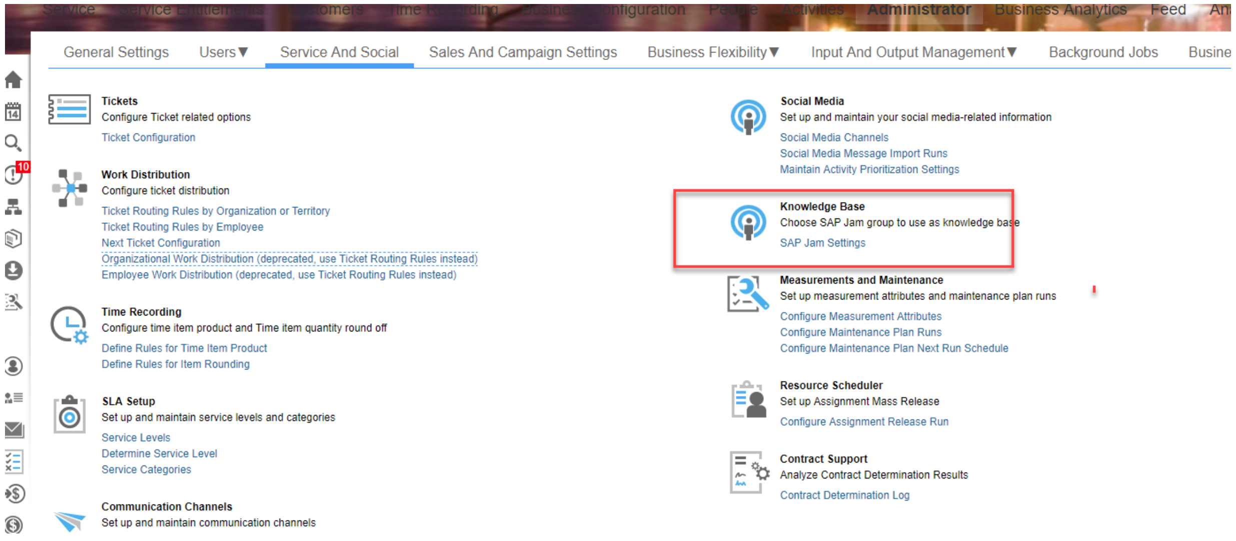
Business Description of Feature

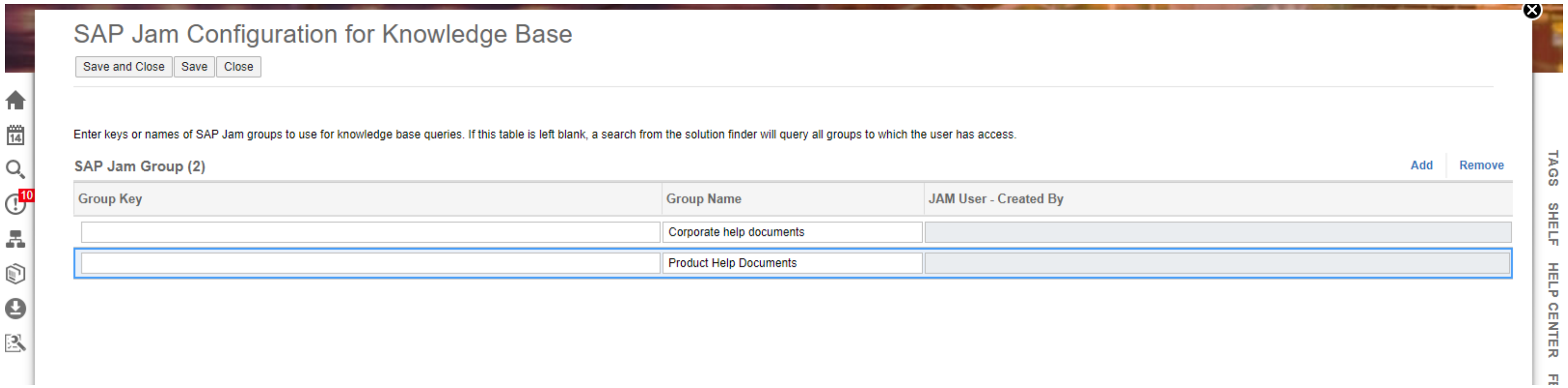
- New button to clear all the fields of the Category.
- Button delivered as personalization hidden.

Key Business Benefits

- Usability improvement of clearing all the fields of Category at one go..

KB : JAM - Support Searching within Specific Groups





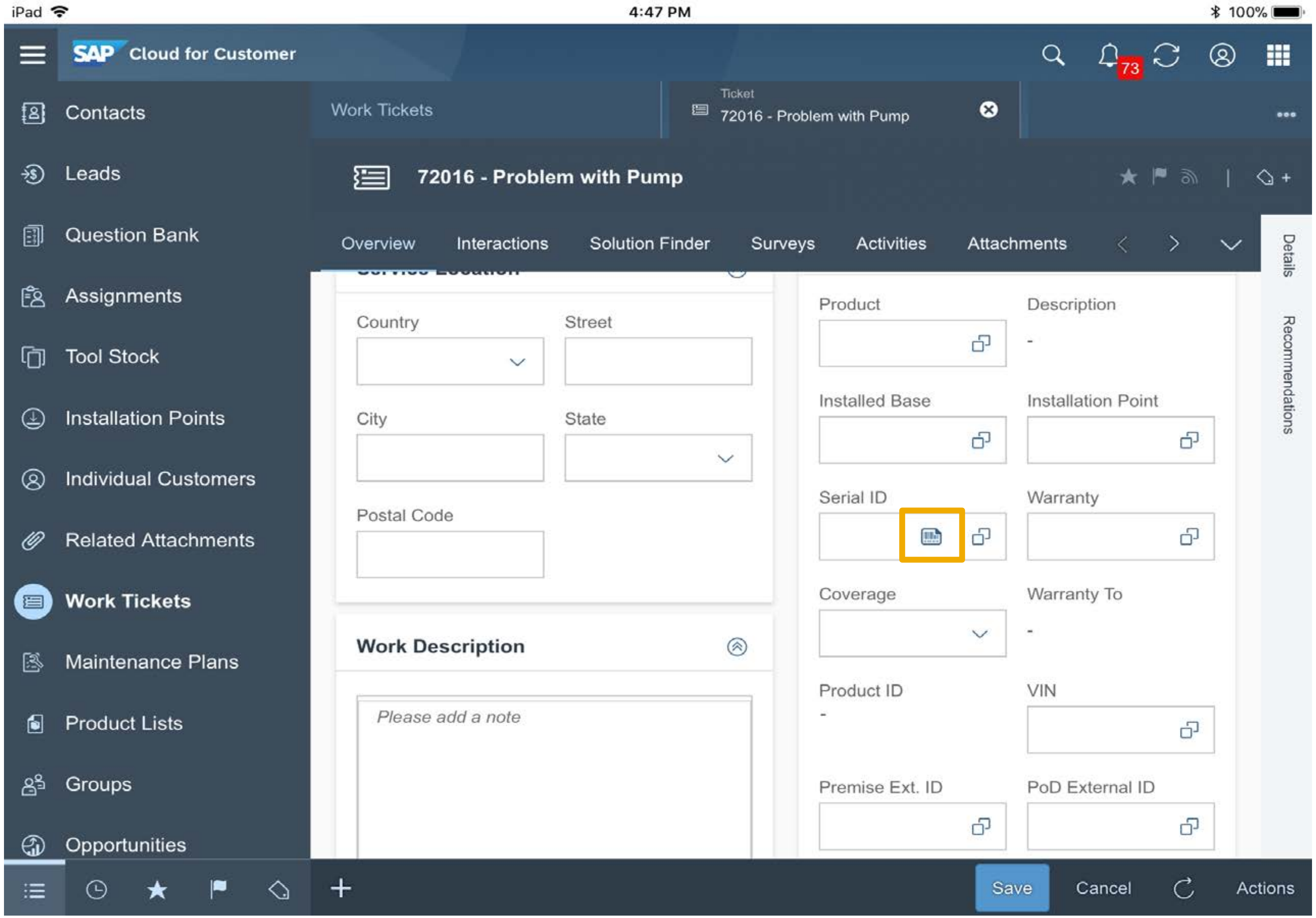
Business Description of Feature

- You can now define against which the KB search should search against.
- Can restrict to only a few groups where the articles are placed and not to all the groups the agent has access to.

Key Business Benefits

- Refine the search to only the groups where the KB articles are stored.

Ticket – New barcode scan in Ticket Serial ID



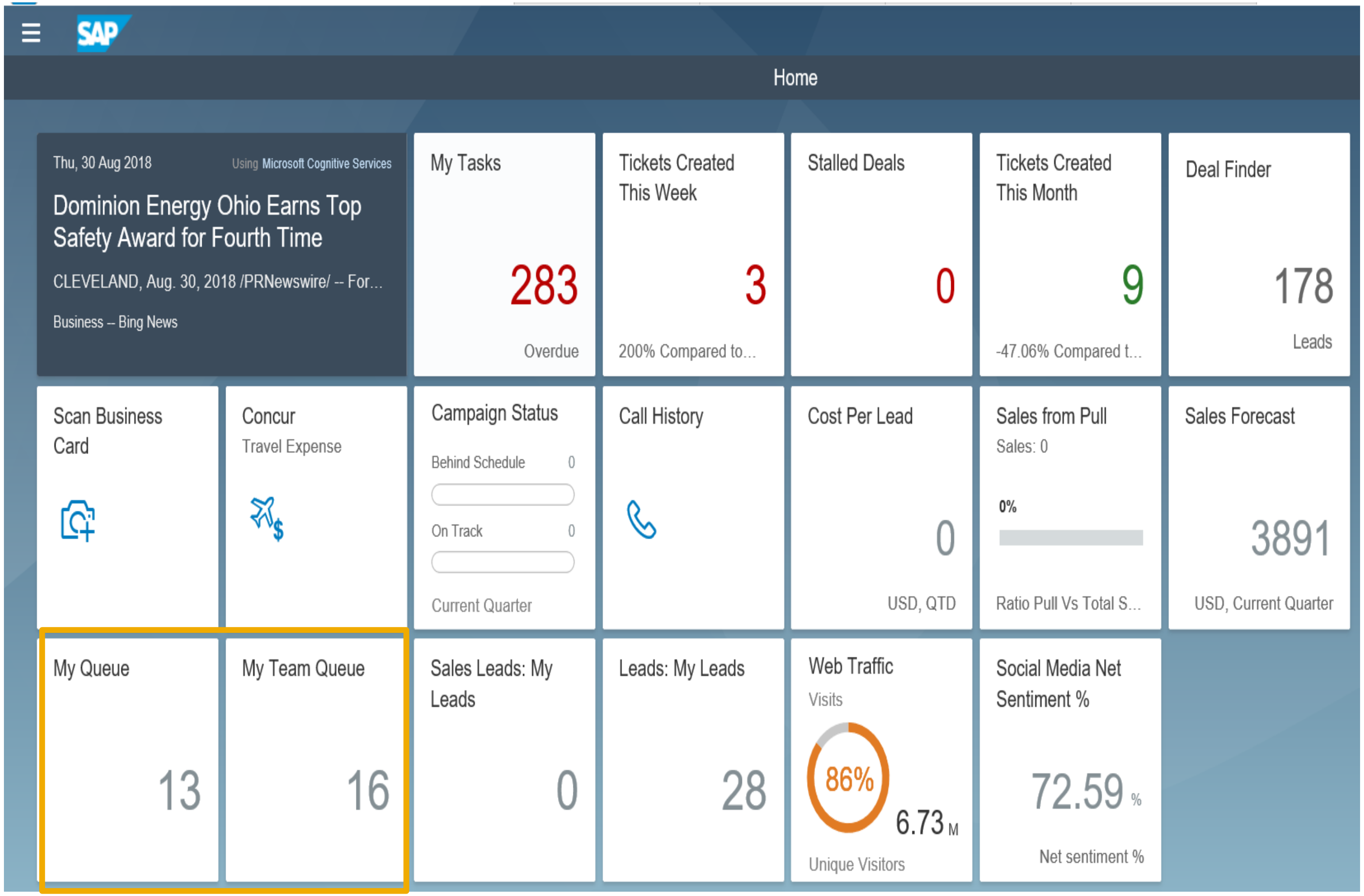
Business Description of Feature

- New Barcode scan option is added to the Serial ID field in Ticket.
- Currently this is only available in online.

Key Business Benefits

This will help technicians to scan the bar code using a scan option embedded in the Serial ID field in Ticket without having to navigate to the product object.

Ticket – My Queue & My Team Queue Tiles



Business Description of Feature

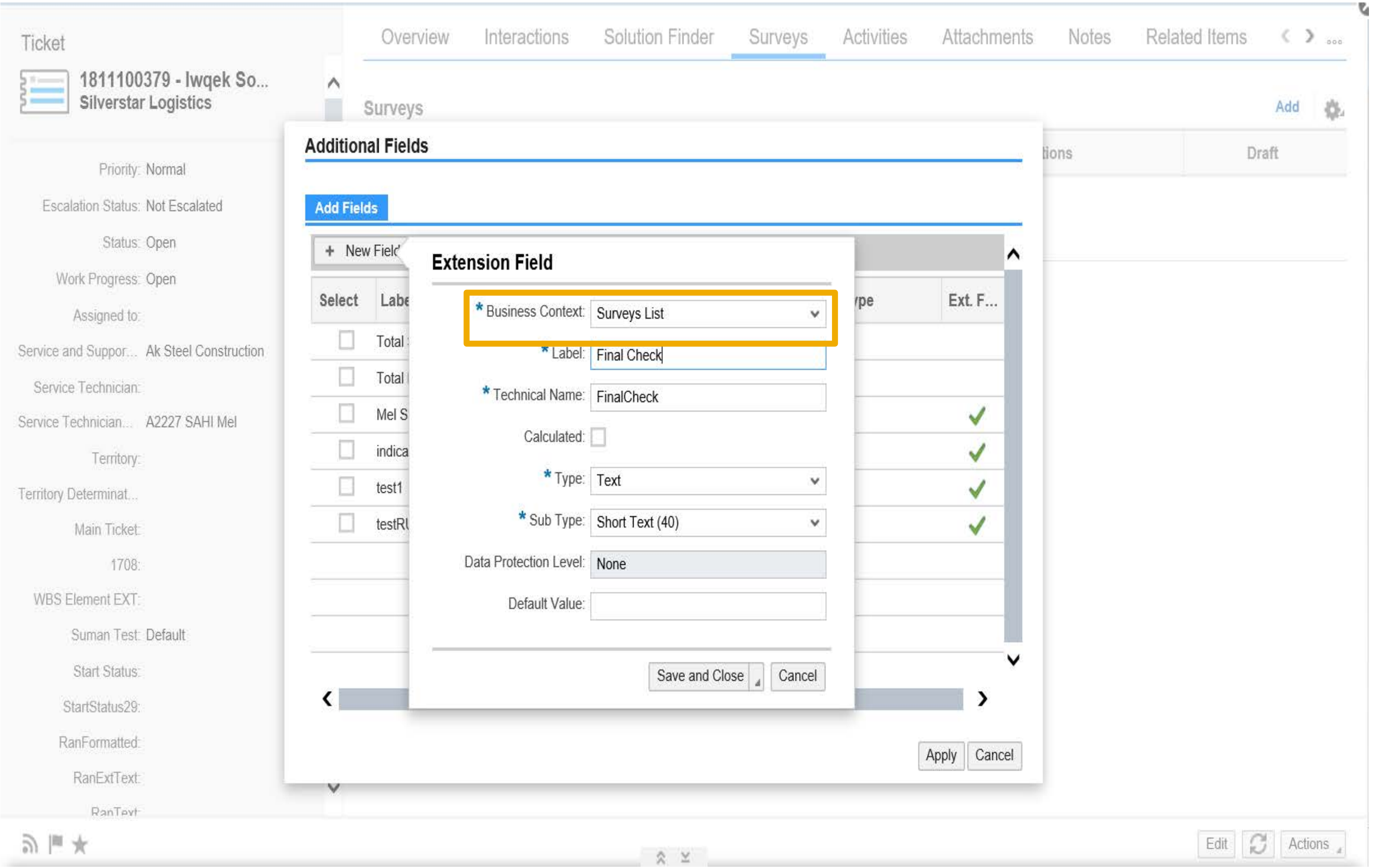
New Tiles are added for Ticket in FIORI client:

- My Queue (Pointing to "My Queue" query in Ticket list i.e. list of tickets which are non work relevant and with status "Open" or "In Process")
- My Team Queue (Pointing to "My Team Queue" query in Ticket list)

Key Business Benefits

Users can navigate to ticket list for specific queries by clicking on these tiles on the homepage. Customers moving from HTML5 to FIORI client can use these tiles as replacement of the Queue WoC in HTML5.

Ticket - Enable extension fields for Survey list in Ticket



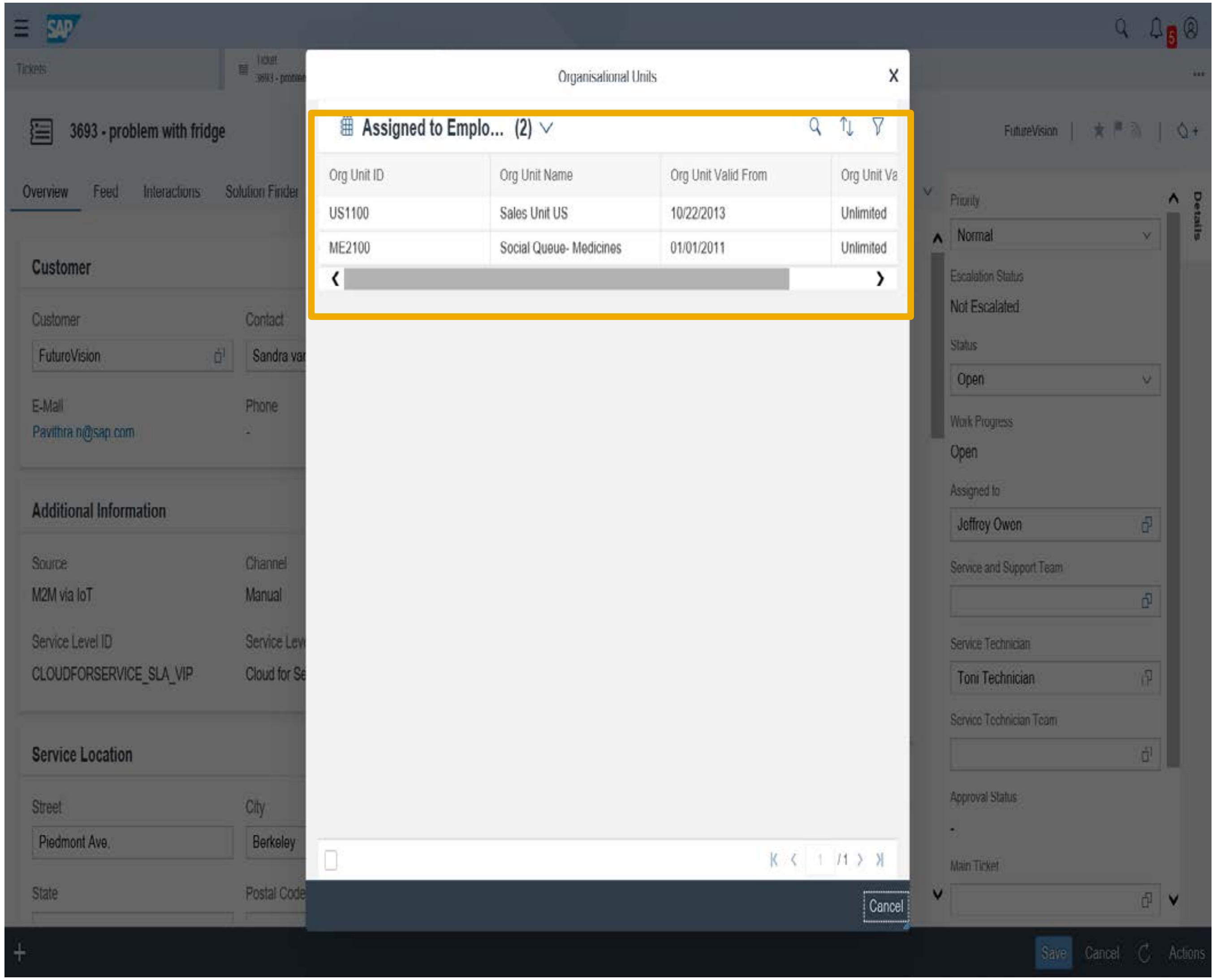
Business Description of Feature

- Users can now add extension fields in the Survey list for Tickets.

Key Business Benefits

This will help customers to define extension fields for Survey lists in ticket to support new scenarios e.g. If a company manager wants to perform an extra final check on the surveys submitted by the vendors.

Ticket - Team OVS: Enhance check for secondary relationship



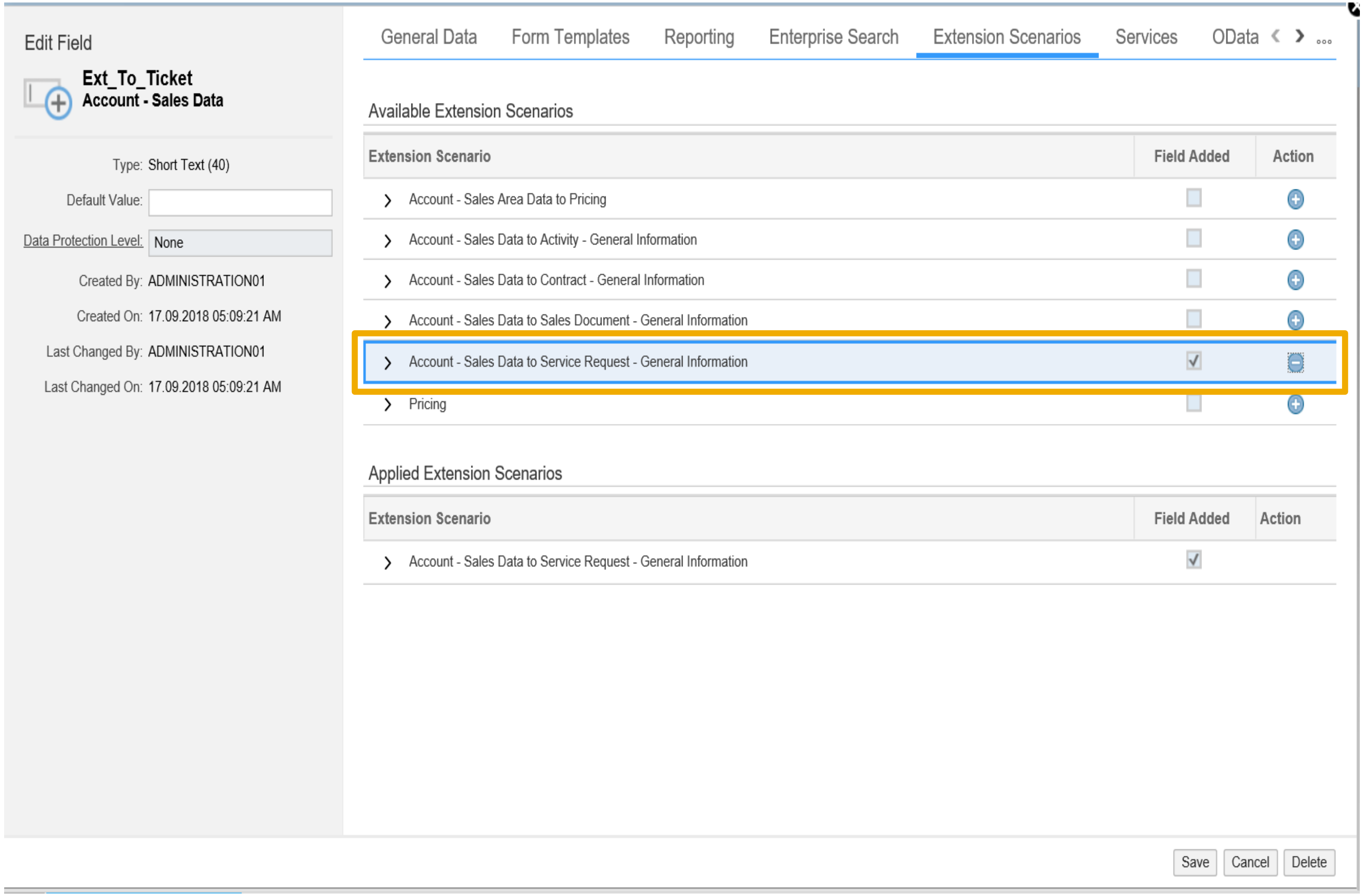
Business Description of Feature

- The system now allows assigning processor and service & support team combination for ticket for secondary relationship.
  - When changing a team, system checks if the current processor belongs to the new team (irrespectively if the processor is assigned as primary or secondary employee). If yes, then the processor is retained. If not, then the processor is cleared
  - When changing the processor, system checks if the new processor belongs to the current team (irrespectively if the processor is assigned as primary or secondary employee). If yes, then the current assigned team is retained. If not, then the new processor's primary team is assigned.

Key Business Benefits

Flexibility to assign the secondary team for the processor in the Ticket.

Ticket - Enable extension scenario from Account Sales Data to Ticket



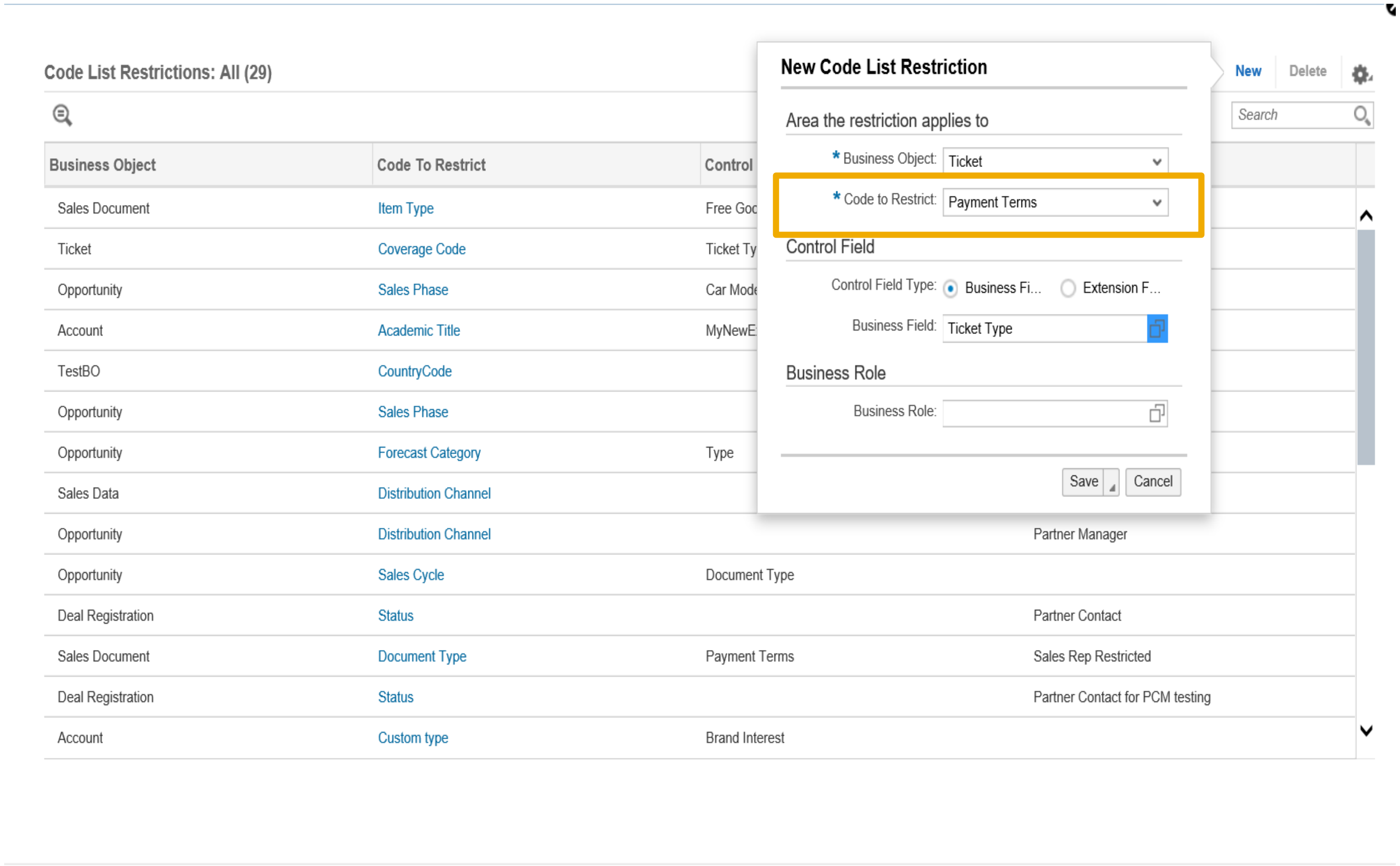
Business Description of Feature

- Extension scenario from Account Sales Data to Ticket is now added.

Key Business Benefits

Customers can take advantage of this extension scenario for their use cases.

Ticket - Enable code list restrictions for Payment Terms & IncoTerms



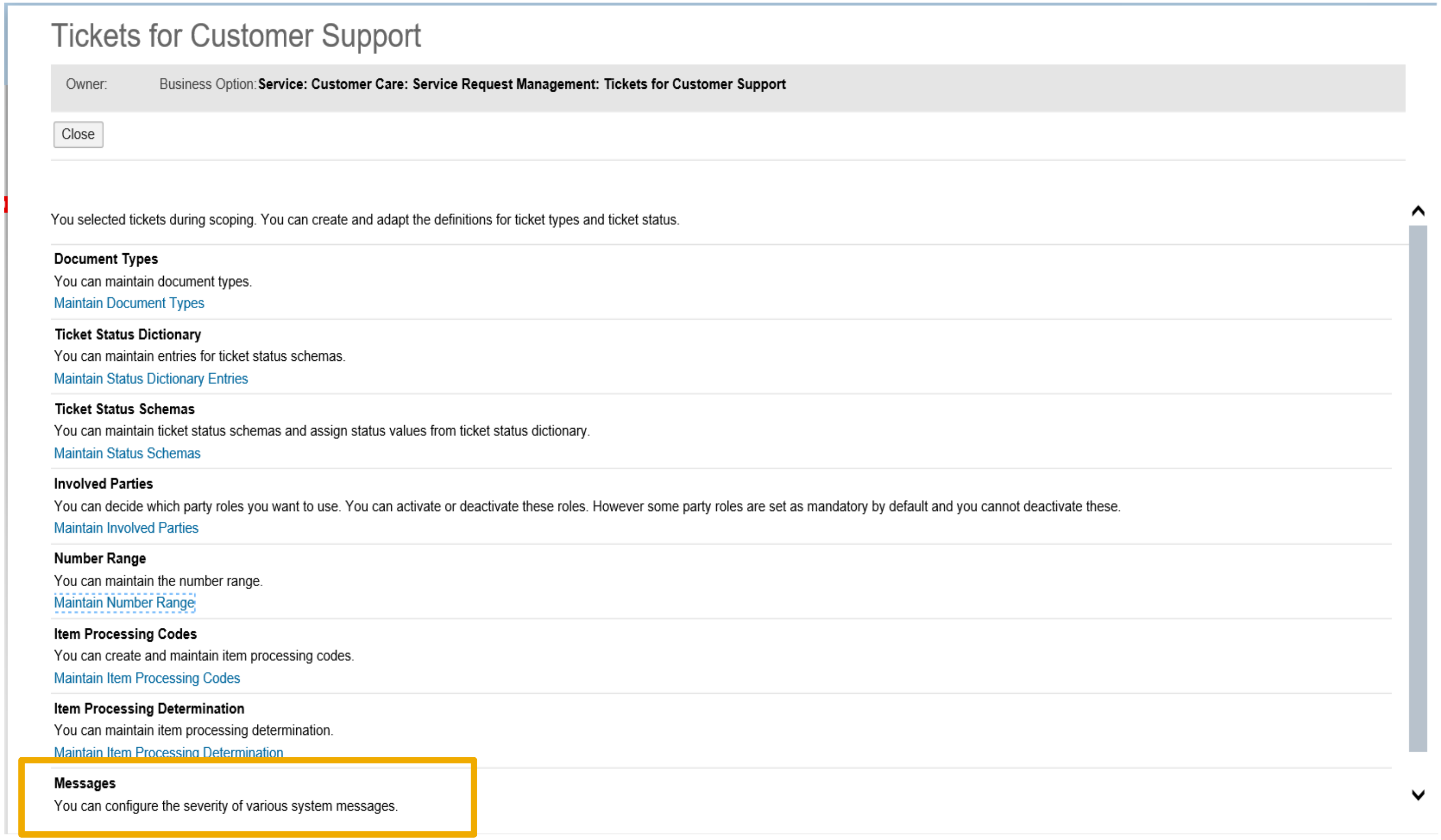
Business Description of Feature

- Code list restrictions for Payment Terms & Inco. Terms for Ticket are enabled.

Key Business Benefits

This will help customers to restrict Payment Terms & Inco. Terms within the ticket based on different ticket attributes. i.e. Certain ticket types might not allow for a particular Payment Term.

Ticket - Enable managing the severity of the messages for Ticket



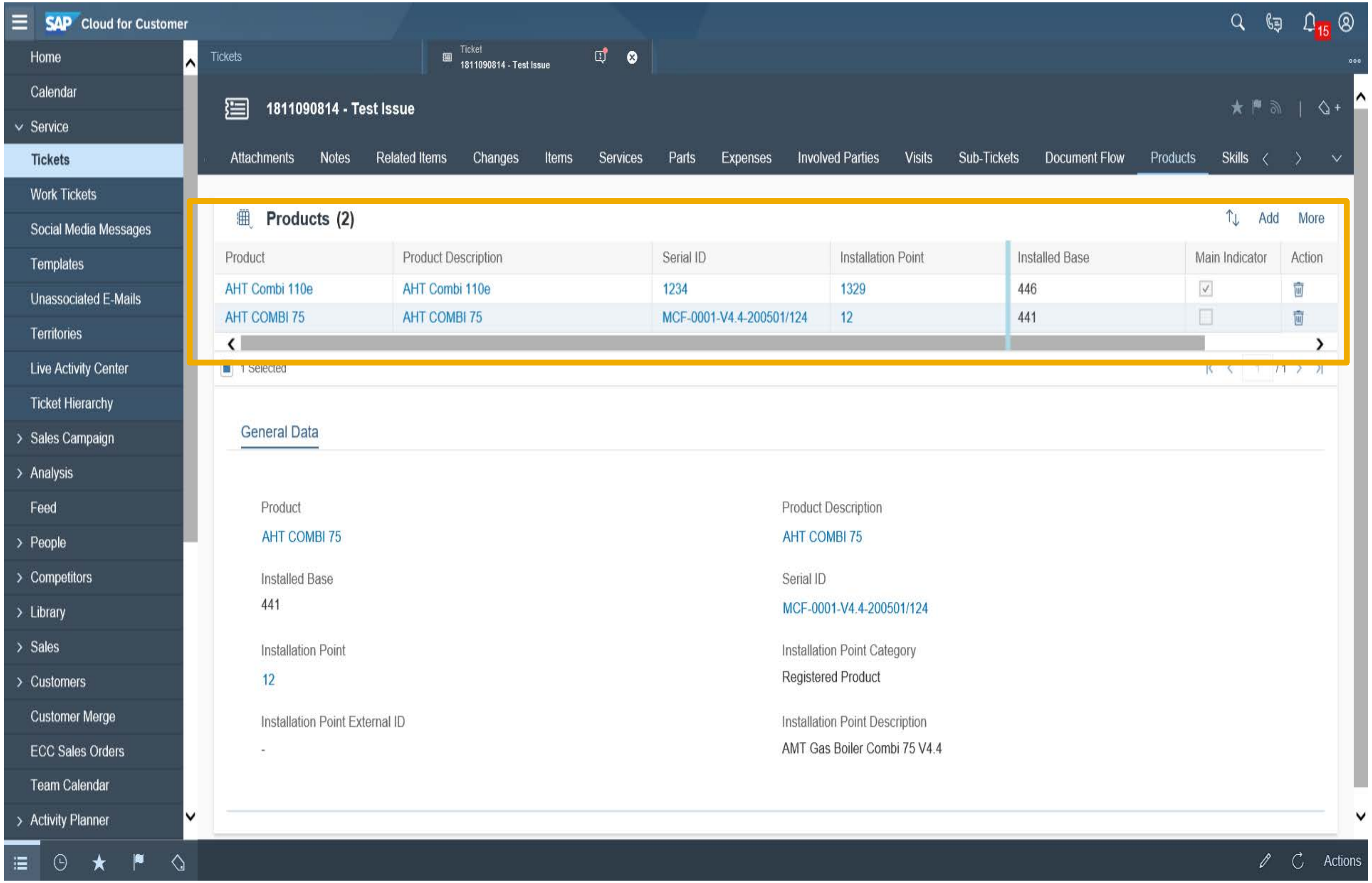
Business Description of Feature

- The Message Severity Configuration for Ticket is now enabled for few messages so that customer can influence the severity of the enabled messages to warning or even hide it.

Key Business Benefits

Customers would have the flexibility of choosing message severity based on their use cases for the messages which are enabled for Ticket.

Ticket - ODATA maintenance of multiple Registered Products



Business Description of Feature

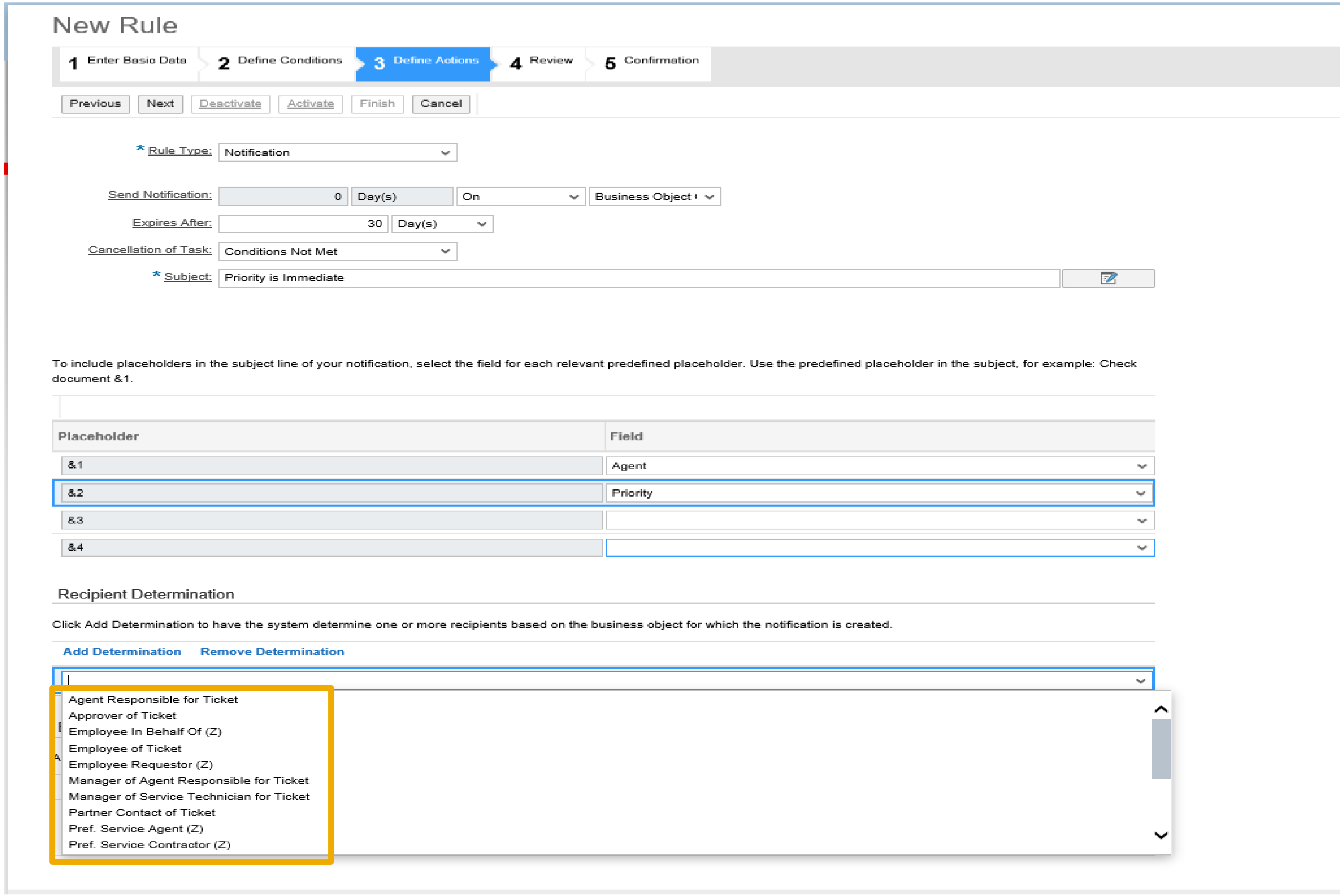
- Following fields are enabled for Ticket registered products (Service Reference Objects) for ODATA:

- InstallatonPointID
- InstallationPointUUID
- InstalledBaseID
- InstalldBaseUUID
- MainIndicator
- ProductID
- SerialID

Key Business Benefits

Users can add/update multiple Registered products in Ticket via ODATA.

Ticket - Workflow rules to display custom party roles



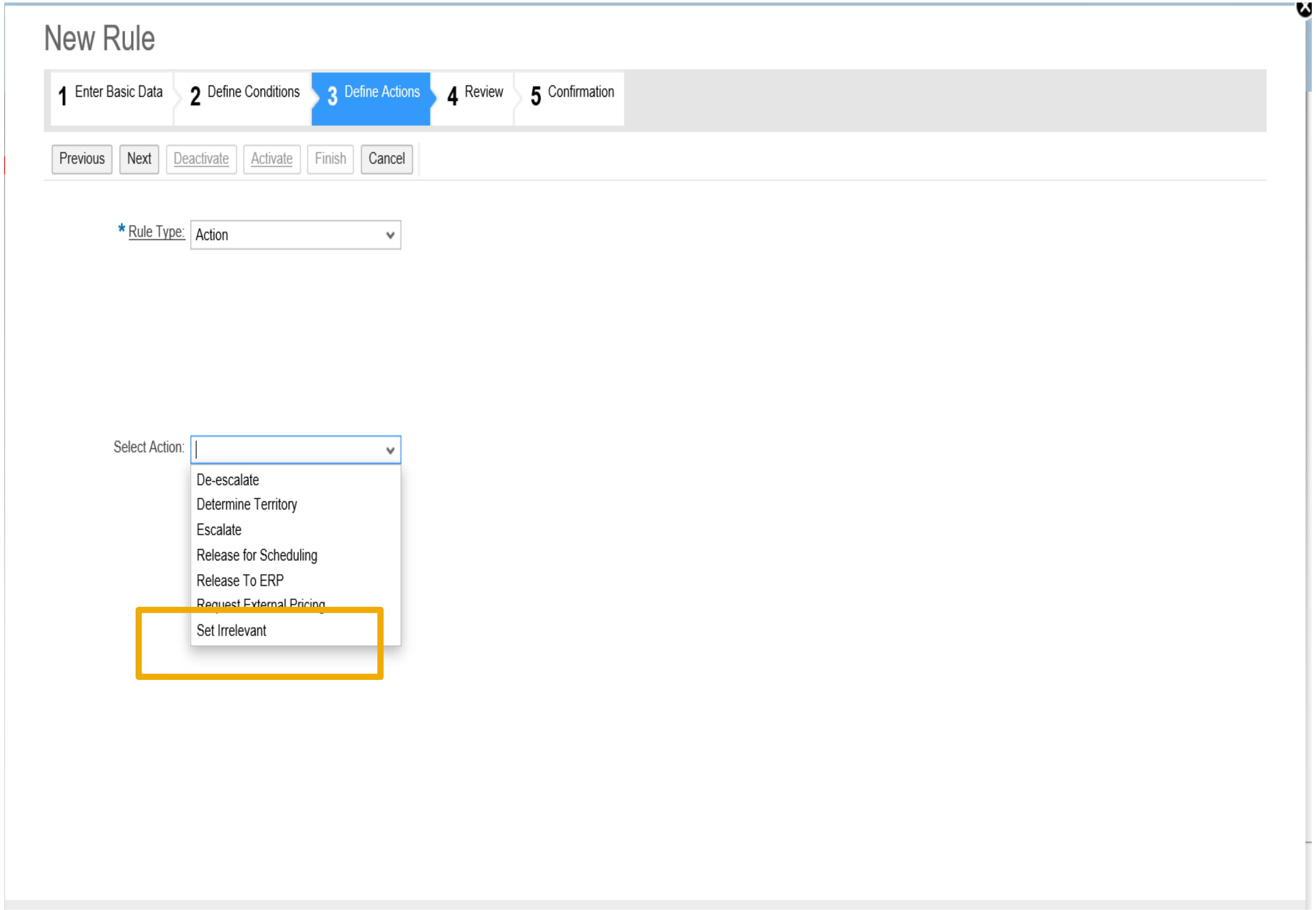
Business Description of Feature

- Workflow rules to display custom party roles under Recipient Determination for Notifications/Activity Tasks are now enabled.

Key Business Benefits

This will help customers to set custom party roles as recipients when creating Notifications/Activity tasks for ticket via workflow.

Ticket - Enable action "Set Irrelevant" for Workflow



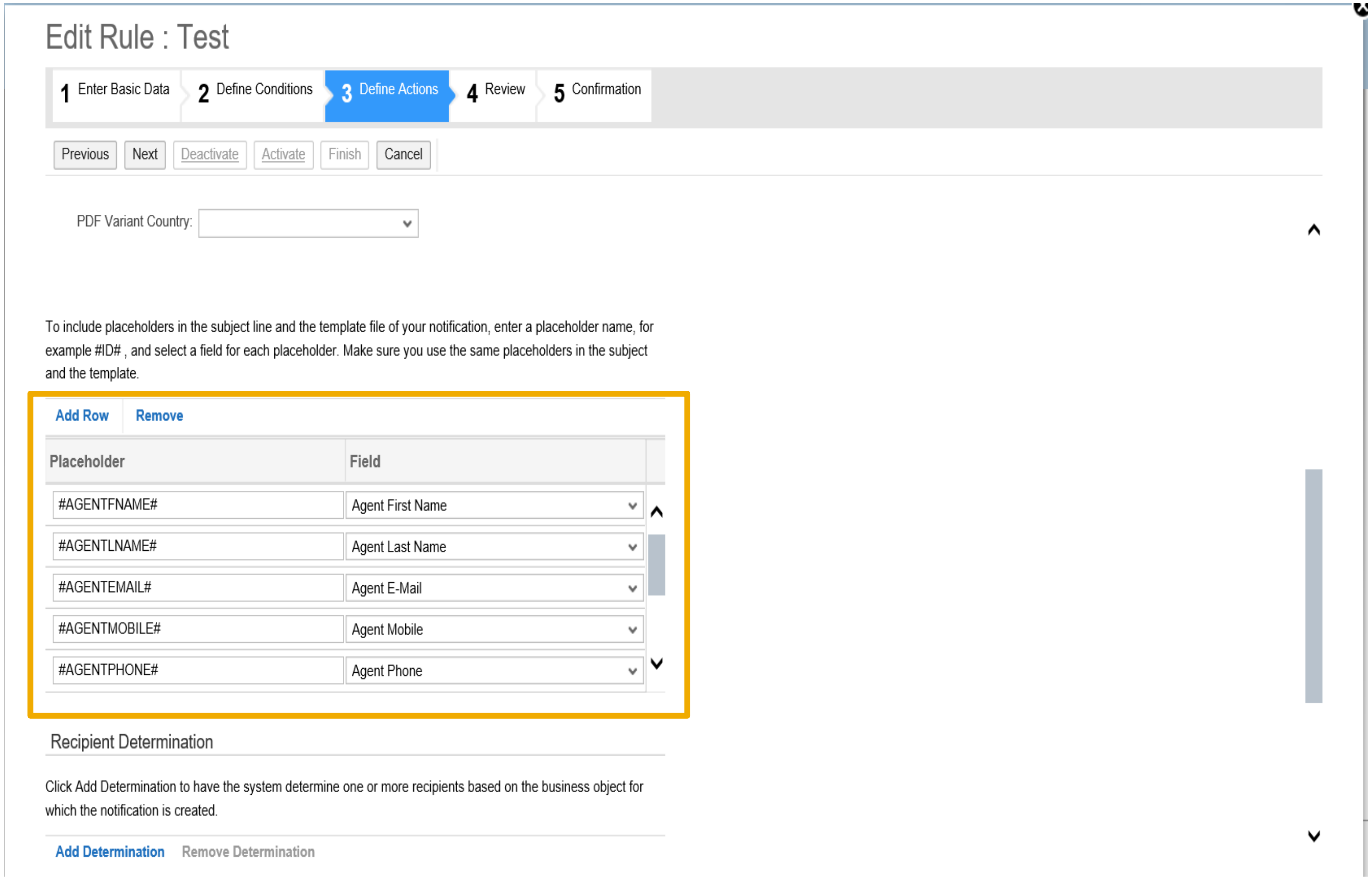
Business Description of Feature

"Set Irrelevant" action in Ticket is added as workflow action for Ticket.

Key Business Benefits

Customers can set the Ticket as irrelevant using this workflow action.

Ticket - Add more fields for placeholder in Workflow rules



Business Description of Feature

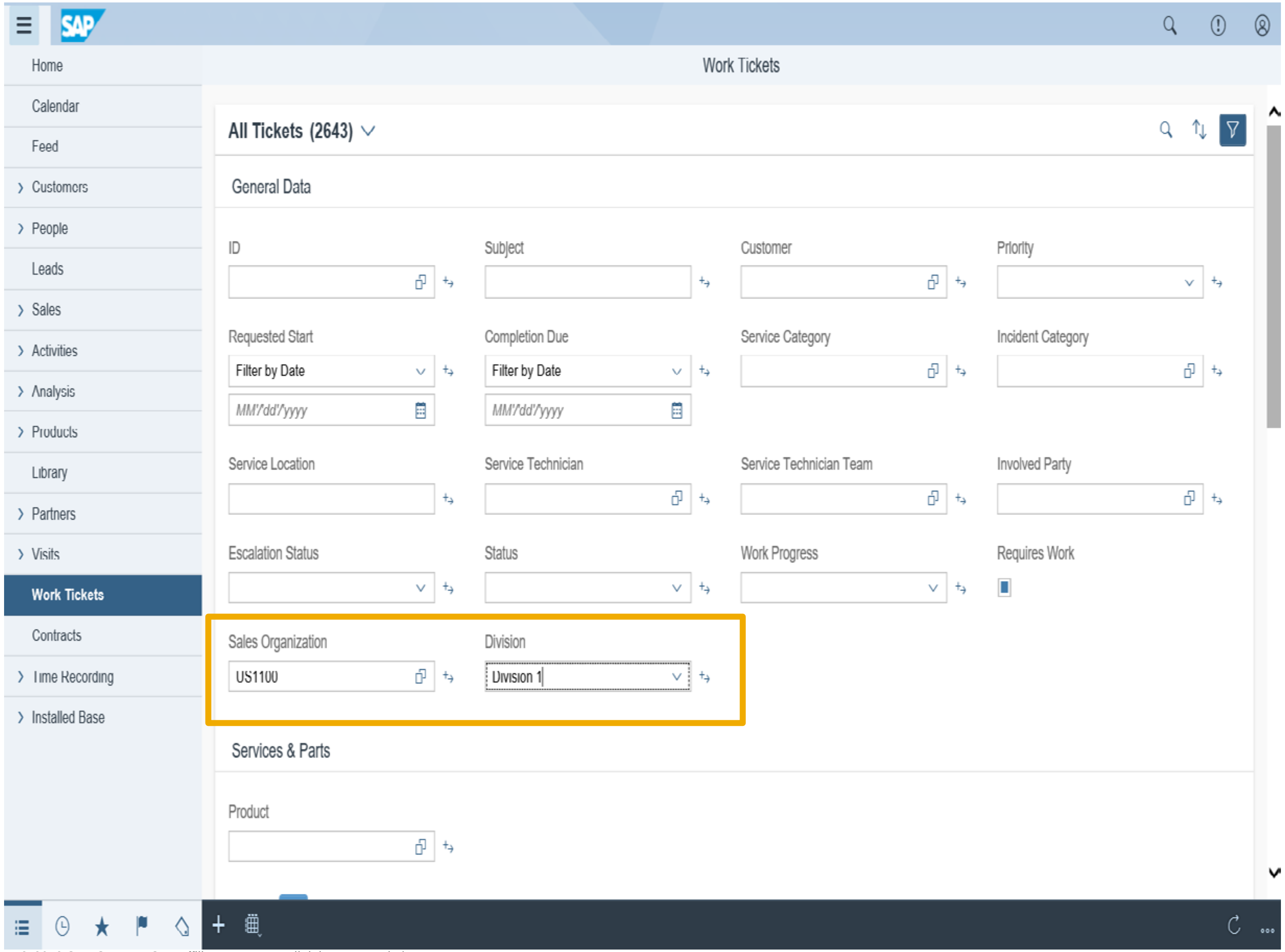
Following fields are enabled as placeholders for Email templates in ticket workflow.

- Agent First Name
- Agent Last Name
- Agent E-Mail
- Agent Mobile
- Agent Phone
- Contact E-Mail
- Contact Mobile
- Contact Phone
- Coverage

Key Business Benefits

- This will help customers to add placeholders for the above ticket fields in the emails sent via workflow.

Ticket - Add Sales Organization in advanced filter for Work Ticket list



Business Description of Feature

- The fields “Sales Organization” & “Division” are enabled as search criteria in the advanced search filter for work ticket list.

Key Business Benefits

This will help customers to search the tickets based on these fields in the work ticket list.

Ticket – Approval Info in Ticket Summary

Ticket 107406

Page: 3/3

Approval Information

Approval Sequence Num	Approval Step Status	Changed On	Approver Name	Approver Phone
1	Approved	Sep 1, 2018 2:02:0	CRM OPS	
2	In Approval		James Guanzon	

Business Description of Feature

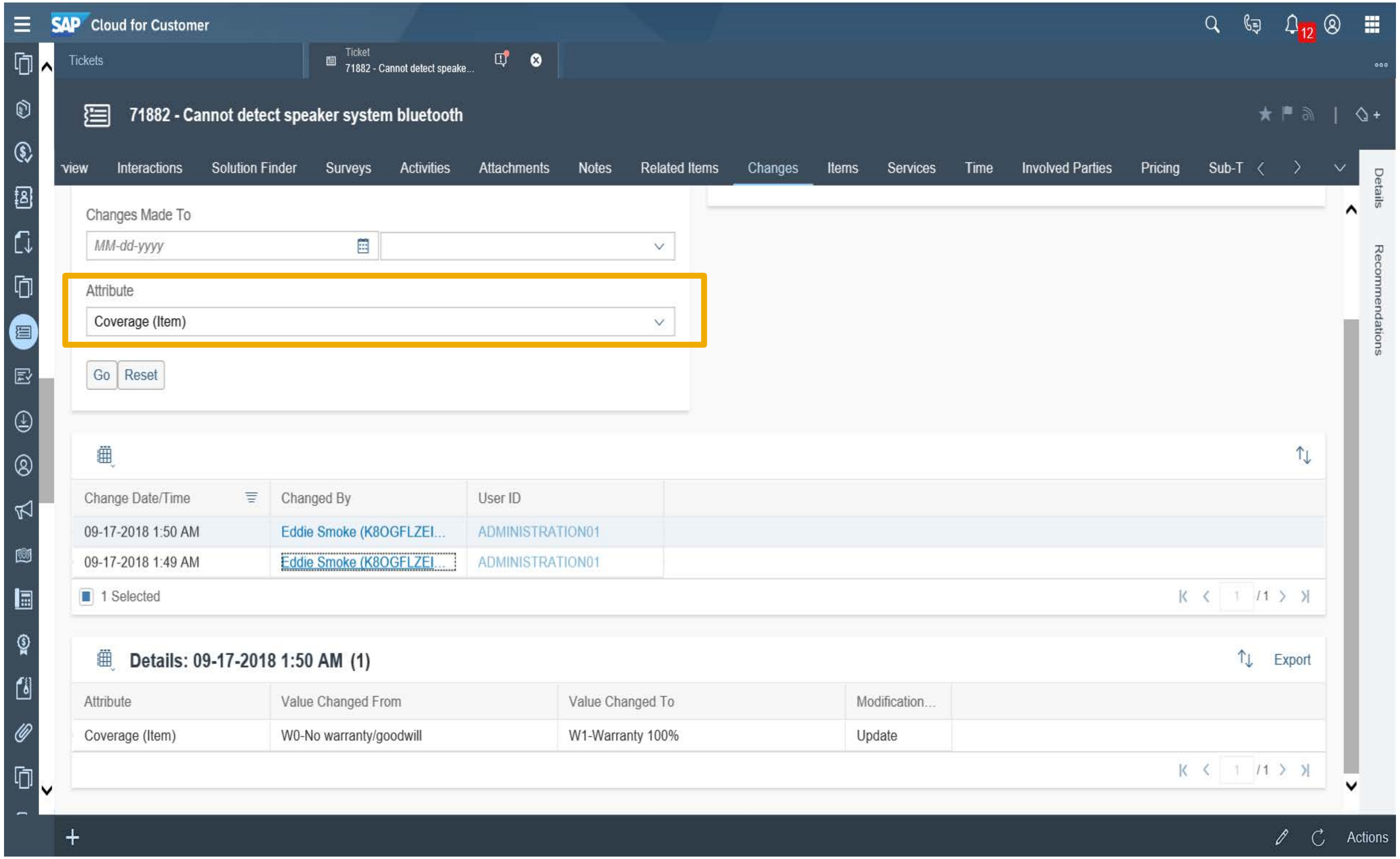
Following fields are enabled for Ticket online summary:

- Ticket Approval Status
- Ticket Approval Information
    - Approver Name
    - Approver Phone
    - Approval Sequence No.
    - Approval Step Status
    - Changed On

Key Business Benefits

This will help customers to add these fields in the ticket online summary.

Ticket - Enable additional fields for Ticket change history



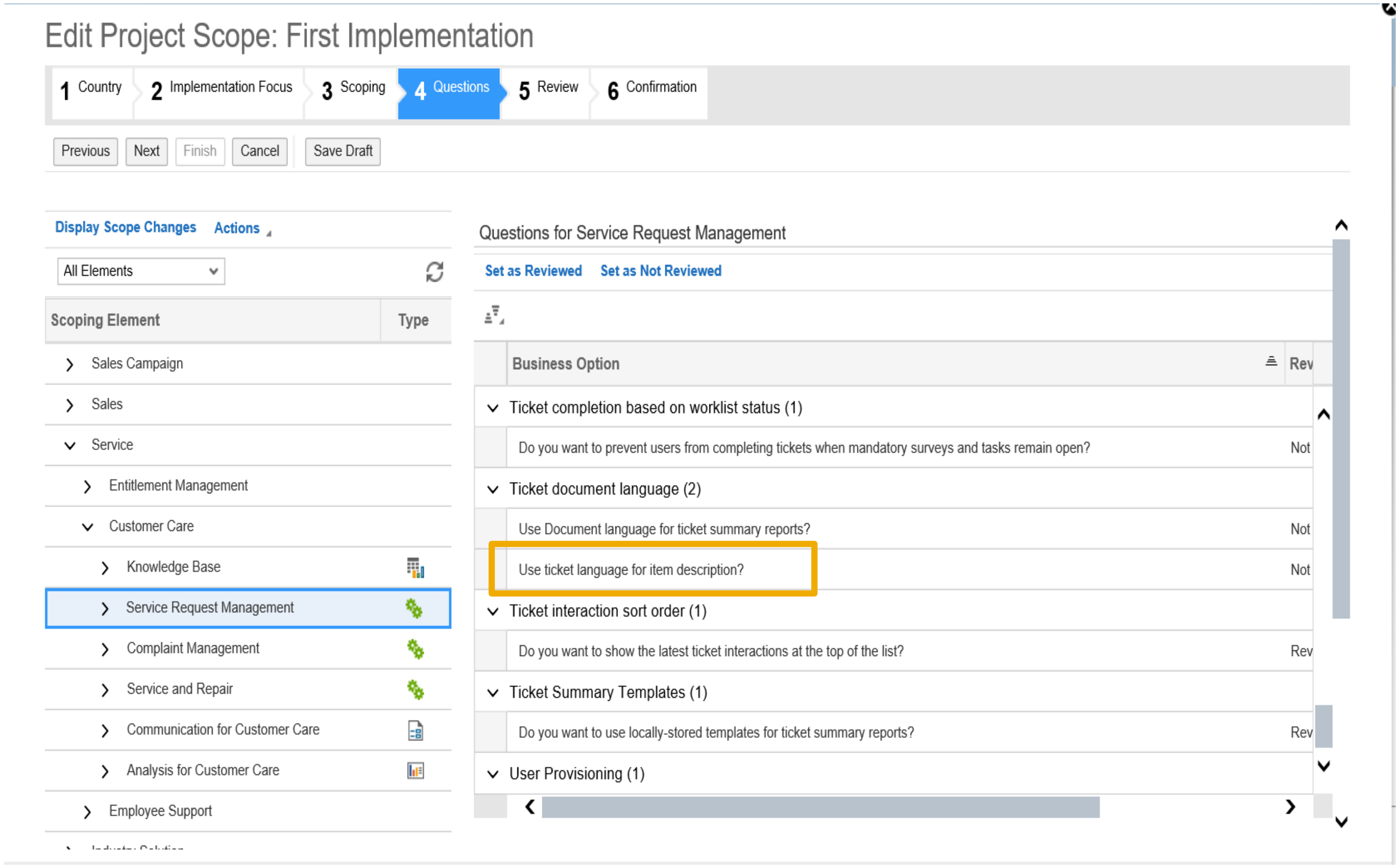
Business Description of Feature

- The Changes in following Ticket fields are now tracked as part of Ticket change history:
  - Coverage
  - Coverage (Item)
  - Service Level ID

Key Business Benefits

- Customers can track the changes for these fields in Ticket change history.

Ticket - Add Item description based on the document language



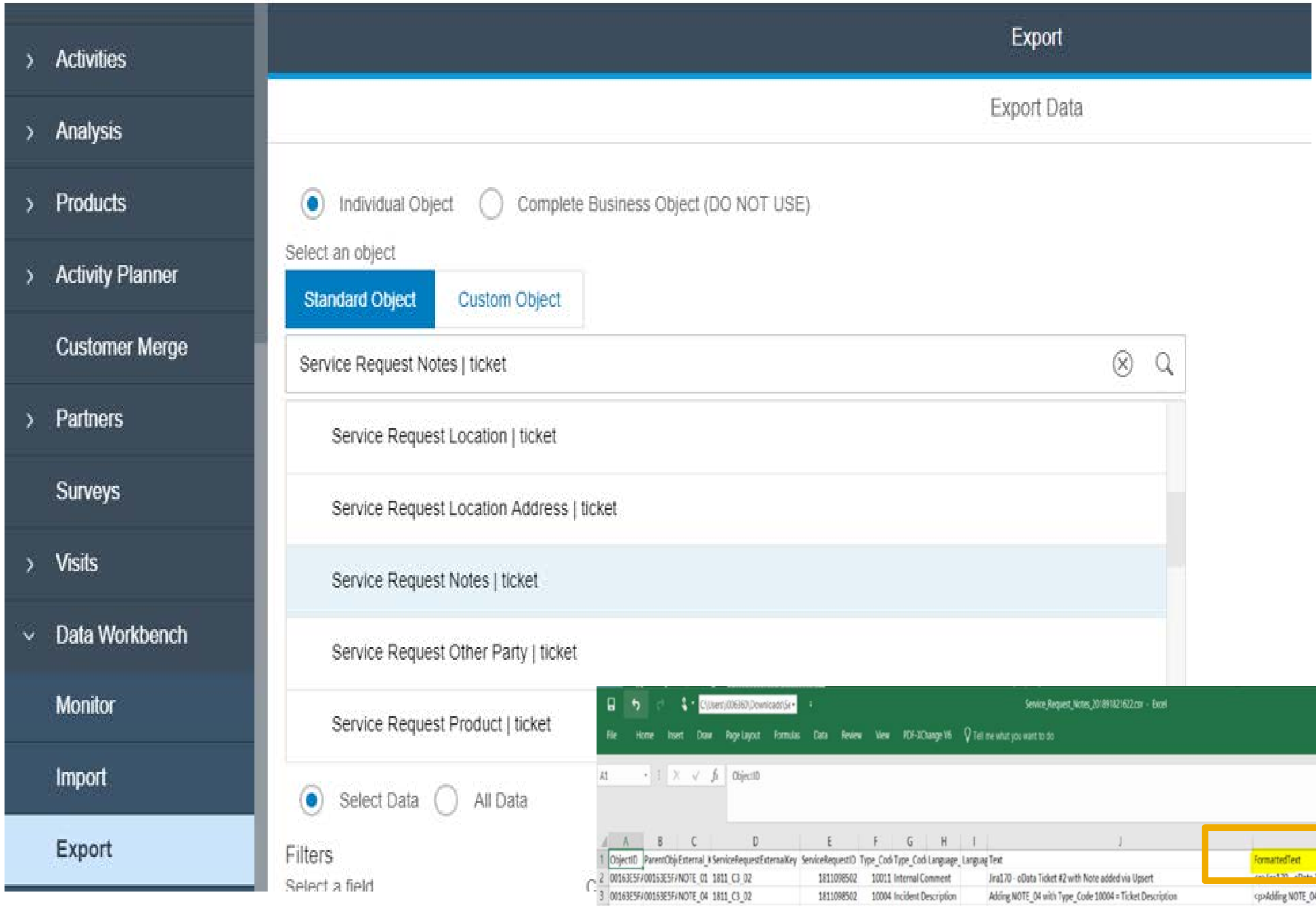
Business Description of Feature

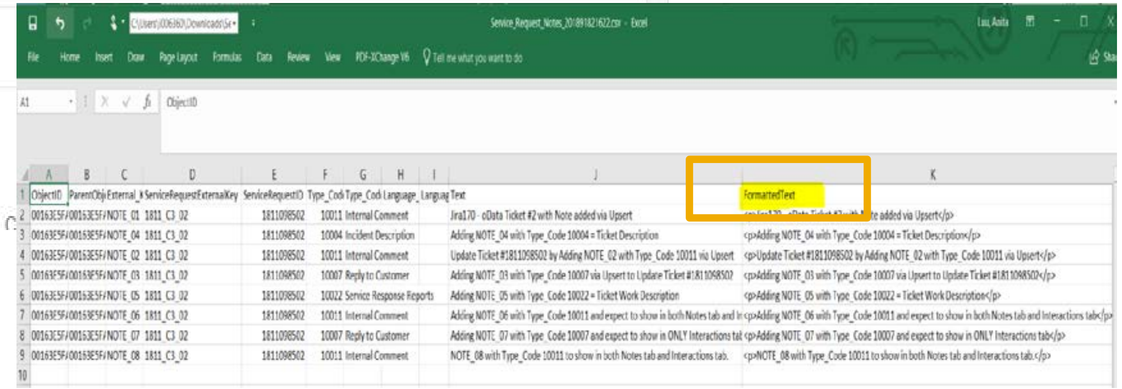
- When this Business Configuration option is selected then the item description is copied in the document language of the ticket when creating a new ticket item.

Key Business Benefits

This will help customers be able to add the item description in different languages (based on ticket document language).

Ticket - ODATA enhancement for accessing formatted text





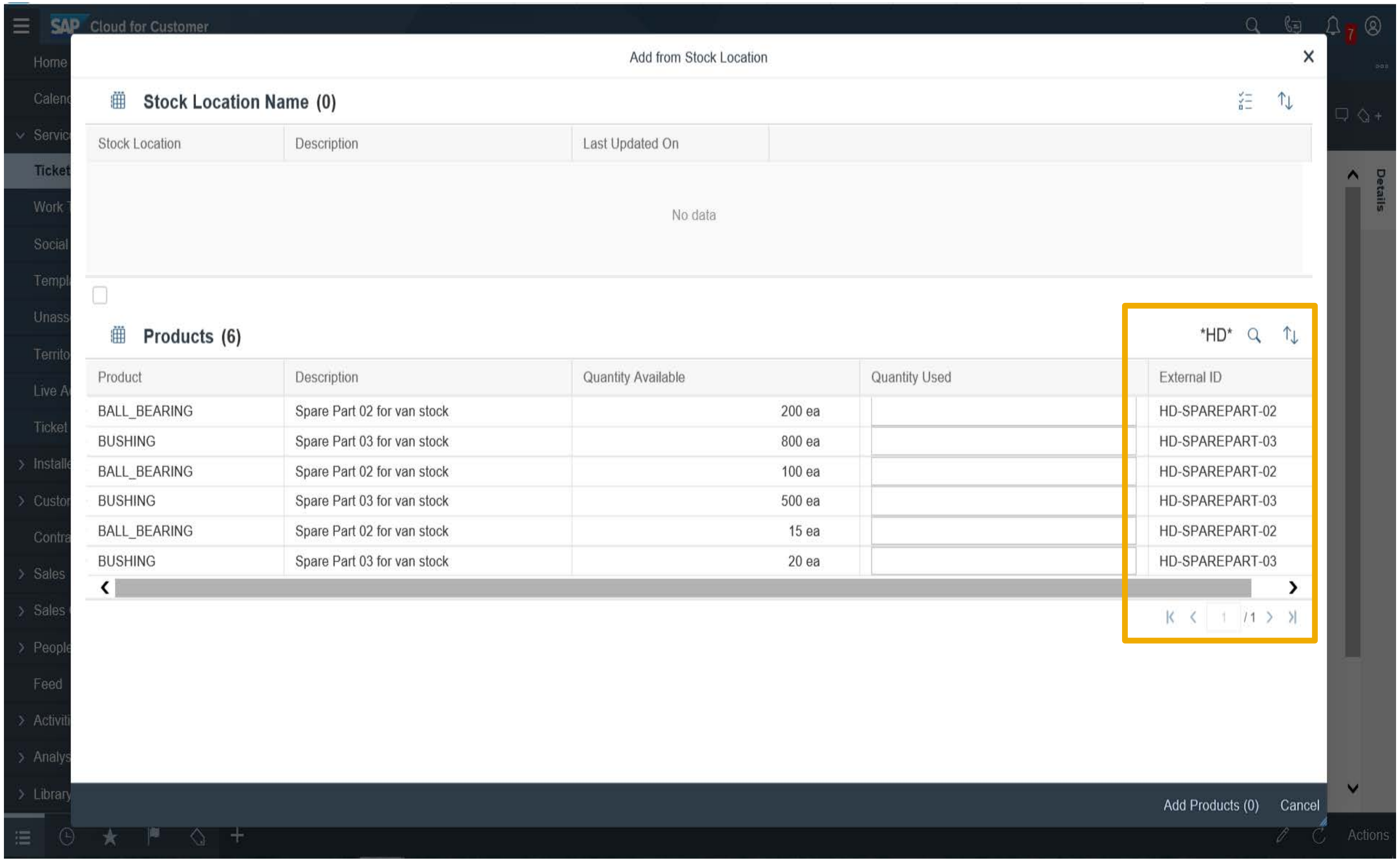
Business Description of Feature

- Ticket Odata is now enhanced so that formatted text can also be used via oDATA for read-only access.

Key Business Benefits

This will help customers to access Ticket formatted data in the ODATA APIs for read-only access.

Ticket - Enable Product External ID in Van Stock pop-up



Business Description of Feature

- Product external ID is added to the van stock pop-up for search and the product list.

Key Business Benefits

Users can use product external ID in an external system integration scenario.

• **Ticket -** Enable “AuthorUUID” and “CreationIdentityUUID” in service A2X


```
        <ServiceRequestExecutionLifeCycleStatusCode>1</ServiceRequestExecutionLifeCycleStatusCode>
     </Item>
   - <Item>
        <ID>70</ID>
        <Description>Item 70</Description>
        <ProductID>Z1235A1</ProductID>
        <RequestedQuantity>1.0</RequestedQuantity>
      - <RequestedFulfilmentPeriod>
           <StartDateTime timeZoneCode="PST"> 20171026070000.0000000</StartDateTime>
           <EndDateTime timeZoneCode="PST"> 20171027070000.0000000</EndDateTime>
           <StartDateTime_V2 timeZoneCode="PST">2017-10-26T07:00:00Z</StartDateTime_V2>
           <EndDateTime_V2 timeZoneCode="PST">2017-10-27T07:00:00Z</EndDateTime_V2>
        </RequestedFulfilmentPeriod>
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      - <PricingTerms>
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        <ServiceRequestExecutionLifeCycleStatusCode>1</ServiceRequestExecutionLifeCycleStatusCode>
     </Item>
   - <Text>
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        <AuthorUUID>00163e07-c01d-1ed7-acd4-e45e6bc254c9</AuthorUUID>
        <CreationIdentityUUID>00163e07-c01d-1ed7-acd4-e45e6bc254c9</CreationIdentityUUID>
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  </ServiceRequest>
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  </ProcessingConditions>
</n0:ServiceRequestByElementsResponse_sync>
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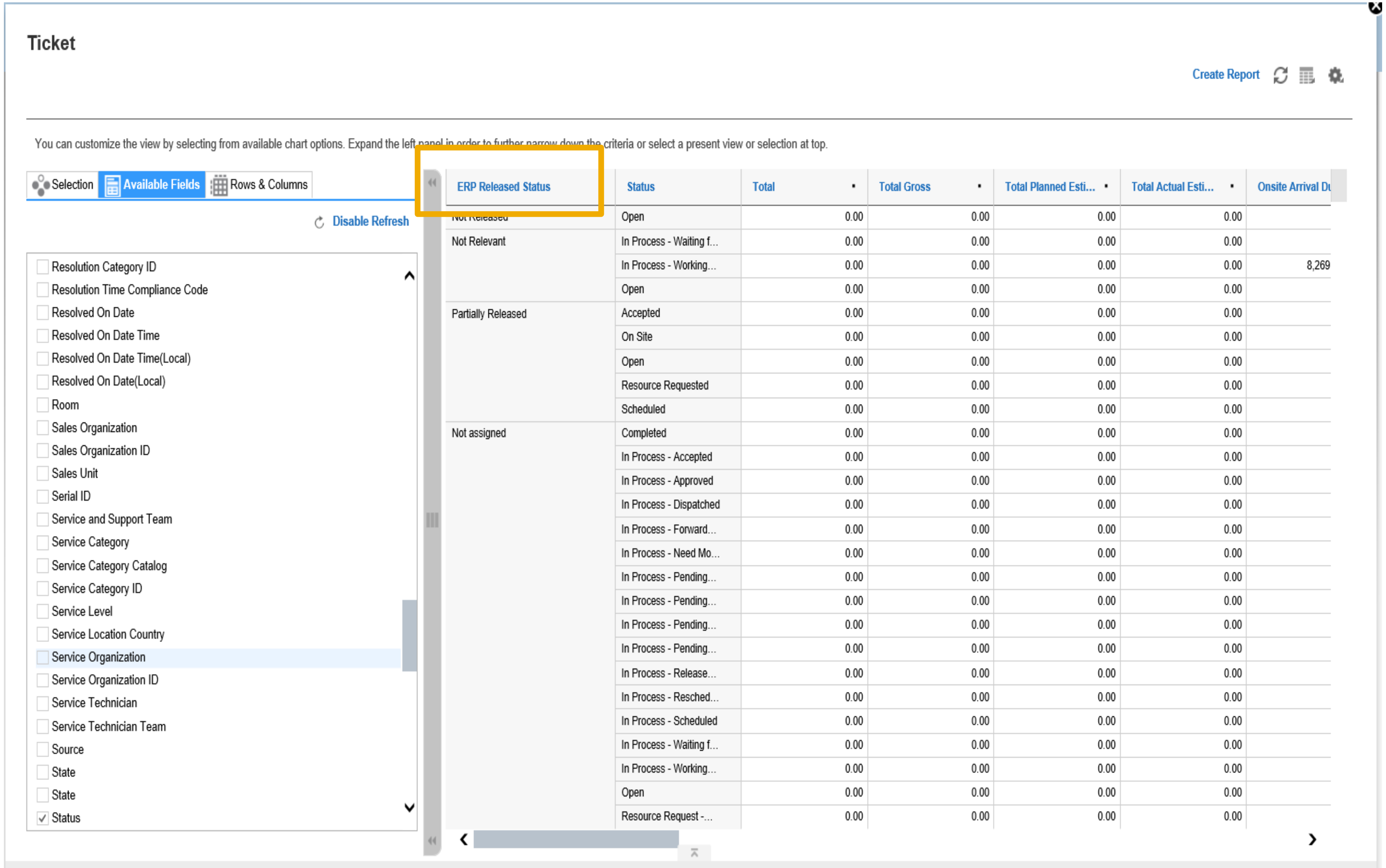
Business Description of Feature

- The fields “AuthorUUID” and “CreationIdentityUUID” are enabled in service A2X

Key Business Benefits

Users can now use these fields in migration scenarios.

Ticket - Add ERP Released Status field in Tickets Data Source



ERP Released Status	Status	Total	Total Gross	Total Planned Esti...	Total Actual Esti...	Onsite Arrival Du
Not Released	Open	0.00	0.00	0.00	0.00	
Not Relevant	In Process - Waiting f...	0.00	0.00	0.00	0.00	
	In Process - Working...	0.00	0.00	0.00	0.00	8,269
	Open	0.00	0.00	0.00	0.00	
Partially Released	Accepted	0.00	0.00	0.00	0.00	
	On Site	0.00	0.00	0.00	0.00	
	Open	0.00	0.00	0.00	0.00	
	Resource Requested	0.00	0.00	0.00	0.00	
	Scheduled	0.00	0.00	0.00	0.00	
Not assigned	Completed	0.00	0.00	0.00	0.00	
	In Process - Accepted	0.00	0.00	0.00	0.00	
	In Process - Approved	0.00	0.00	0.00	0.00	
	In Process - Dispatched	0.00	0.00	0.00	0.00	
	In Process - Forward...	0.00	0.00	0.00	0.00	
	In Process - Need Mo...	0.00	0.00	0.00	0.00	
	In Process - Pending...	0.00	0.00	0.00	0.00	
	In Process - Pending...	0.00	0.00	0.00	0.00	
	In Process - Pending...	0.00	0.00	0.00	0.00	
	In Process - Pending...	0.00	0.00	0.00	0.00	
	In Process - Release...	0.00	0.00	0.00	0.00	
	In Process - Resched...	0.00	0.00	0.00	0.00	
	In Process - Scheduled	0.00	0.00	0.00	0.00	
	In Process - Waiting f...	0.00	0.00	0.00	0.00	
	In Process - Working...	0.00	0.00	0.00	0.00	
	Open	0.00	0.00	0.00	0.00	
	Resource Request -...	0.00	0.00	0.00	0.00	

Business Description of Feature

- The field ERP Released Status on Ticket header is enabled for the Ticket data source.

Key Business Benefits

Users can include this field in the reports for ticket created in the Business Analytics.

What’s New in Machine Learning

What’s New in 1811 for Machine Learning in Service

Key Innovations

- Similar Tickets (GA)
- View Prediction details inline on Ticket Category field
- Auto-Data extraction using API’s
- Auto-onboarding for ML Service customers

What's New in Installed Base, Registered Product and Installation Point

What’s New in 1811 for Installed Base and Registered Products

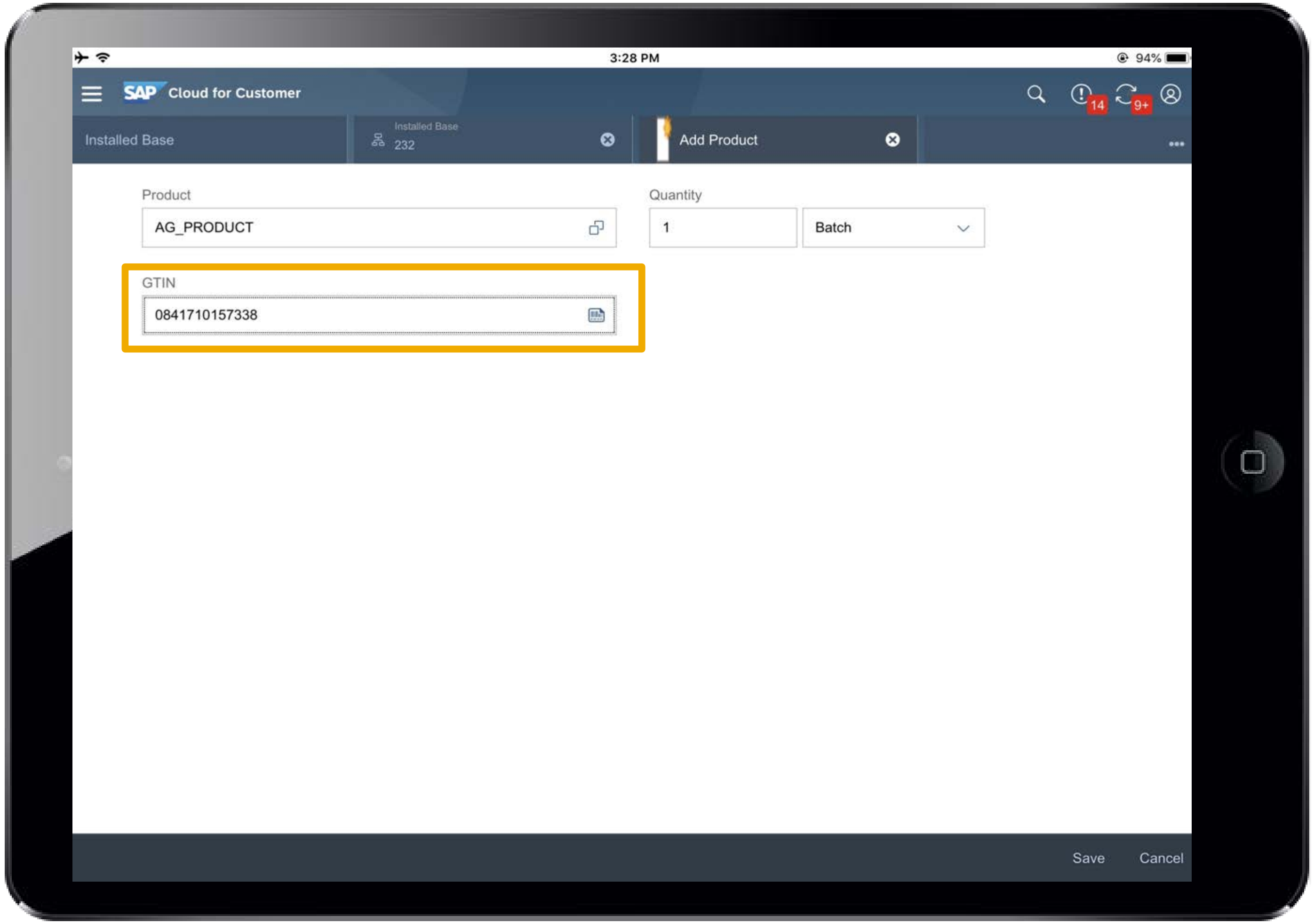
Key Innovations

- Add products to an installed base using barcode scan
- Party and Address determination for functional locations
- Business Partner merge – merge of installed base

Additional Enhancements

- Description in registered product create
- Product external ID in installed base items tab
- Sales quote tab in installed base and registered products

Installed base items - Add products using barcode/QR code scan



Users can add a product as an item in the installed base by scanning the Product barcode.

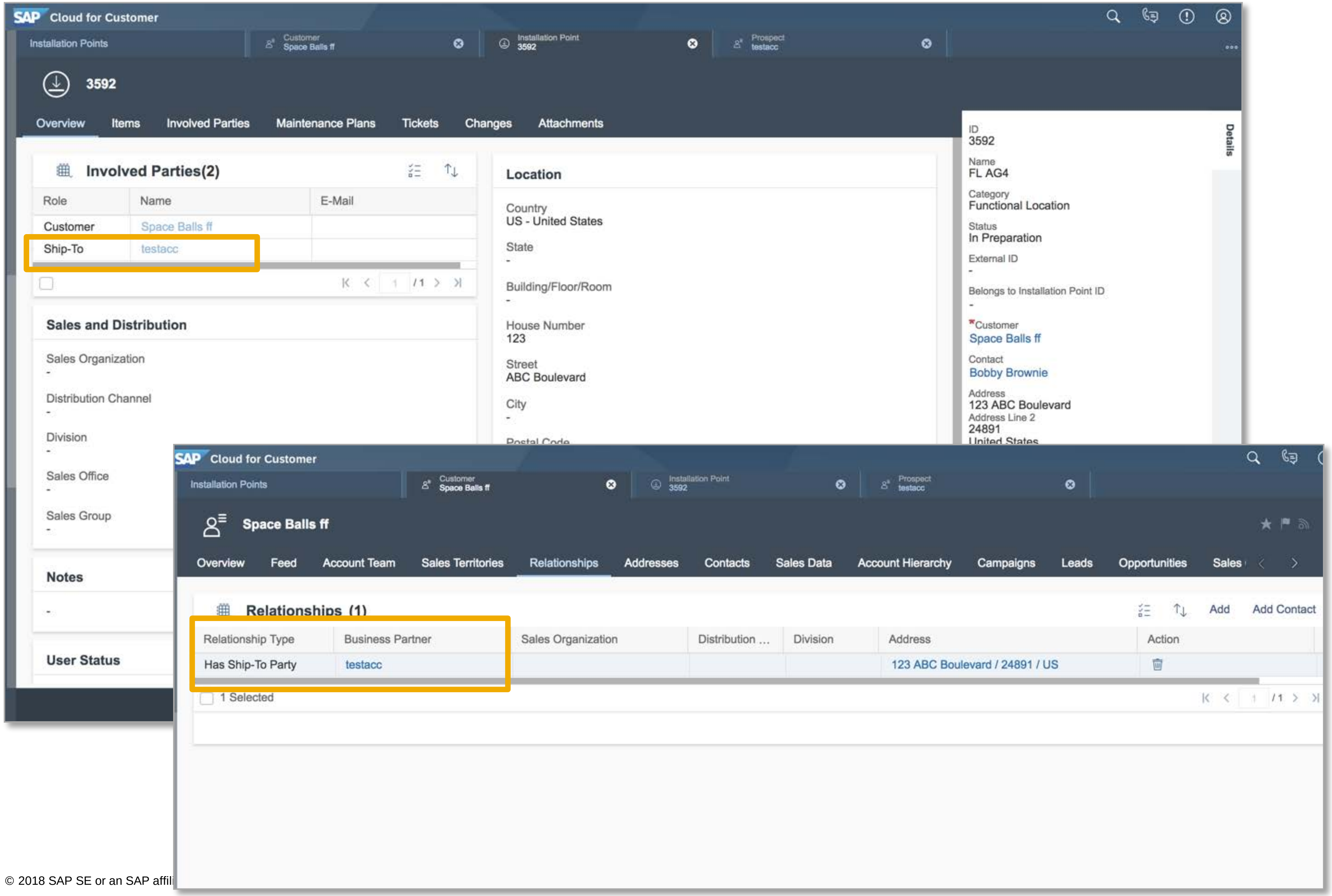
- New field “GTIN” is available on Add Product screen
- User can tap the scan icon to scan
- Product is automatically identified based on the scanned GTIN value
- Feature is available on tablets and smartphones
- Feature is available both in online and offline mode

Installed base items - Add products using barcode scan

Points to Note:

- If a single product is associated with the scanned GTIN, Product is automatically identified and corresponding UoM is filled.
- If multiple products are associated with the scanned GTIN, a popup opens and the user needs to select the Product-UoM combination.
- If user does not select anything from the popup, then one entry from the popup gets automatically selected.
- Default quantity is always 1.
- User can change the UoM from the dropdown (only in online mode)
- If the user manually changes the product after it was identified via scanning, the new product and its UoM is filled (UoM will become blank in offline mode), however the GTIN field is not cleared.

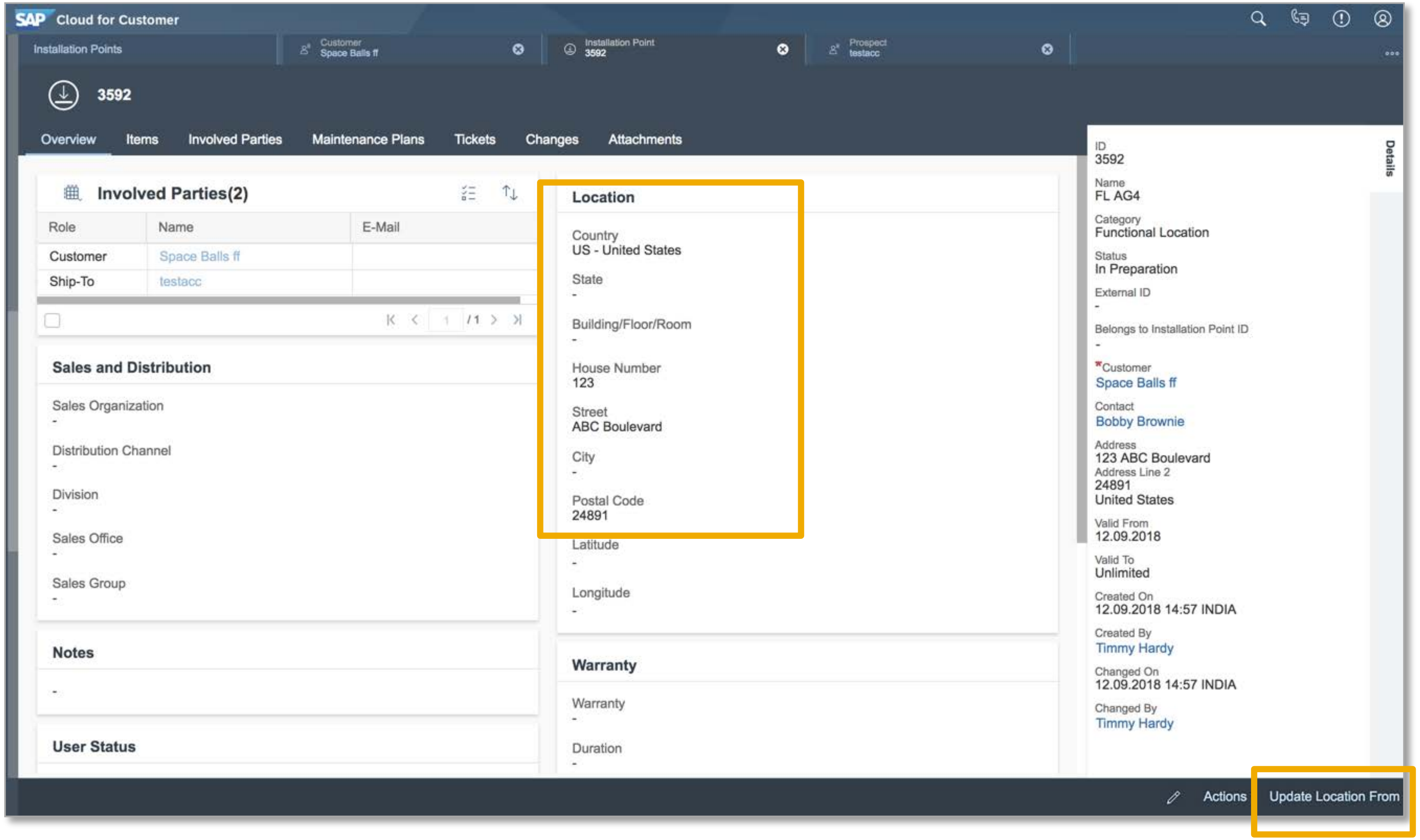
Functional Locations - Party determination



Party determination, that is available for registered products, is now enabled for functional location as well

For example: Ship-to party and Bill-to party are determined from the Customer (if maintained) when a functional location is created for that customer.

Functional Location - Address Determination



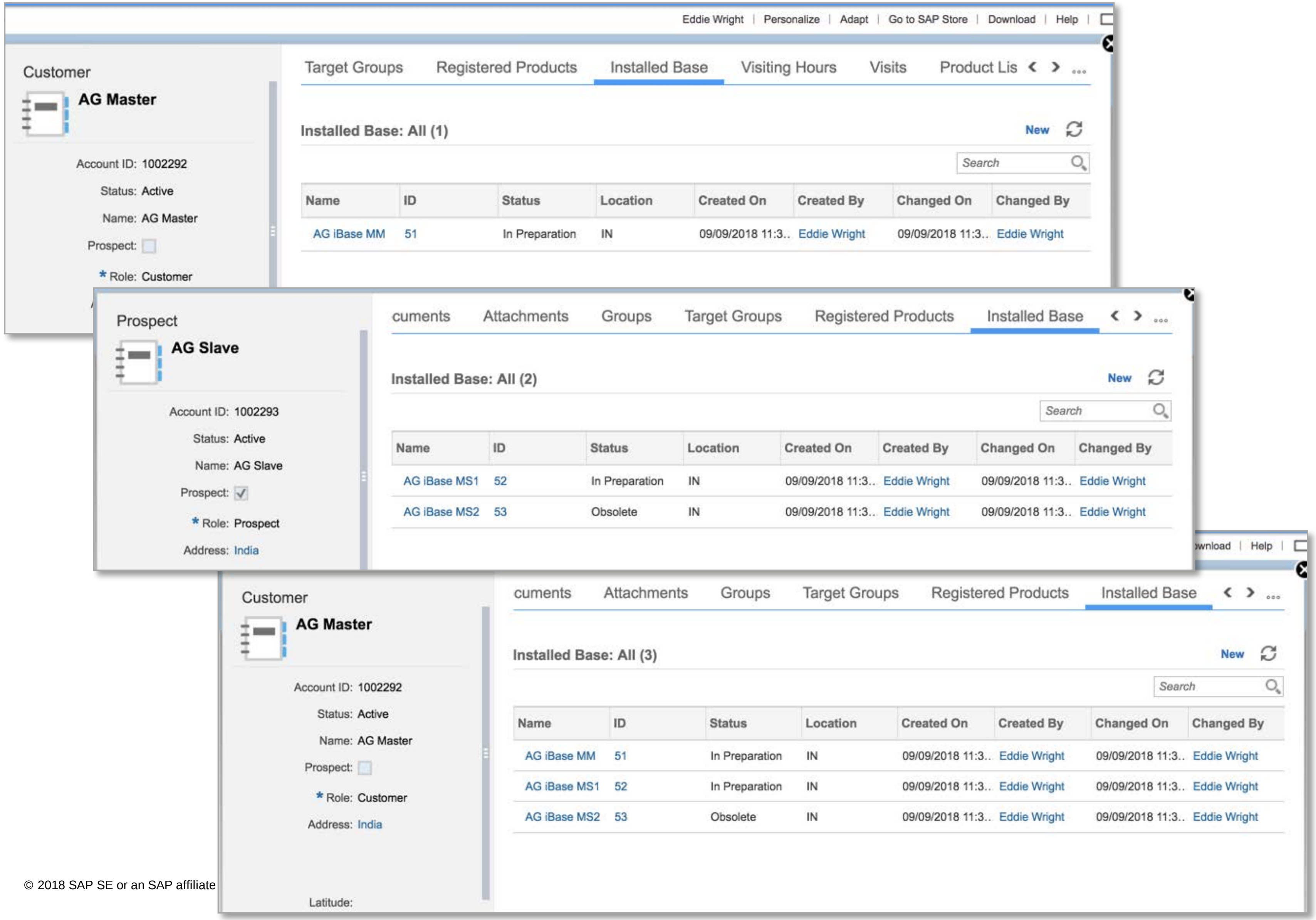
Address determination that is already available for registered products, is now enabled for functional location as well with the same scoping question and logic.

- Location is determined from the customer address by default. It is also possible to default the location from the ship-to-party address instead based on scoping.

Registered Product and Installed Base -> Group: Additional options -> Registered Product uses customer address as the default location. Do you want to the use the ship-to-party address instead?

- Location update also follows the same rules.

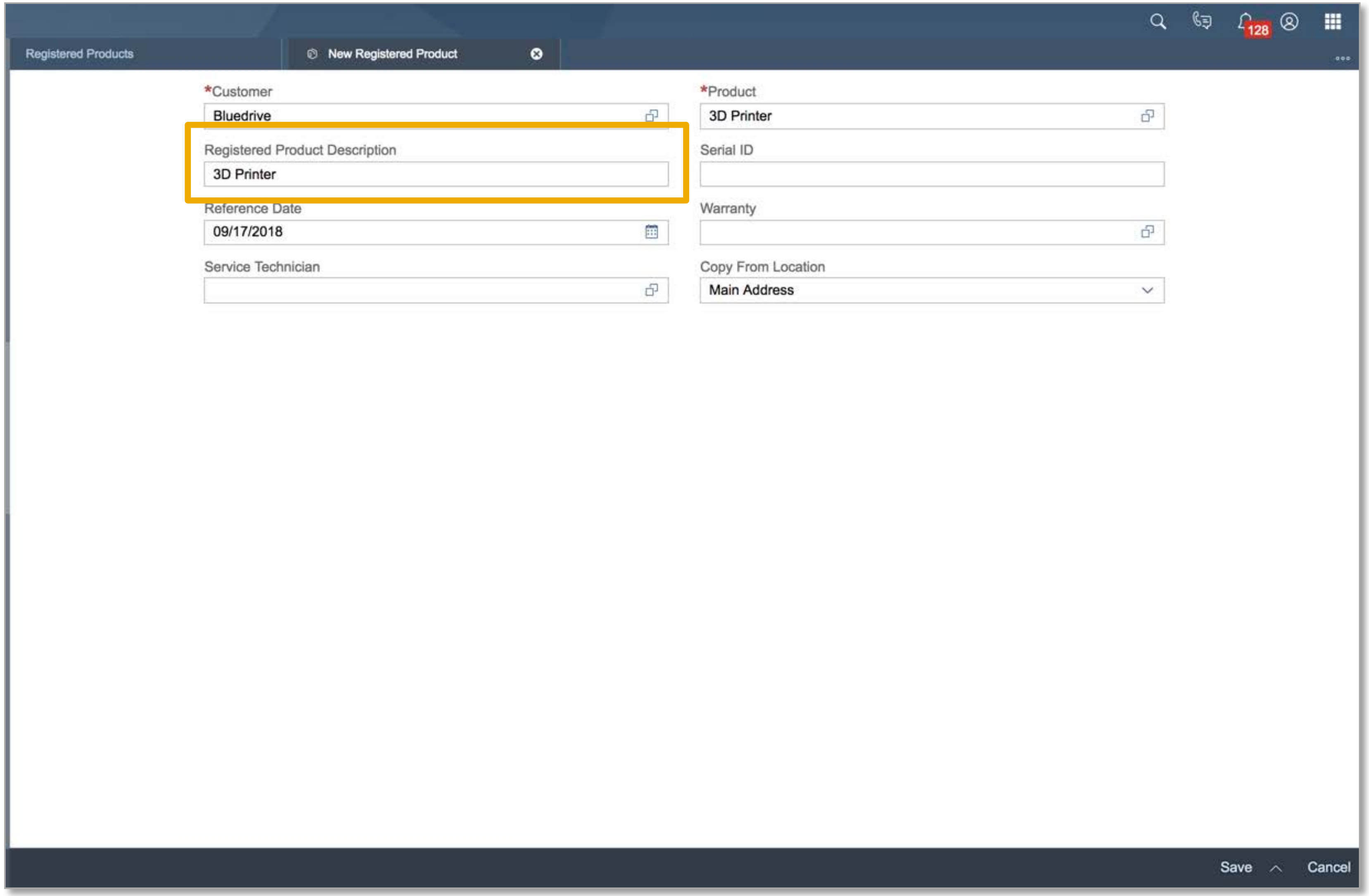
Customer Merge – Installed Base merge



Customer merge – installed base are now supported for merge during customer merge

Customer – Installed Base tab after merge of customer

New Registered Product – Description



Registered Product Description can be provided when creating a new Registered Product .

By default it is taken from the product description and can be changed by the user.

Other enhancements

- Product external ID is available in the installed base items list. The field is hidden by default and can be enabled by the administrator.
- Registered Products and Installed Base can be added to Sales Quotes. List of quotes can be seen on the Sales Quote tab on Registered Product and Installed Base screens. New quote can also be created from there.

What’s New in Contract

What’s New in 1811 for Contracts

Key Innovations

- Sales Contract as Follow-Up to Quote (see Sales Release Preview)
- Incoterms
- Form Template Selection
- Extension Flow:
  – Sales Arrangement to Contract
  – Product [General Information] to Contract Item
  – Product [Product Sales] to Contract Item
- Copy/ Paste from Excel [Item, Covered Objects, Entitled/Excluded Services & Parts]

Additional Enhancements

- Introduce Sales Office/ Sales Group
- Consider Contracts in Enterprise Search
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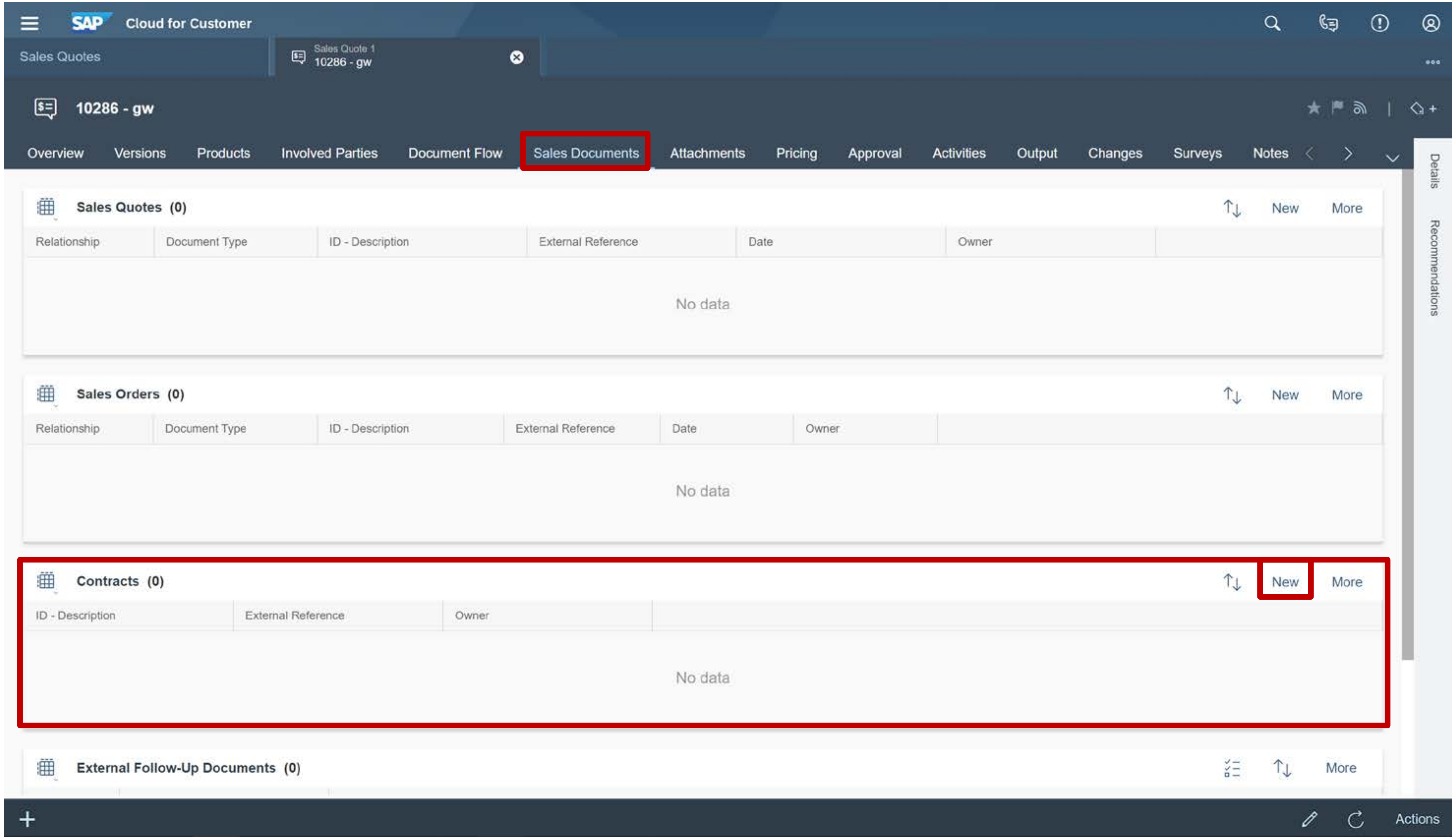
- Performance Improvements “Entitled Services & Parts”
- Editability of Covered Object and “Entitled Services & Parts”
- Allow change of Type as Mass Correction via Data Workbench
- Further Code List Restrictions (…)
- Enhance Live Activity by Contracts
- Cross Topic/ Adoption
  - Business Partner Merge Process Enhancement
  - Enable My Account Team in Business Partner value help

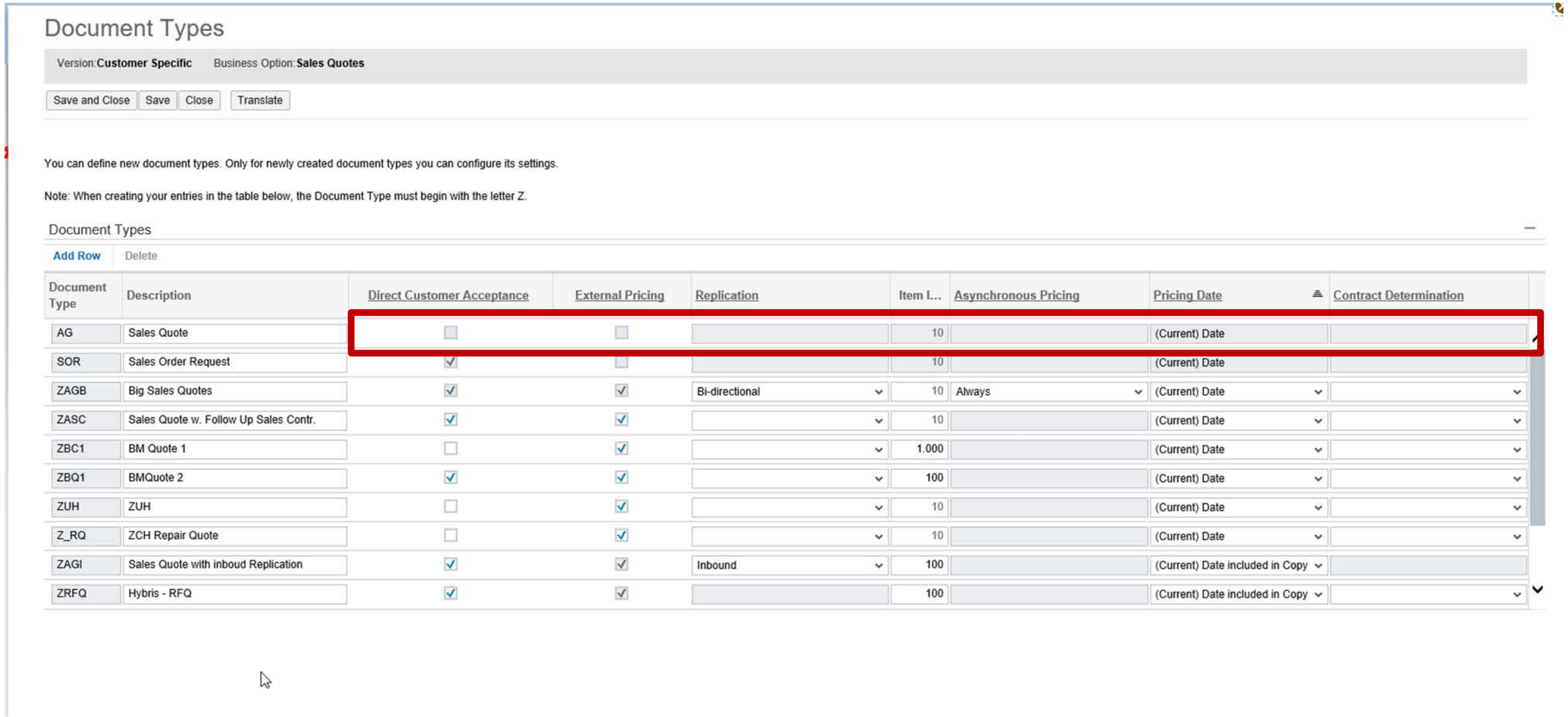
Sales Quote: Create follow-up contract from Sales Quote



Business Description

- You can now create a follow-up sales contract from a sales quote in order to offer a contract to a customer using the sales quote.
- If a follow-up contract item is created from sales quote, quote will turn to Won.
- Add hidden section Contracts to Sales Documents facet. You can also add header quote field *Requested End Date"*, that represent the contract validity together with field *Requested Date*.

Sales Contract as Follow-Up to Quote #1 BC



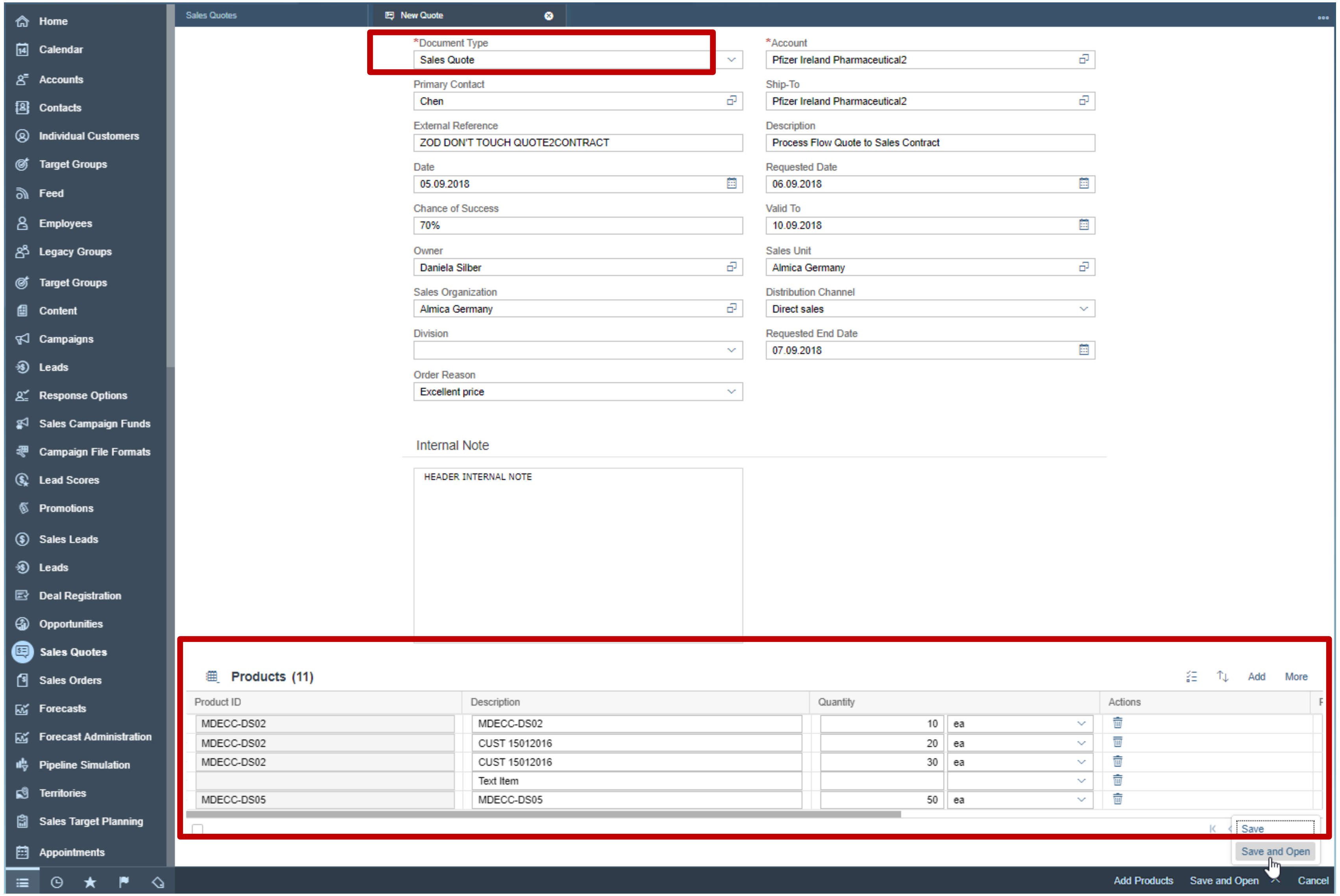
Document Type	Description	Direct Customer Acceptance	External Pricing	Replication	Item I...	Asynchronous Pricing	Pricing Date	Contract Determination
AG	Sales Quote	☐	☐		10		(Current) Date	
SOR	Sales Order Request	☑	☐		10		(Current) Date	
ZAGB	Big Sales Quotes	☑	☑	Bi-directional	10	Always	(Current) Date	
ZASC	Sales Quote w. Follow Up Sales Contr.	☑	☑		10		(Current) Date	
ZBC1	BM Quote 1	☐	☑		1.000		(Current) Date	
ZBQ1	BMQuote 2	☑	☑		100		(Current) Date	
ZUH	ZUH	☐	☑		10		(Current) Date	
Z_RQ	ZCH Repair Quote	☐	☑		10		(Current) Date	
ZAGI	Sales Quote with inboud Replication	☑	☑	Inbound	100		(Current) Date included in Copy	
ZRFQ	Hybris - RFQ	☑	☑		100		(Current) Date included in Copy	

Set-up Details

- Prerequisite: Quote Type for Quote2Contract scenario has to be set on ´not integration relevant! [No Flag in BC]
- Scenario is only enabled for Quote to Sales* Contracts!

* Note: A scenario to sell a [template based] Service Contract (e.g. as ´Extended Warranty´) together with a Product as ´Package´ is currently not supported!

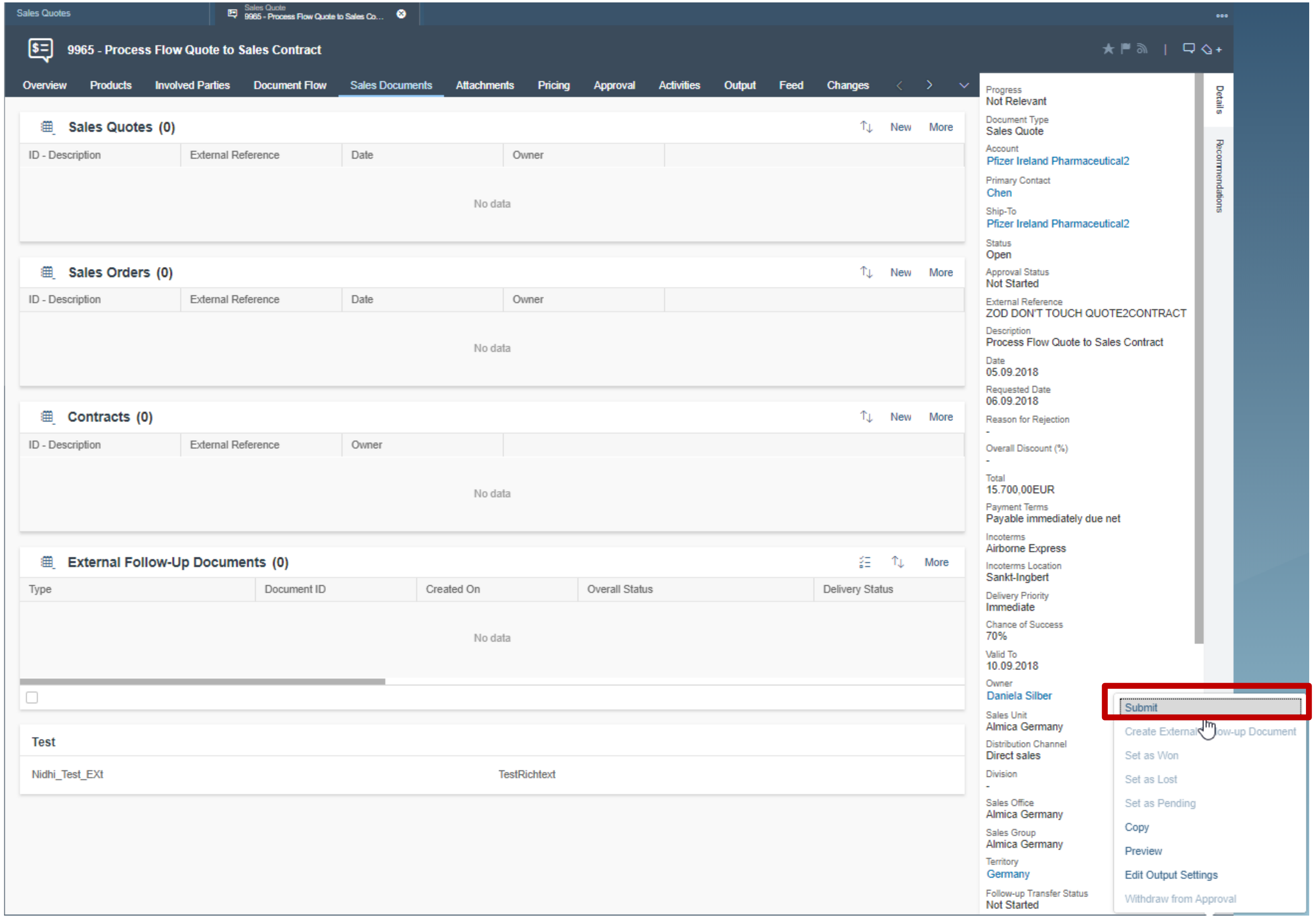
Sales Contract as Follow-Up to Quote # Basic Set-Up Step 1



Set-up Details

- Select a Quote type, which is not (!) integration relevant [see Quote Document Types in Business Configuration]
- Add Product Items/ or use Defaulting

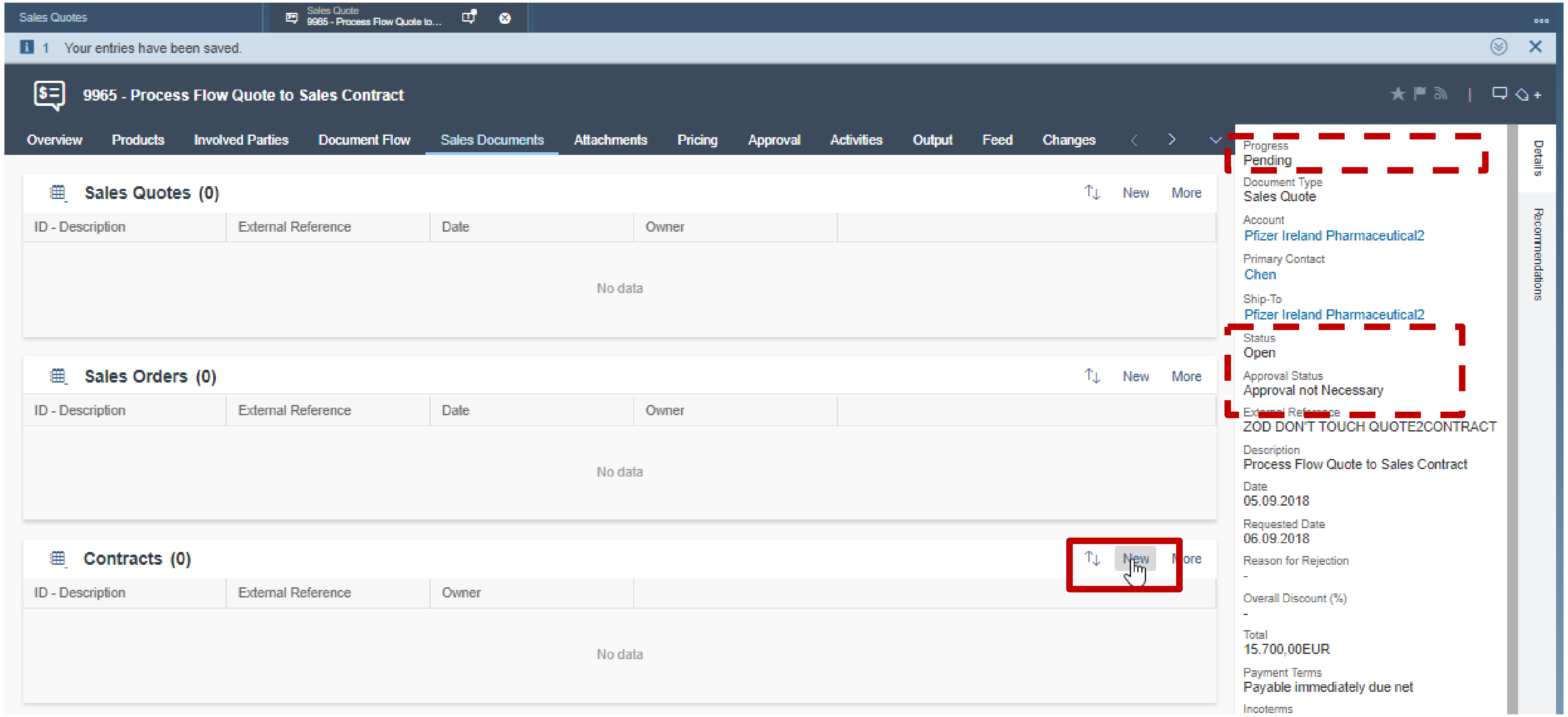
Sales Contract as Follow-Up to Quote # Basic Set-Up Step 2



Set-up Details

- Submit of Quote is prerequisite for the following steps
- Process Price Determination

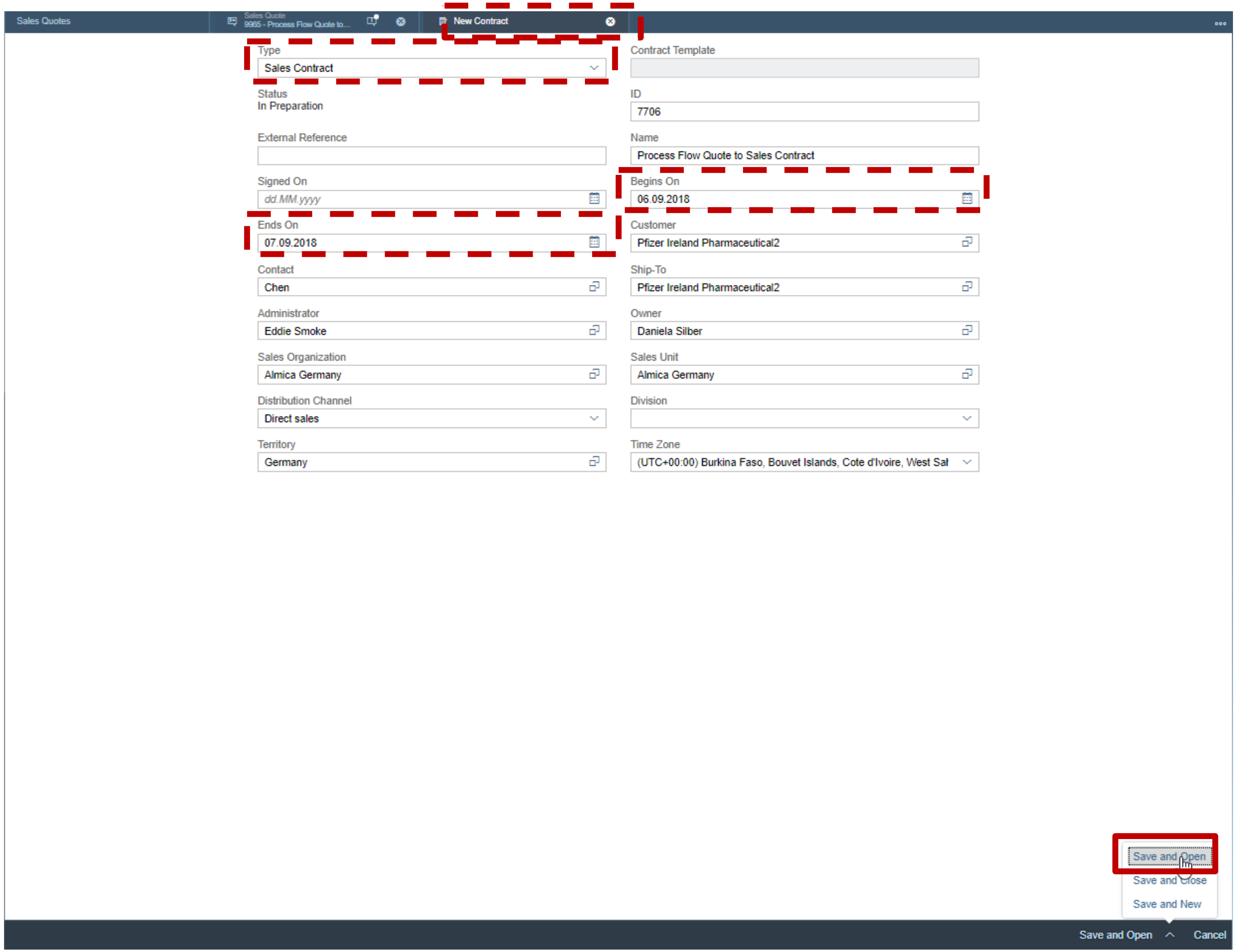
Sales Contract as Follow-Up to Quote # Basic Set-Up Step 3



Set-up Details

- Click ´New´ in table Contracts of Facet Sales Documents to start Sales Contract Follow up

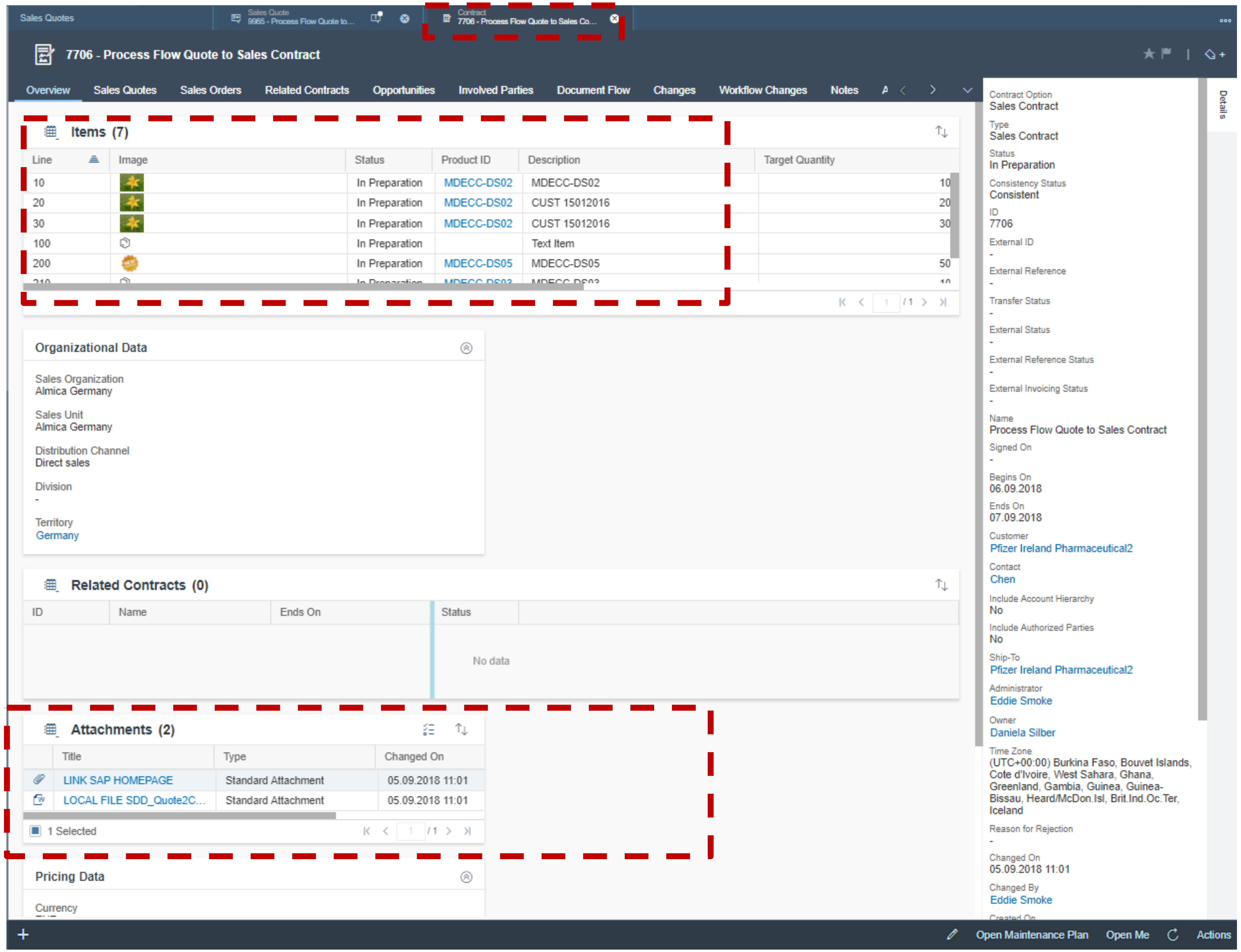
Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 4



Set-up Details

- Quick Create of Sales Contract using relevant data of Sales Quote as default will be opened
- Note that also ´Begins On´ and ´Ends On´ dates for the contract are copied from the Quote

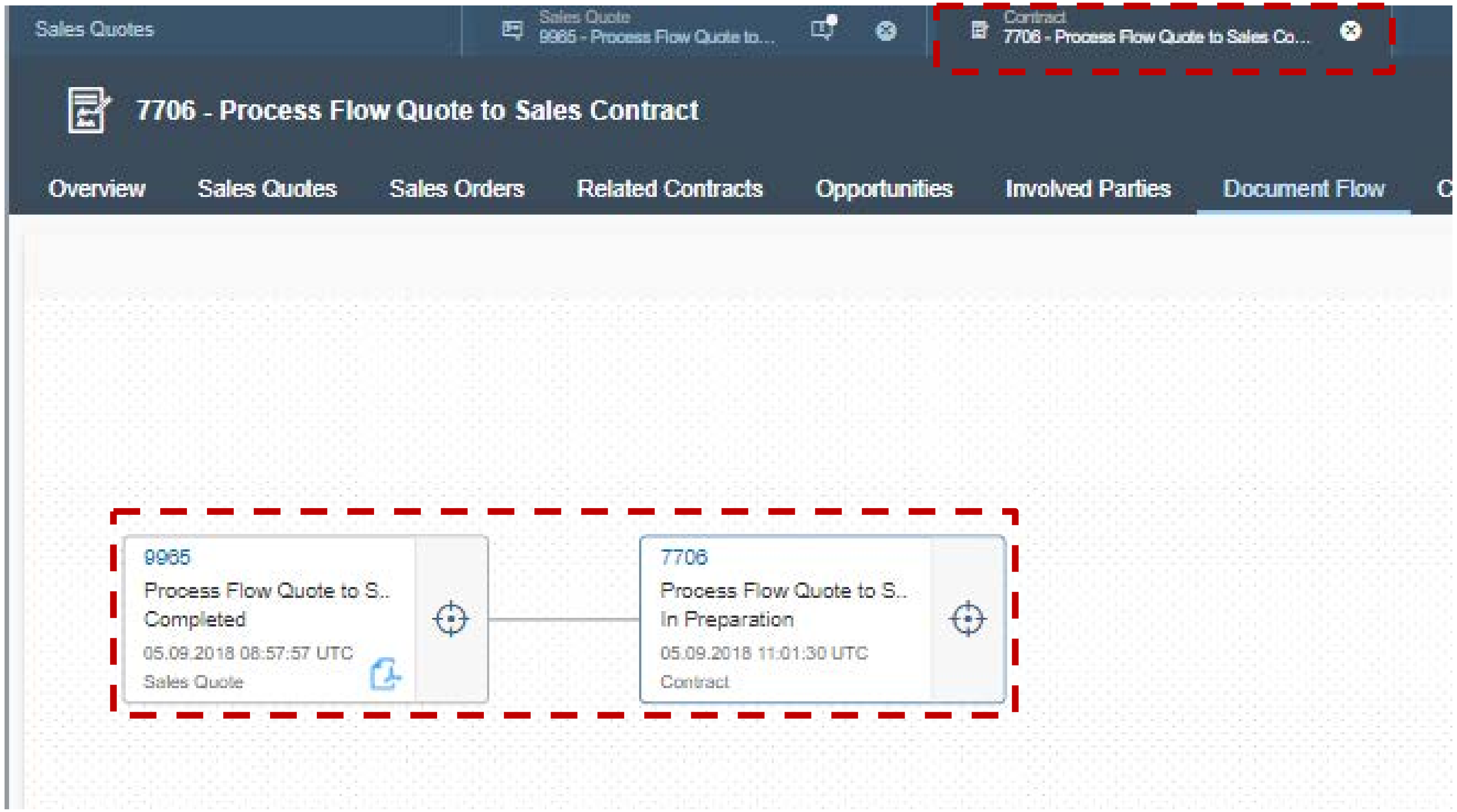
Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 5



Set-up Details

- Note that also all Items [incl. Pricing!] and attachments of the quote are copied over to the Sales Contract
- Nevertheless it is possible to change the prices in the contract for the products

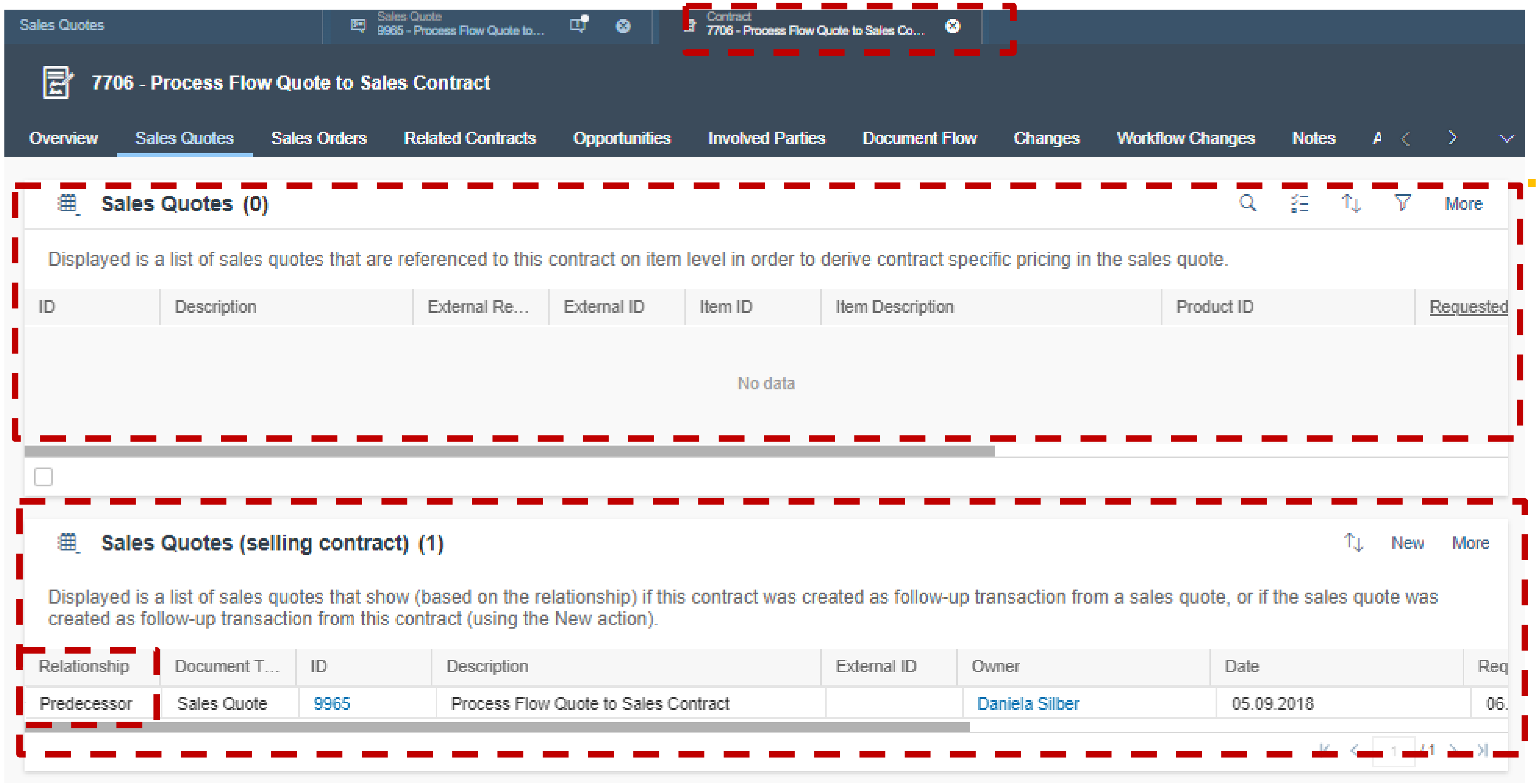
Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 6



Set-up Details

- Note that in the Document Flow of the Sales Contract all relating Quotes as Predecessor [and/or Successor] are listed

Sales Contract as Follow-Up to Quote # Basic Set-Up Step 7

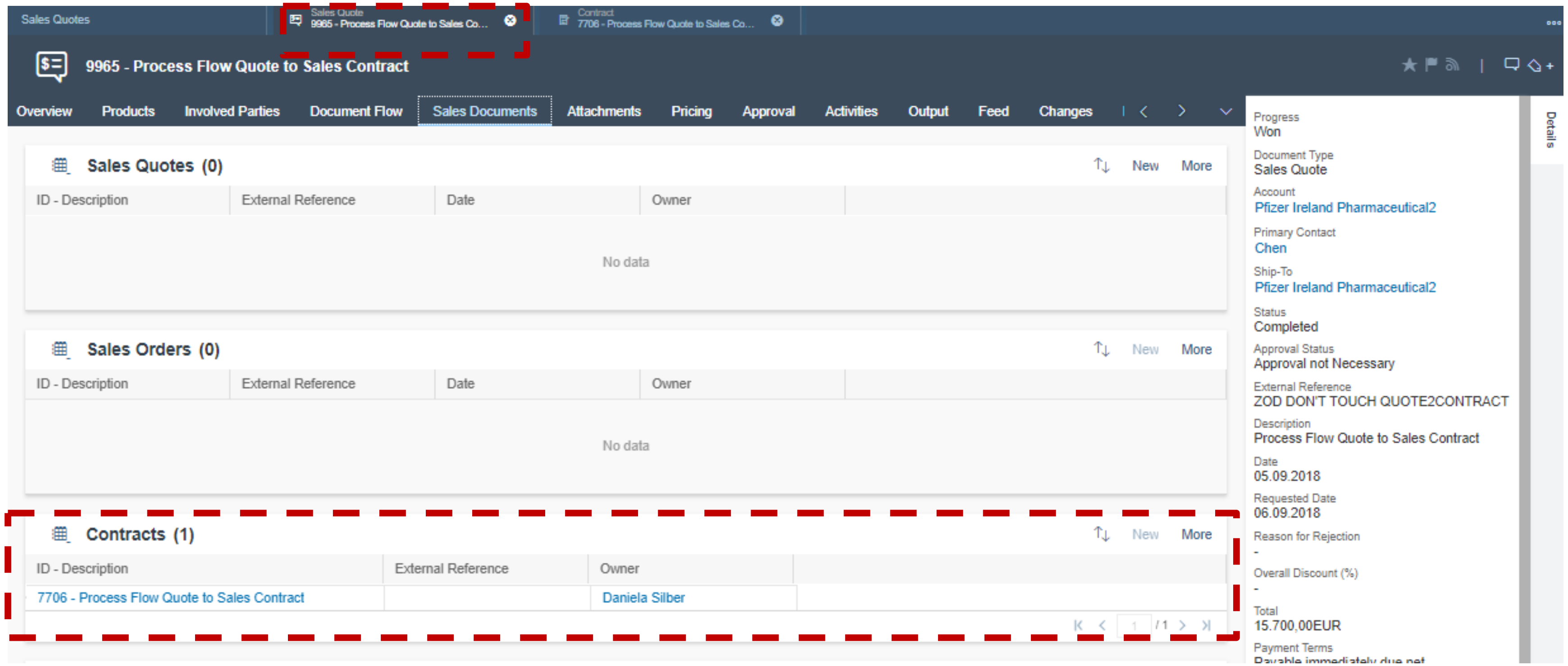


Set-up Details

In the Facet Sales Quotes of the Sales Contract we have two sections to differentiate Sales Quotes usage:

- \`Sales Quotes´ used to derive a contract specific pricing for a quote
- ´Sales Quotes [selling contract]´ used -indicated by ´Relationship´- for set up and renewal of this contract

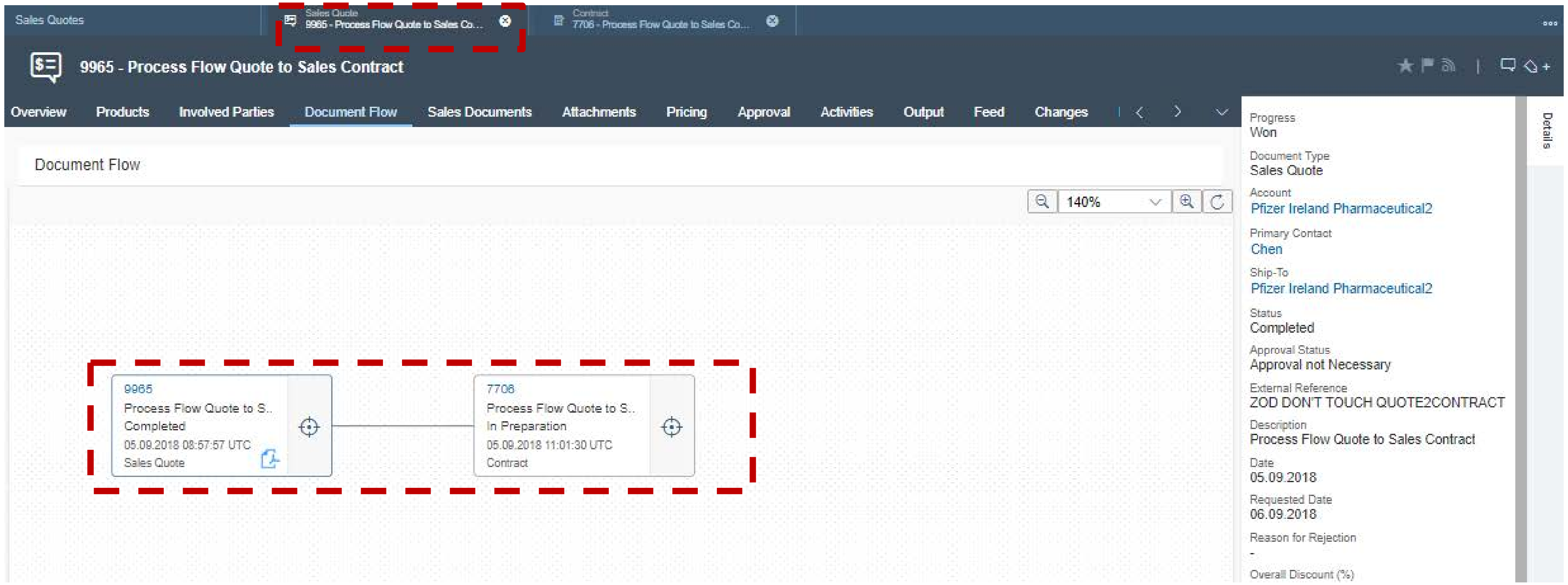
Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 8



Set-up Details

- In the Facet Sales Documents of the Sales Quote we have section that indicate all contracts
  - triggered by the quote in a contract set up and
  - triggered by a contract in a contract renewal scenario

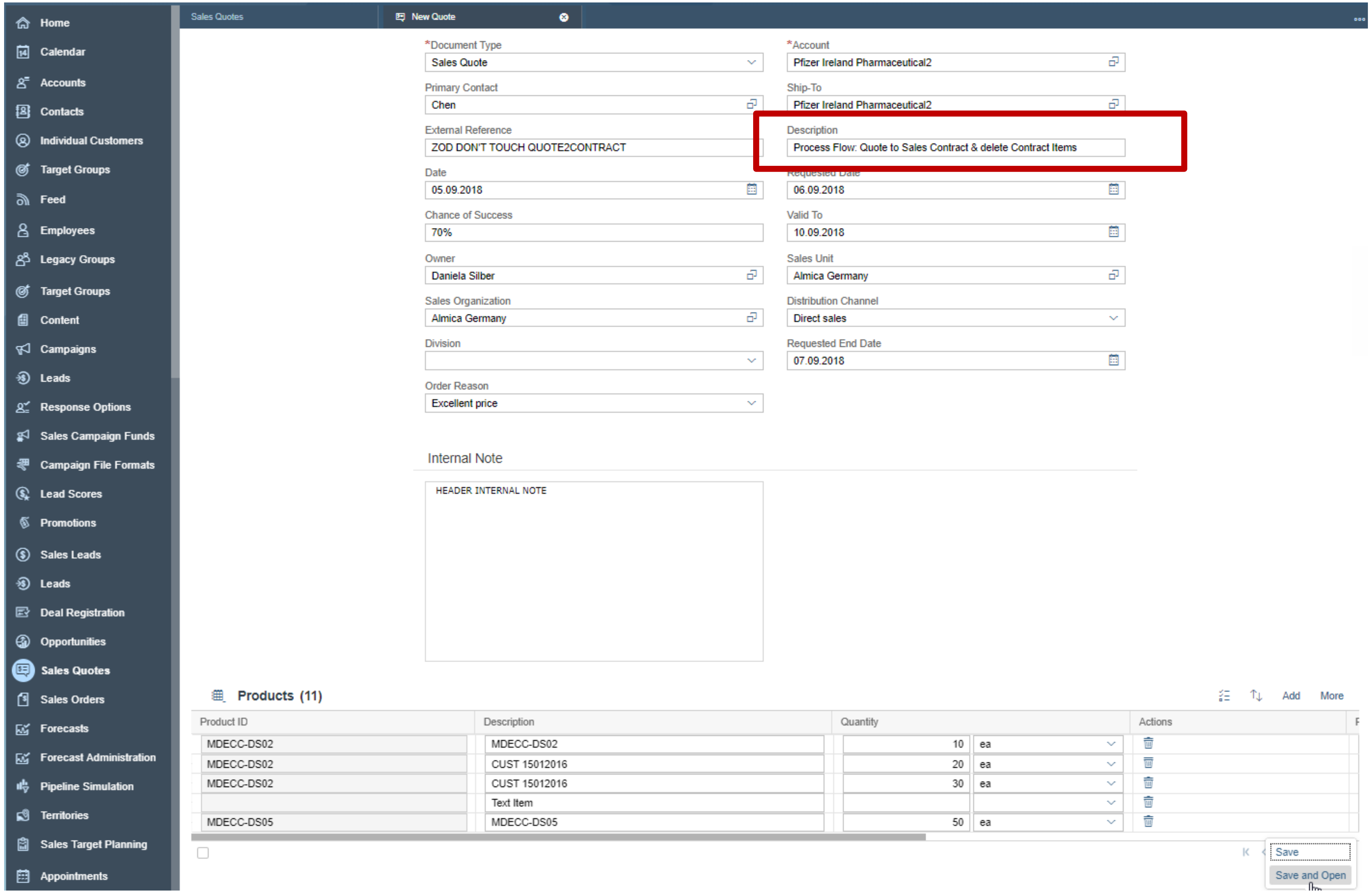
Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 9



Set-up Details

- Note that in the Document Flow of the Sales Quote the relating Contract is listed

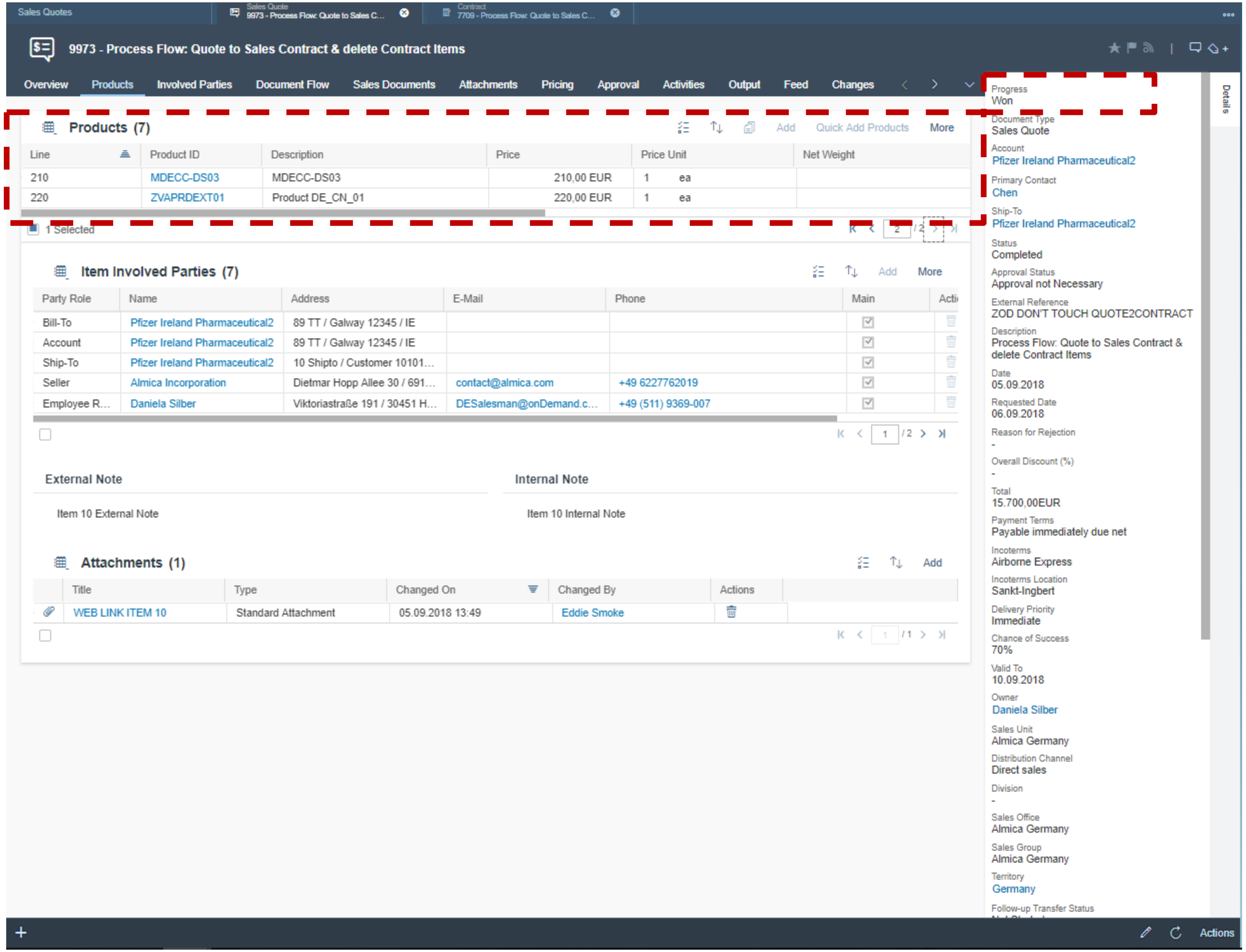
Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 1



Set-up Details

- In a change scenario product defaulted from the quote will be deleted in the relating Sales Contract…
- Start Point is again the Sales Quote…

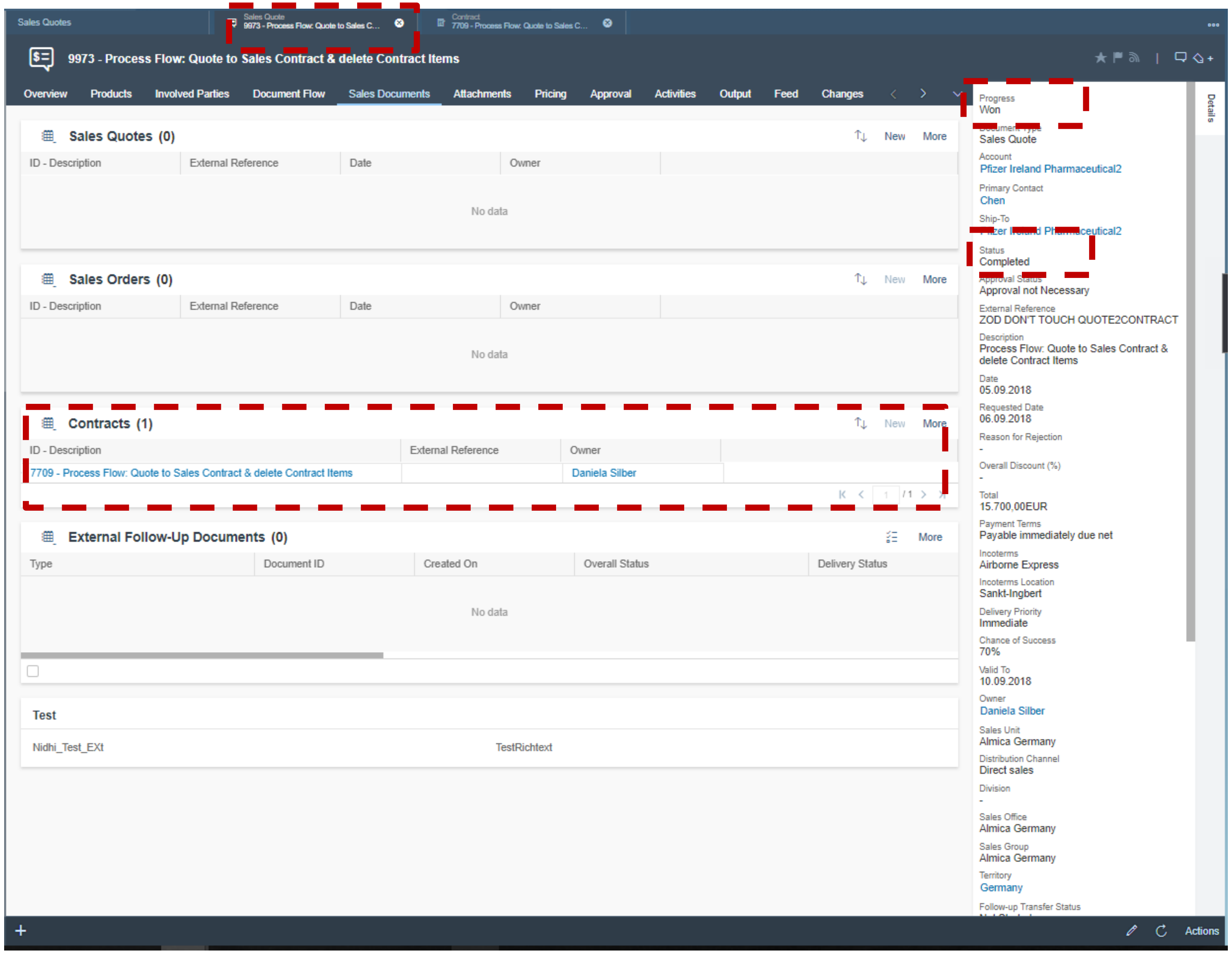
Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 2



Set-up Details

- In the following change scenario products defaulted from the quote are deleted in the relating Sales Contract…
- Start Pointing was again the Sales Quote…

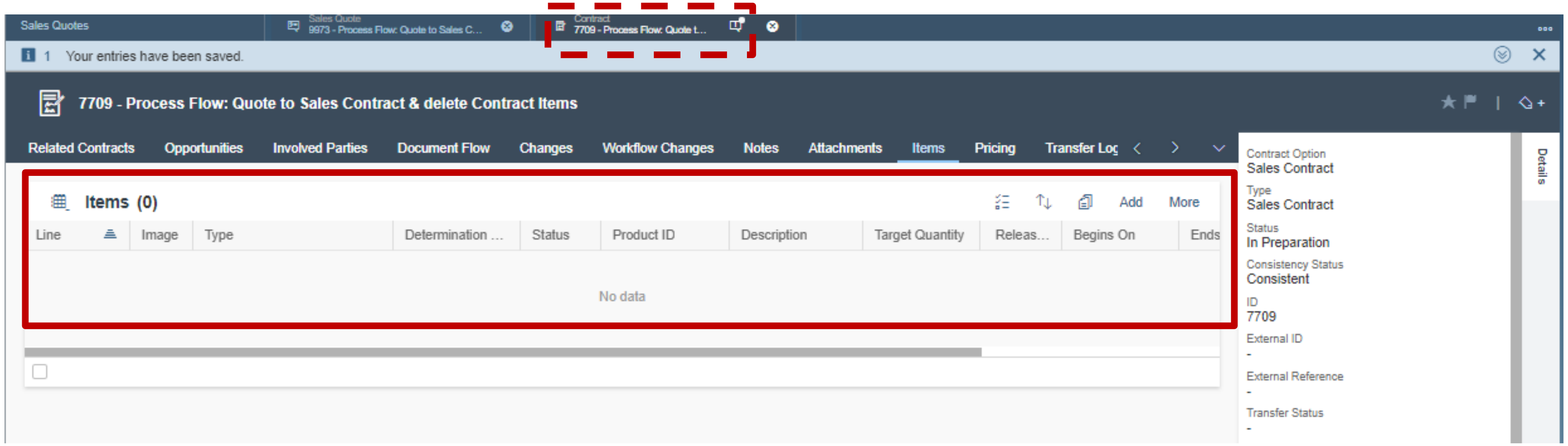
Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 3



Set-up Details

- …then a Sales Contract was created and accordingly the Quote Progress Status was set to `won´ and Status to ´completed´

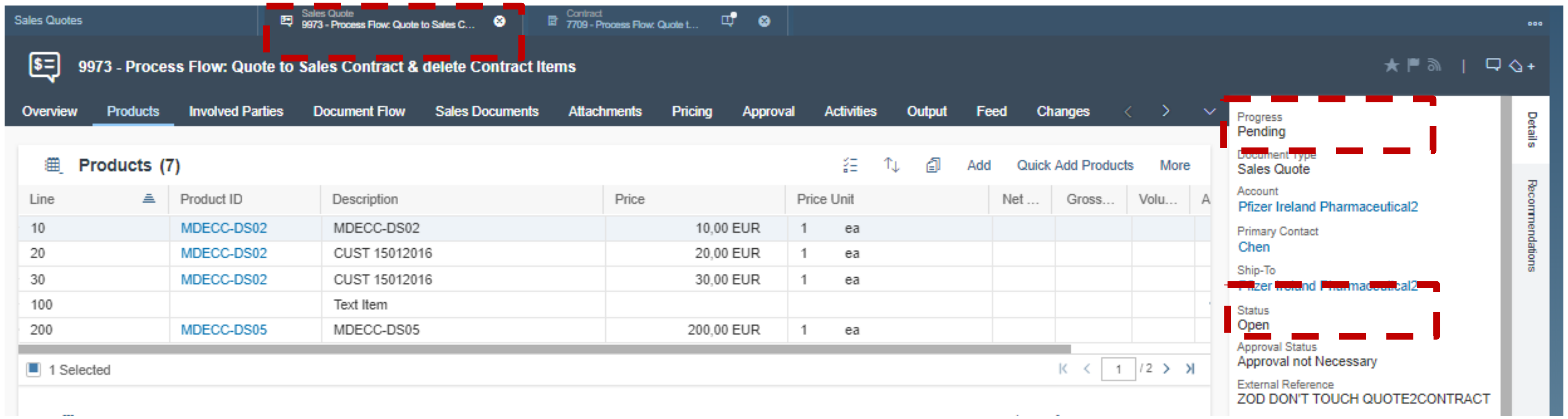
Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 4



Set-up Details

- Deletion of all (or some) items in the Sales Contract has an impact on the associated quote
  - Status Change
  - Usability of Quote Product Items

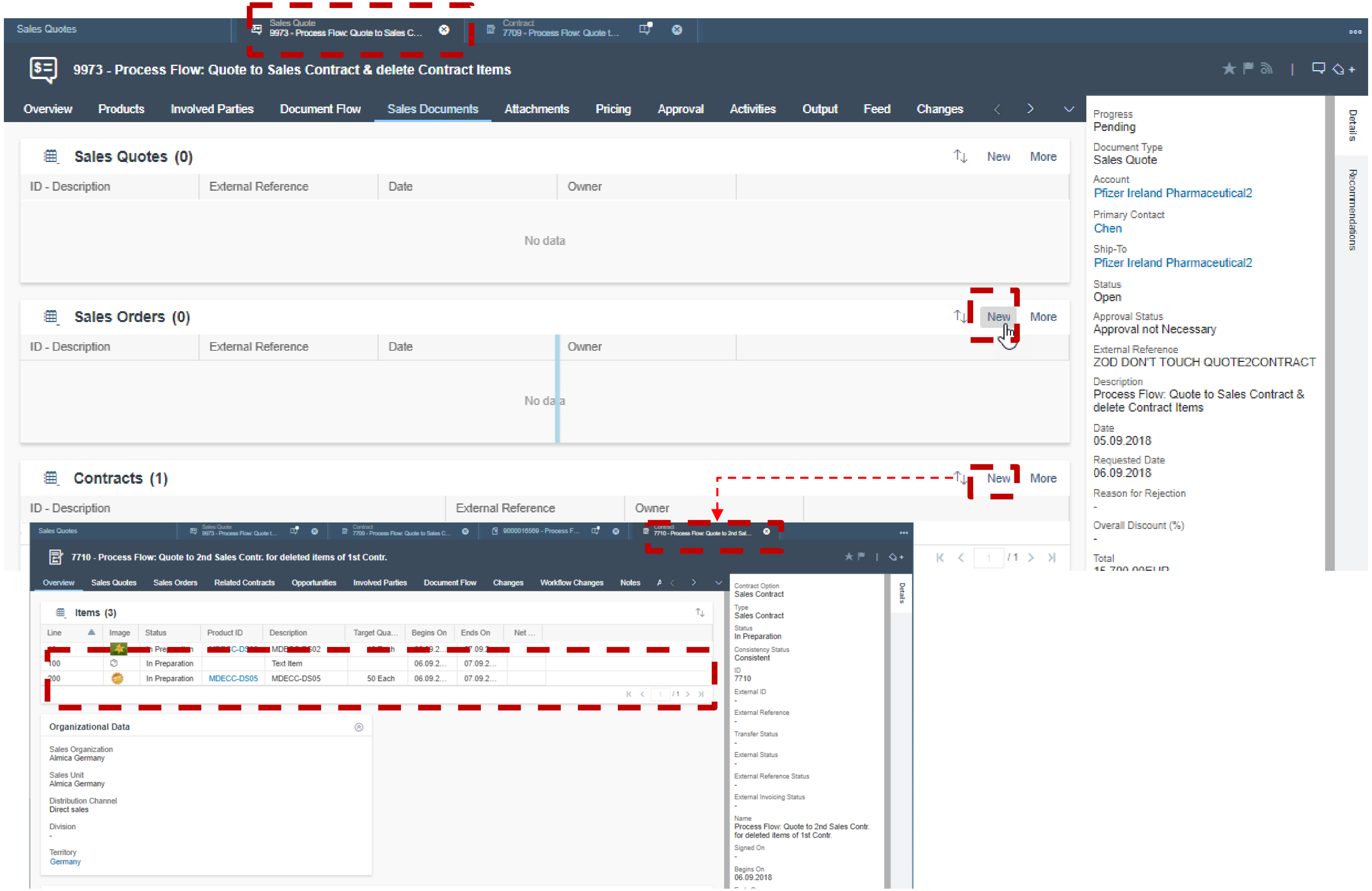
Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 5



Set-up Details

- Progress´ & ´Status´ in the initial Quote are changed: ´
  - From ´Won´ to ´Pending
  - From ´Completed´ to ´open´ [if all items in the contracts were removed] or …
    ´in process´ [if some items in the contract were removed]

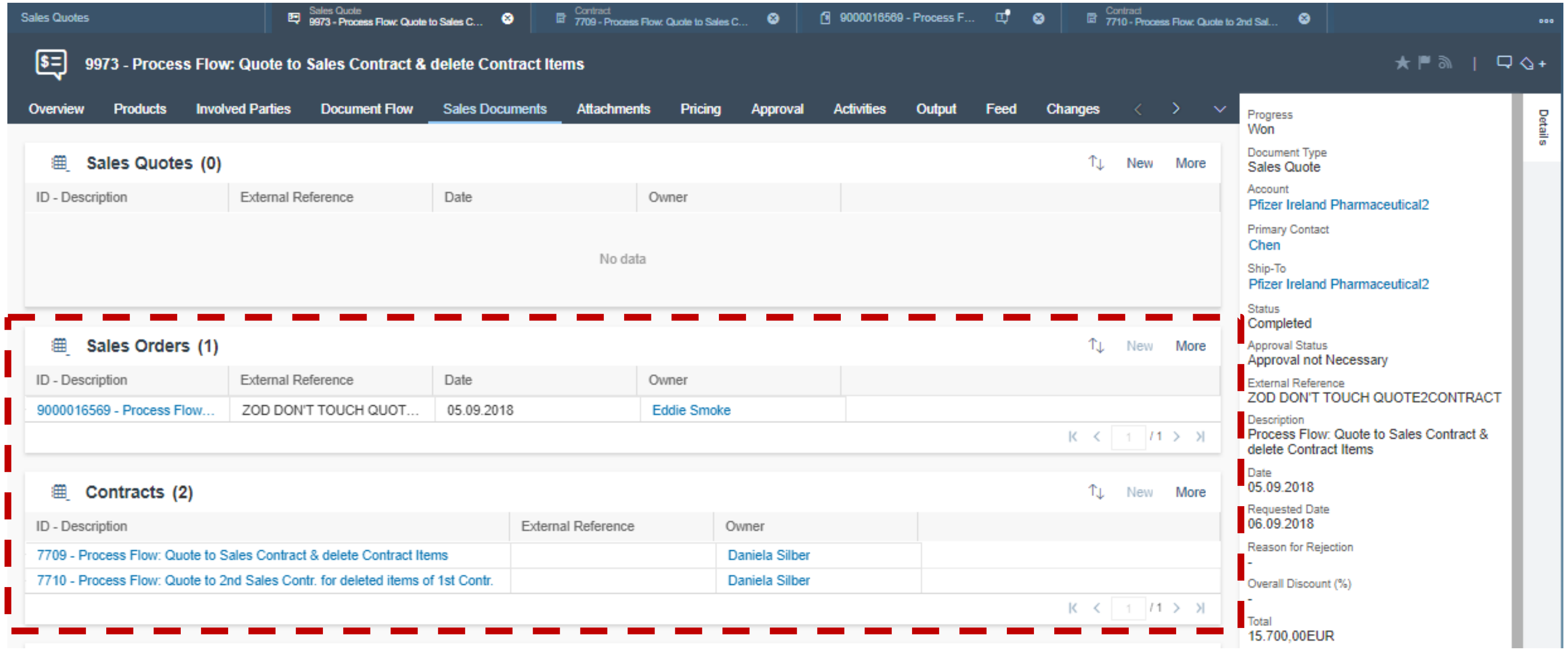
Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 6



Set-up Details

- All Product Items in the Quote which are no more associated with items of an existing Sales Contract could be [re]-used for …
  - Sales Order Set-Up
  - Creation of a new [probably further] Sales Contract

Topic Area: Sales Contract as Follow-Up to Quote #3 Basic Change Step 7



Set-up Details

- Association of the Quote to Sales Orders and Contract is listed in Facet Sales Documents and in the relating Orders and Contracts

What's New in 1811 for Contracts

Subject to Change

Key Innovations

- Sales Contract as Follow-Up to Quote
- Incoterms
- Form Template Selection
- Extension Flow:
  - – Sales Arrangement to Contract
  - – Product [General Information] to Contract Item
  - – Product [Product Sales] to Contract Item
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Additional Enhancements

- Introduce Sales Office/ Sales Group
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- Data Source Enhancements (Billing Plan Parameter, Owner)
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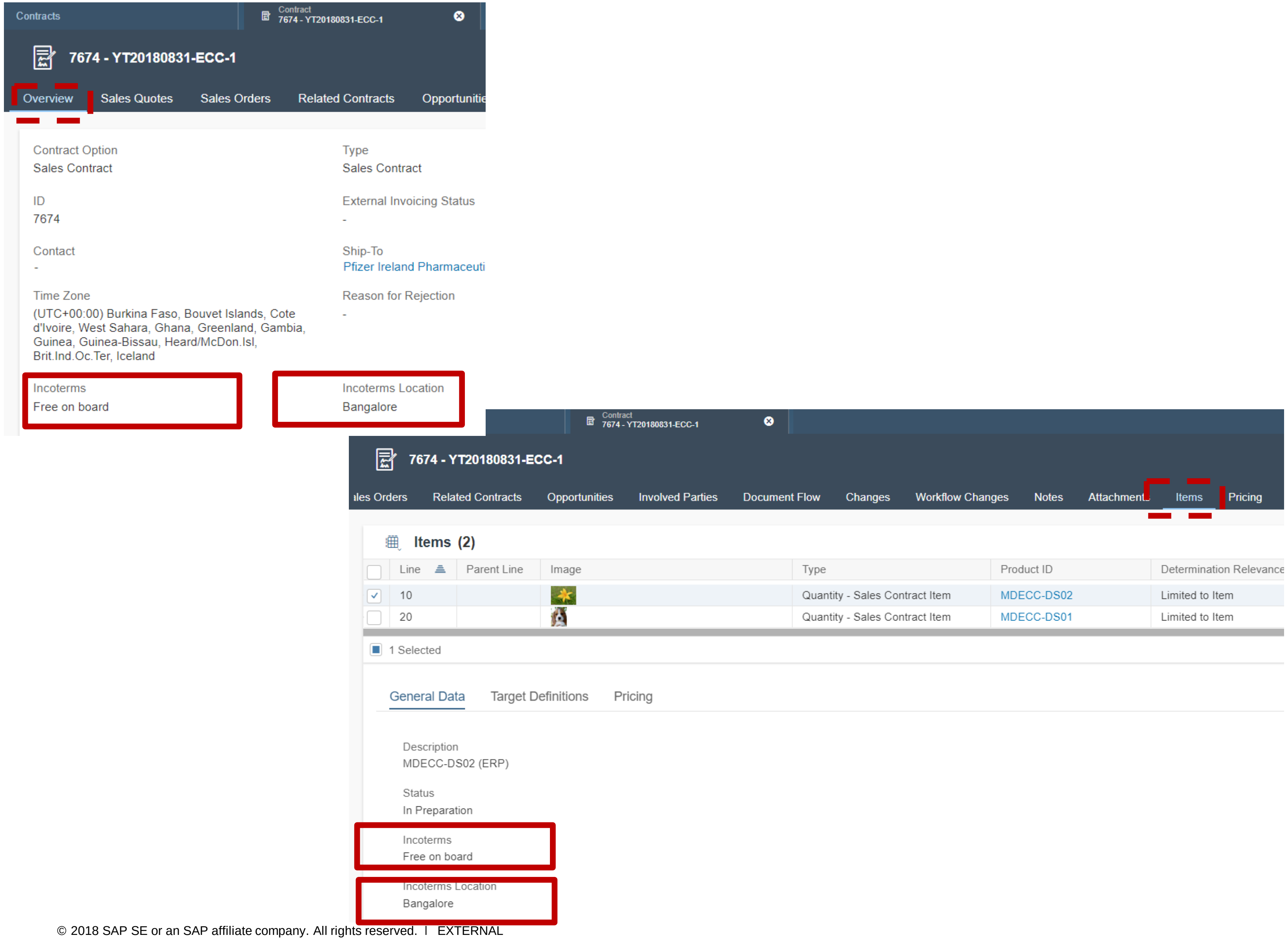
- Editability of Covered Object and "Entitled Services & Parts"
- Allow change of Type as Mass Correction via Data Workbench
- Further Code List Restrictions (…)
- Enhance Live Activity by Contracts
- Cross Topic/ Adoption
  - Business Partner Merge Process Enhancement
  - Enable My Account Team in Business Partner value help

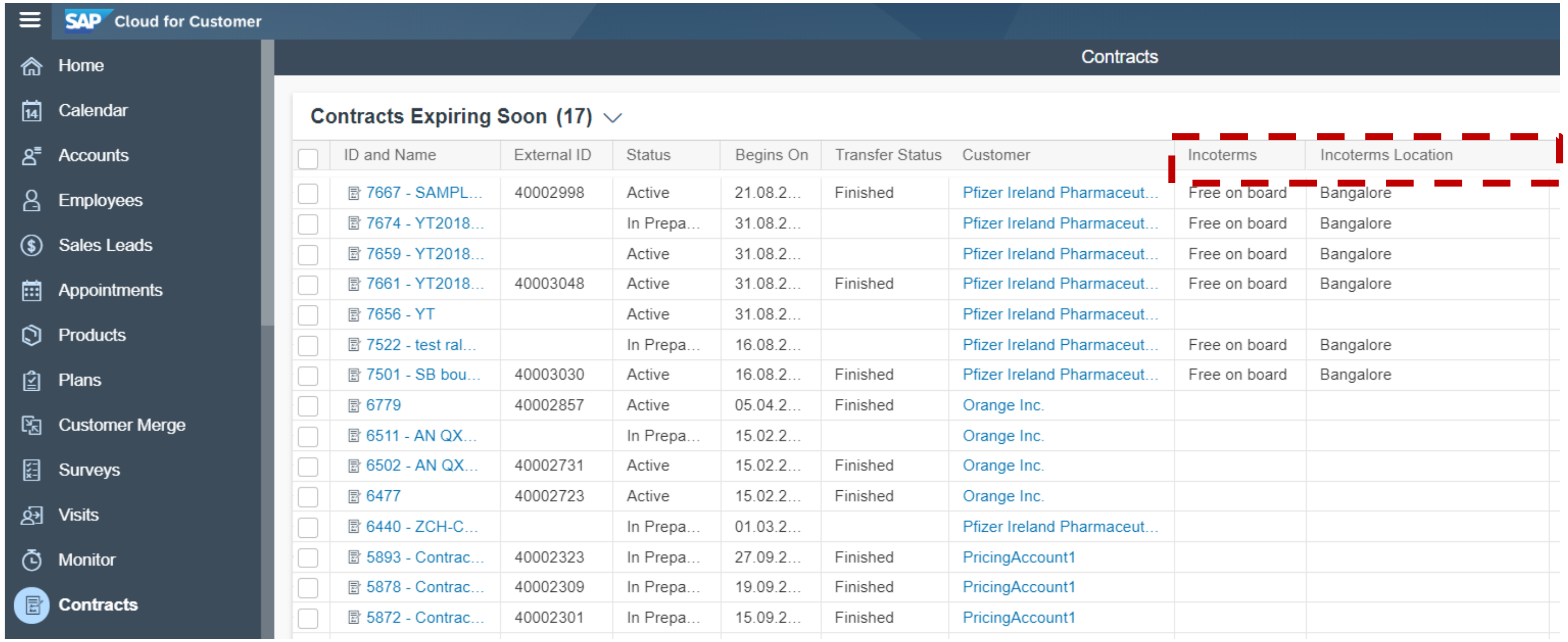
Incoterms Header and Item



Business Description

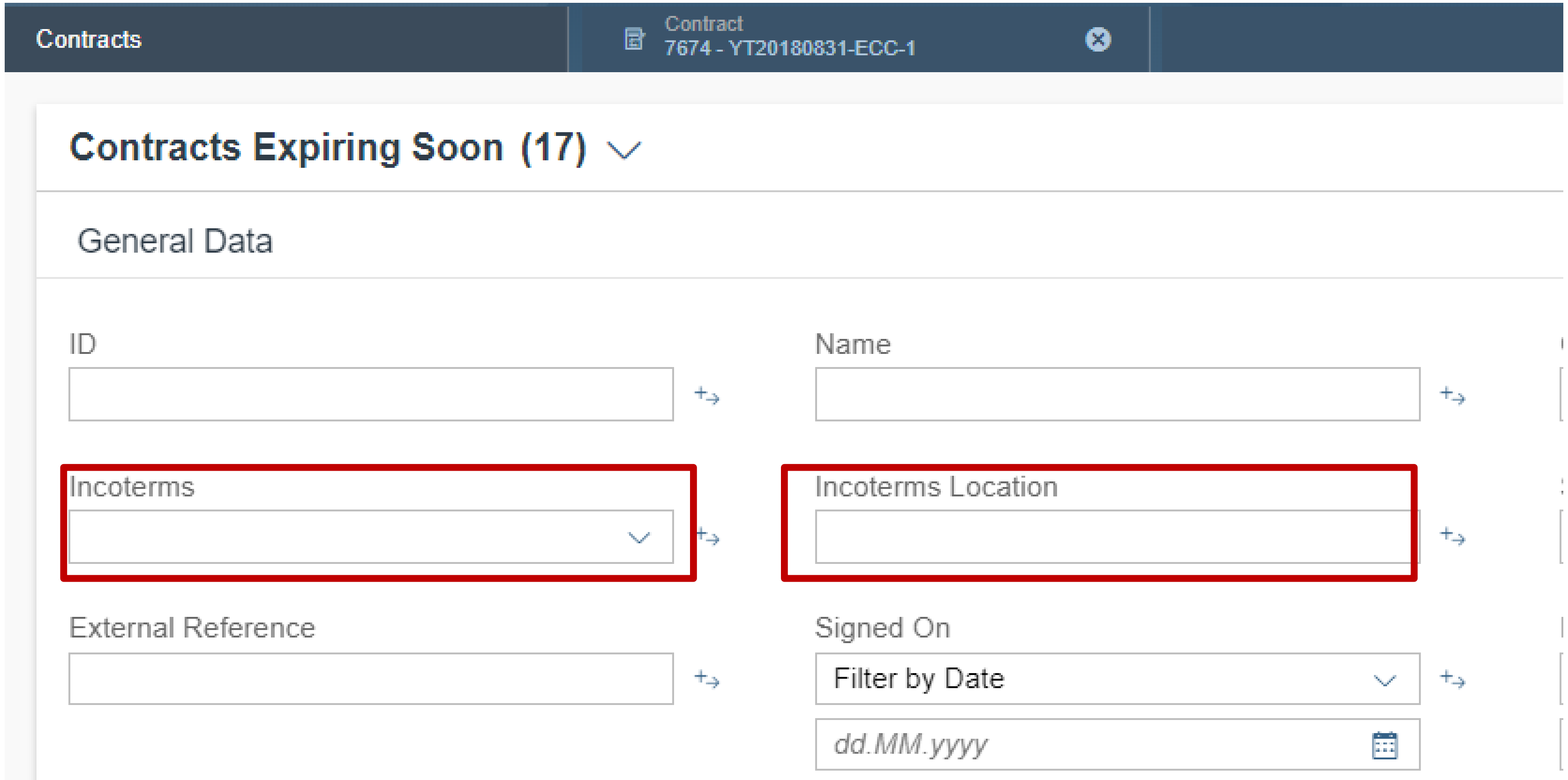
- the Incoterms rules are intended primarily to clearly communicate the tasks, costs, and risks associated with the global or international transportation and delivery of goods. Incoterms inform sales contracts defining respective obligations, costs, and risks involved in the delivery of goods from the seller to the buyer, but they do not themselves conclude a contract, determine the price payable, currency or credit terms, govern contract law or define where title to goods transfers.

Topic Area: Incoterms # as Table Columns [Header]

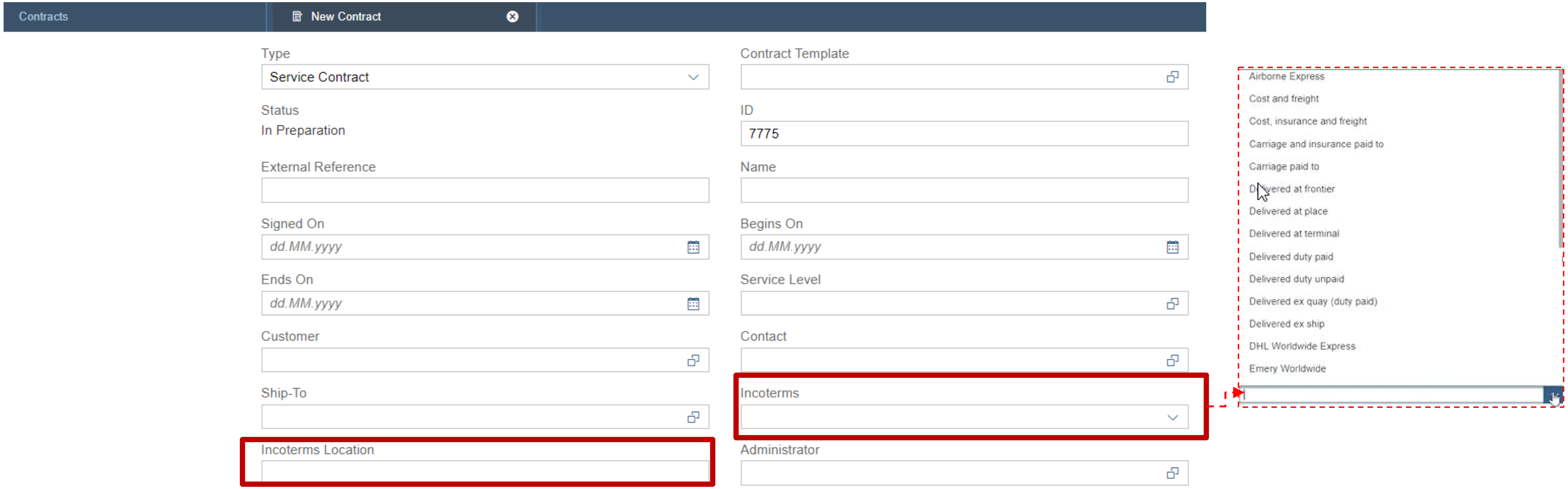


ID and Name	External ID	Status	Begins On	Transfer Status	Customer	Incoterms	Incoterms Location
7667 - SAMPL...	40002998	Active	21.08.2...	Finished	Pfizer Ireland Pharmaceut...	Free on board	Bangalore
7674 - YT2018...		In Prepa...	31.08.2...		Pfizer Ireland Pharmaceut...	Free on board	Bangalore
7659 - YT2018...		Active	31.08.2...		Pfizer Ireland Pharmaceut...	Free on board	Bangalore
7661 - YT2018...	40003048	Active	31.08.2...	Finished	Pfizer Ireland Pharmaceut...	Free on board	Bangalore
7656 - YT		Active	31.08.2...		Pfizer Ireland Pharmaceut...		
7522 - test ral...		In Prepa...	16.08.2...		Pfizer Ireland Pharmaceut...	Free on board	Bangalore
7501 - SB bou...	40003030	Active	16.08.2...	Finished	Pfizer Ireland Pharmaceut...	Free on board	Bangalore
6779	40002857	Active	05.04.2...	Finished	Orange Inc.		
6511 - AN QX...		In Prepa...	15.02.2...		Orange Inc.		
6502 - AN QX...	40002731	Active	15.02.2...	Finished	Orange Inc.		
6477	40002723	Active	15.02.2...	Finished	Orange Inc.		
6440 - ZCH-C...		In Prepa...	01.03.2...		Pfizer Ireland Pharmaceut...		
5893 - Contrac...	40002323	In Prepa...	27.09.2...	Finished	PricingAccount1		
5878 - Contrac...	40002309	In Prepa...	19.09.2...	Finished	PricingAccount1		
5872 - Contrac...	40002301	In Prepa...	15.09.2...	Finished	PricingAccount1		

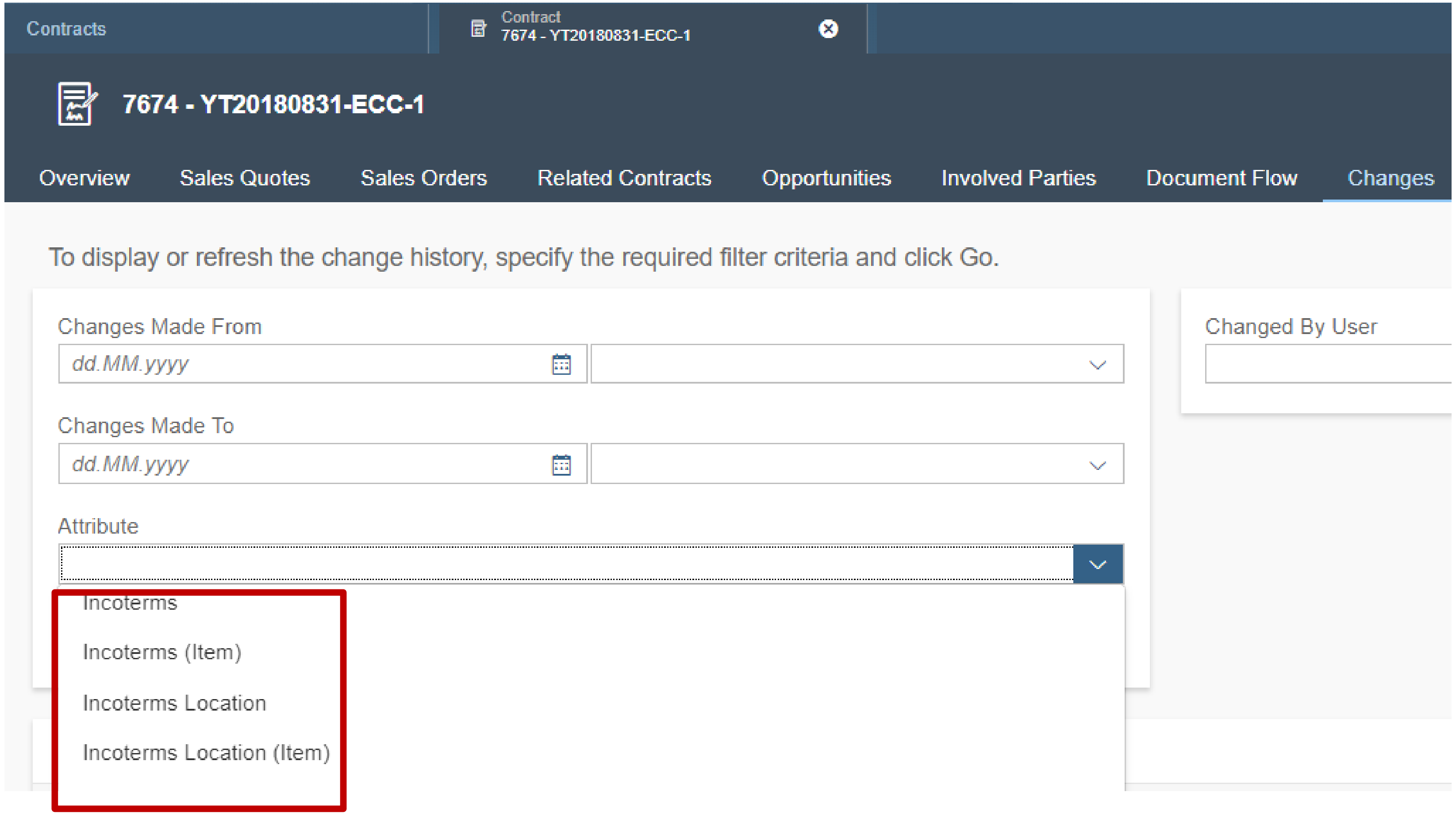
Topic Area: Incoterms # in Advanced Search



Topic Area: Incoterms # in Quick Create



Topic Area: Incoterms # in Changes



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- Extension Flow:
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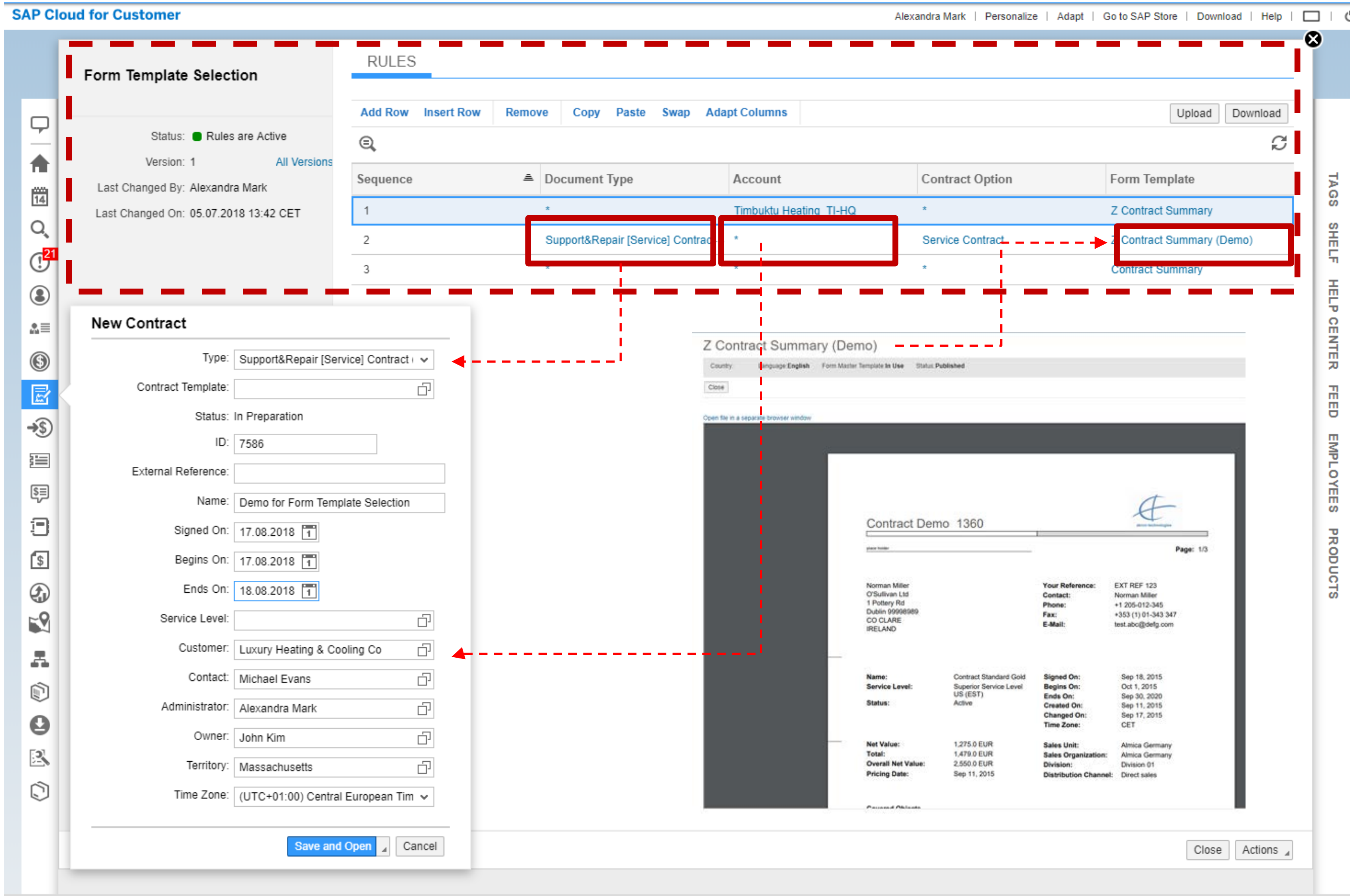
- Cross Topic/ Adoption
  - Business Partner Merge Process Enhancement
  - Enable My Account Team in Business Partner value help

Contract: Form Template Selection



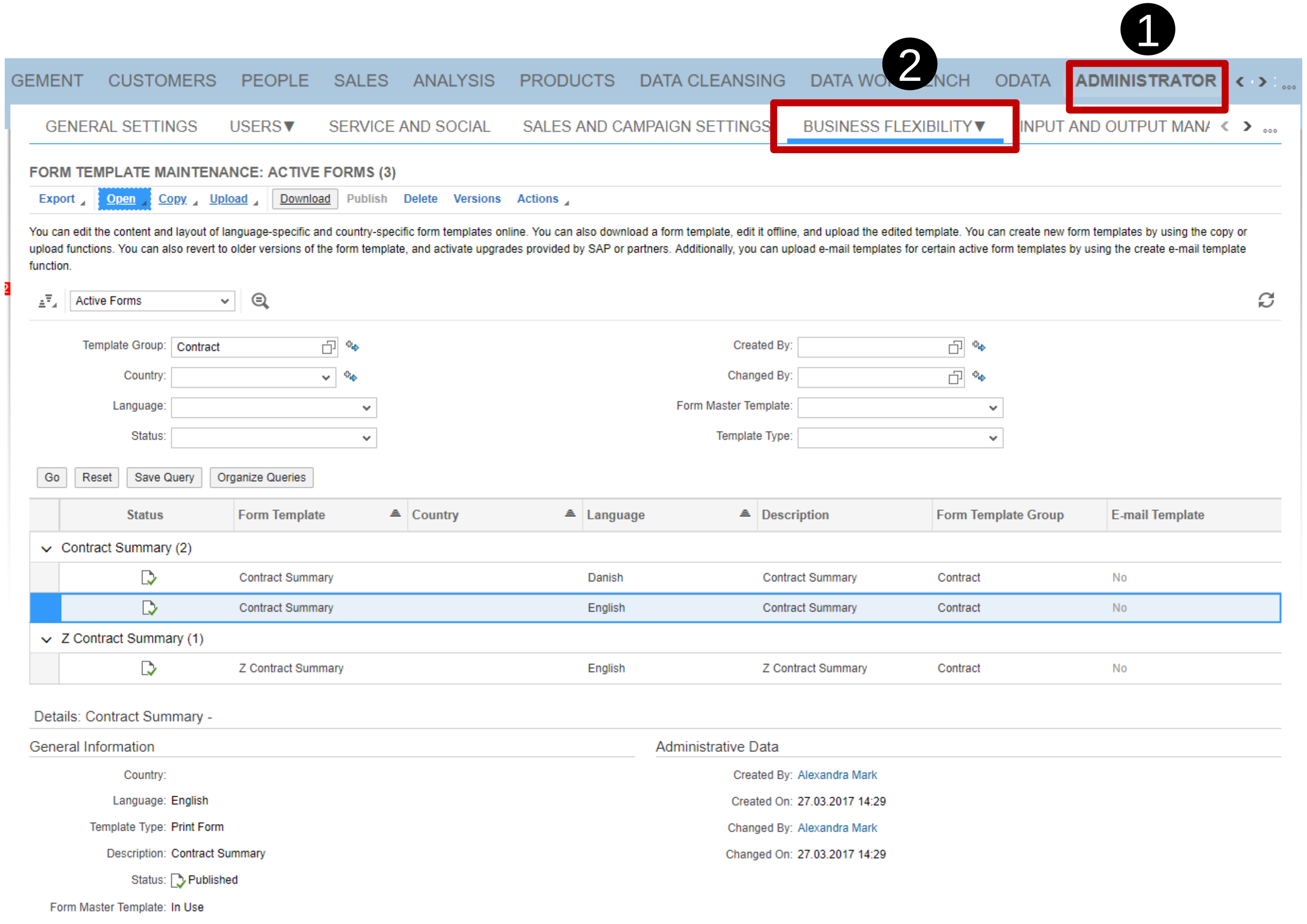
Business Description

- Rules based Form template association to contracts using Parameters of a contract such as Account or Contract type

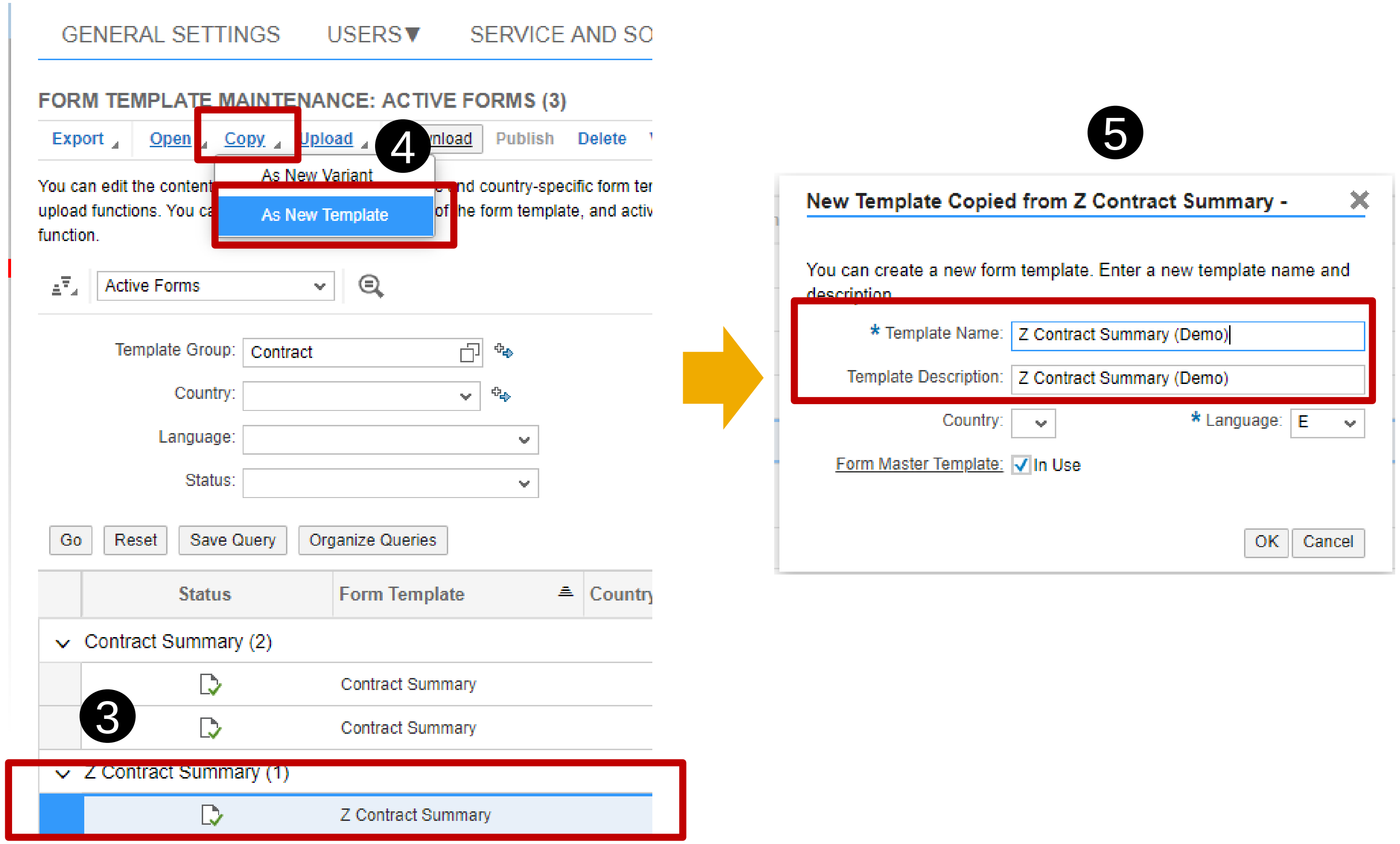
Key Business Benefits

- Flexible usage of different Forms for Contract, e.g. for Sales/ Service Contracts and/or related to a Customer

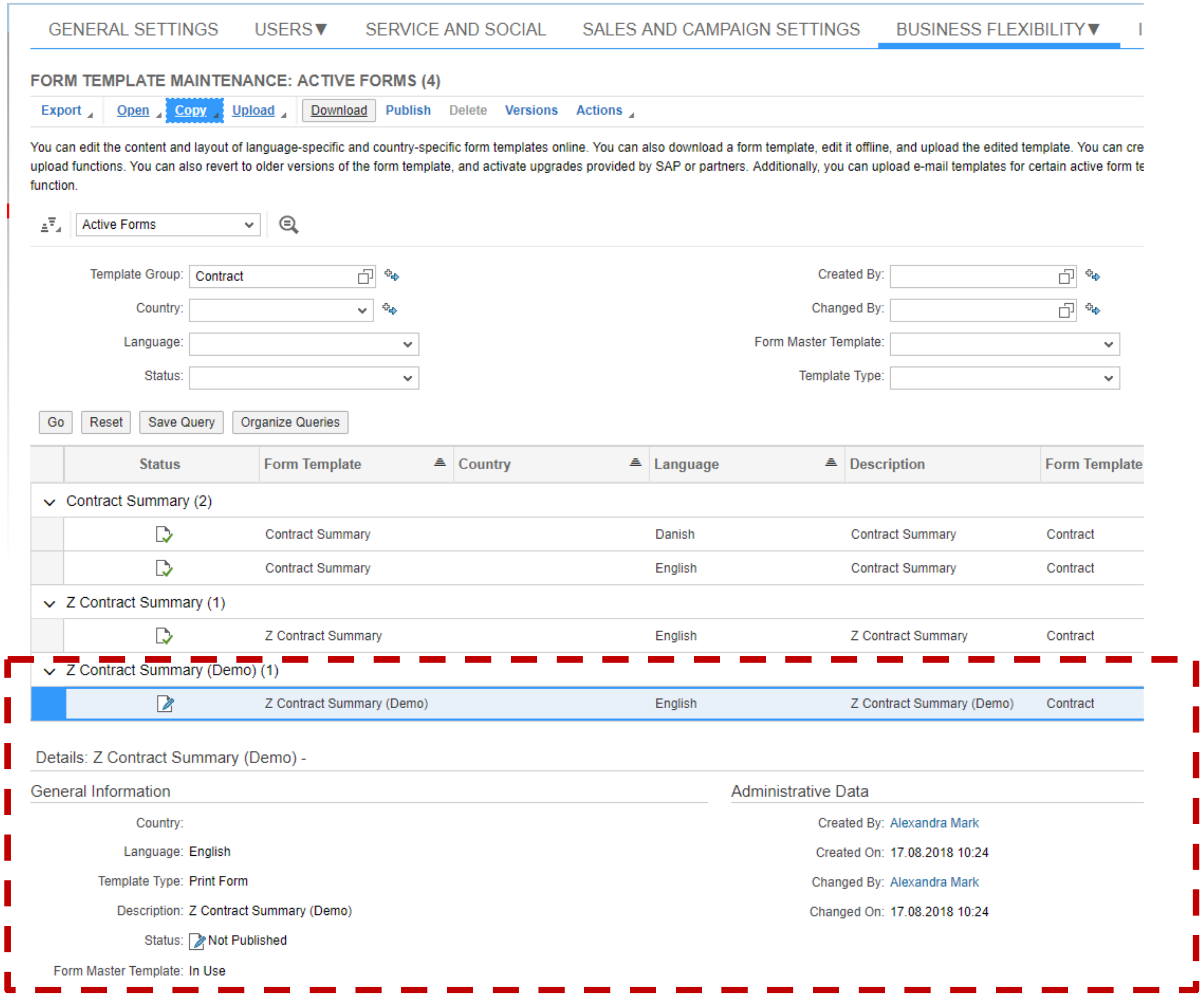
Topic Area: Form Template Selection # Set-Up 1



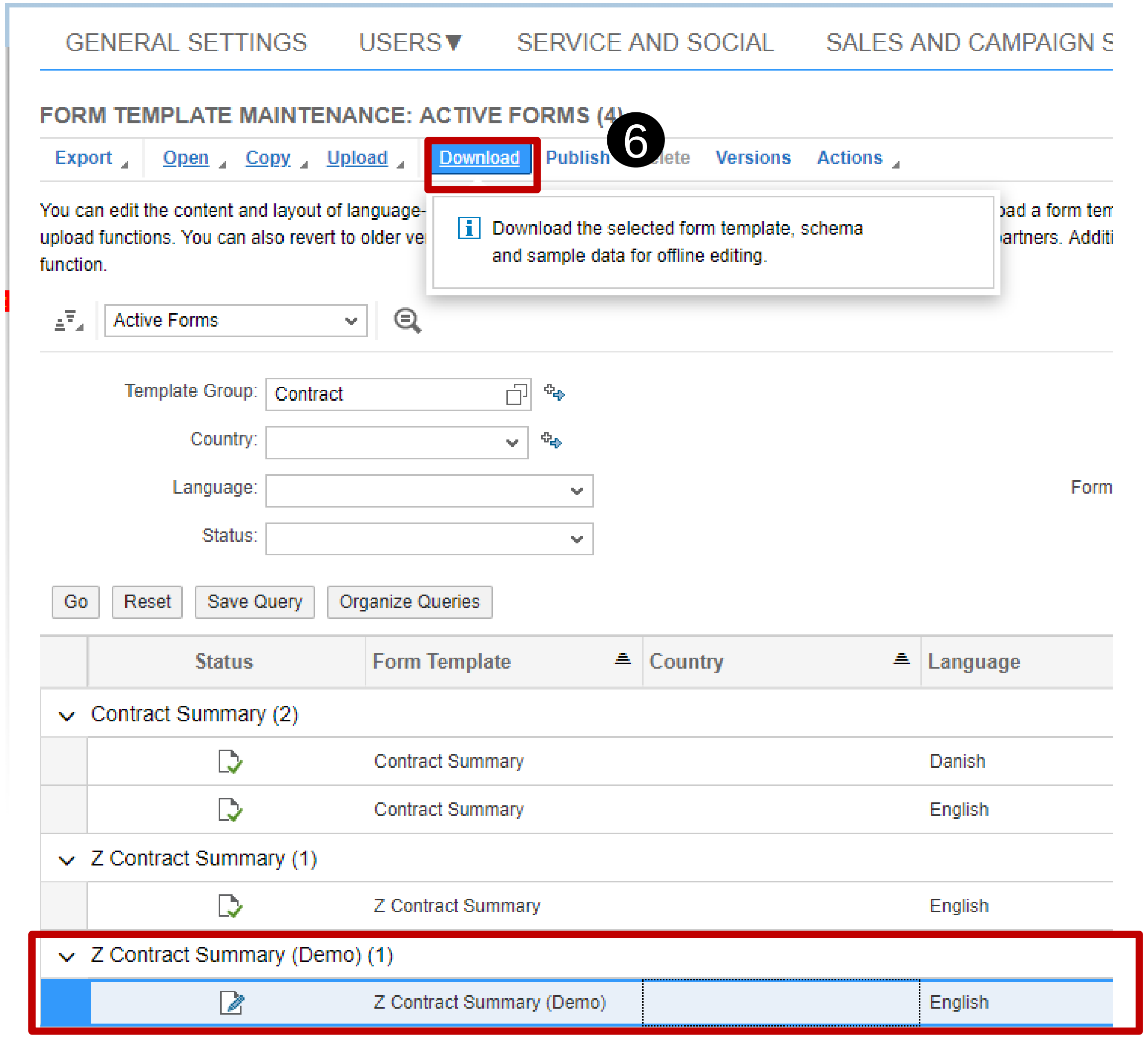
Topic Area: Form Template Selection # Set-Up 2



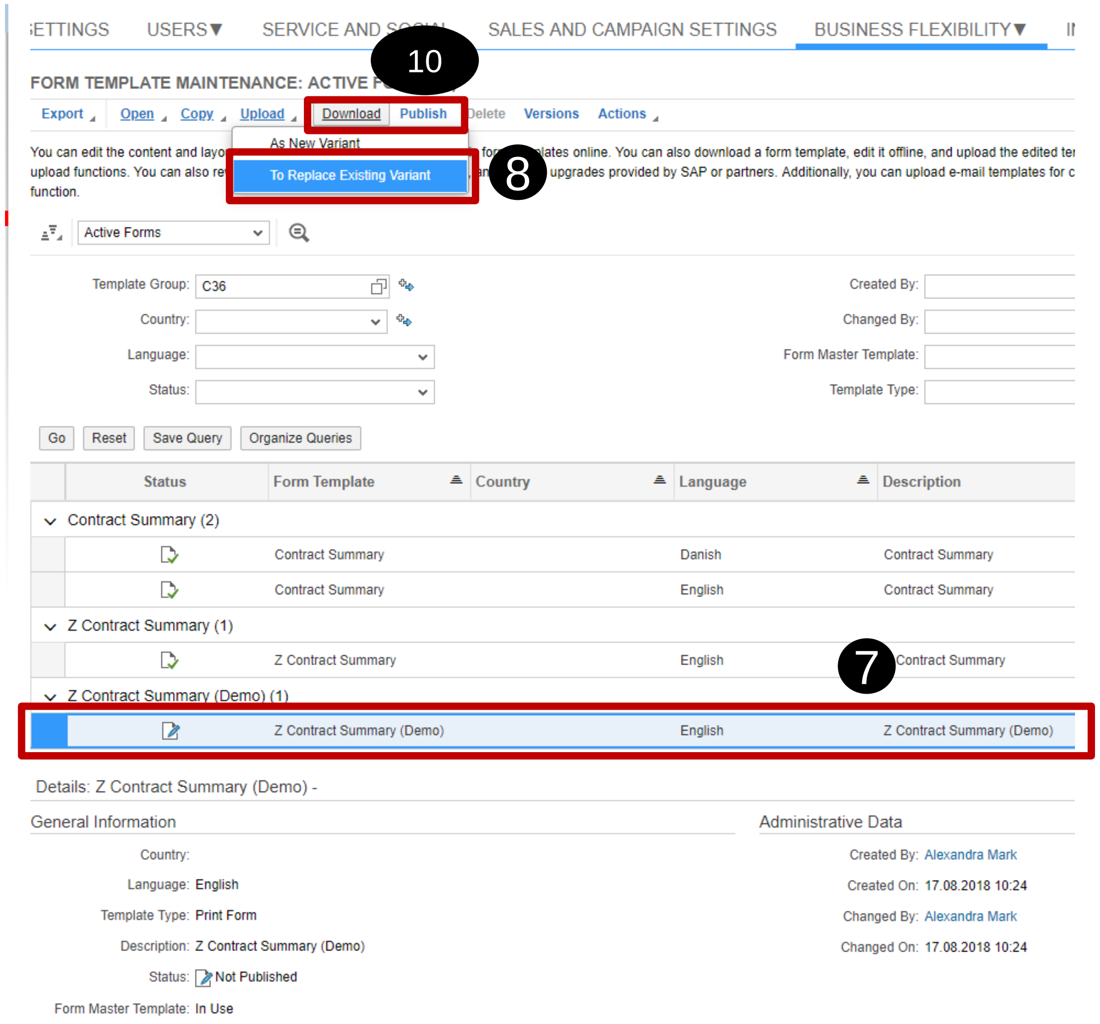
Topic Area: Form Template Selection # Set-Up 3



Topic Area: Form Template Selection # Set-Up 4

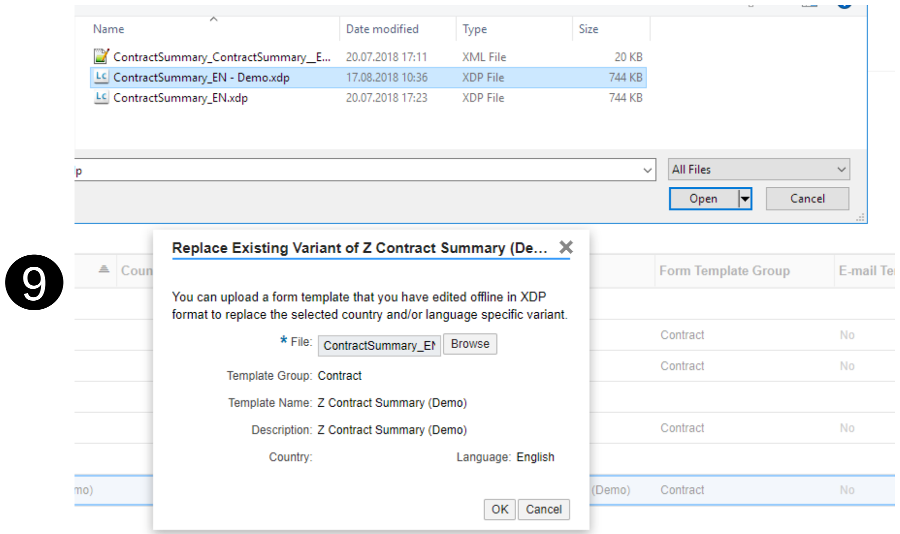


Topic Area: Form Template Selection # Set-Up 5

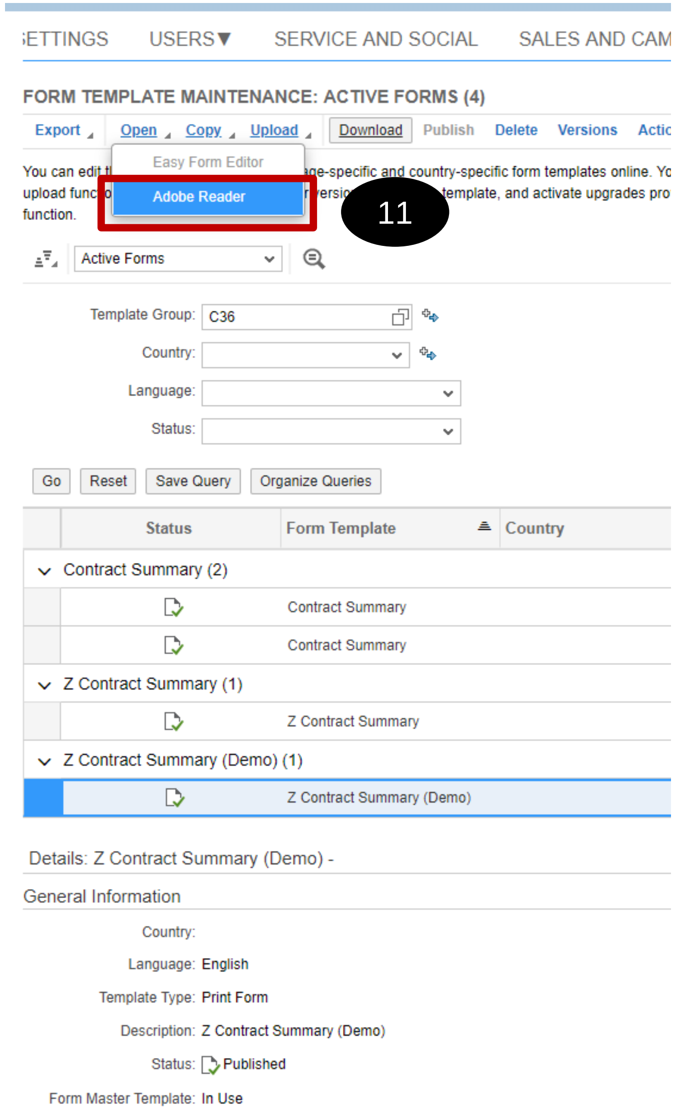


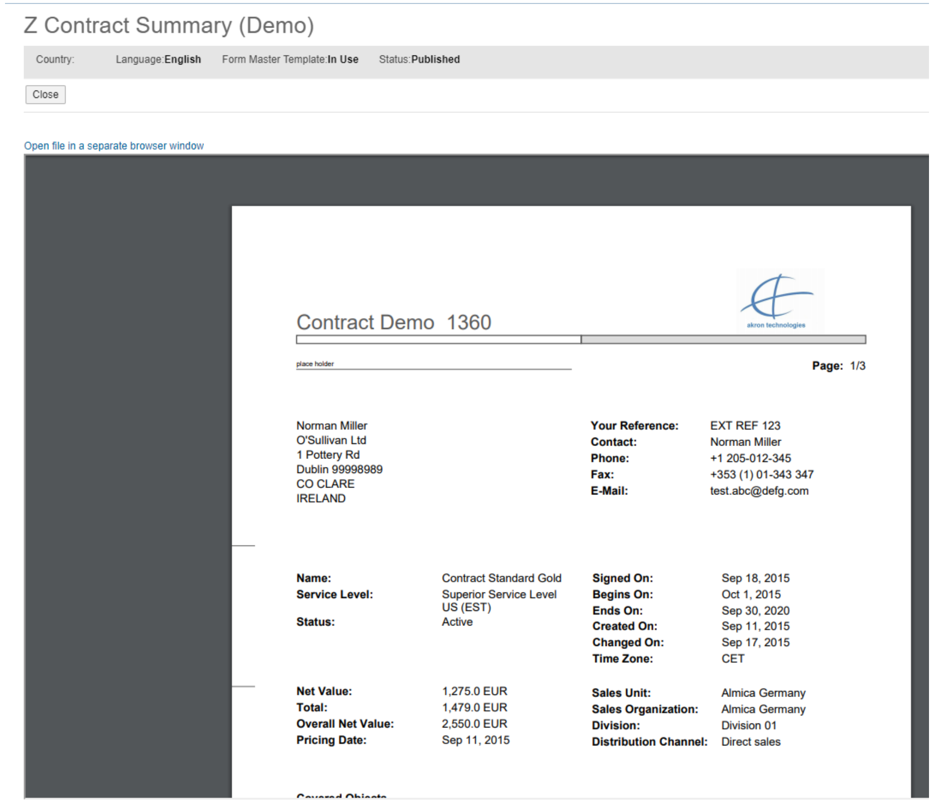
Set-up Details

- Download ZIP File
- Edit XDP file with local ADOBE LifeCycle Designer
- Upload changed XDP file
- Publish

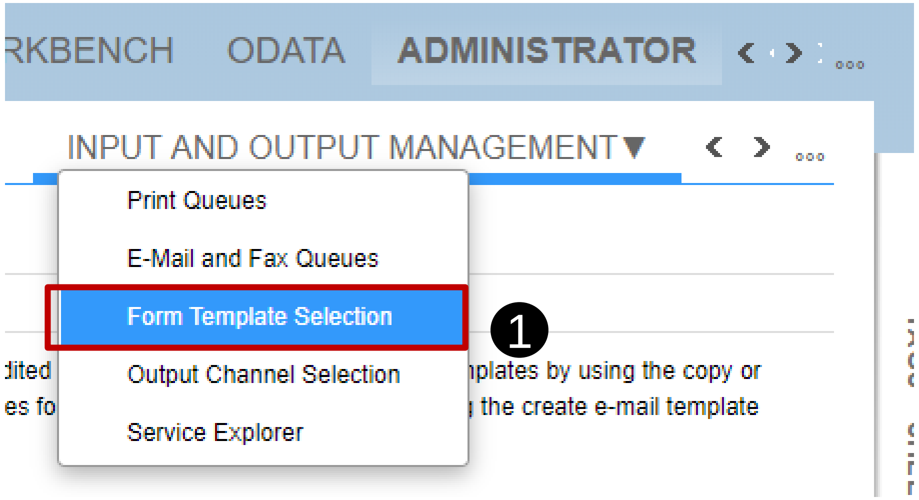


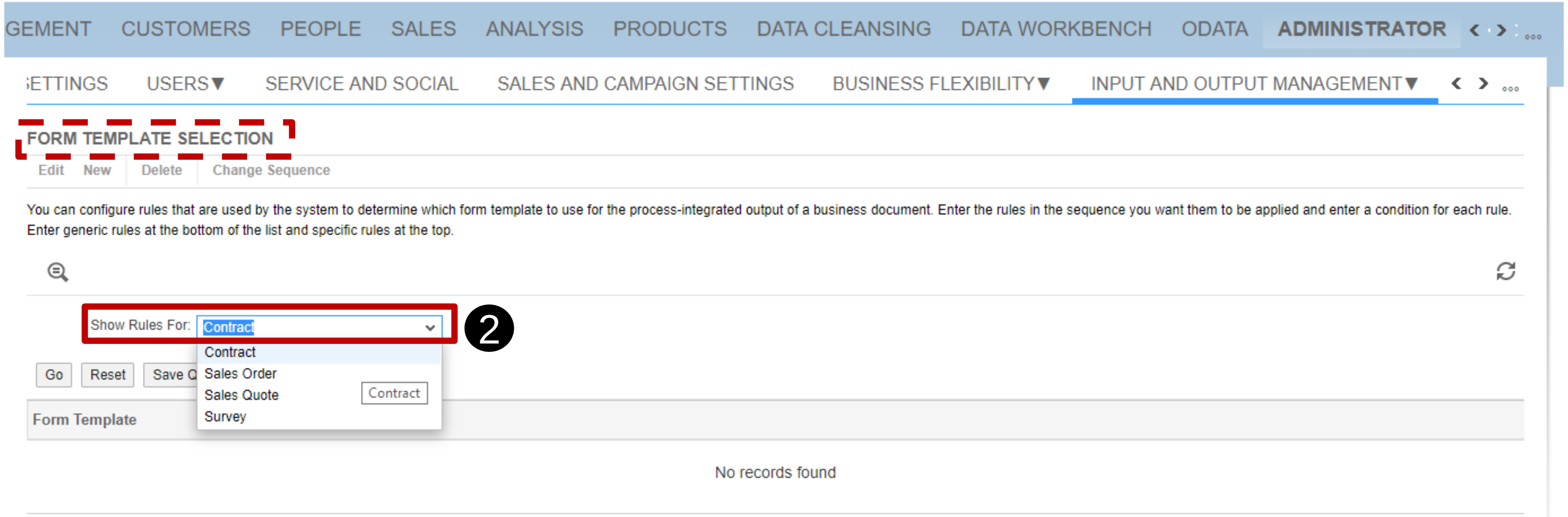
Topic Area: Form Template Selection # Set-Up 6





Topic Area: Form Template Selection # Configuration 1

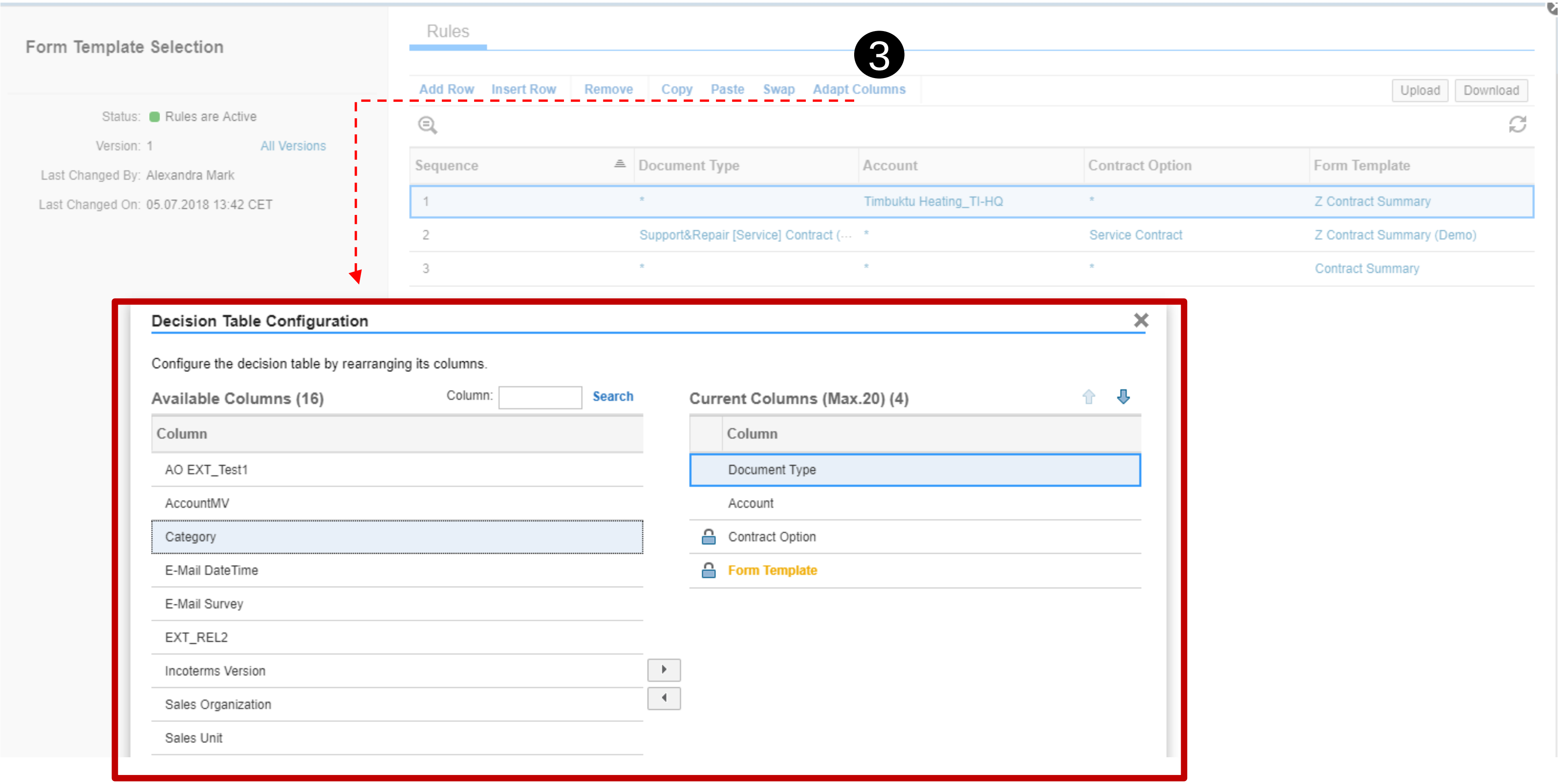




Set-up Details

- Open Work Center Input and Output Management
- Select Form Template Selection
- Select Rules for Contract

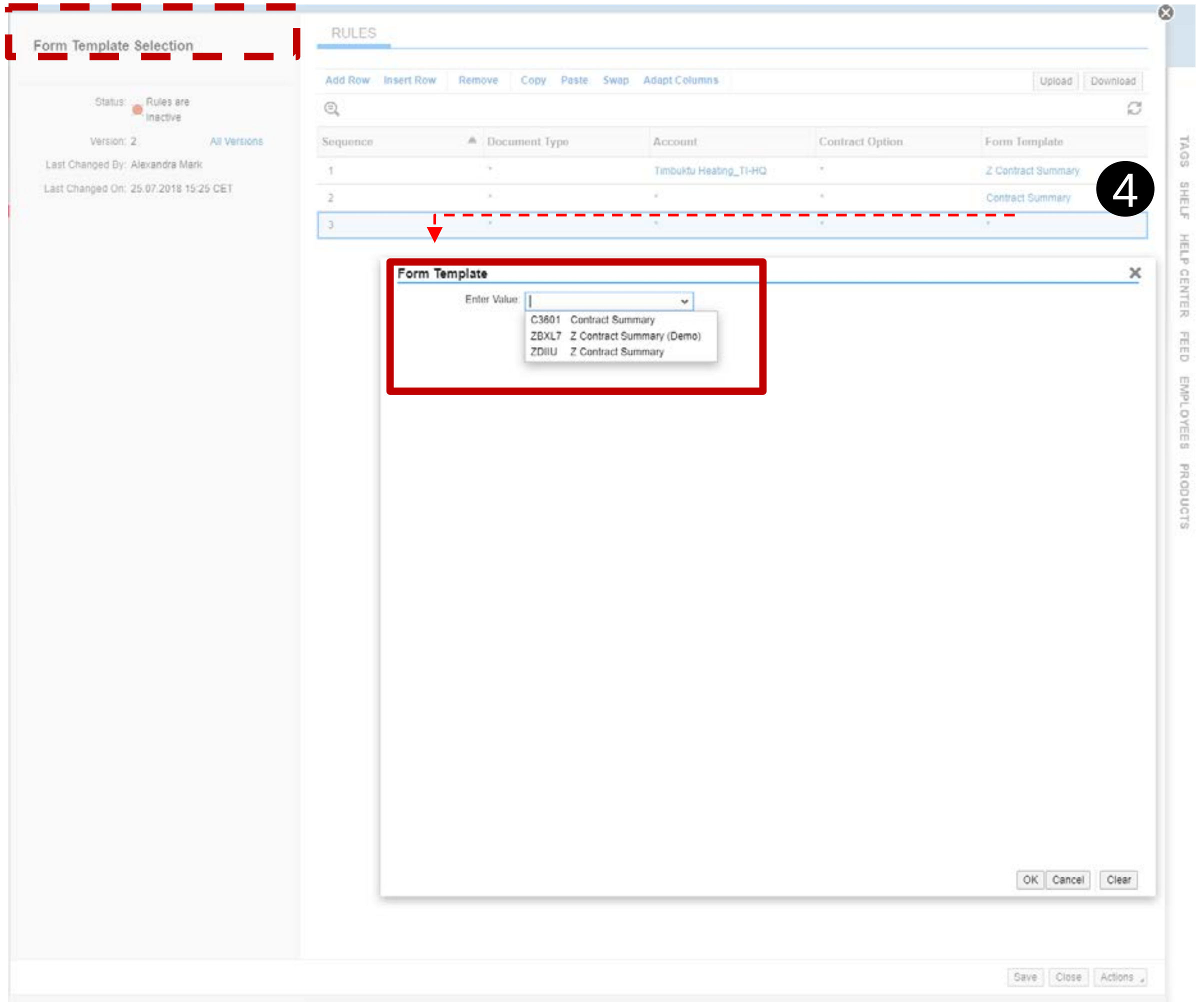
Topic Area: Form Template Selection # Configuration 2



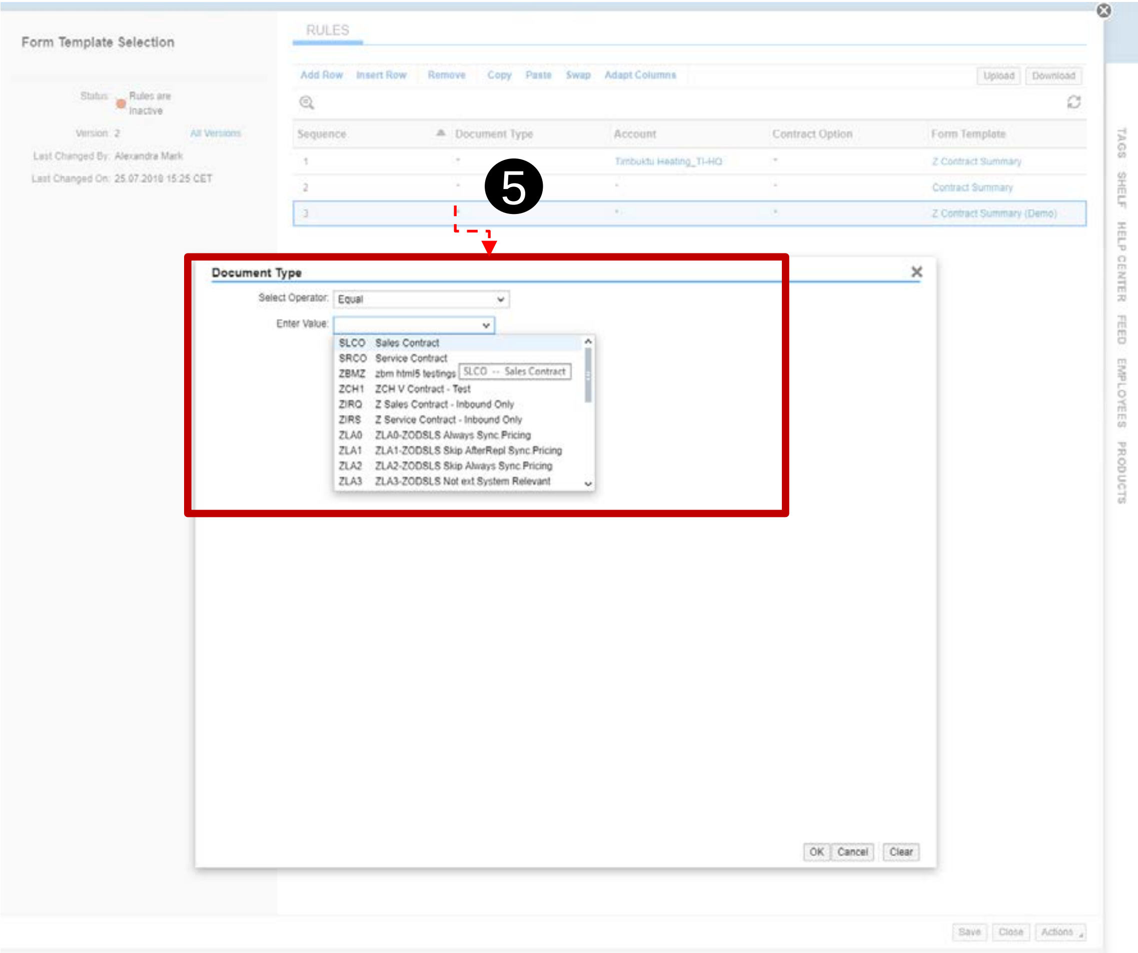
Set-up Details

- The following parameters can be configured [via ´Adapt Columns] for Contract Forms determination
  - Sales Organization
  - Sales Unit
  - Document Type
  - Account
  - Contract Option
  - Form Template

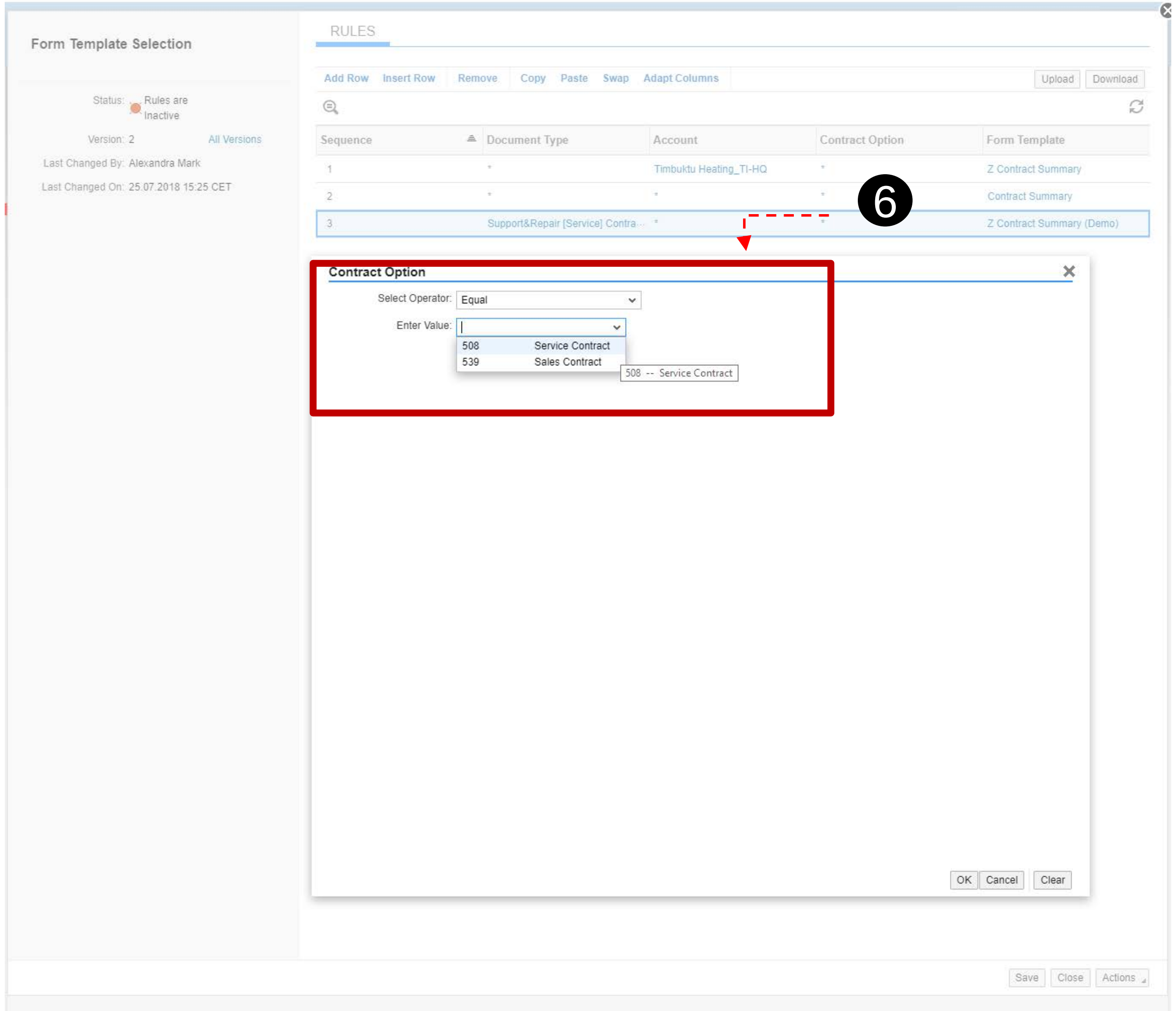
Topic Area: Form Template Selection # Configuration 3



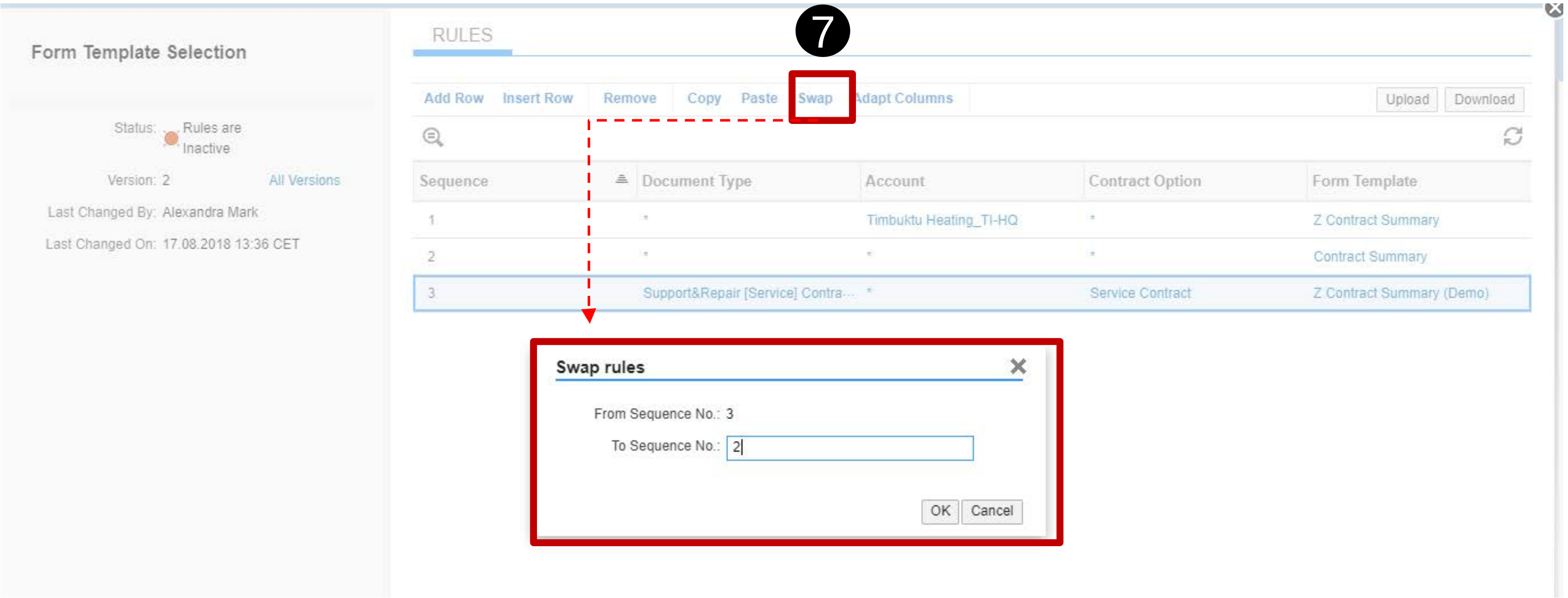
Topic Area: Form Template Selection # Configuration 4



Topic Area: Form Template Selection # Configuration 5



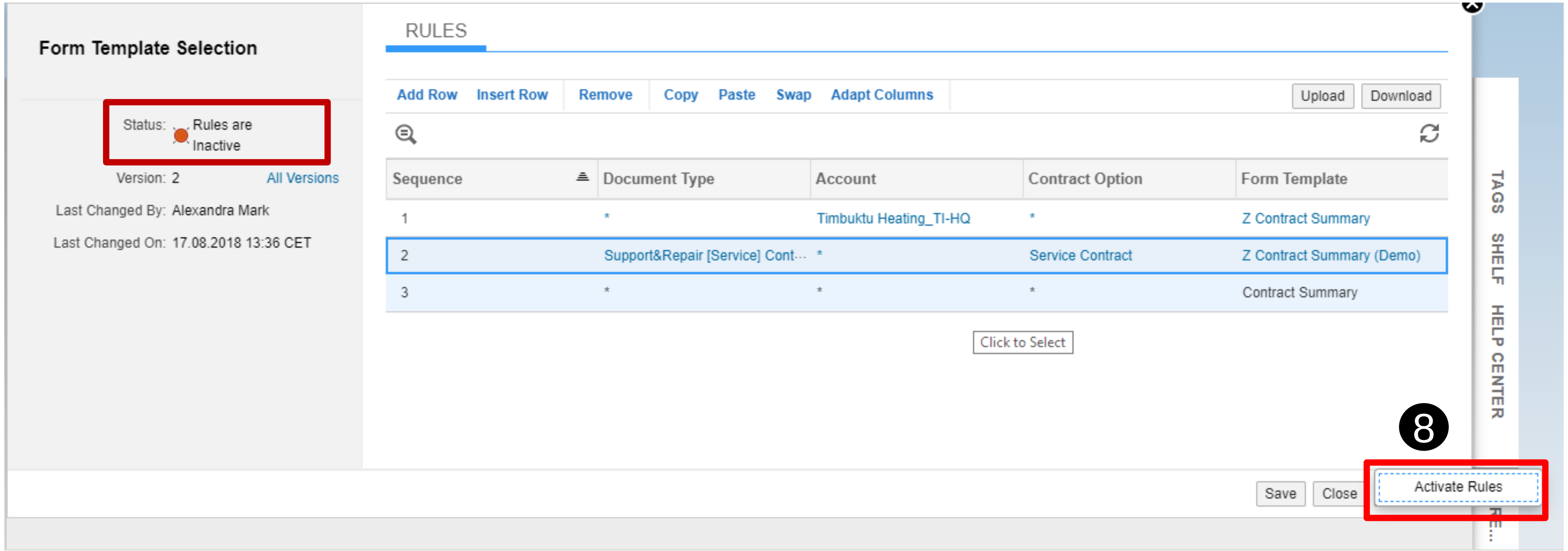
Topic Area: Form Template Selection # Configuration 7



Set-up Details

- Via ´Swap´ the Sequence of Rule consideration can be determined

Topic Area: Form Template Selection # Configuration 8



Set-up Details

- Finally the Rules Setting has to be activated

What’s New in 1811 for Contracts

Subject to Change

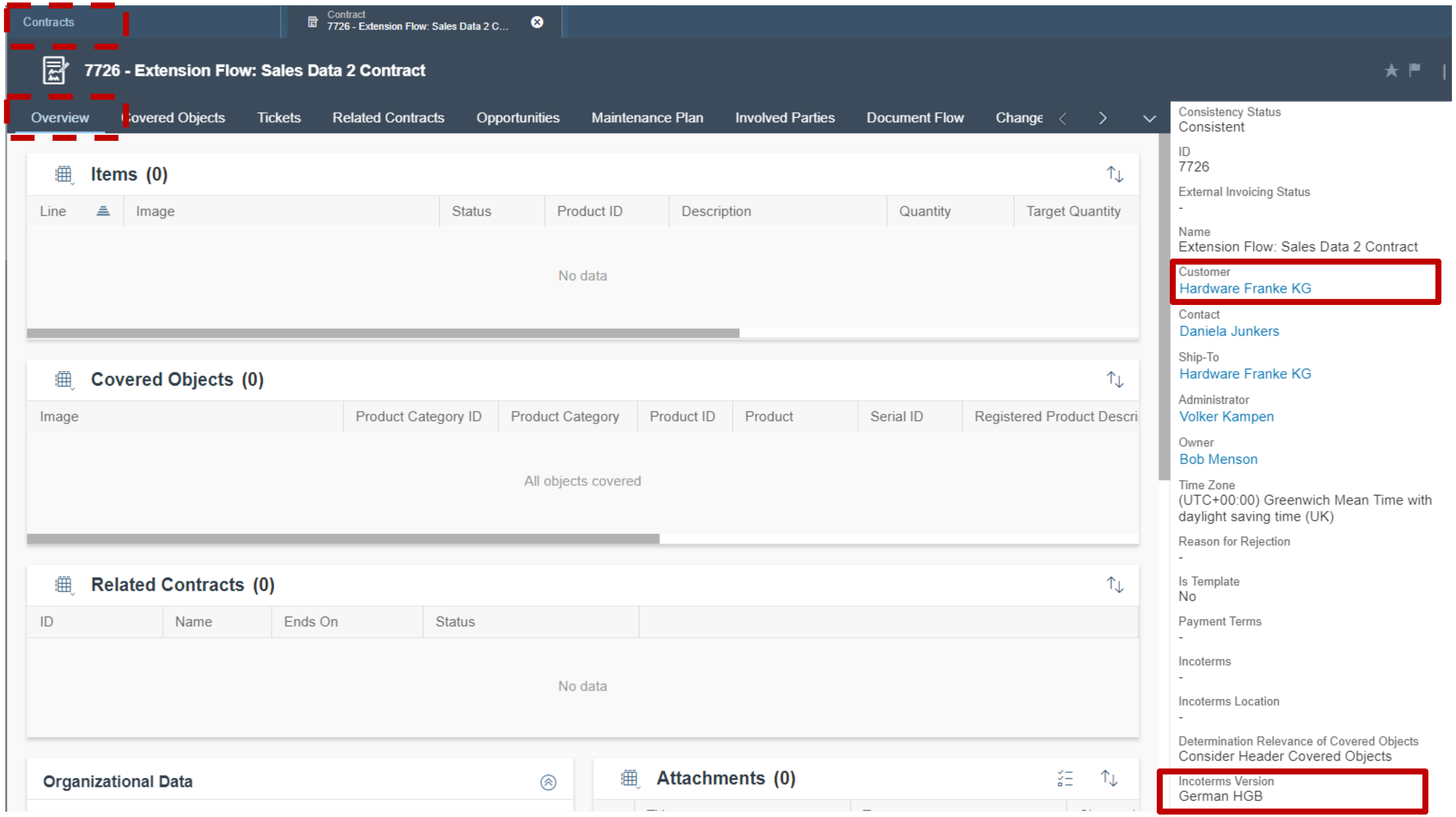
Key Innovations

- Sales Contract as Follow-Up to Quote
- Incoterms
- Form Template Selection
- Extension Flow:
  – Sales Arrangement to Contract
  – Product [General Information] to Contract Item
  – Product [Product Sales] to Contract Item
- Copy/ Paste from Excel [Item, Covered Objects, Entitled/Excluded Services & Parts]

Additional Enhancements

- Introduce Sales Office/ Sales Group
- Consider Contracts in Enterprise Search
- Data Source Enhancements (Billing Plan Parameter, Owner)
- Performance Improvements “Entitled Services & Parts”
- Editability of Covered Object and “Entitled Services & Parts”
- Allow change of Type as Mass Correction via Data Workbench
- Further Code List Restrictions (…)
- Enhance Live Activity by Contracts
- Cross Topic/ Adoption
  - Business Partner Merge Process Enhancement
  - Enable My Account Team in Business Partner value help

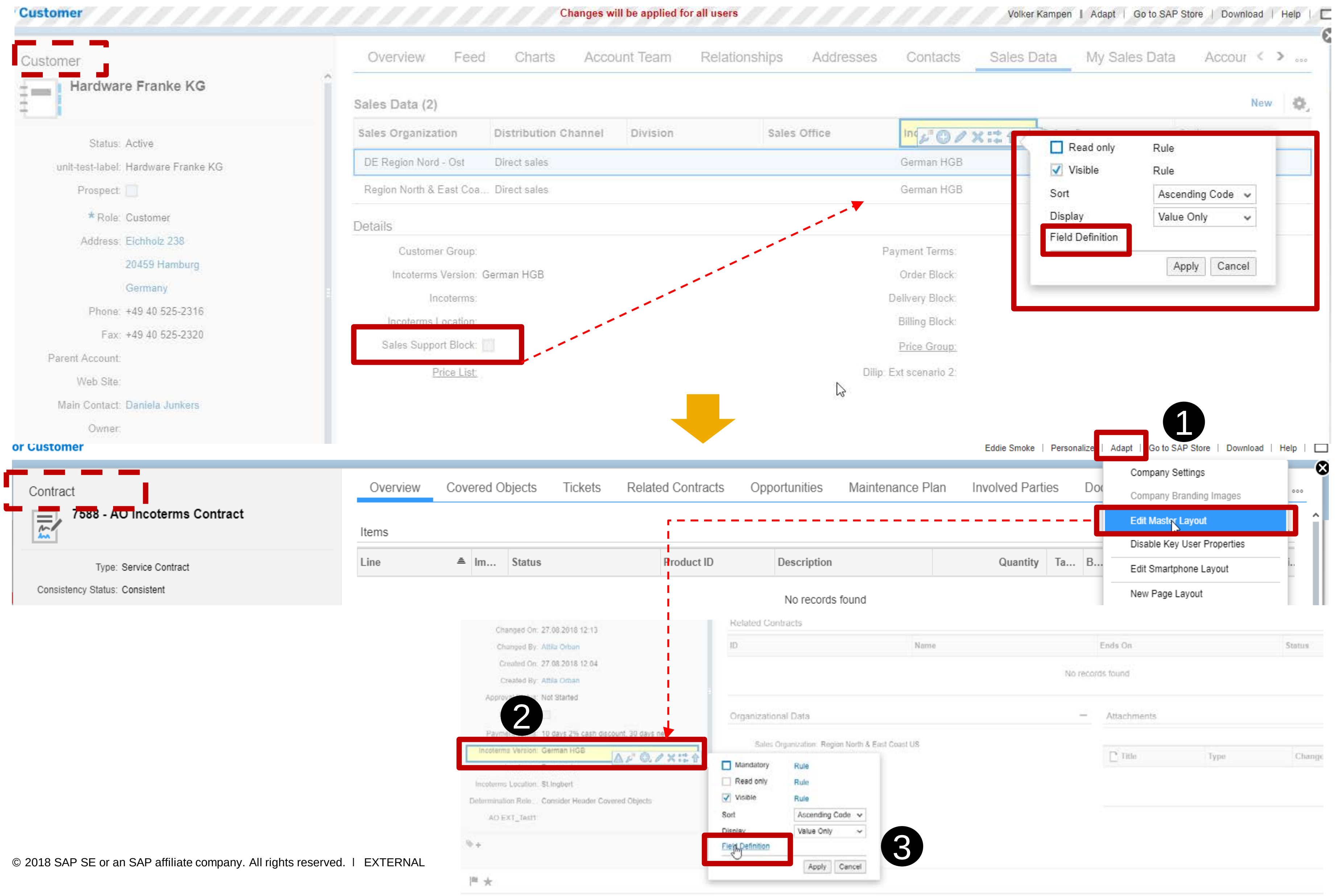
Contract: Extension Flow -Sales Arrangement to Contract



Business Description

- Via Extension Flow it is possible to associate automatically the content of a Customer Extension Field [e.g. ´Incoterms Version´] established in the table ´Sales Data´ of a Customer [e.g. Hardware Franke AG] to the extension field section ´Overview´ of his Contract
- Prerequisite is that Extension Fields in Customer and Contracts are related via Rule

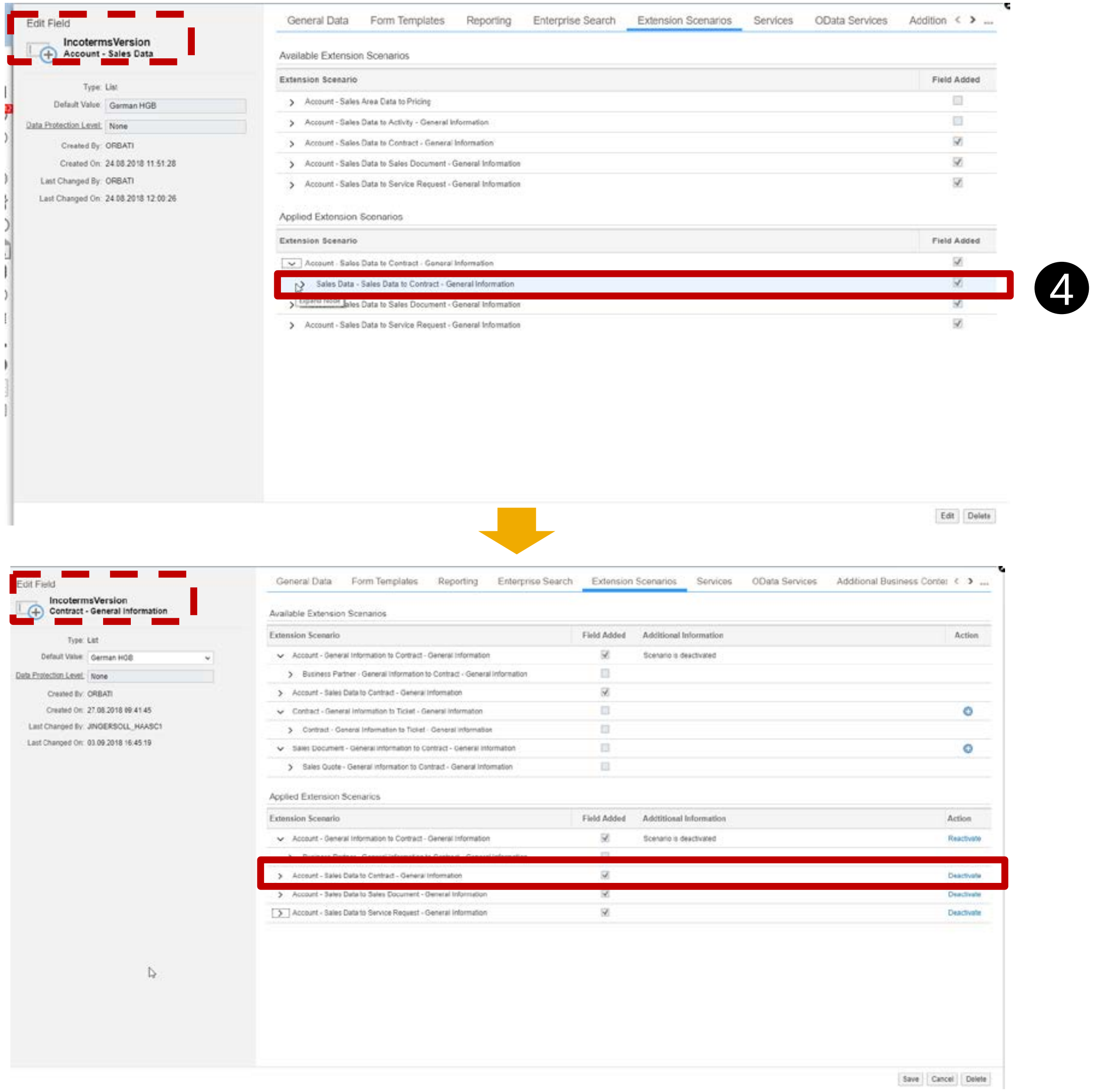
Contract: Extension Flow -Sales Arrangement to Contract- #2



Set-up Details

- Create Extension Fields in table ´Sales Data´ of a Customer and ´Overview´ of his Contract
- Prerequisite is that Extension Fields in Customer and Contracts are related via Rule

Contract: Extension Flow -Sales Arrangement to Contract- #3



Set-up Details

- Prerequisite is to apply the extension fields [e.g. Incoterms Version] via Rule ´Account – Sales Data to Contract – General Information´ for Customer and Contract…

What's New in 1811 for Contracts

Subject to Change

Key Innovations

- Sales Contract as Follow-Up to Quote
- Incoterms
- Form Template Selection
- Extension Flow:
  – Sales Arrangement to Contract
  – Product [General Information] to Contract Item
  – Product [Product Sales] to Contract Item
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- Cross Topic/ Adoption
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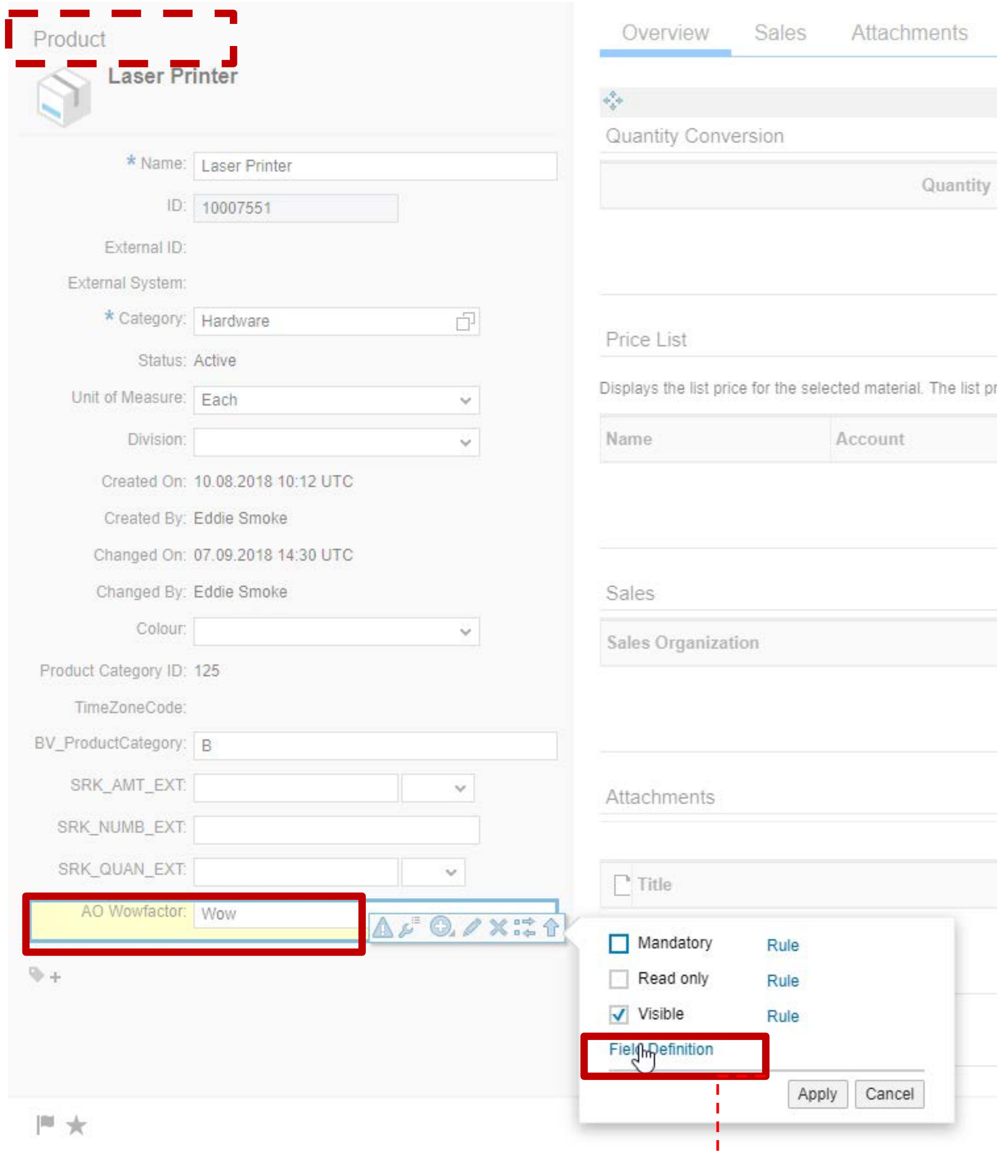
  - Enable My Account Team in Business Partner value help

Contract: Extension Flow - Product to Contract Item

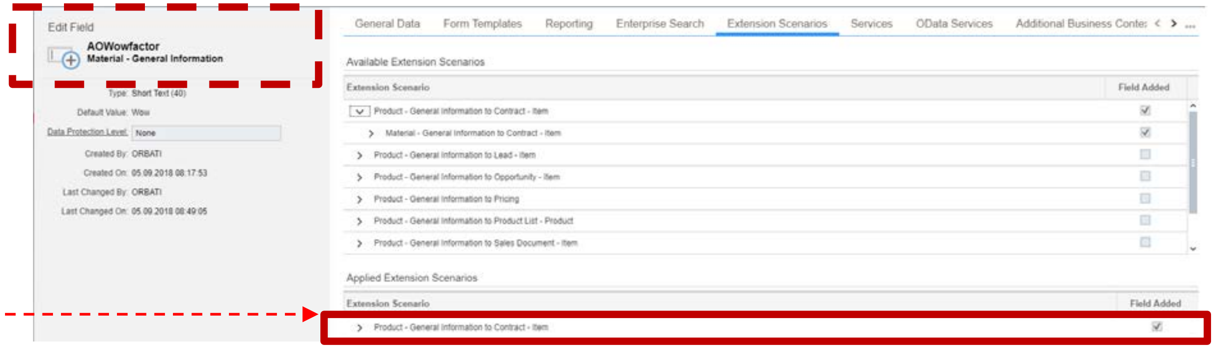


Business Description

- Via Extension Flow it is possible to associate automatically the content of a Customer Extension Field [e.g. AO Wowfactor´] established in the ´Overview´ of Product to the extension field of section ´Items´ in Contract[s]

Set-up Details

- Create Extension Fields in Overview of Products and ´Items´ in Contract
- Prerequisite is that Extension Fields in Customer and Contracts are related via Rule



What's New in 1811 for Contracts

Subject to Change

Key Innovations

- Sales Contract as Follow-Up to Quote
- Incoterms
- Form Template Selection
- Extension Flow:
  – Sales Arrangement to Contract
  – Product [General Information] to Contract Item
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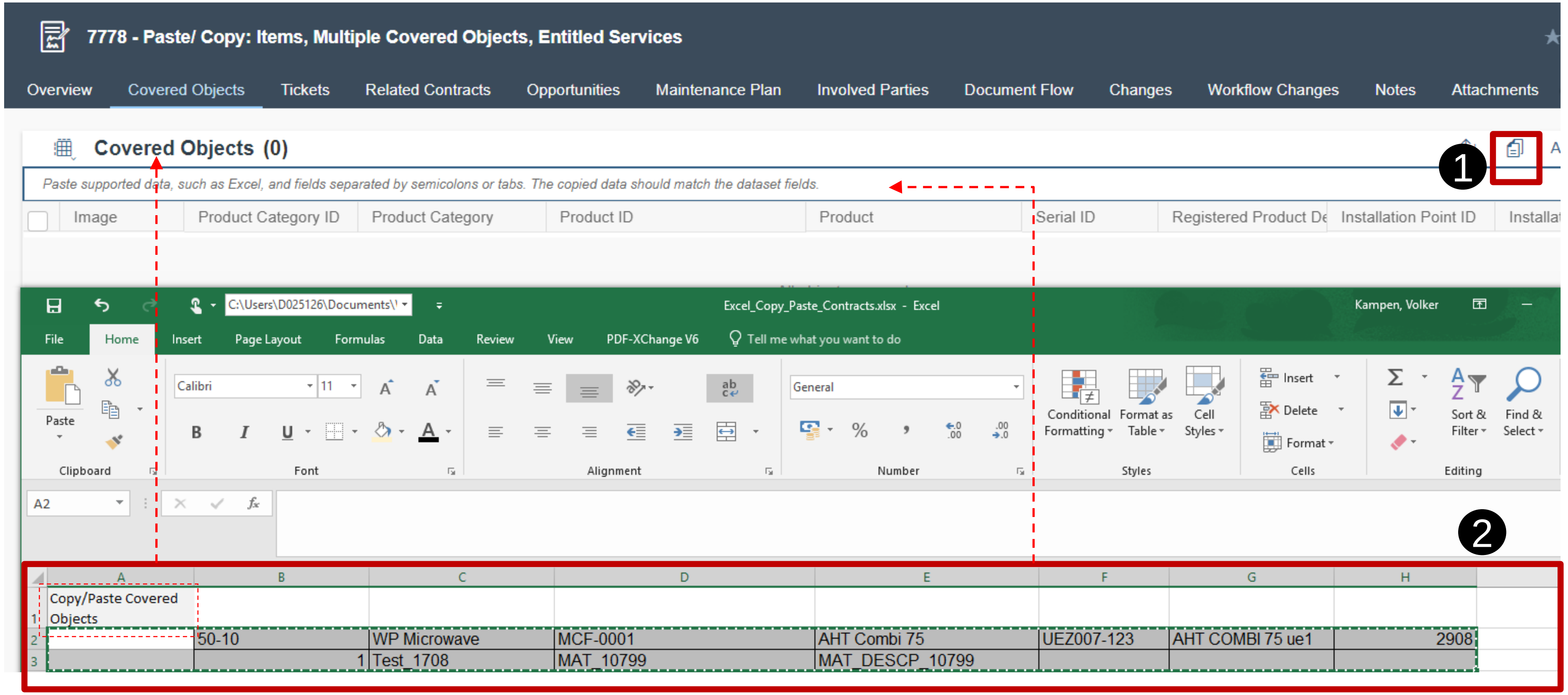
Contract: Copy/Paste from Excel [Items, Covered Objects, Entitled/ Excluded Services & Parts]



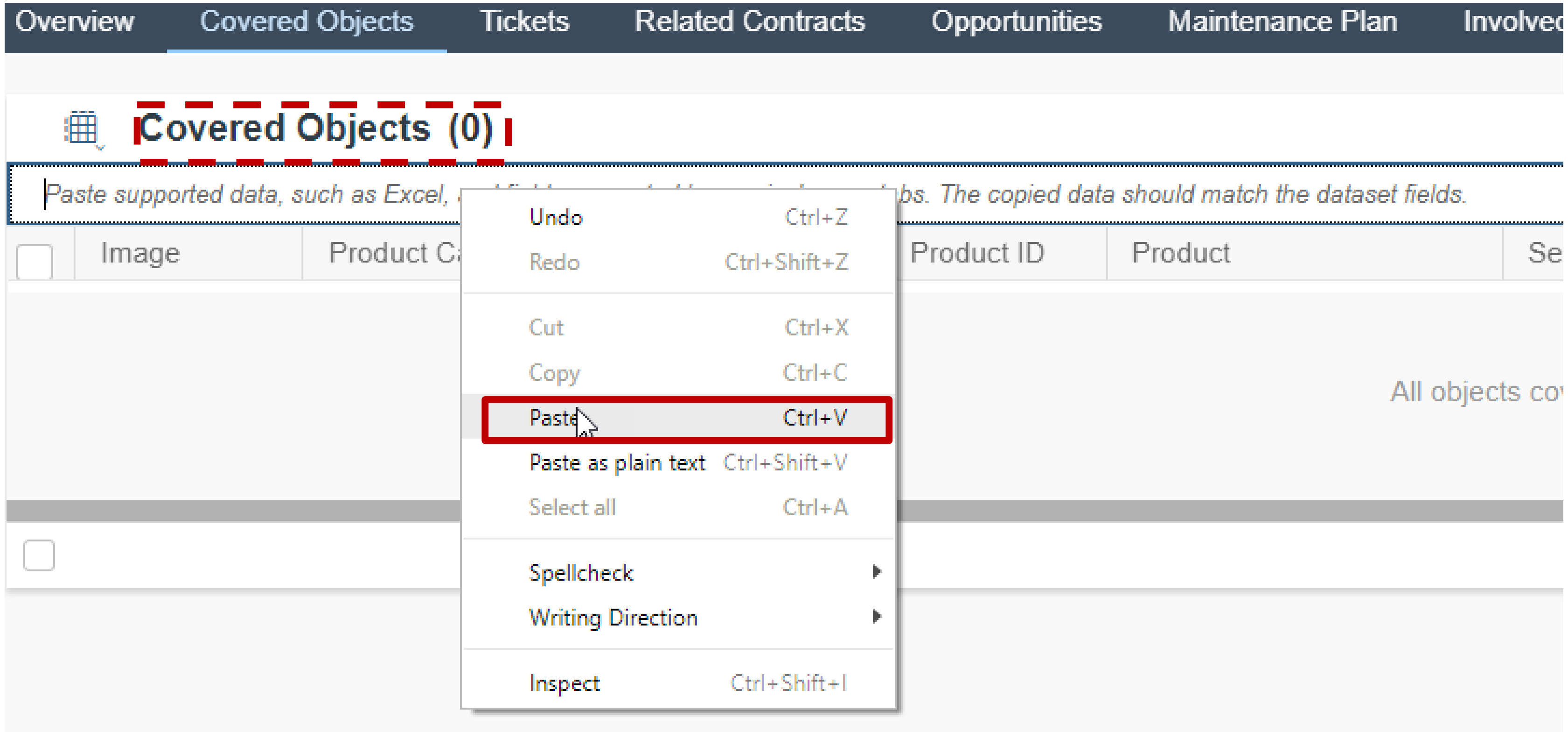
Business Description of Feature Here

- It is possible via Copy and Paste to upload MS Excel data to Covered Objects table
- 1:1 Column Structure needs to be considered

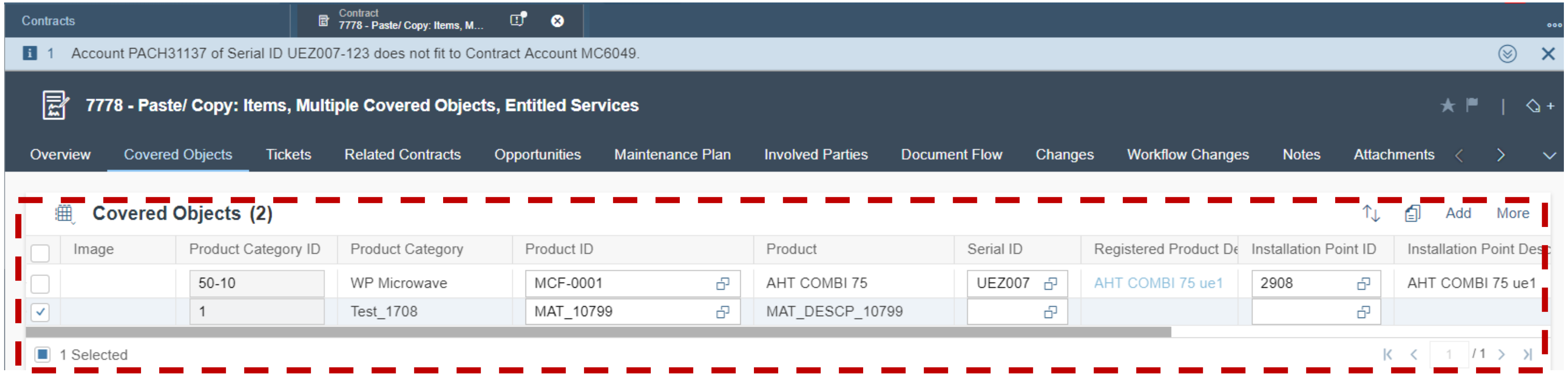
Key Business Benefits

- Acceleration of Contract set-up

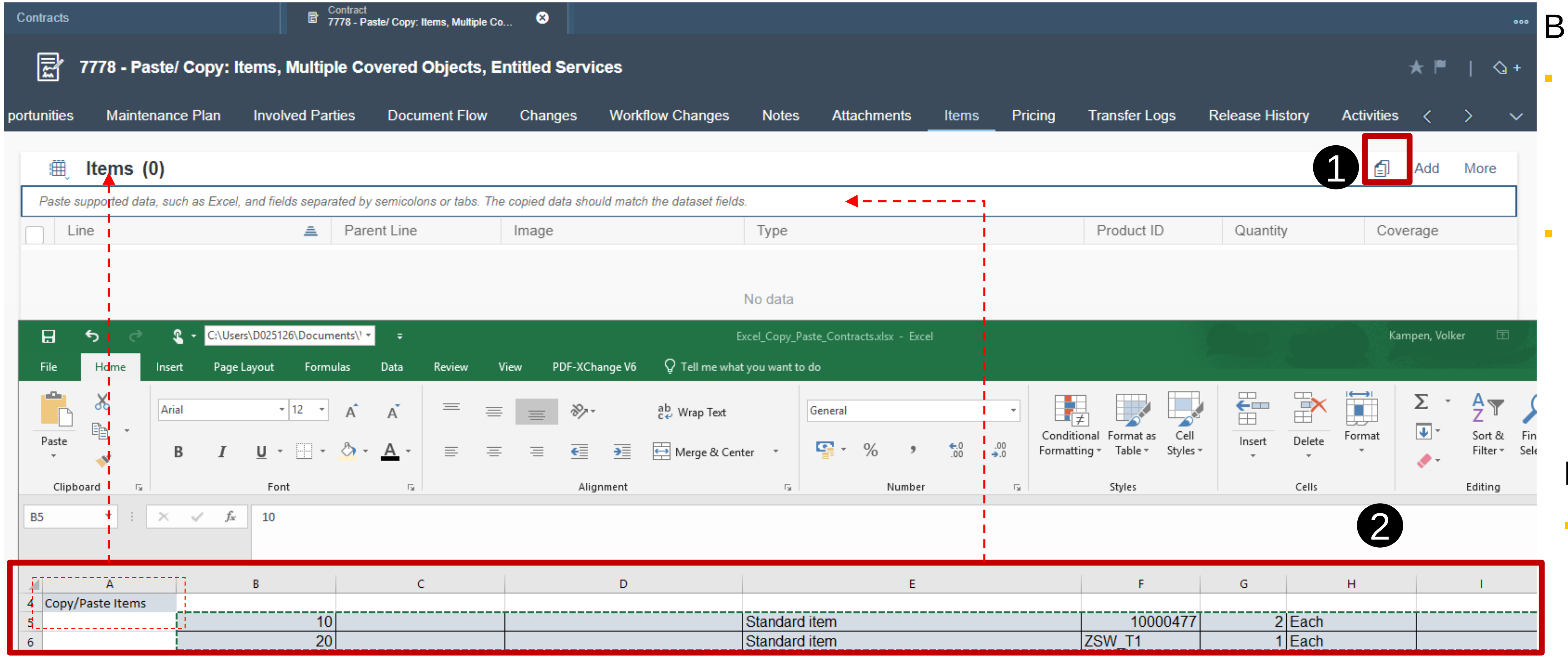
Topic Area: Copy/Paste from Excel [Items, Covered Objects, Entitled/ Excluded Services & Parts]



Topic Area: Copy/Paste from Excel [Items, Covered Objects, Entitled/ Excluded Services & Parts]



Contract: Copy/Paste from Excel [Items, Covered Objects, Entitled/ Excluded Services & Parts]



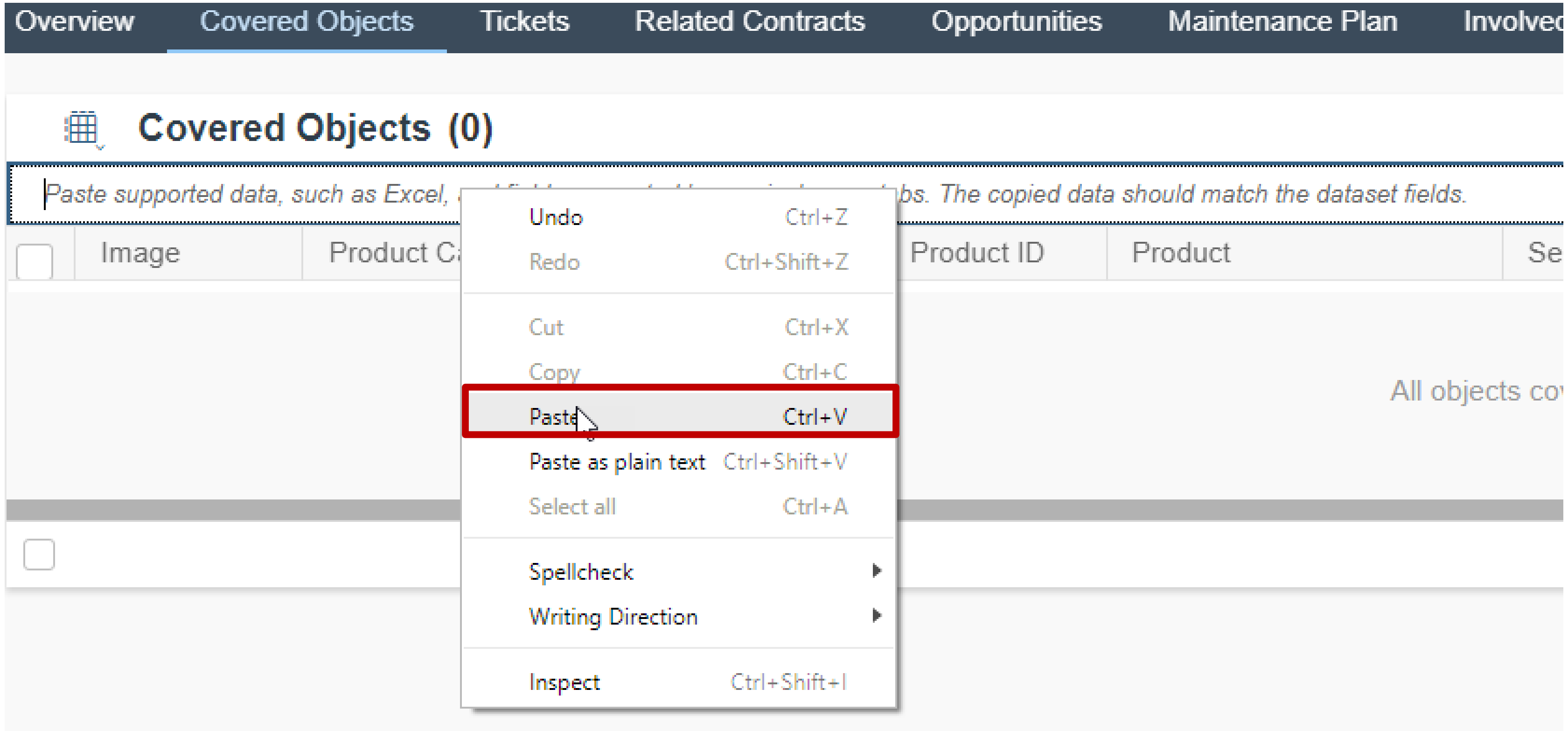
Business Description

- It is possible via Copy and Paste to upload MS Excel data to Contract Items table
- 1:1 Column Structure needs to be considered

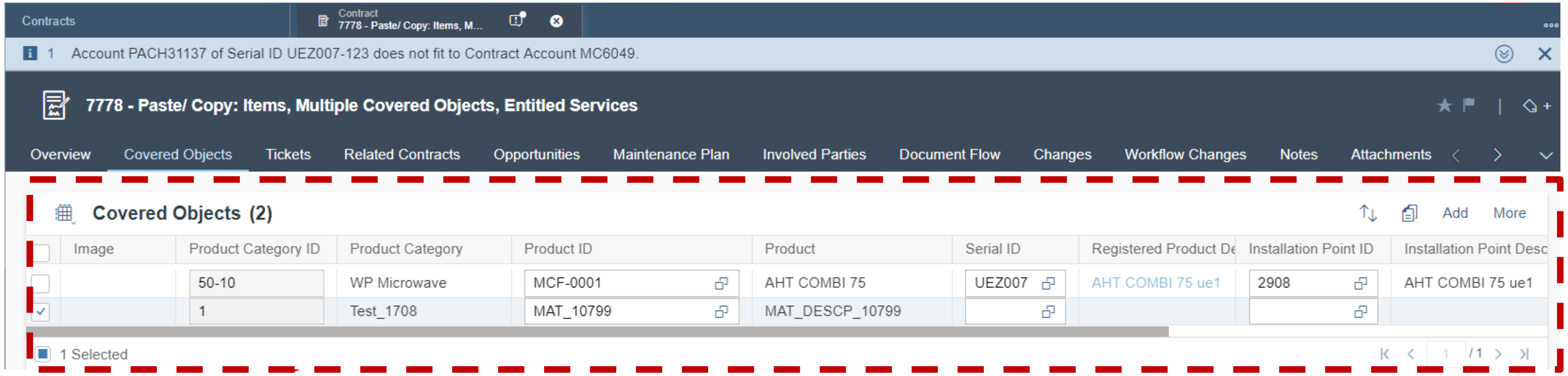
Key Business Benefits

- Acceleration of Contract set-up

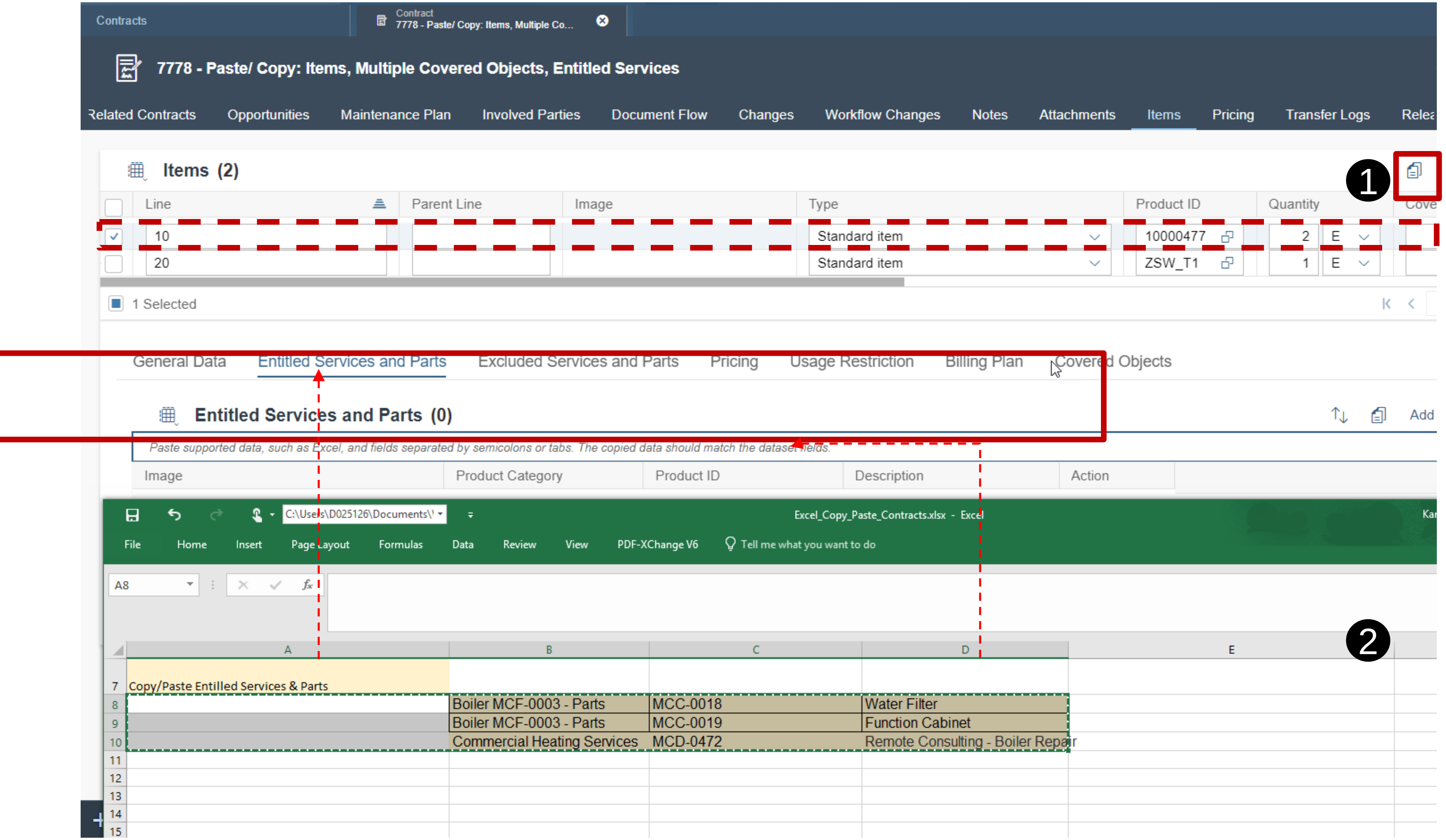
Topic Area: Copy/Paste from Excel [Items, Covered Objects, Entitled/ Excluded Services & Parts]



Topic Area: Copy/Paste from Excel [Items, Covered Objects, Entitled/ Excluded Services & Parts]



Contract: Copy/Paste from Excel [Items, Covered Objects, Entitled/ Excluded Services & Parts]



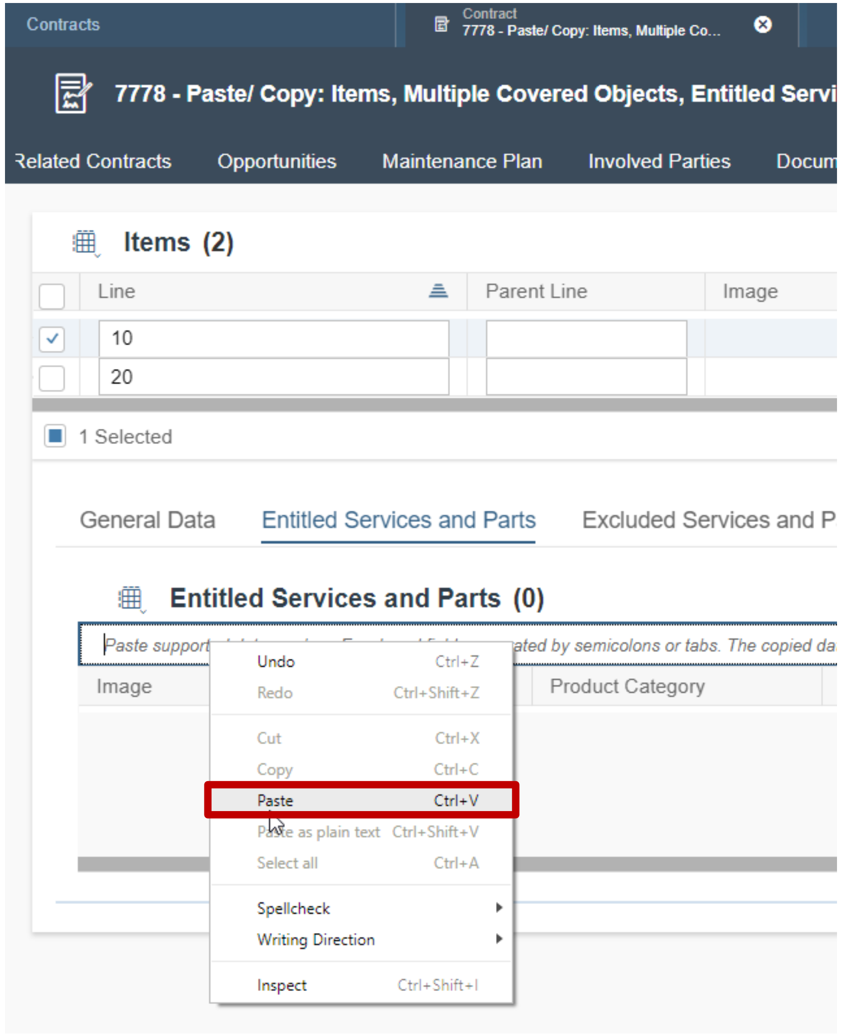
Business Description

- It is possible via Copy and Paste to upload MS Excel data to Entitled/ Excludes Services and/ or Parts Services and Parts
- 1:1 Column Structure needs to be considered

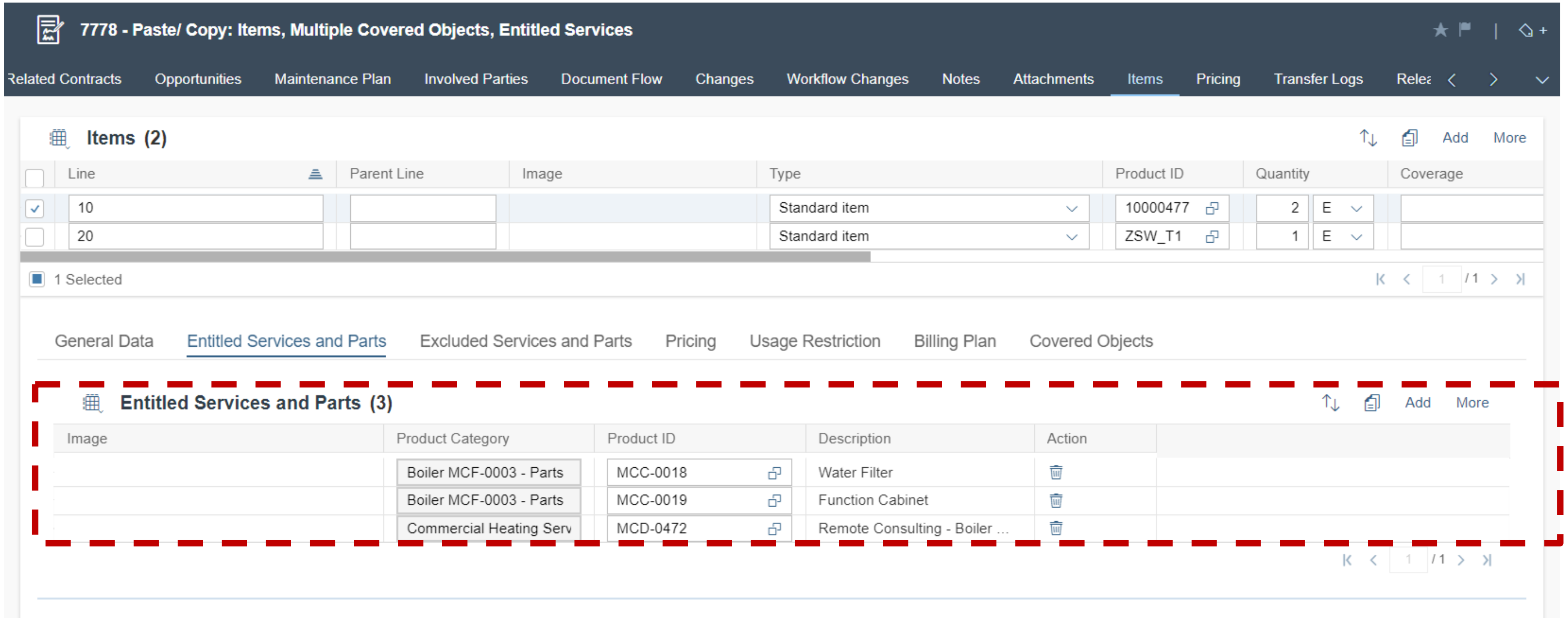
Key Business Benefits

- Acceleration of Contract set-up

Topic Area: Copy/Paste from Excel [Items, Covered Objects, Entitled/ Excluded Services & Parts]



Topic Area: Copy/Paste from Excel [Items, Covered Objects, Entitled/ Excluded Services & Parts]



What’s New in 1811 for Contracts

Subject to Change

Key Innovations

- Sales Contract as Follow-Up to Quote
- Incoterms
- Form Template Selection
- Extension Flow:
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- Copy/ Paste from Excel [Item, Covered Objects, Entitled/Excluded Services & Parts]

Additional Enhancements

- Introduce Sales Office/ Sales Group
- Consider Contracts in Enterprise Search
- Data Source Enhancements (Billing Plan Parameter, Owner)
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- Further Code List Restrictions (…)
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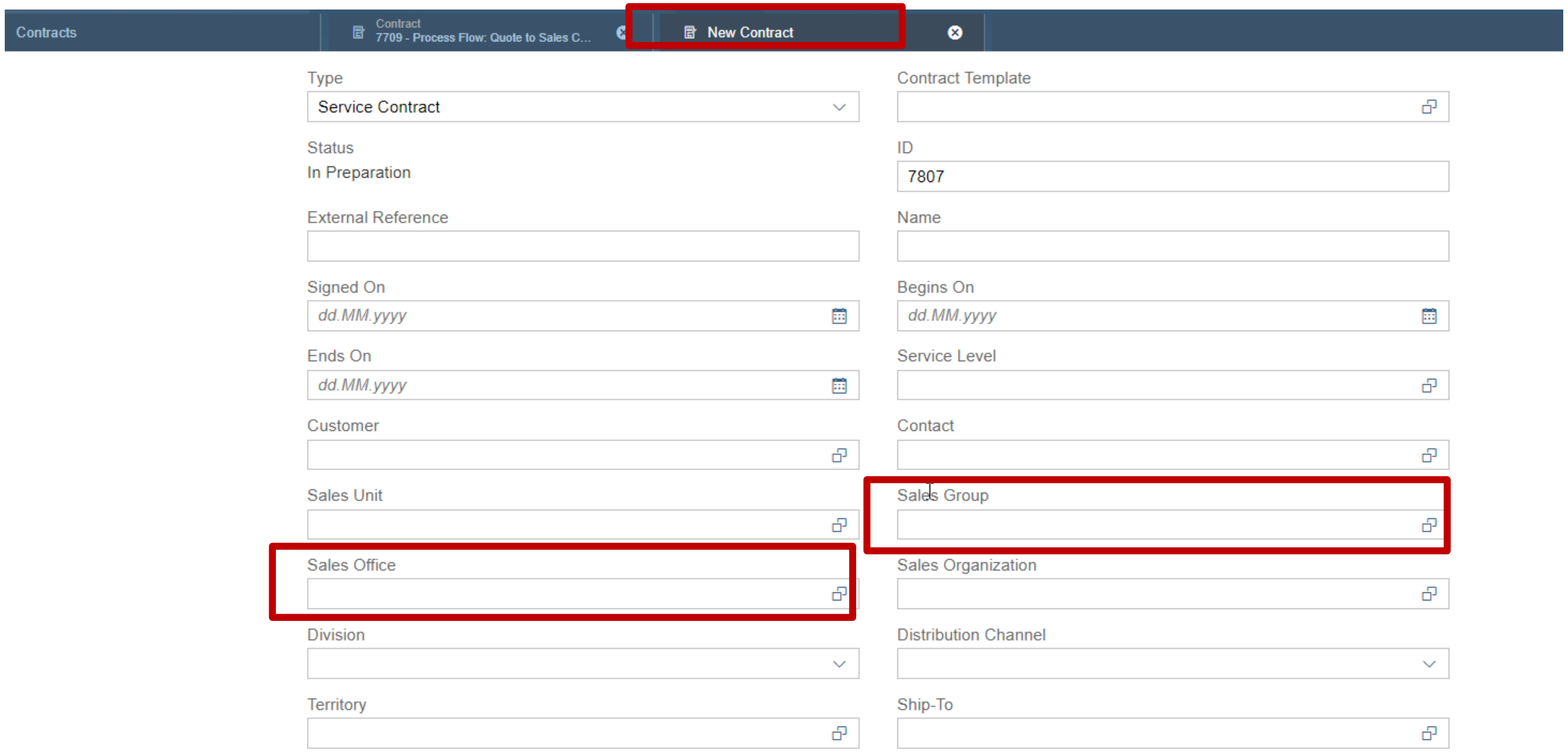
- Cross Topic/ Adoption
  - Business Partner Merge Process Enhancement
  - Enable My Account Team in Business Partner value help

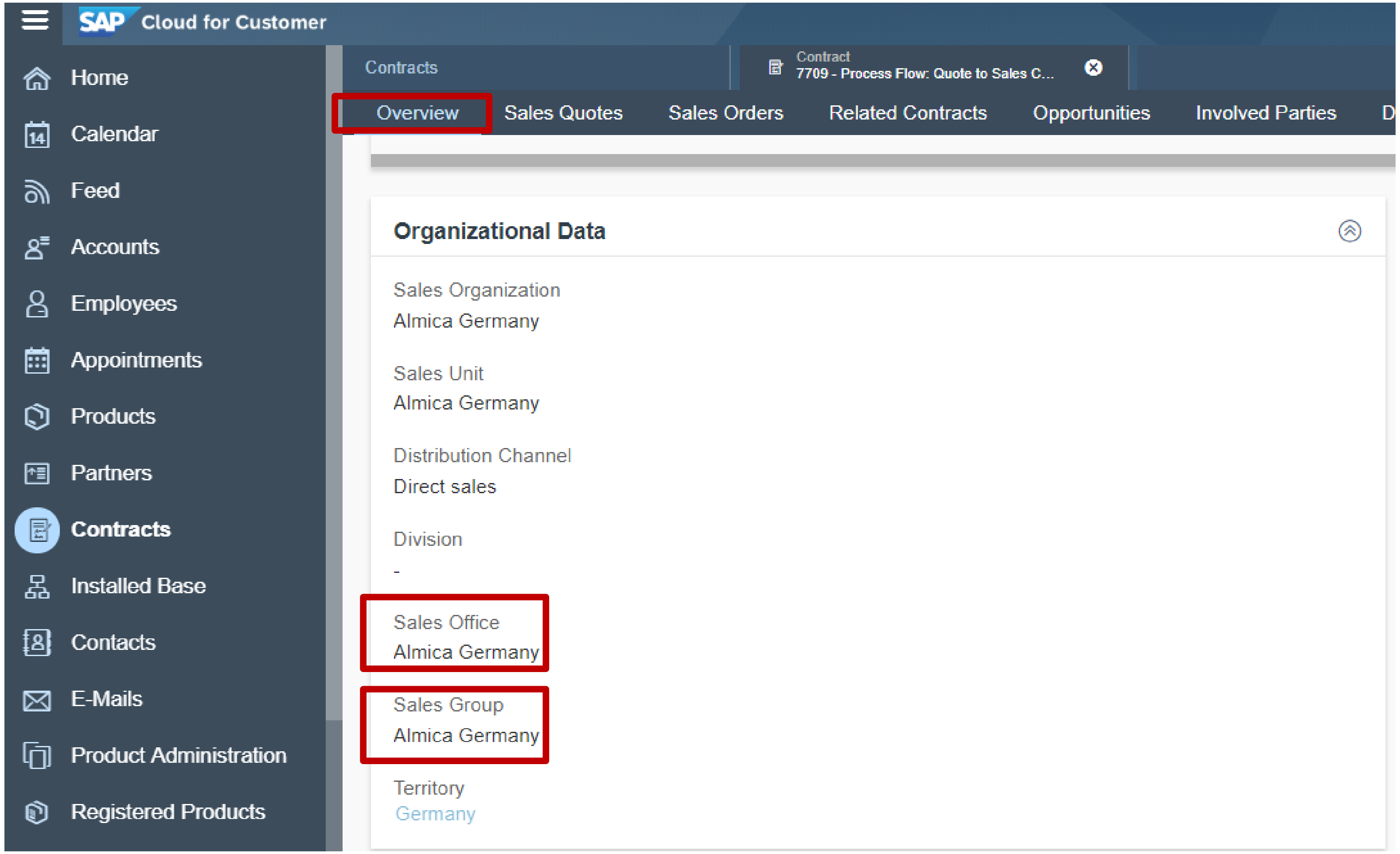
Topic Area: Introduce Sales Office/ Sales Group – Quick Create



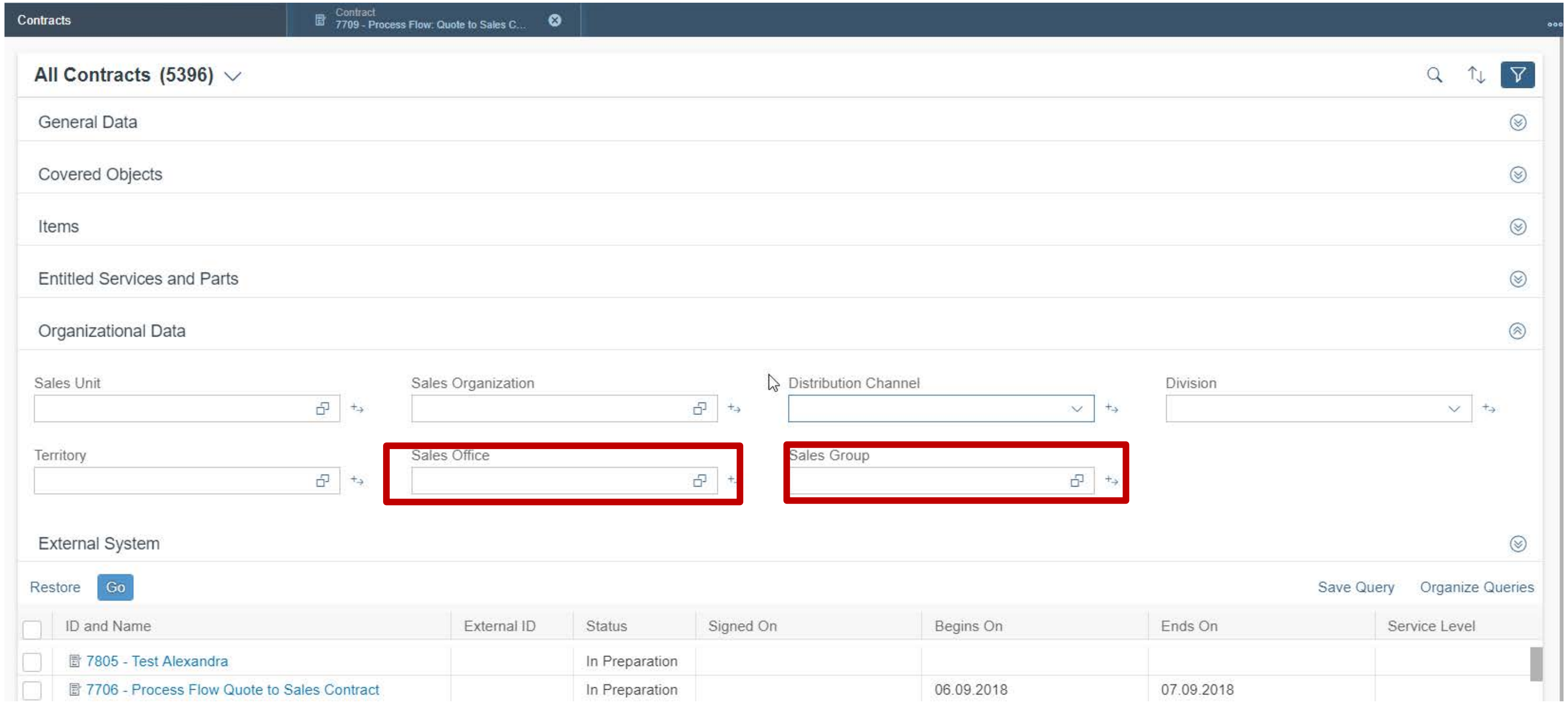
Business Description

- It is now possible to assign Sales Office and Sales Group to Contracts and design dependencies to the other Organization Units

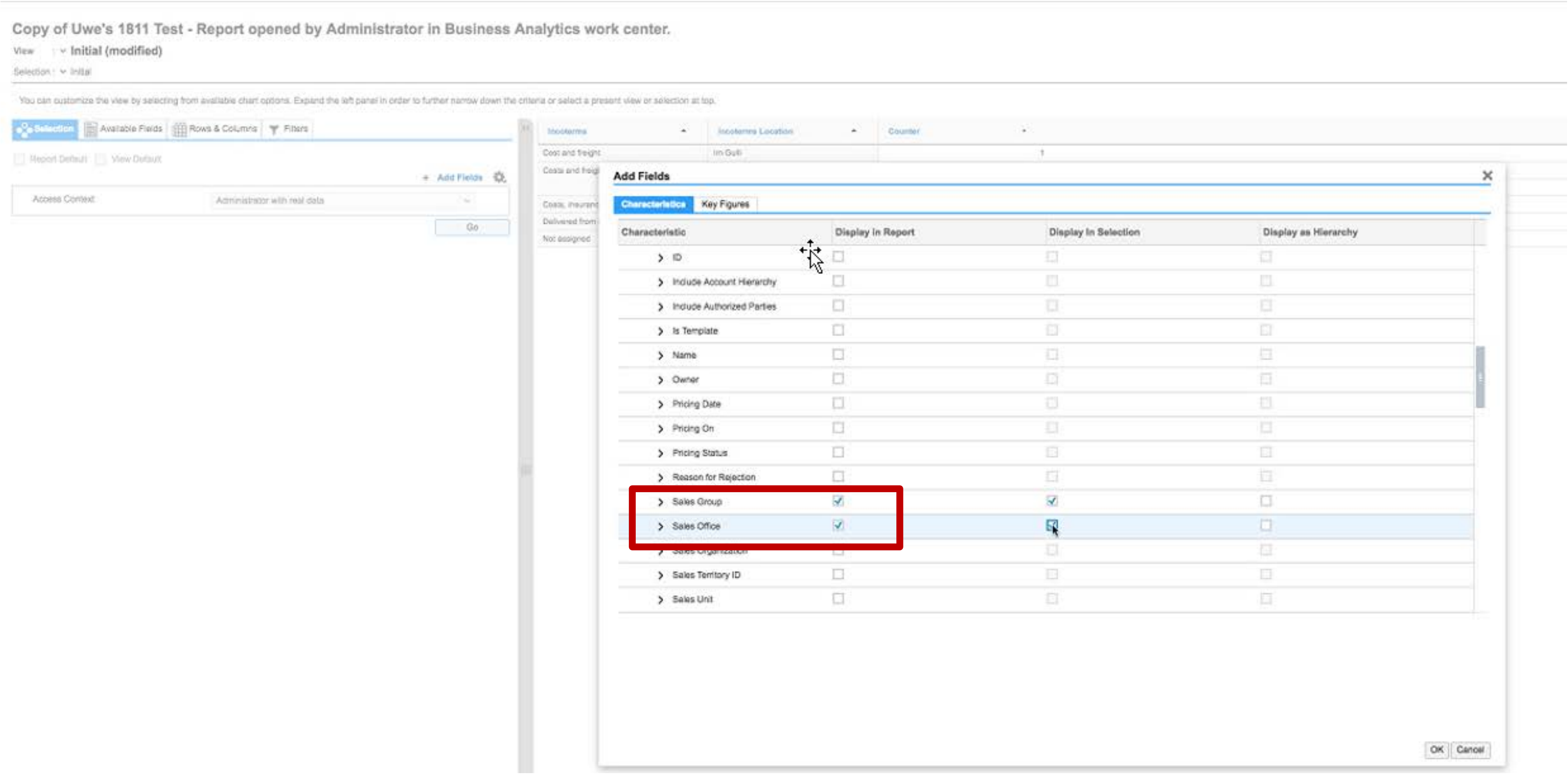
Topic Area: Introduce Sales Office/ Sales Group - Overview



Topic Area: Introduce Sales Office/ Sales Group – Advanced Search



Topic Area: Introduce Sales Office/ Sales Group - Reporting



What's New in 1811 for Contracts

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- Sales Contract as Follow-Up to Quote
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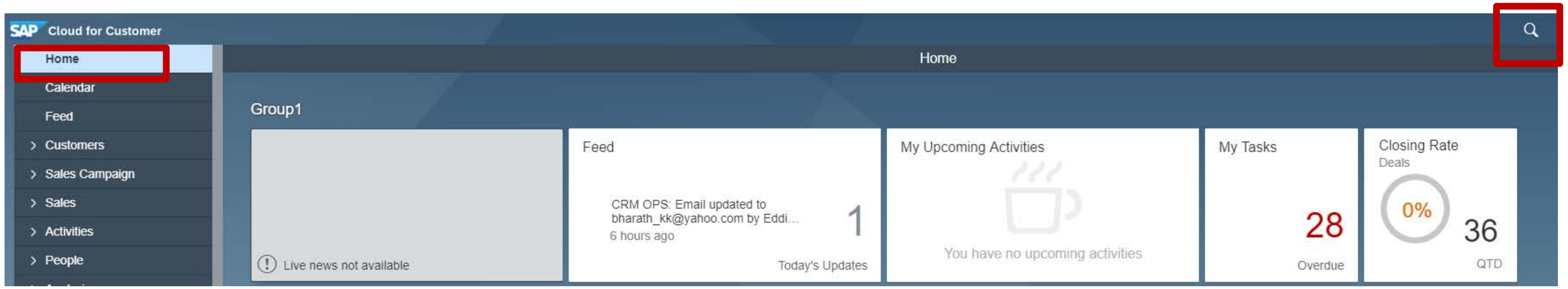
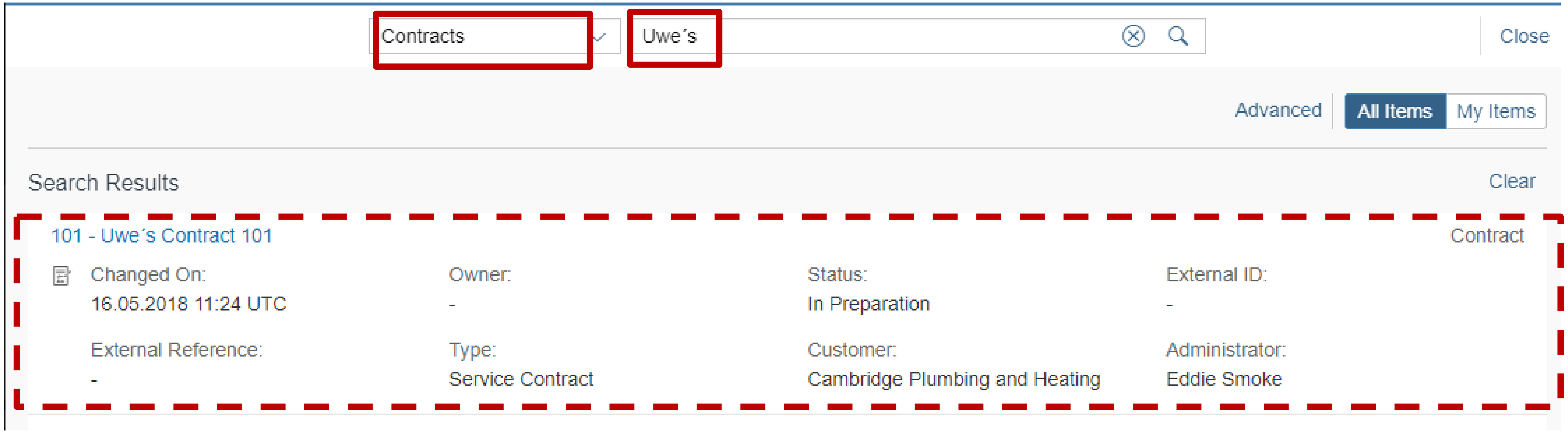
Topic Area: Consider Contracts in Enterprise Search [Simple Search]

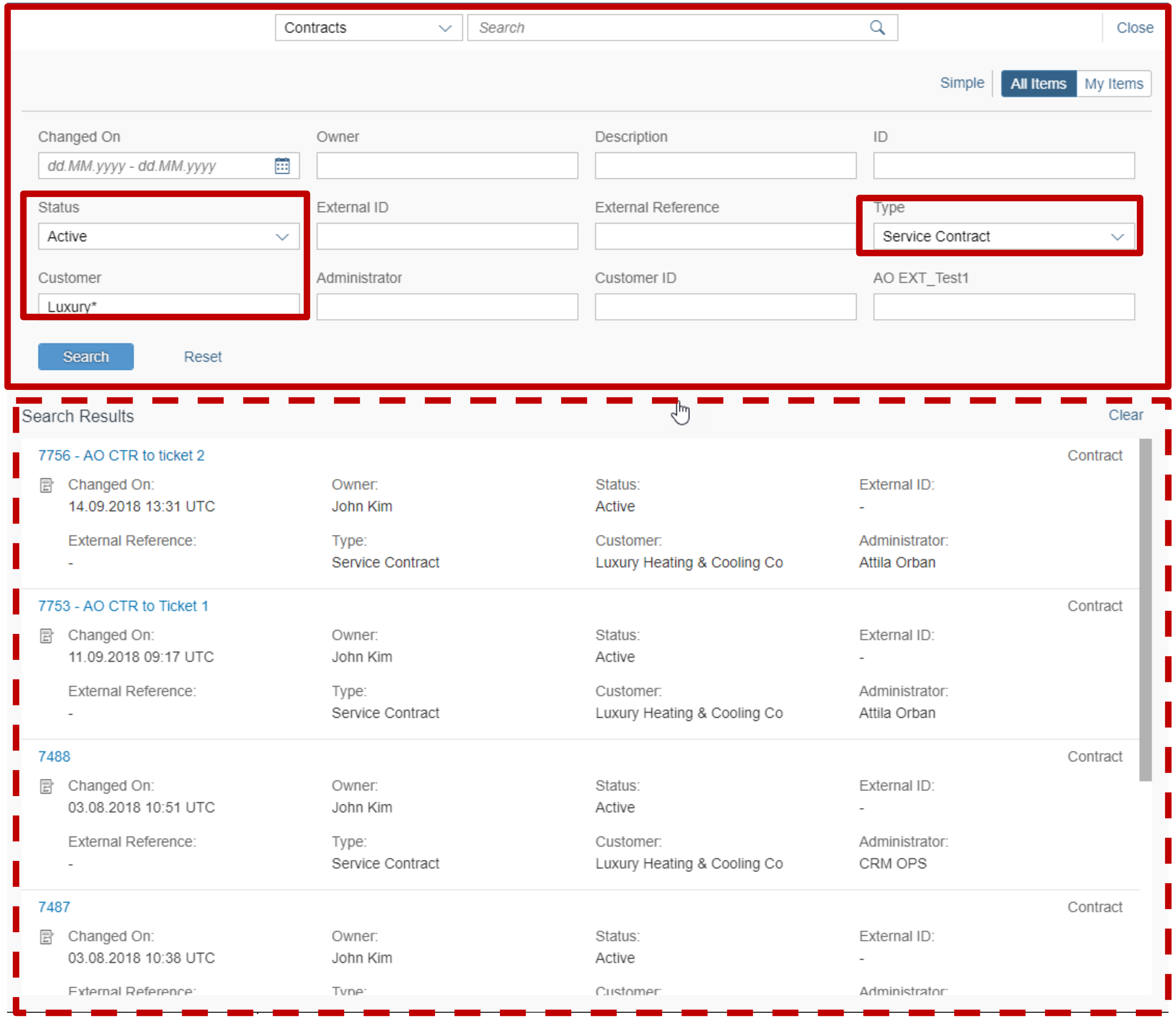




Business Description

- It´s possible to search for contracts via Enterprise Search by simple and advanced search

Topic Area: Consider Contracts in Enterprise Search [Advanced Search]



What’s New in 1811 for Contracts

Subject to Change

Key Innovations

- Sales Contract as Follow-Up to Quote
- Incoterms
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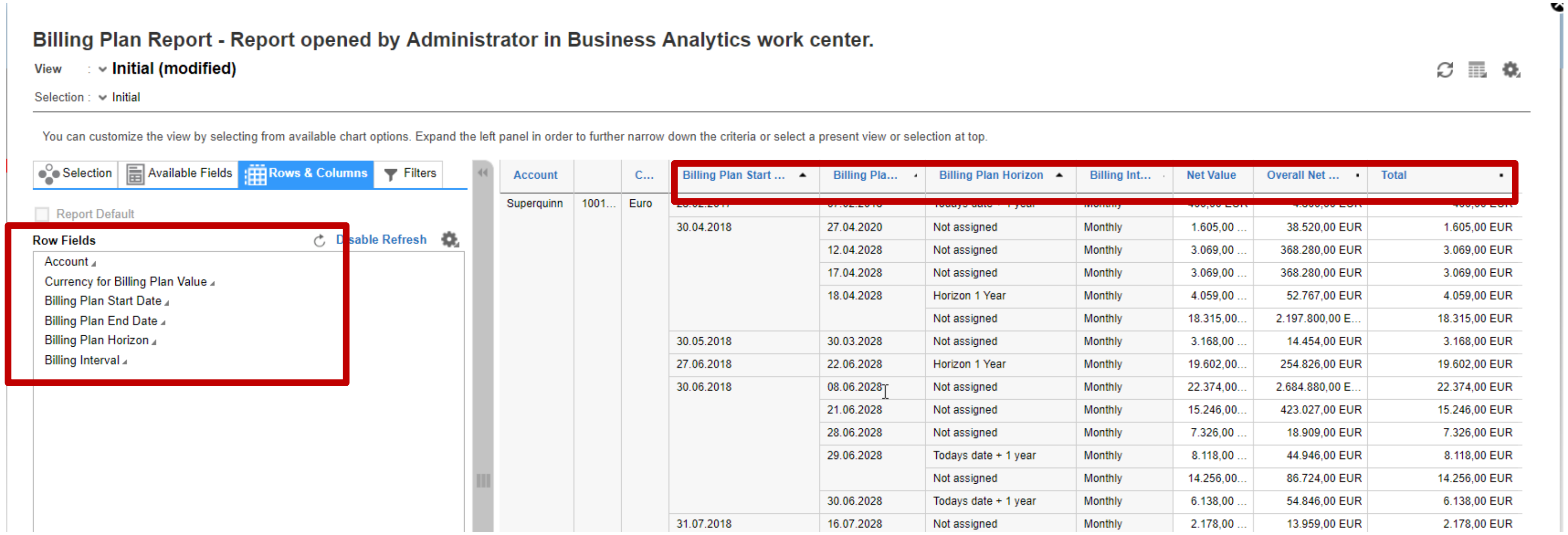
Topic Area: Data Source Enhancements (Billing Plan Parameter, Owner)


Billing Plan Report - Report opened by Administrator in Business Analytics work center.

View : Initial (modified)

Selection : Initial

You can customize the view by selecting from available chart options. Expand the left panel in order to further narrow down the criteria or select a present view or selection at top.

Selection | Available Fields | Rows & Columns | Filters

Report Default

Row Fields — Disable Refresh

- Account
- Currency for Billing Plan Value
- Billing Plan Start Date
- Billing Plan End Date
- Billing Plan Horizon
- Billing Interval

Account		C...	Billing Plan Start ...	Billing Pla...	Billing Plan Horizon	Billing Int...	Net Value	Overall Net ...	Total
Superquinn	1001...	Euro							
			30.04.2018	27.04.2020	Not assigned	Monthly	1.605,00 ...	38.520,00 EUR	1.605,00 EUR
				12.04.2028	Not assigned	Monthly	3.069,00 ...	368.280,00 EUR	3.069,00 EUR
				17.04.2028	Not assigned	Monthly	3.069,00 ...	368.280,00 EUR	3.069,00 EUR
				18.04.2028	Horizon 1 Year	Monthly	4.059,00 ...	52.767,00 EUR	4.059,00 EUR
					Not assigned	Monthly	18.315,00...	2.197.800,00 E...	18.315,00 EUR
			30.05.2018	30.03.2028	Not assigned	Monthly	3.168,00 ...	14.454,00 EUR	3.168,00 EUR
			27.06.2018	22.06.2028	Horizon 1 Year	Monthly	19.602,00...	254.826,00 EUR	19.602,00 EUR
			30.06.2018	08.06.2028	Not assigned	Monthly	22.374,00...	2.684.880,00 E...	22.374,00 EUR
				21.06.2028	Not assigned	Monthly	15.246,00...	423.027,00 EUR	15.246,00 EUR
				28.06.2028	Not assigned	Monthly	7.326,00 ...	18.909,00 EUR	7.326,00 EUR
				29.06.2028	Todays date + 1 year	Monthly	8.118,00 ...	44.946,00 EUR	8.118,00 EUR
					Not assigned	Monthly	14.256,00...	86.724,00 EUR	14.256,00 EUR
				30.06.2028	Todays date + 1 year	Monthly	6.138,00 ...	54.846,00 EUR	6.138,00 EUR
			31.07.2018	16.07.2028	Not assigned	Monthly	2.178,00 ...	13.959,00 EUR	2.178,00 EUR

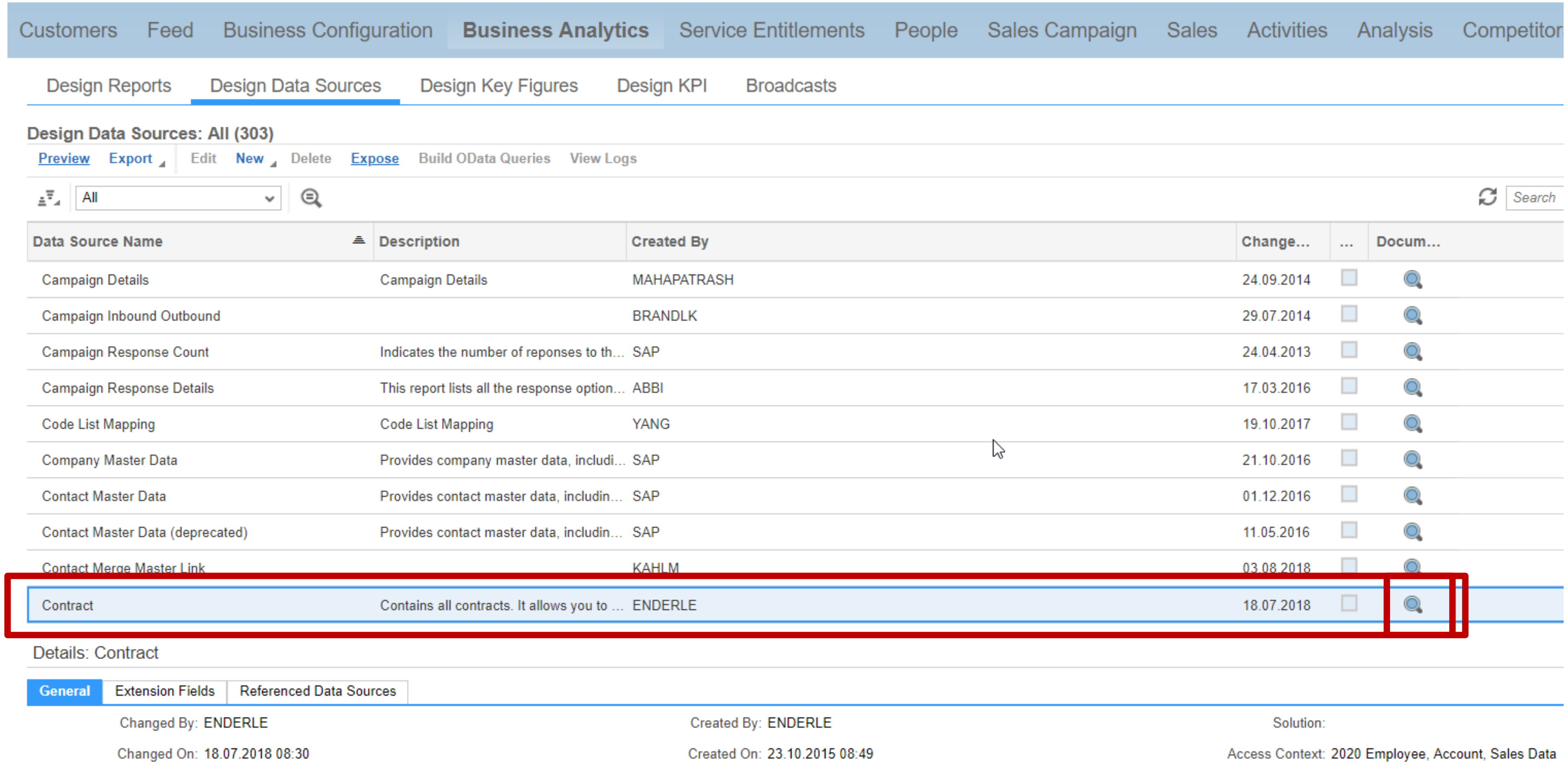
Business Description

- All Billing Plan Plan related Parameters from Contract form part of Contracts Reporting on Header and Item Level
- Same applies for Incoterms and Incoterm Location on Header and Item Level
- Owner, Sales Group and Sales Office are considered for Reporting on Contract Header Data

Key Business Benefits

- See Example for Billing Plan Report on Contract Header Level with Net Value, Overall Net Value [~Billing Plan Value] and Total und anlayze Contract Contribution of selected customers

Topic Area: Data Source Enhancements (Billing Plan Parameter, Owner)



Set-up Details

- Go to Business Analytics Design Data Sources
- See Characteristics on Contract Header MDAV

Topic Area: Data Source Enhancements (Billing Plan Parameter, Owner)

Data Source: Contract

Object Information

Data Source Name	Contract
Data Source ID	CRM_CONTRACT_HB
Description	Contains all contracts. It allows you to analyze the contracts, their usage, and all relevant informations.
Type	Basic Data Source
Origin	SAP
Obsolete	no
Integration Information	Integration Information

Access Control

Access Context Name	Access Context ID
Employee, Account, Sales Data	2020

Overview of Fields

Characteristics

Characteristic Name	Characteristic ID	Characteristic Type	Data Type	Origin - Business Object	Origin - Node	Origin - Element	Global Data Type
Advance Billing	INV_SCHED_INV_IN_ADVANCE_IND	Indicator	CHAR(1)	Contract	Root	InvoiceScheduleInvoicingInAdvanceIndicator	Indicator
Billing Interval	INV_SCHED_NEXTI_DATE_CALC_CODE	Code	CHAR(2)	Contract	Root	InvoiceScheduleNextInvoiceDateCalculationFunctionCode	ContractInvoiceDateCalculationFunctionCode [Download Codelist]
Billing Plan End Date	INV_SCHED_END_DATE	Date	DATS(8)	Contract	Root	InvoiceScheduleEndDate	Date
Billing Plan Horizon	INV_SCHED_HORIZ_DATE_CALC_CODE	Code	CHAR(2)	Contract	Root	InvoiceScheduleHorizonDateCalculationFunctionCode	ContractHorizonDateCalculationFunctionCode [Download Codelist]
Billing Plan Start Date	INV_SCHED_START_DATE	Date	DATS(8)	Contract	Root	InvoiceScheduleStartDate	Date
Currency for Billing Plan Value	INVOICE_SCHED_NET_AMOUNT_CUR	Code	CHAR(3)	Contract	TotalValues	InvoiceScheduleNetAmount/currencyCode	CurrencyCode [Download Codelist]

Set-up Details

- Characteristics on Contract Header MDAV
- Billing

Topic Area: Data Source Enhancements (Billing Plan Parameter, Owner)

Data Source: Contract

Object Information

Data Source Name	Contract
Data Source ID	CRM_CONTRACT_HB
Description	Contains all contracts. It allows you to analyze the contracts, their usage, and all relevant informations.
Type	Basic Data Source
Origin	SAP
Obsolete	no
Integration Information	Integration Information

Access Control

Access Context Name	Access Context ID
Employee, Account, Sales Data	2020

Overview of Fields

Characteristics

Characteristic Name	Characteristic ID	Characteristic Type	Data Type	Origin - Business Object	Origin - Node	Origin - Element	Global Data Type
Sales Group	SALES_GROUP_UUID	Identifier	RAW(16)	Contract	SalesAndServiceBusinessArea	SalesGroupUUID/content	UUID
Sales Office	SALES_OFFICE_UUID	Identifier	RAW(16)	Contract	SalesAndServiceBusinessArea	SalesOfficeUUID/content	UUID
Owner	EMPLOYEE_RESPONSIBLE_UUID	Identifier	RAW(16)	Contract	Party	PartyUUID/content	UUID
Incoterms	INCO_CLASSIF_CODE	Code	CHAR(3)	Contract	DeliveryTerms	Incoterms/ClassificationCode	IncotermsClassificationCode [Download Codelist]
Incoterms Location	INCO_LOC_NAME	Name	CHAR(28)	Contract	DeliveryTerms	Incoterms/TransferLocationName	IncotermsTransferLocationName

Set-up Details

- See Characteristics on Contract Header MDAV
- Sales Group, Sales Office, Owner,Incoterms and Incoterms Location

Subject to Change

What’s New in 1811 for Contracts

Key Innovations

- Sales Contract as Follow-Up to Quote
- Incoterms
- Form Template Selection
- Extension Flow:
  - – Sales Arrangement to Contract
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Additional Enhancements

- Introduce Sales Office/ Sales Group
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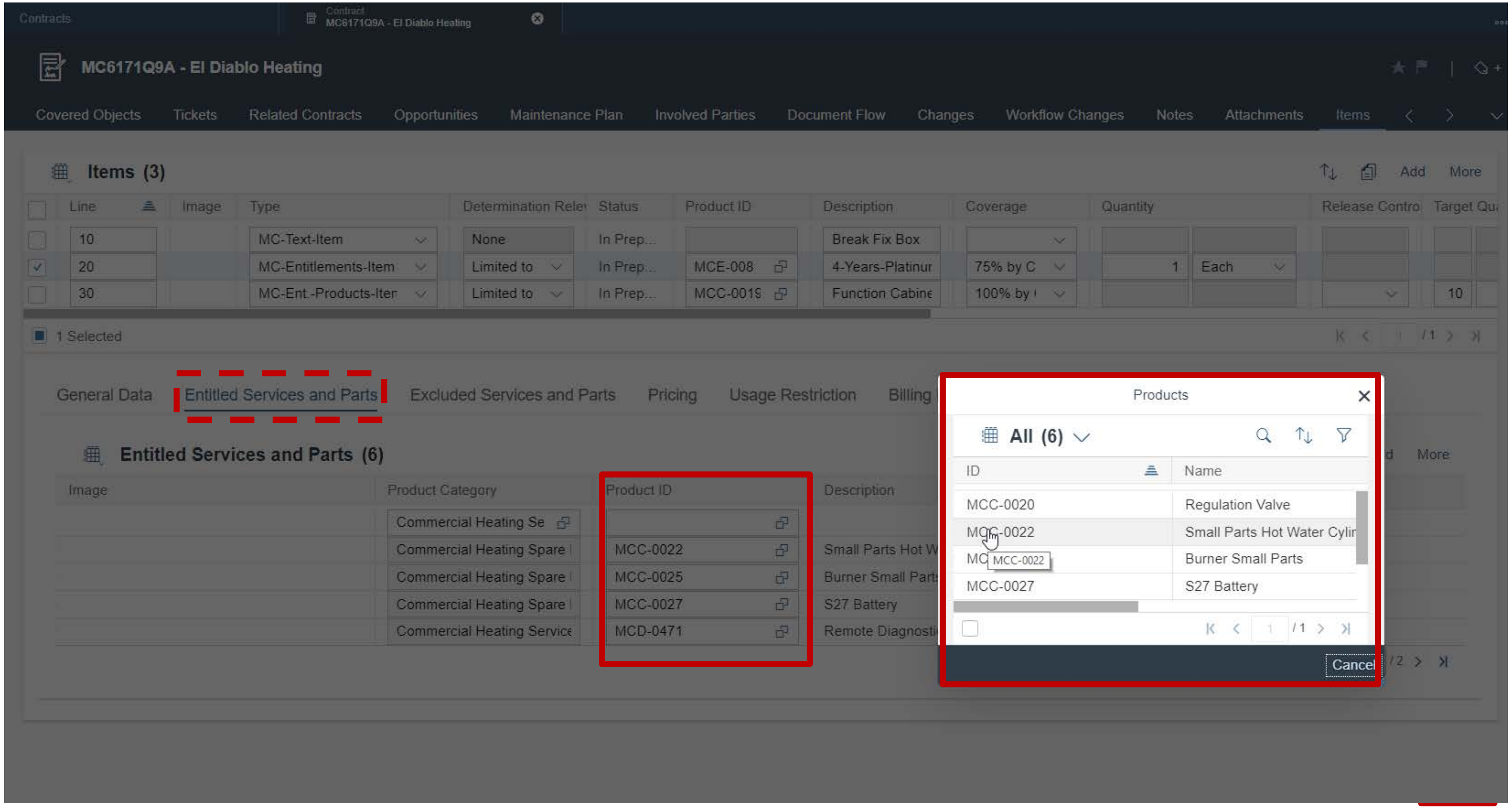
Topic Area: Editability of Covered Object and Entitled Services & Parts



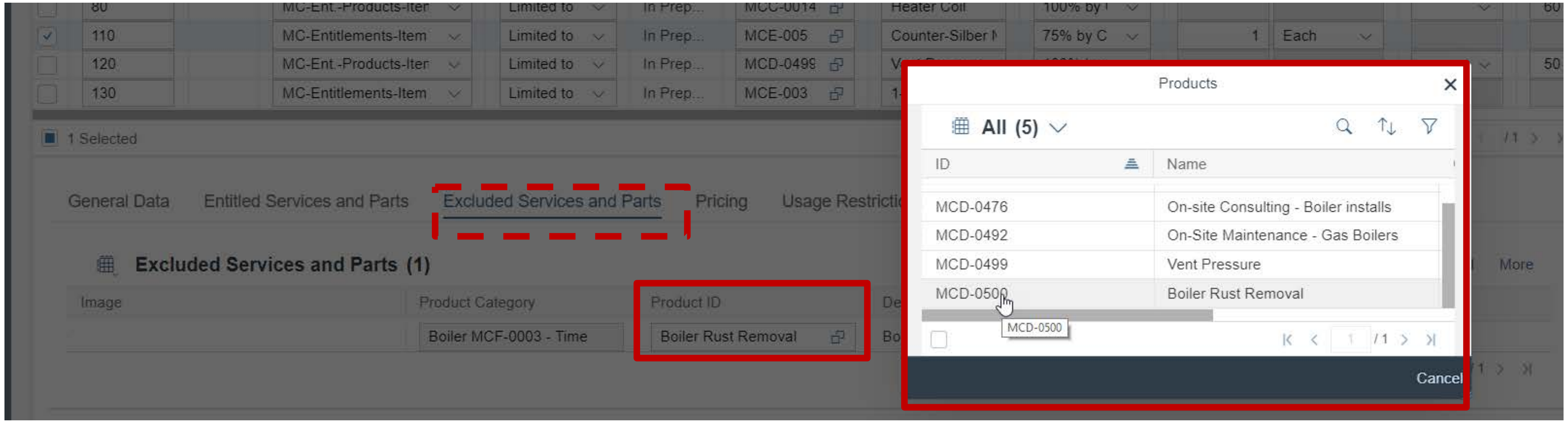
Business Description of Feature Here

- It´s possible to edit and search within the table of Entitled Services and Parts

Key Business Benefits

- Accelerated Set-up and Maintenance of Contracts

Topic Area: Editability of Covered Object and Excluded Services & Parts



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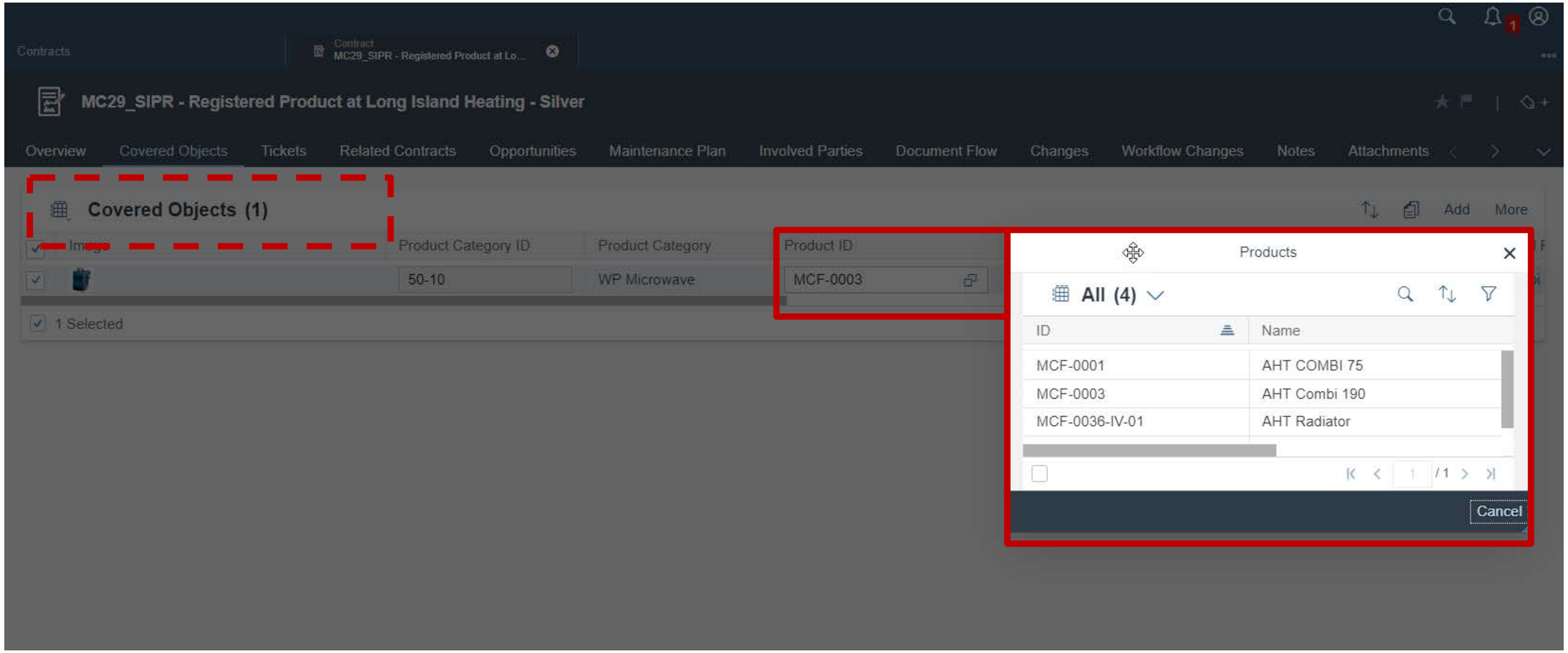
Topic Area: Editability of Covered Object and Entitled Services & Parts



Business Description of Feature Here

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Subject to Change

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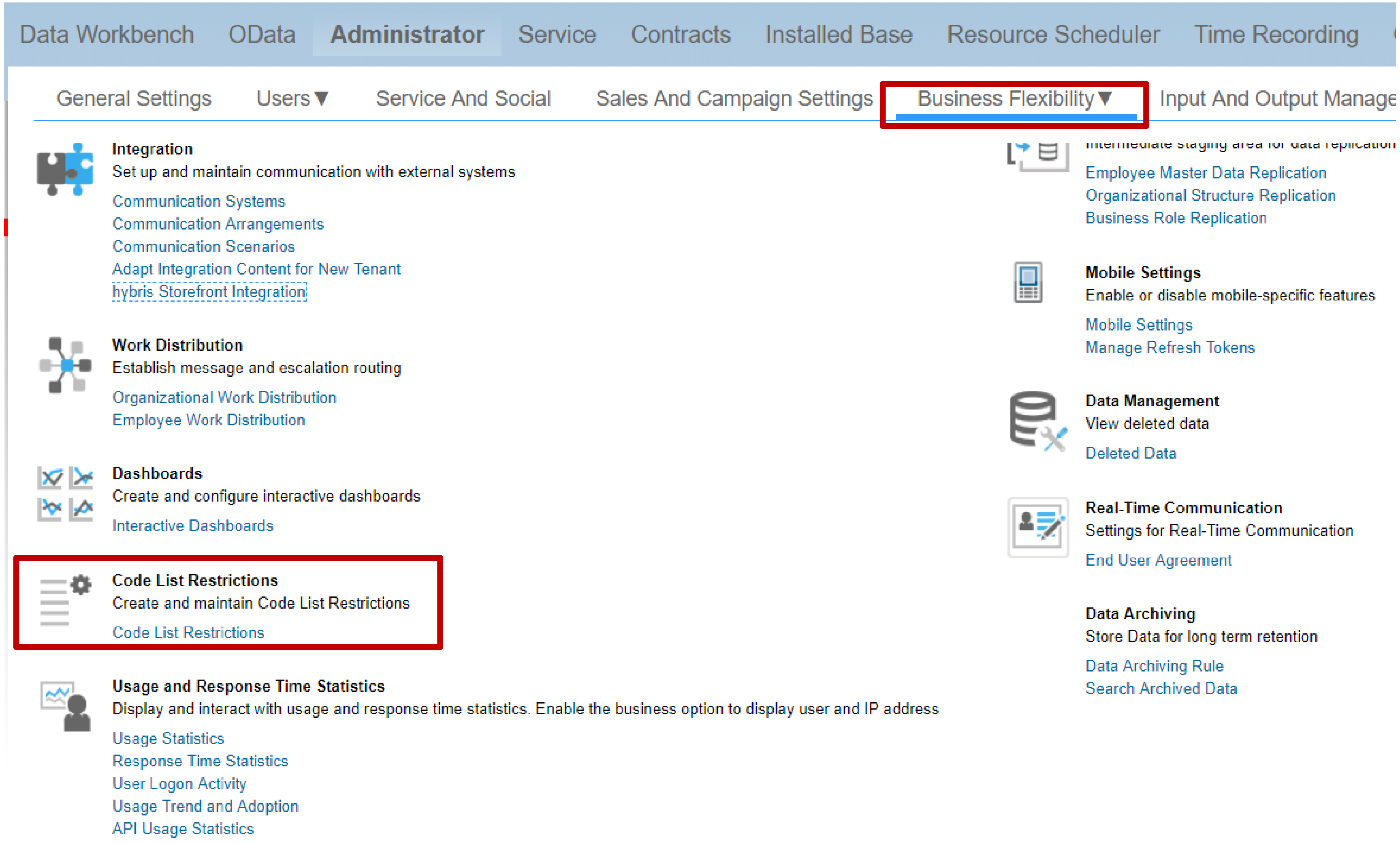
Topic Area: Further Code List Restrictions



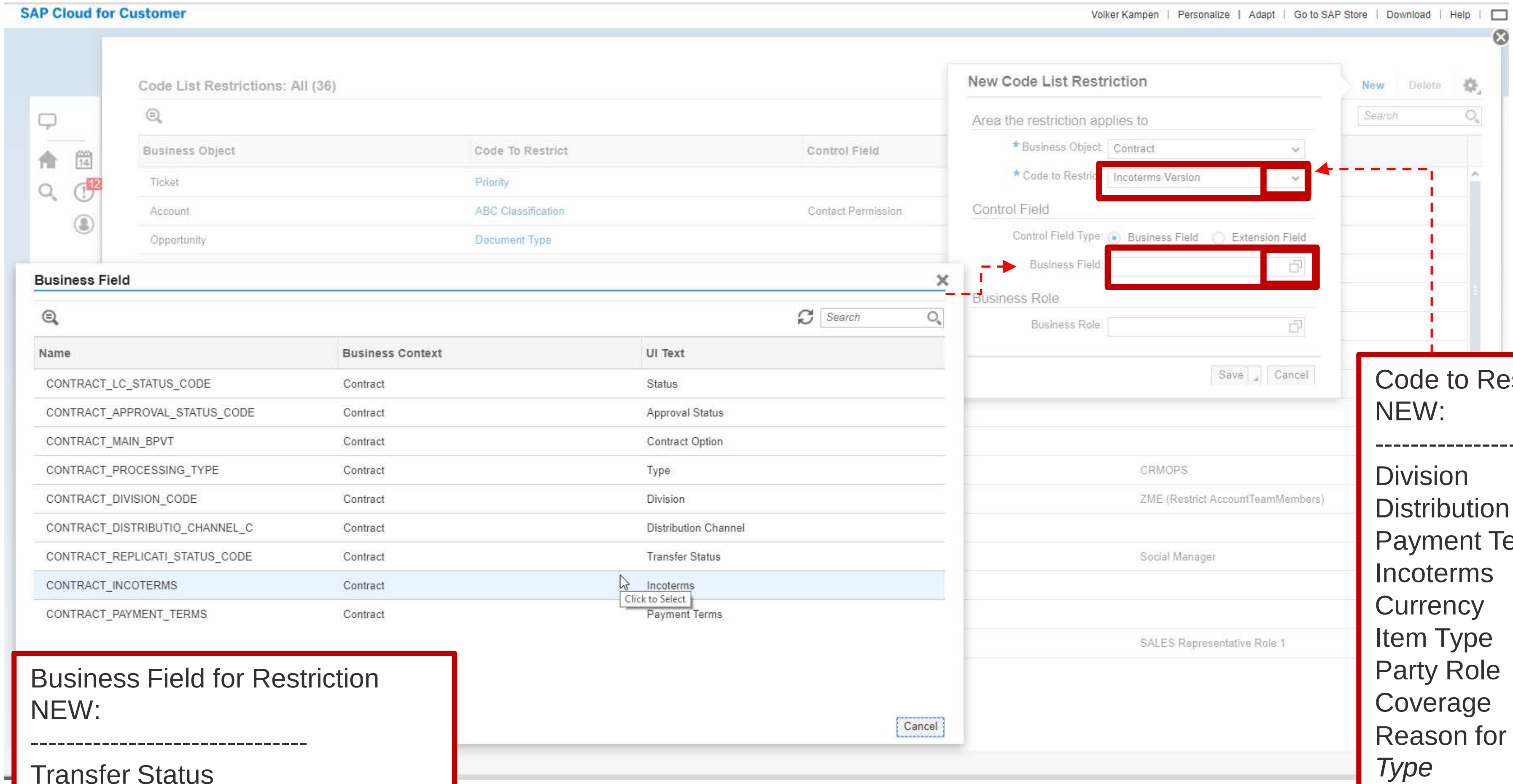
Business Description of Feature Here

- Via Code List Restriction it is possible to restrict/filter values being offered in Contract fields

Set-up Details

- Go to: Business Flexibility -> Code List Restrictions

Topic Area: Further Code List Restrictions



Set-up Details

- Value Enhancement Of ´Code to Restrict Values´ in Standard
- Enhancement of ´Business Field´ in Standard

Code to Restrict
NEW:

Division
Distribution Channel
Payment Terms
Incoterms
Currency
Item Type
Party Role
Coverage
Reason for Rejection
Type

Business Field for Restriction
NEW:

Transfer Status
Division
Distribution Channel
Incoterms
Payment Terms

What’s New in 1811 for Contracts

Subject to Change

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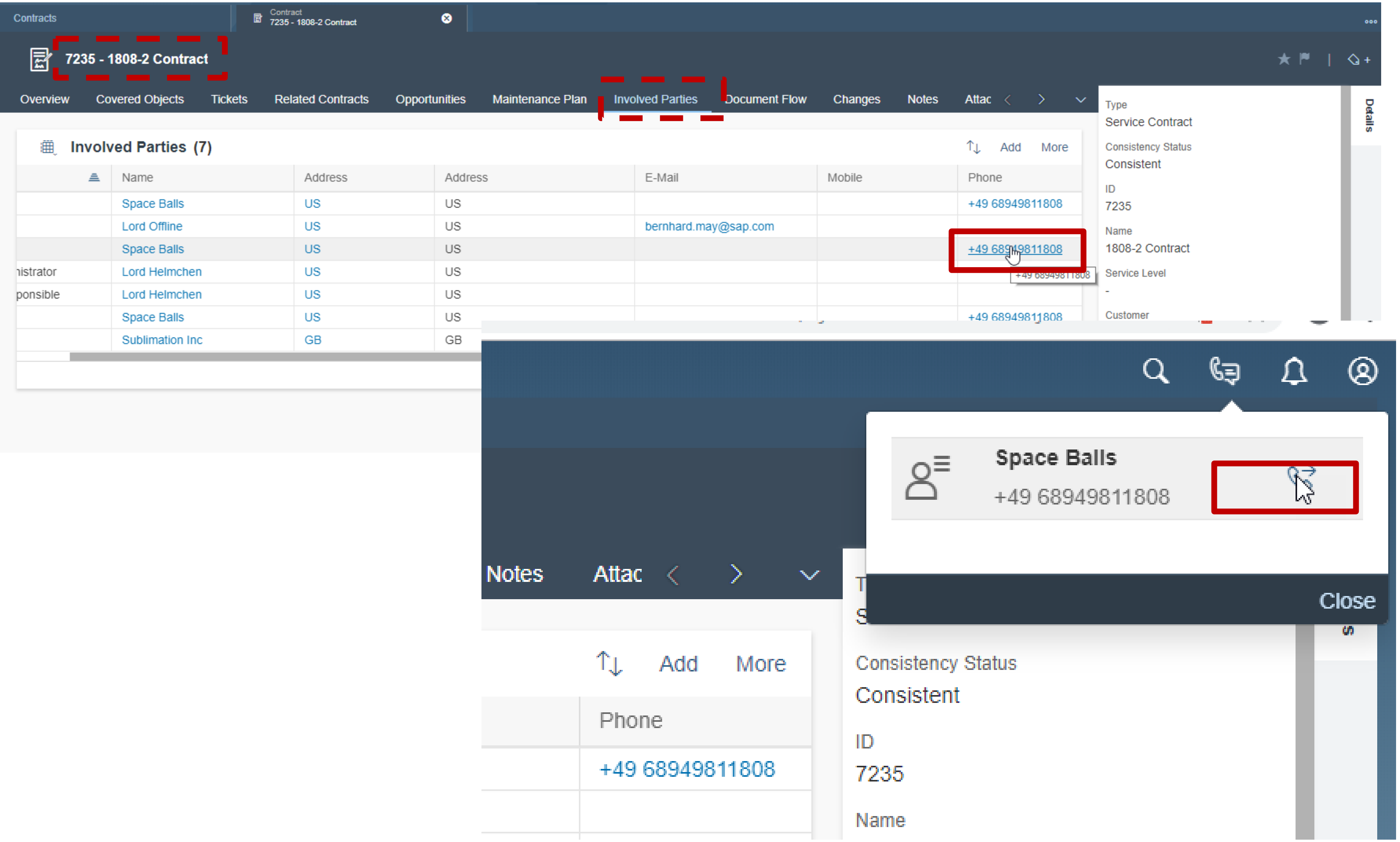
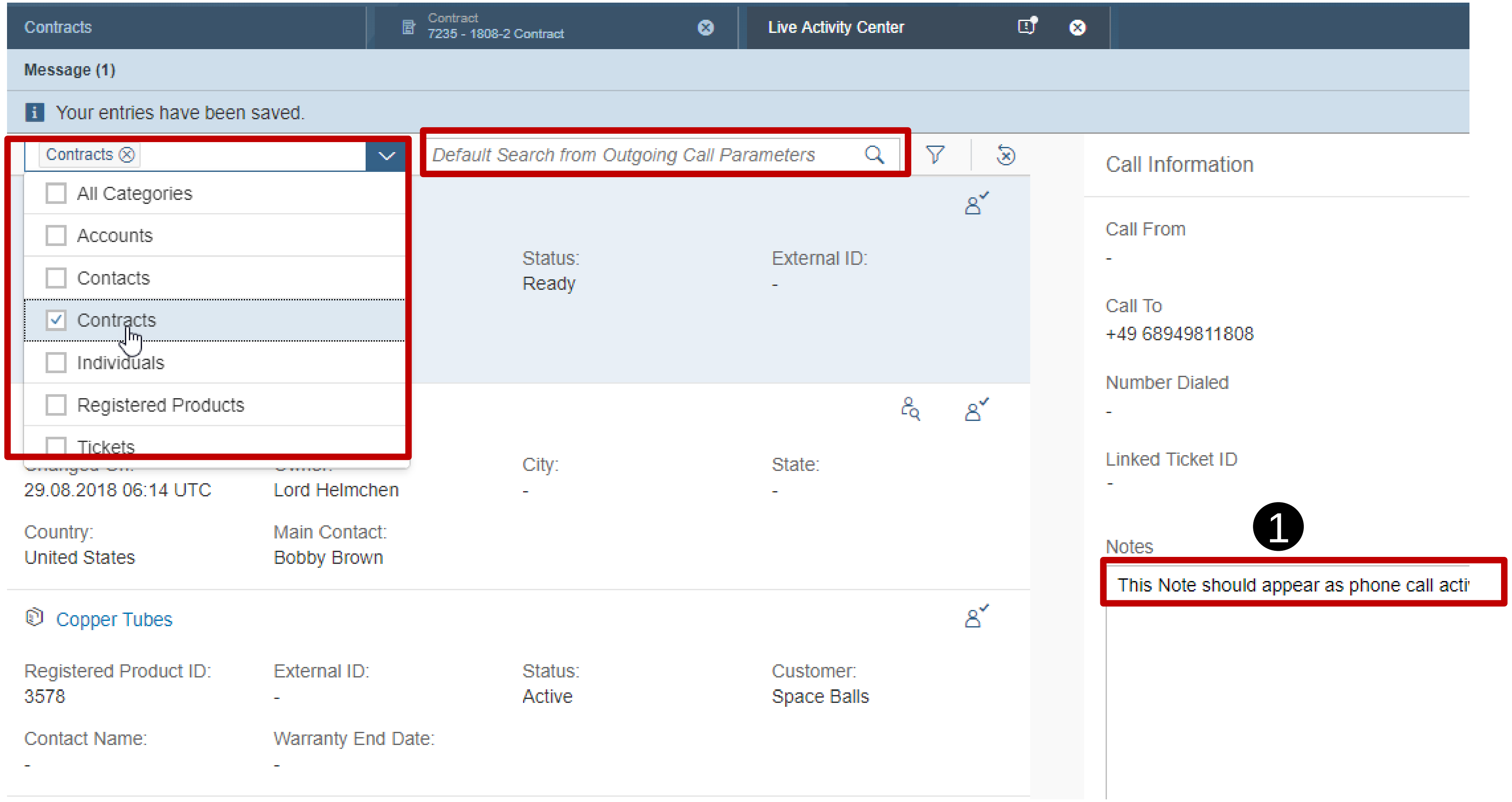
Topic Area: Enhance Live Activity by Contracts



Business Description

- In RUI you can start [Phone Call] Live Activities within a Contract

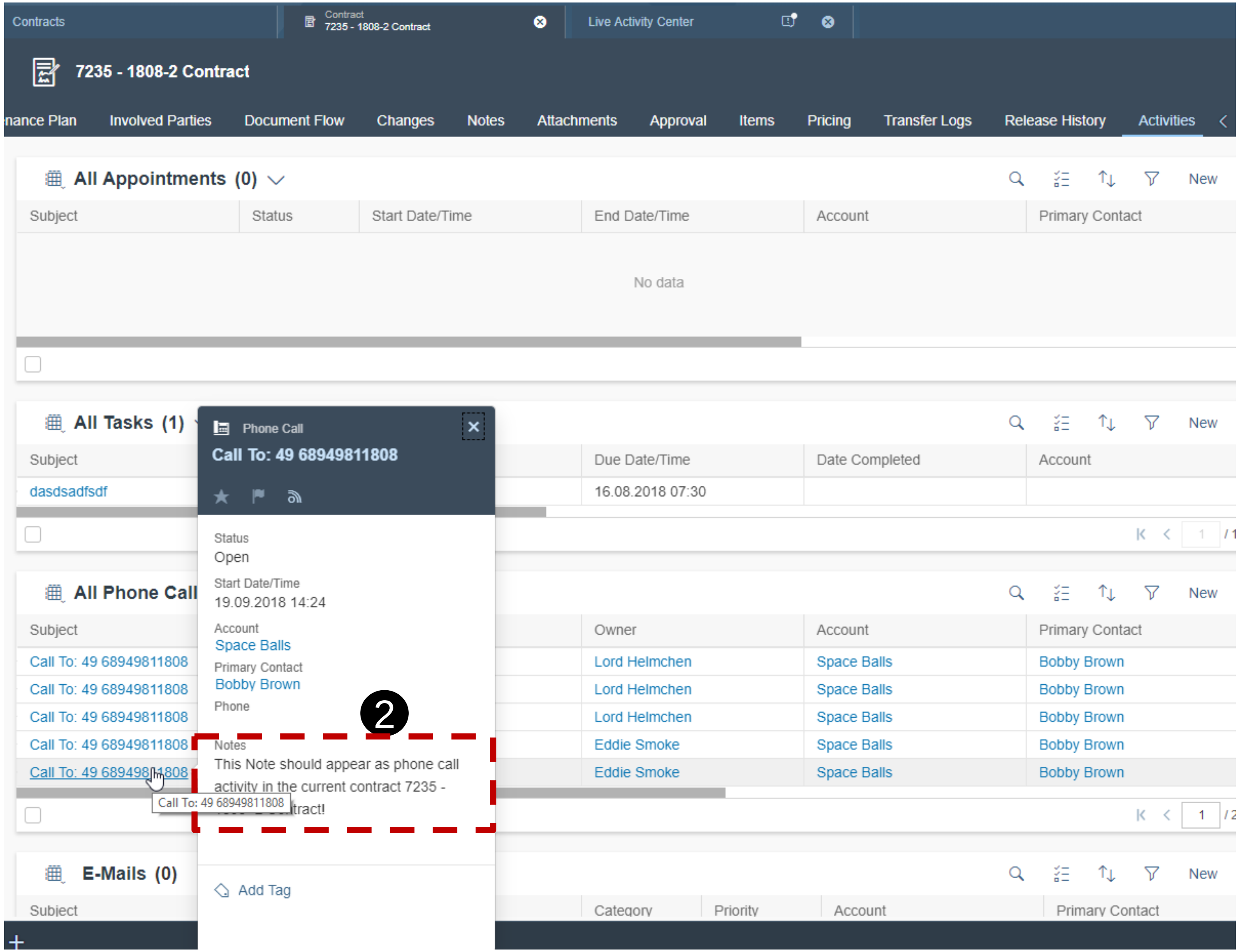
Topic Area: Enhance Live Activity by Contracts [Search]



Business Description

- In the Live Activity it is possible to search for contracts
- Moreover Notes can be entered in the upcoming Call Information screen which will be stored within Phone Call [Facet ´Activities´] of the current contract

Topic Area: Enhance Live Activity by Contracts [Notes]



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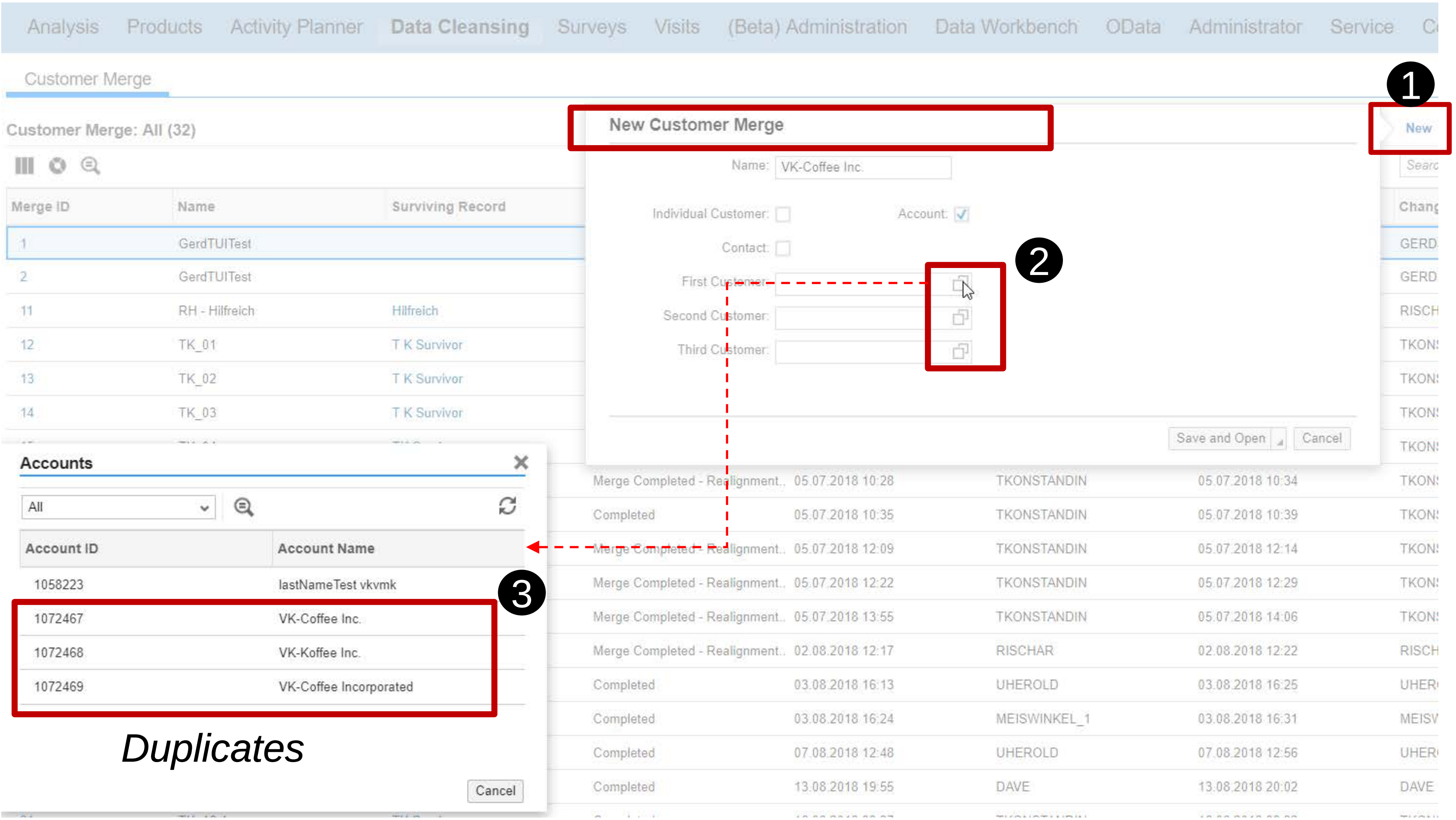
Topic Area: Cross Topic/ Adoption - Business Partner Merge Process Enhancement



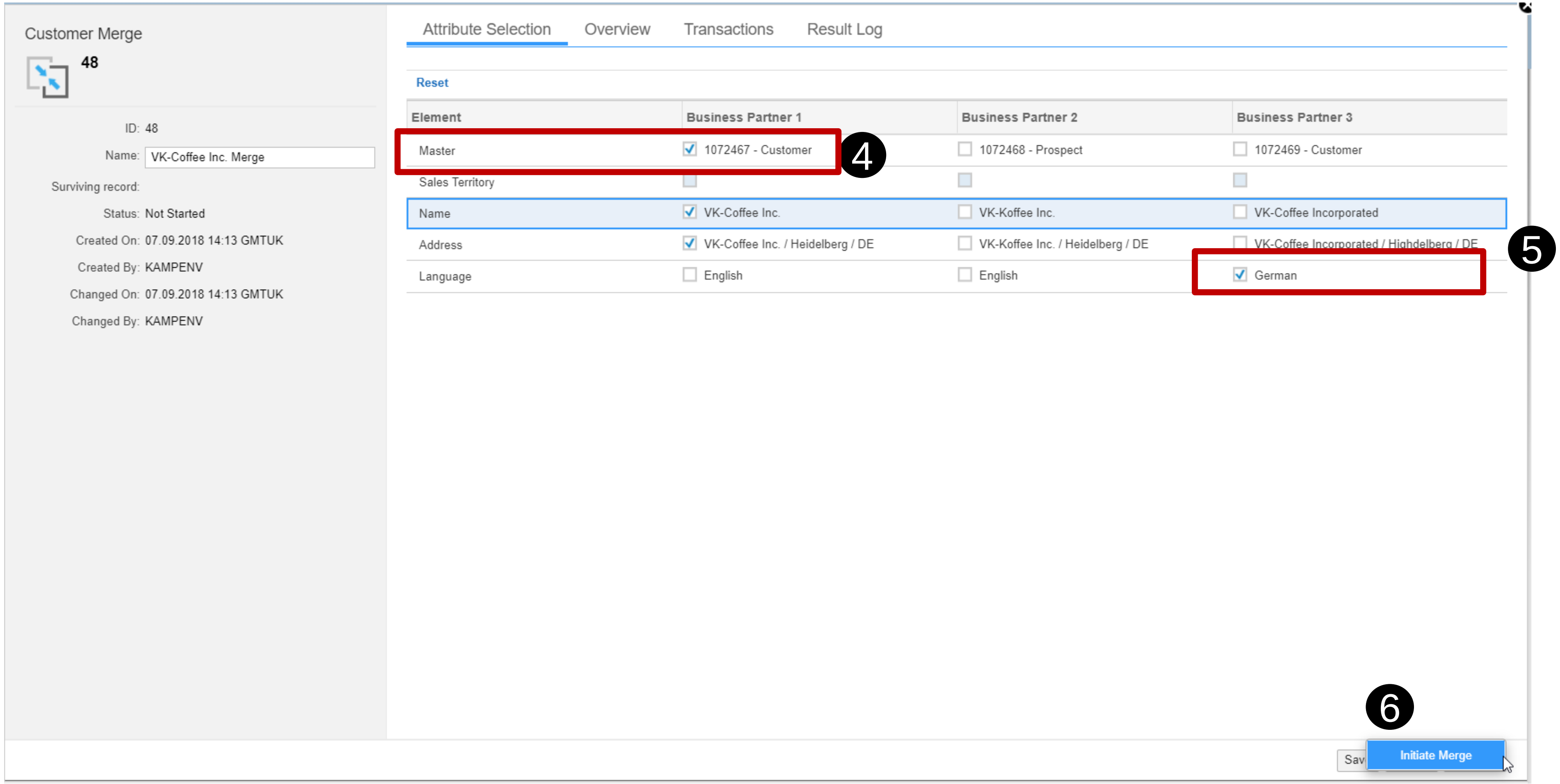
Business Description

- Merge different master data of multiple Business Partner in case of duplicates to one
- Merge also Business Partner in the already existing transactions, where the duplicates were used.
- Includes also ECC Master Data update

Key Business Benefits

- Easy way to fix issues [in case of duplicate in the Business Partner Master data [e.g. multiple contracts due to typo in Account name]

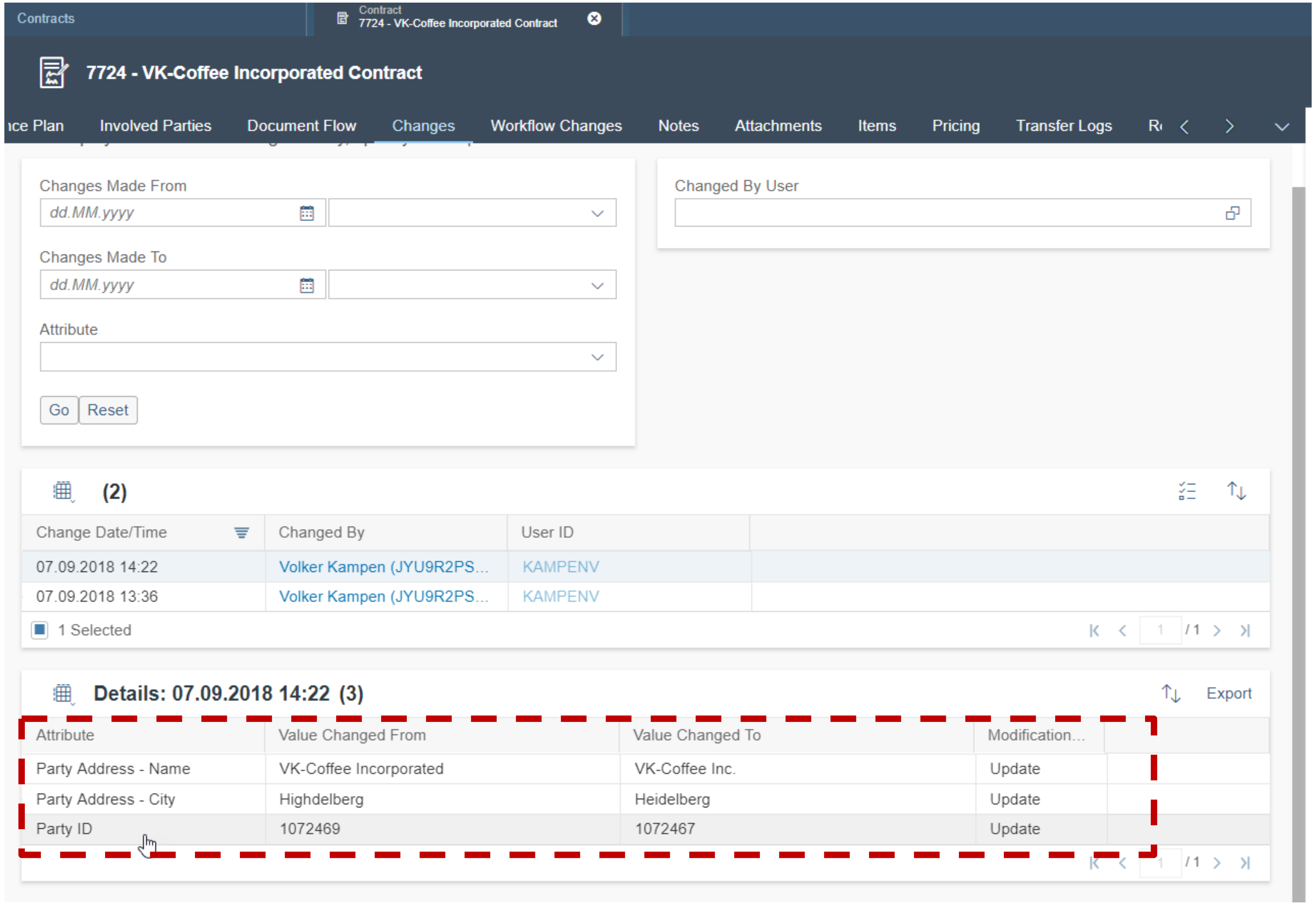
Topic Area: Cross Topic/ Adoption - Business Partner Merge Process Enhancement



Set-up Details

- Nominate *one* Business Partner [no Prospect!] as ´Master´
- Define the properties of the other duplicate Business Partners that should be used by the ´Master´
- Initiate Merge

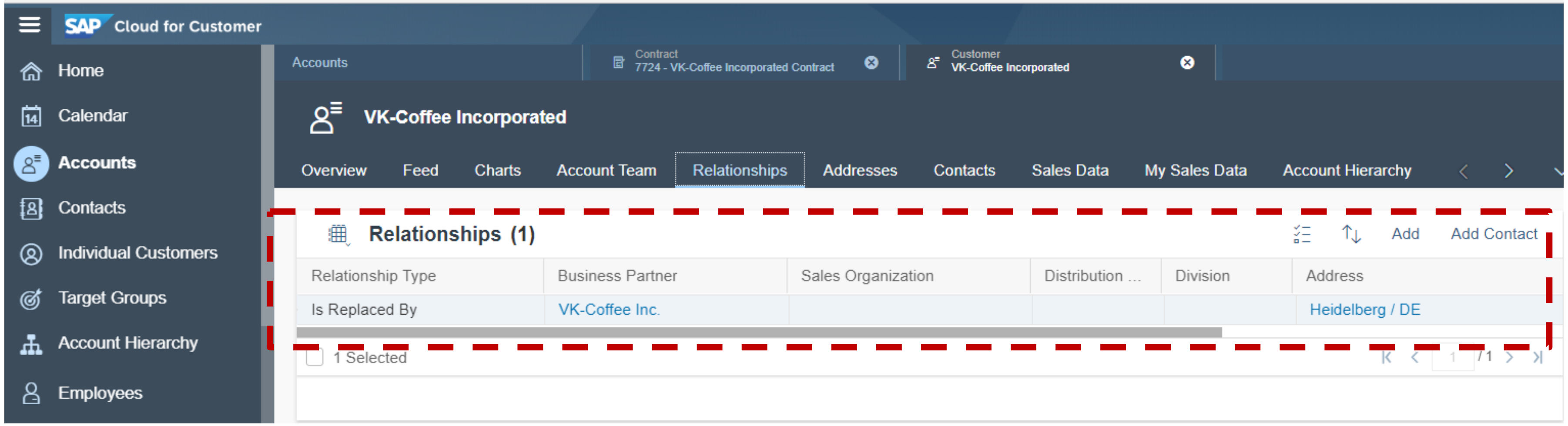
Topic Area: Cross Topic/ Adoption - Business Partner Merge Process Enhancement



Set-up Details

- Business Partner merge is documented in Changes

Topic Area: Cross Topic/ Adoption - Business Partner Merge Process Enhancement



Set-up Details

- Business Partner merge is documented in Facet ´Relationships´ of the replaced [Duplicate] Accounts

What’s New in 1811 for Contracts

Subject to Change

Key Innovations

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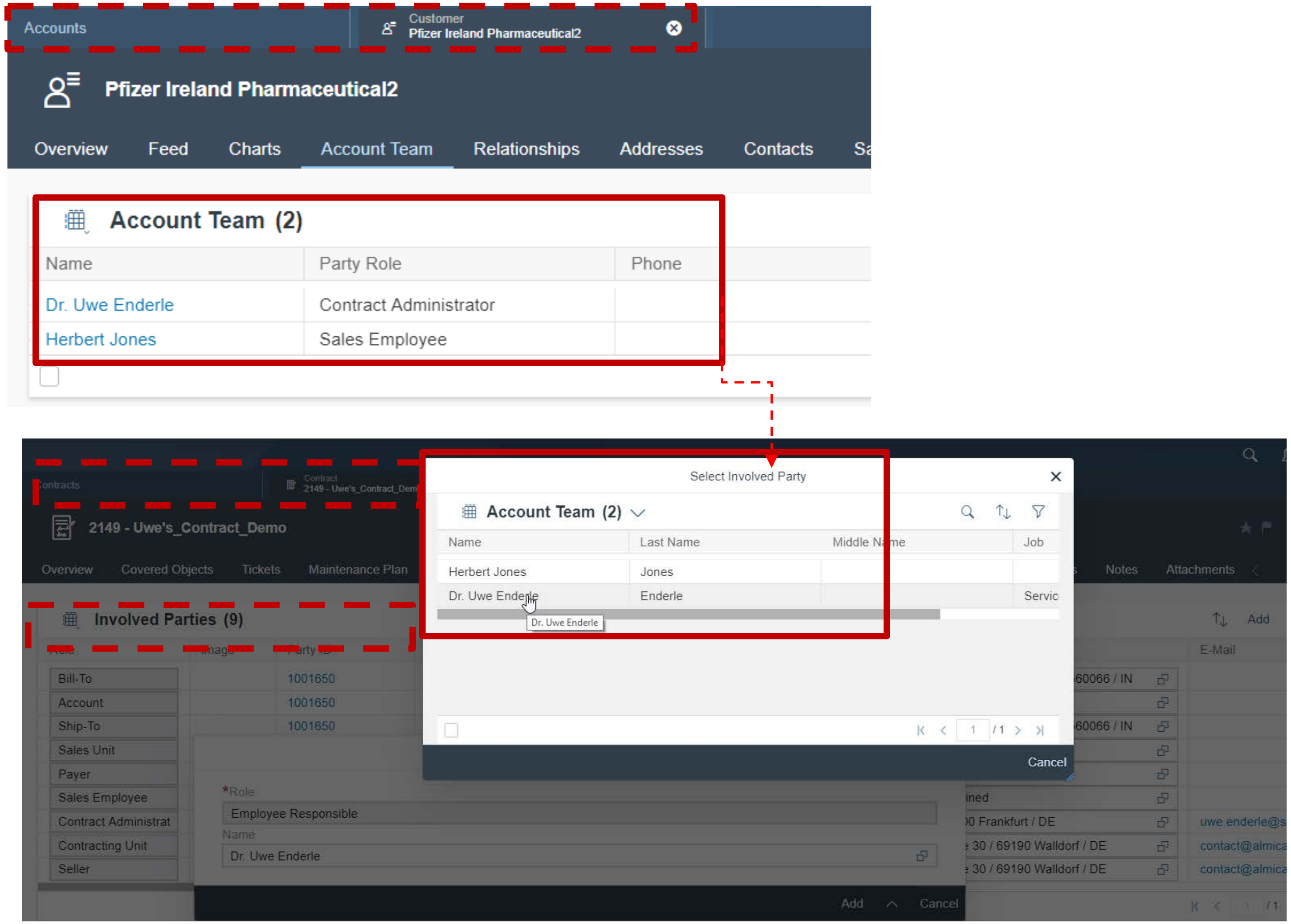
Topic Area: Enable My Account Team in Business Partner value help



Business Description

- Its possible to query employees in the generic employee value help belonging to the account team of the account in the sales quote using new query Account Team.
- This is in particular helpful if you want to add additional employees from the account team as involved party to the contract.

What’s New in Utilities

What’s New in 1811 for Utilities

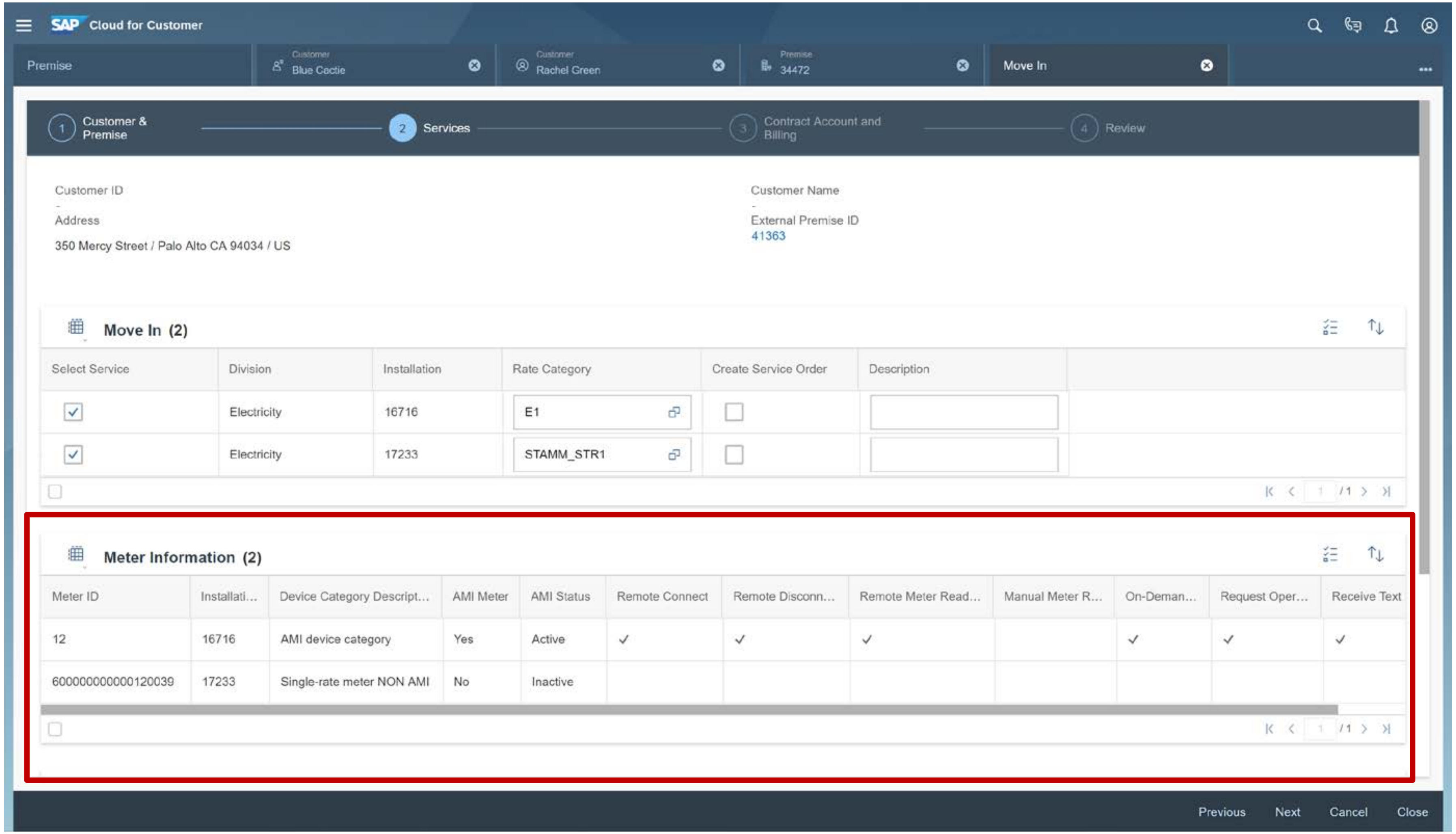
Key Innovations

- Advanced Metering Infrastructure (Phase 2)
  - AMI Views/Functionalities in the Move Processes
  - Ping AMI Meter
- Alerts Framework (Phase 1)
  - Support Viewing of the Alerts on the Side
- Collections (Phase 1)
  - View Dunning Information
  - View Credit Rating Score
  - View Security Deposit Total
- Payment Method (Phase 1)
- One Time Payment

Additional Enhancements

- Alternate View for Object Hierarchy
- Enhance Security Deposit for the Move In Process
- Enhance Contract Account Search
- Contract Account and Premise Information Live Activity

Utilities: Advance Infrastructure Metering (AMI) in Move Processes *Phase 2*



Meter Information in the move processes

- Available in the move in, move out, and transfer processes
- Ability to view meter information like device category, register group, AMI status and capabilities

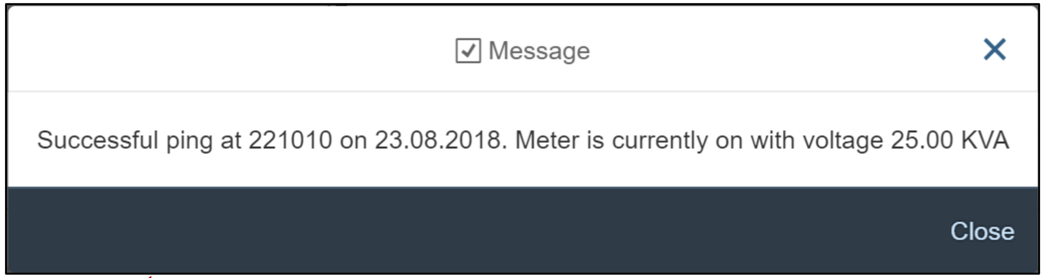
Key Business Benefits

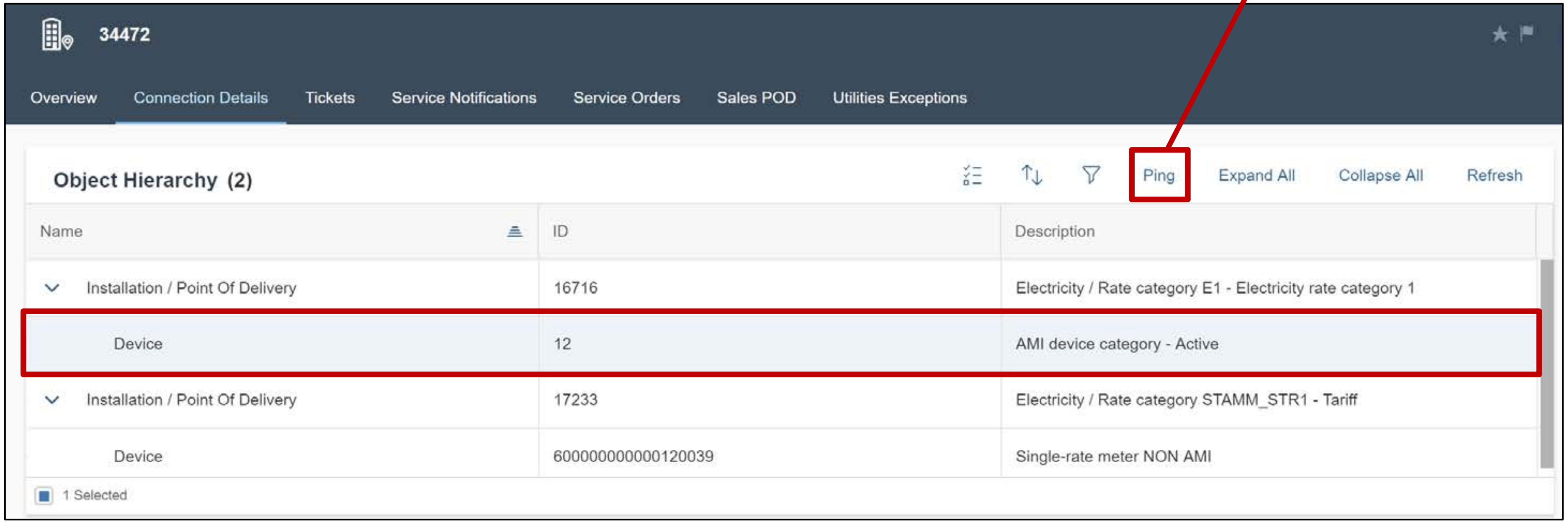
- Ability for the agents to view meter information for AMI and non-AMI meters right in the move processes
- If it is an AMI meter, then the AMI related capabilities will be appear dynamically

Utilities: Advance Infrastructure Metering (AMI) - Ping Smart Meter *Phase 2*

Ping AMI Meter

- In the Premise Object > Connection Details, the user now can ping the meter
- The ping response will provide the last ping's date and time as well as the voltage

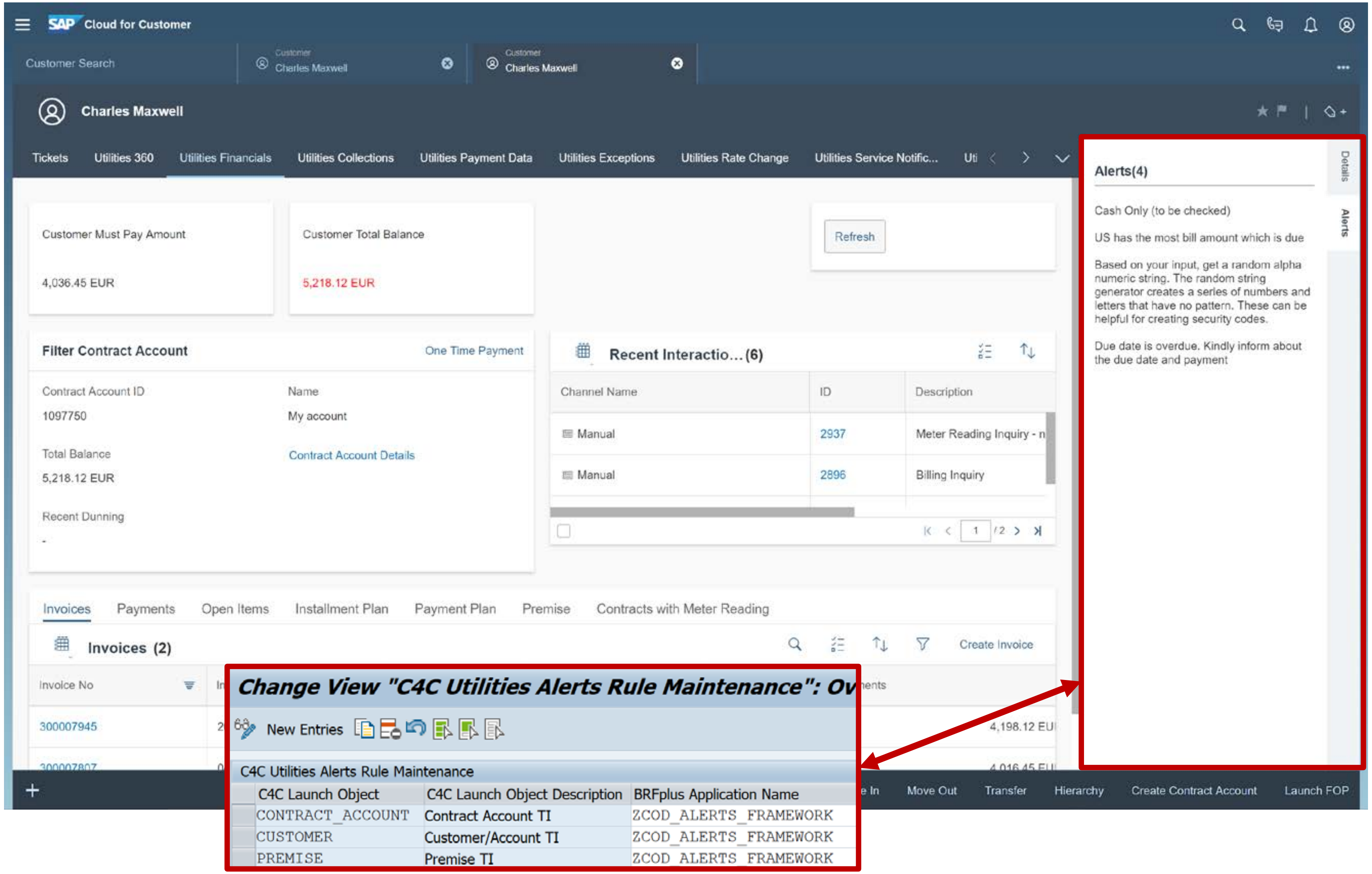




Key Business Benefits

- Ability to receive the status AMI meter from the call center with the voltage information for analysis

Utilities: Alerts Framework *Phase 1*



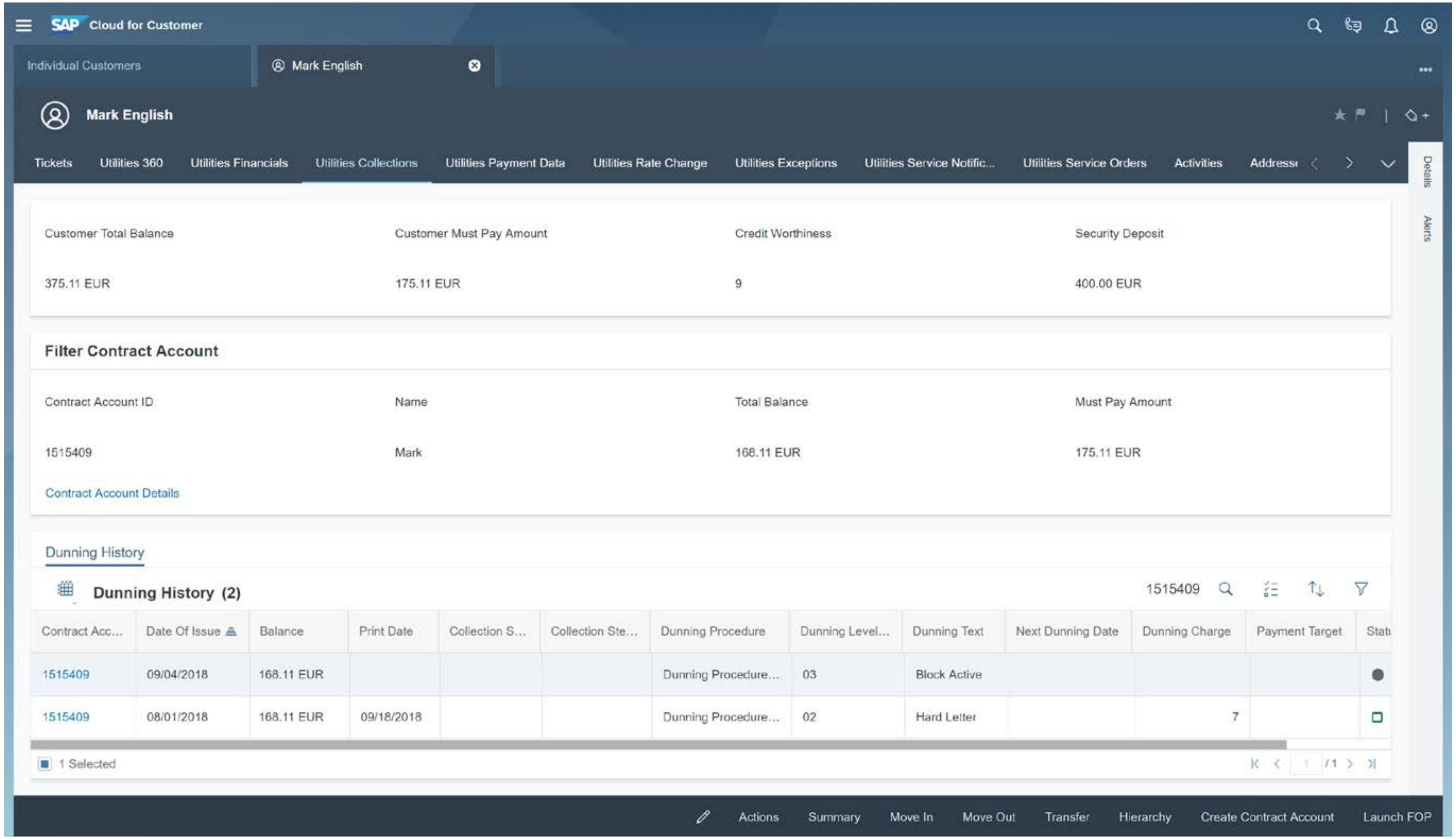
Alerts Framework

- The side panel is available for the alerts framework in the customer, premise, and contract account objects
- The framework provides a container to display logic specified by the Utility Company
- Configuration to set up the profile for the objects

Key Business Benefits

- Ability to see the alerts through out all the tabs of the object
- Flexibility with the container concept for the project to define what to display
- Ease of setting up configuration to determine while profile to use for the objects

Utilities: Collections *Phase 1*



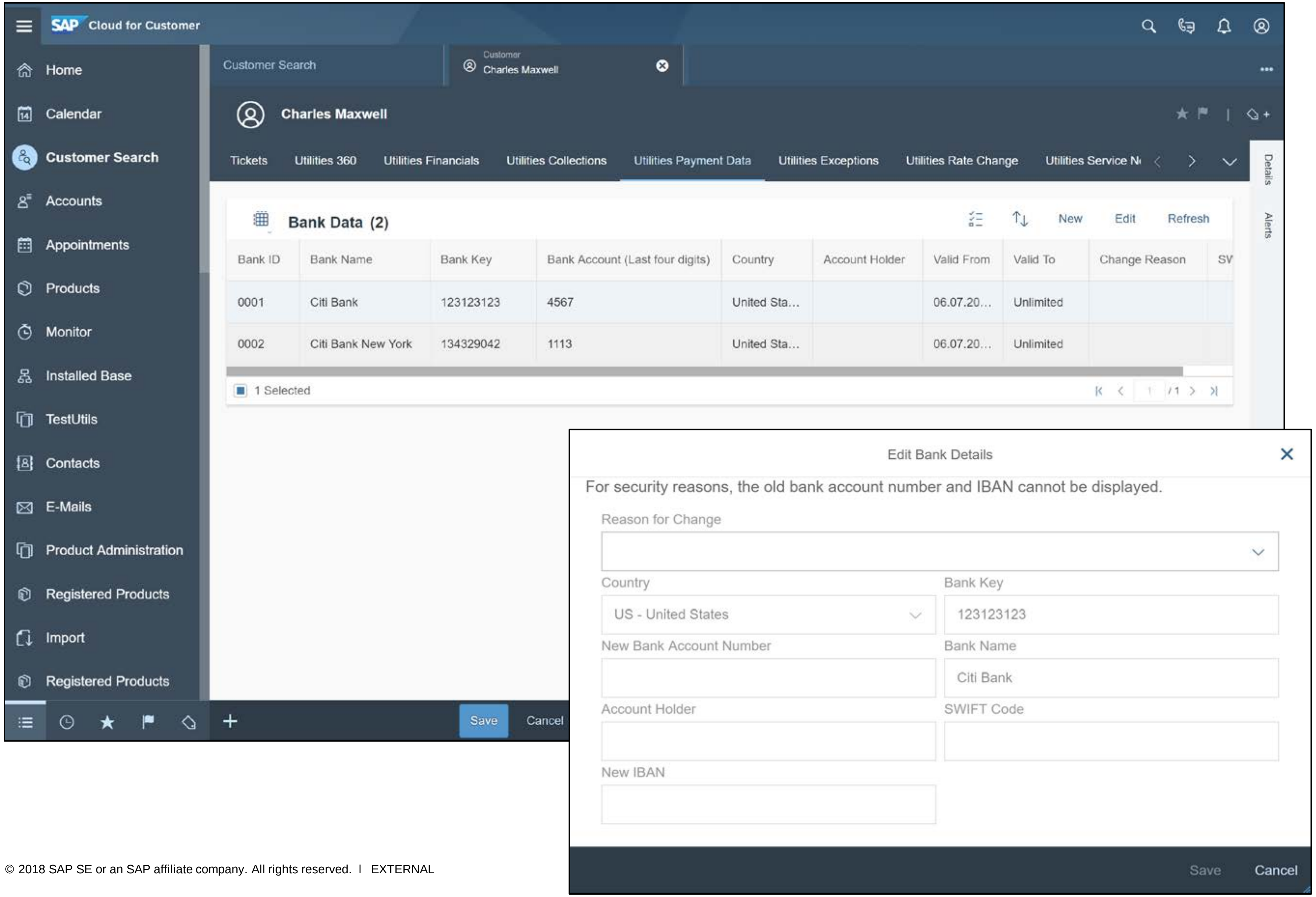
Collections *Phase 1*

- New tab for the Customer object to display collections related information
- Customer header information includes the total balance, customer must pay amount, credit worthiness, and security deposit
- Defaults to the latest/highest number of contract account for the customer with the ability to select a different contract account as desired
- Table on the bottom display dunning history

Key Business Benefits

- Ability to view information related to Collections which will help the call center agent analyze customer's dunning activity as well as view creditworthiness and total security deposited amount

Utilities: Payment Method *Phase 1*



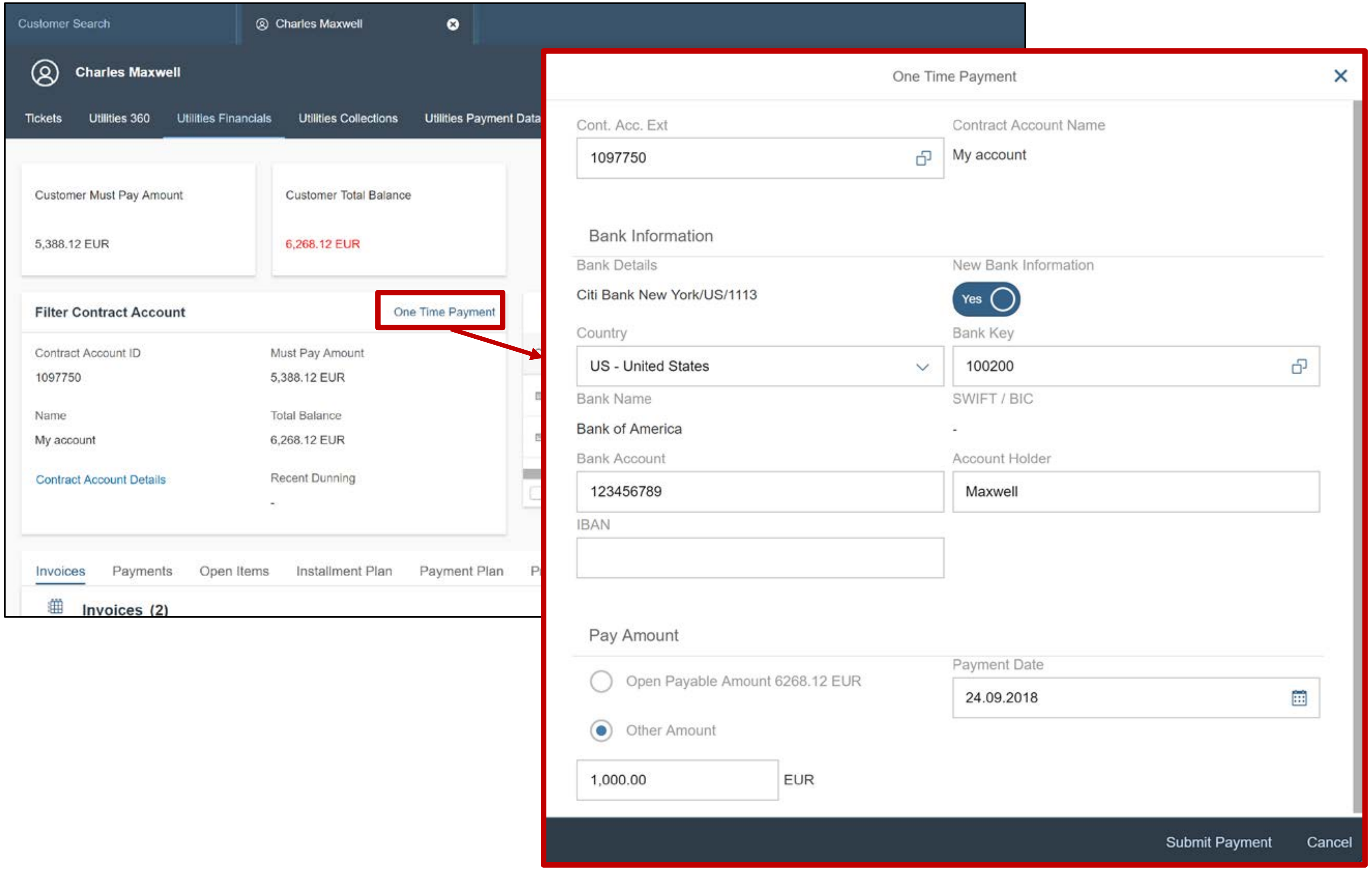
Payment Method *Phase 1*

- New tab for the Customer Object to manage bank information
- Ability to view and update bank information
- Ability to capture reason for change

Key Business Benefits

- Simple view to manage bank information
- For security reasons, only the last 4 digits are displayed. The account numbers will not be displayed in the edit, but the user can update with a new number if desired

Utilities: One Time Payment



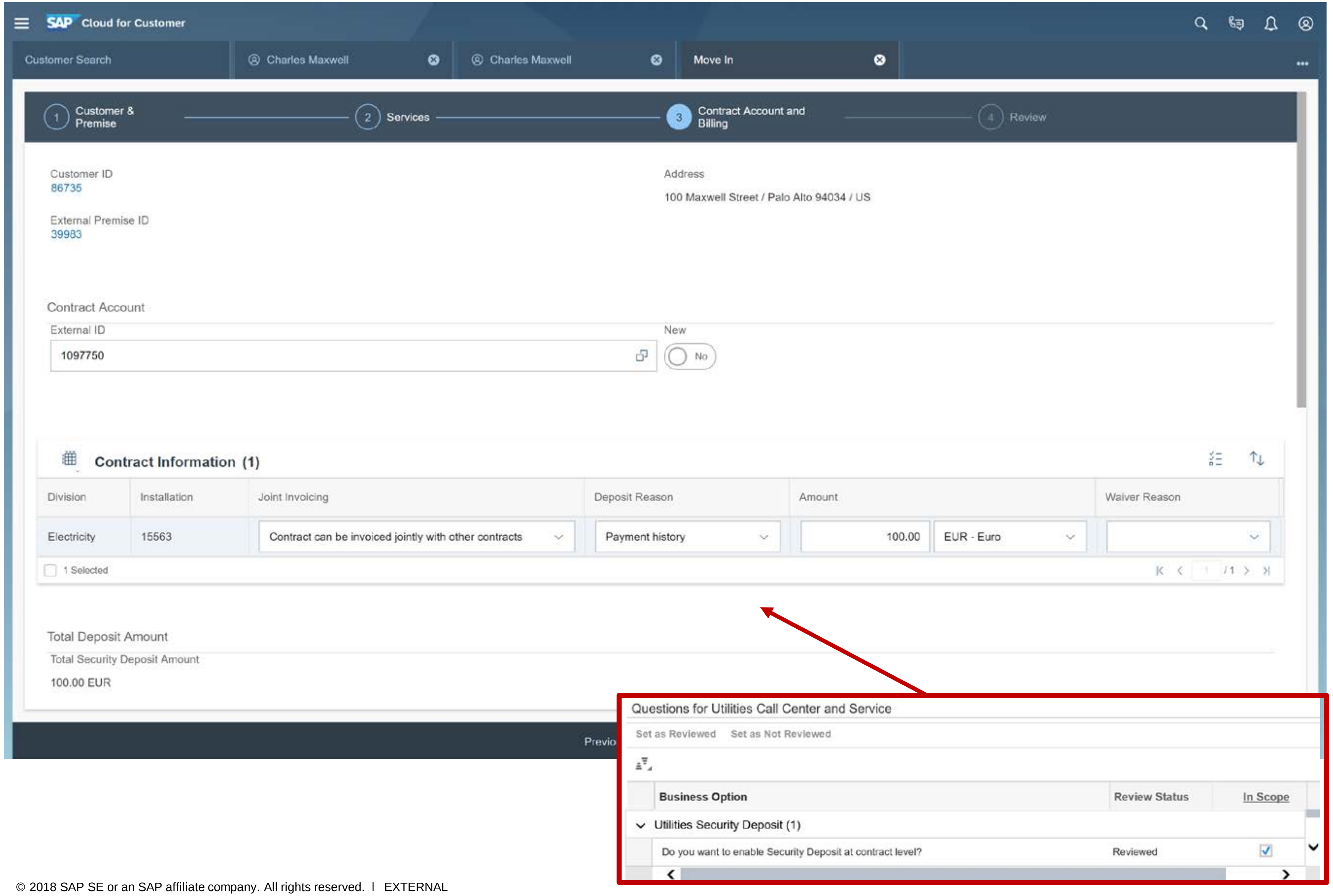
One Time Payment

- Default the same contract account selected in Utilities Financials with the ability to select a different one for the customer
- Ability to take a one time payment with existing or new bank information
- New bank information will be saved automatically
- User to select the open payable amount or another preferred amount
- Payment date can be changed to a future date, but cannot be backdated

Key Business Benefits

- Simple single screen to capture new bank information and take new payments
- Bank information to populate automatically if the data is already available in the contract account
- While on the screen, the user is prompted the open payable amount
- Validation is provided to ensure that the user cannot backdate the payment date

Utilities: Security Deposit Enhancement in Move In Process



Contract Information in Move In

- New option of using contract information table now available in the move in process
- Simple scoping question to turn on the new contract information table
- Project will decide to use the previous billing information or the new contraction information table which contains the same topics of Joint Invoicing and Security Deposit. The main difference between the two options is billing information is at the Contract Account level while the Contract Information is at the Contracts level

Key Business Benefits

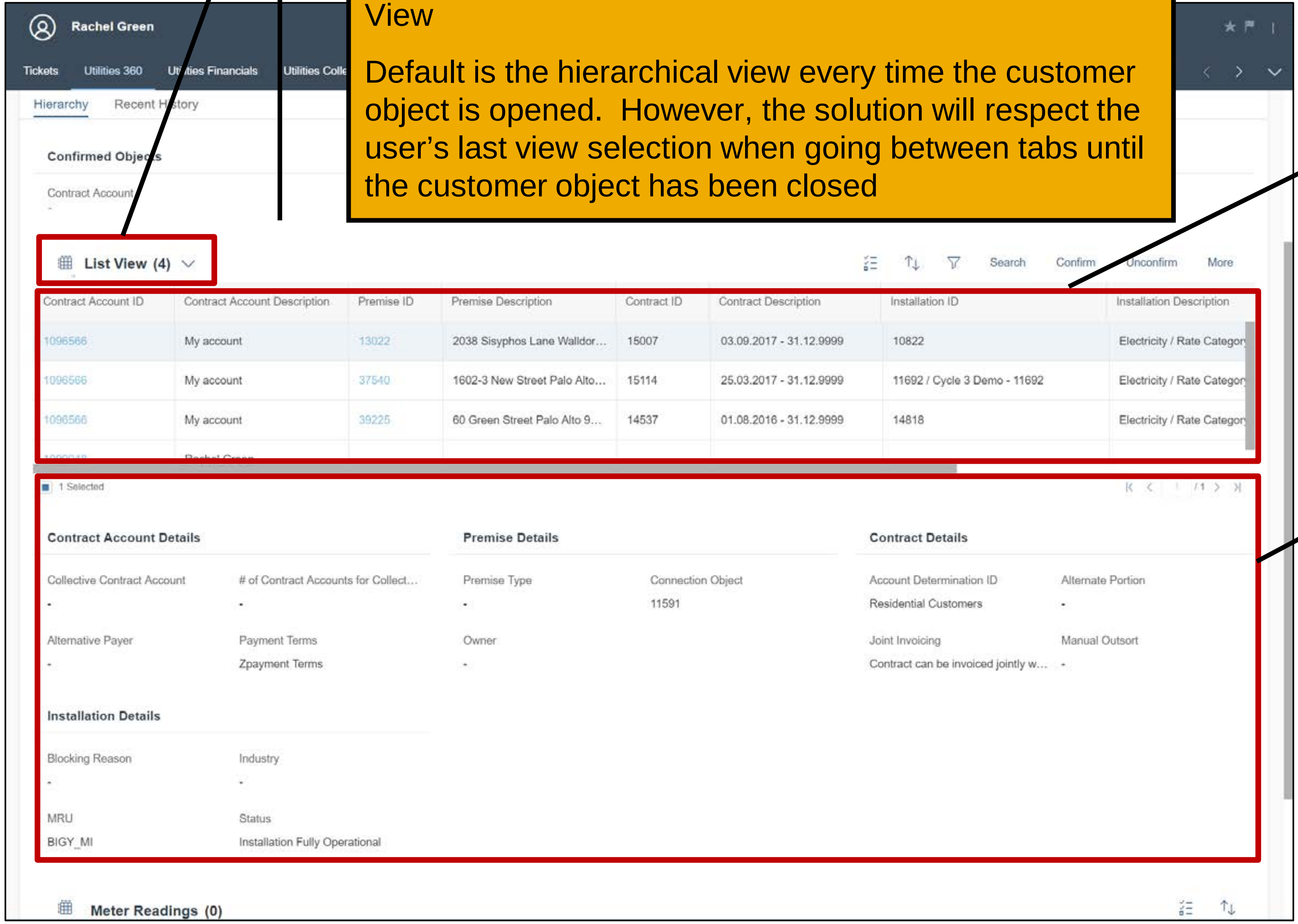
- Projects have more options to manage joint invoicing and security deposits (at the contract level)
- Solution will calculate a total amount to be collected at submit of the move in which is helpful if there are multiple amounts to be collected.

Subject to Change

Utilities: Alternate View for Object Hierarchy in Utilities 360

User can choose to use the Hierarchical View or List View

Default is the hierarchical view every time the customer object is opened. However, the solution will respect the user's last view selection when going between tabs until the customer object has been closed



Flattened Table View of Records

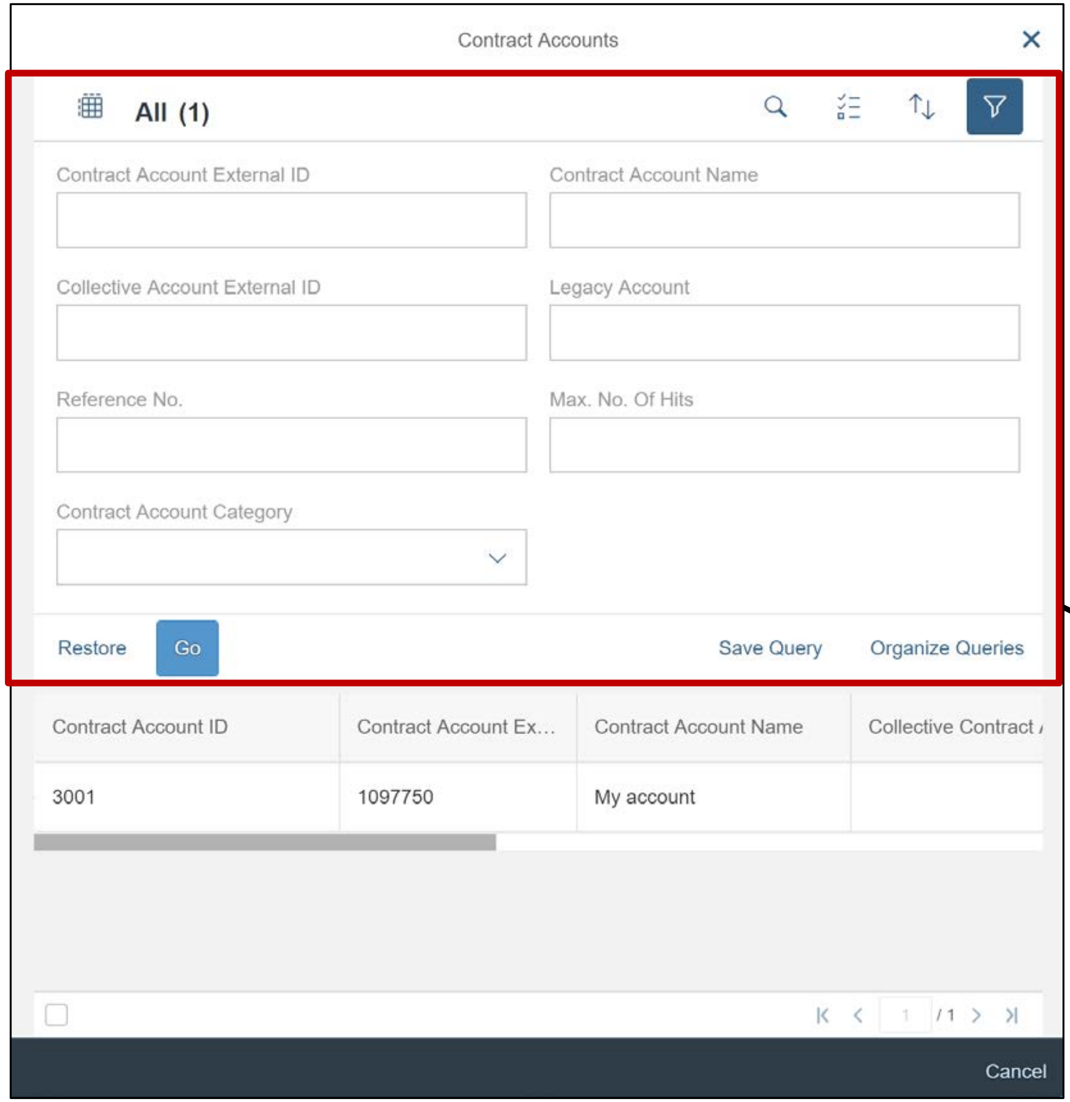
- No limit on the number of records
- Confirm/unconfirm button will confirm/unconfirm both the contract account and premise on the same line item

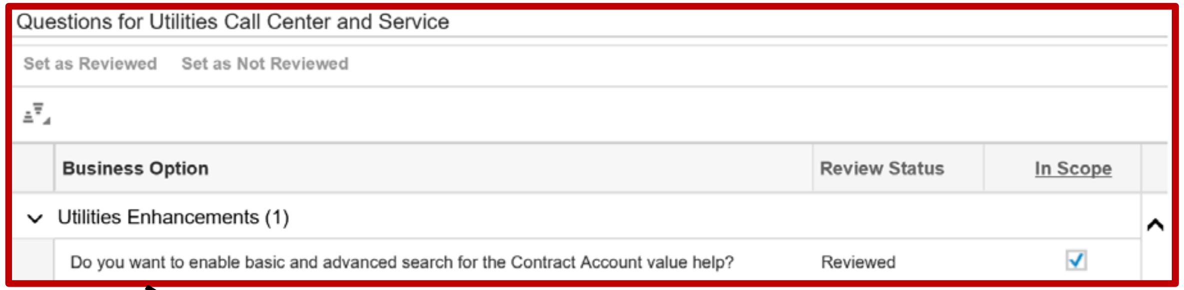
One click on the line item will display all the details for the objects in the line selection

Key Business Benefits

- Flexibility to alternate between the views with no limitt on the number of records for the list view
- Single confirm for both objects
- Single click to display all object details

Utilities: Contract Account Search Enhancement





Configure Setting

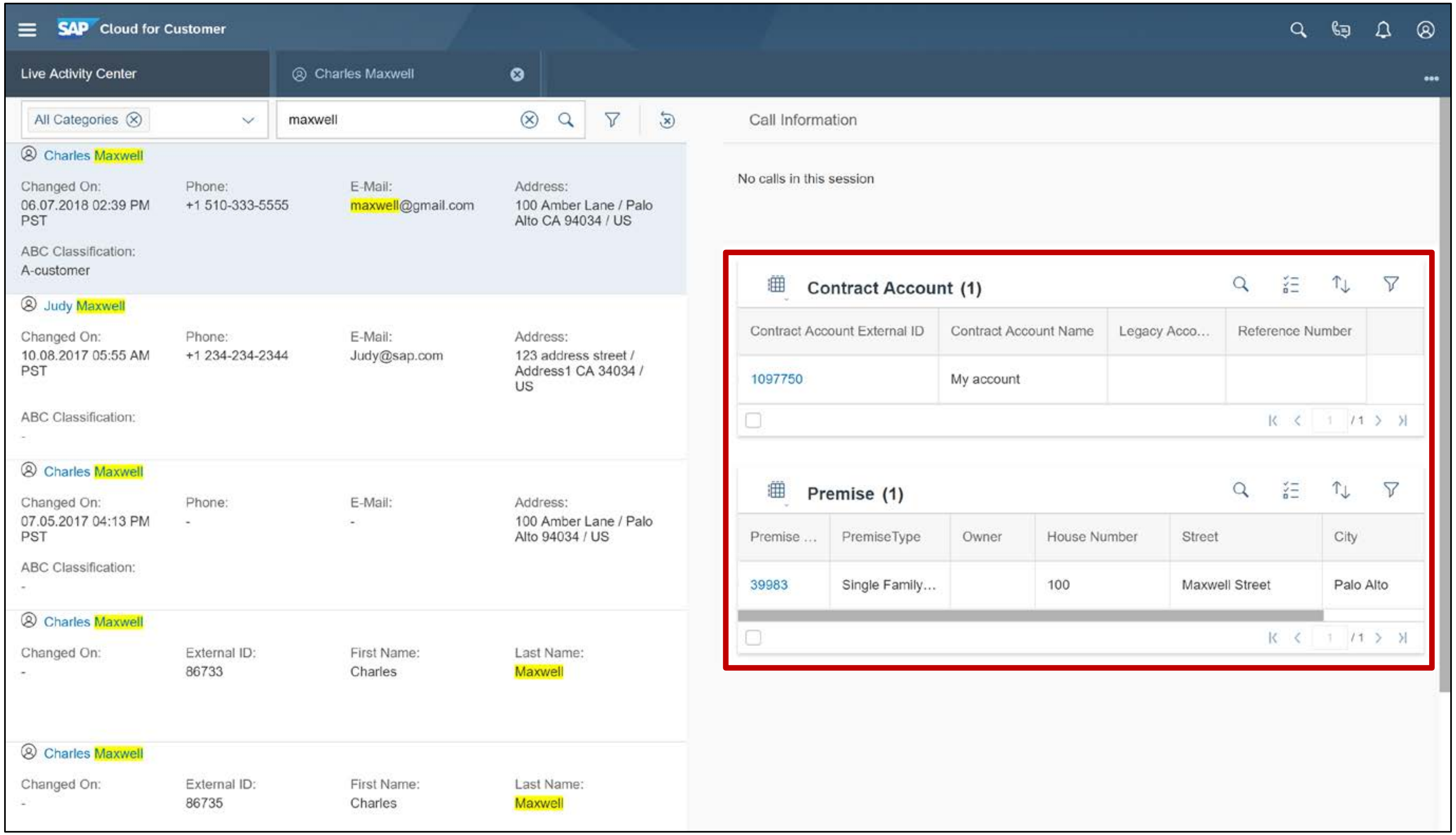
- Turn on the advance search capability in the scoping question for Utilities

Contract Account Advance Search Enhancements

- Ability to search for a contract account by an attribute/value
- Ability to save the query search setting

Subject to Change

Utilities: Contract Account and Premise Information in Live Activity



Contract Account and Premise Tables in Live Activity

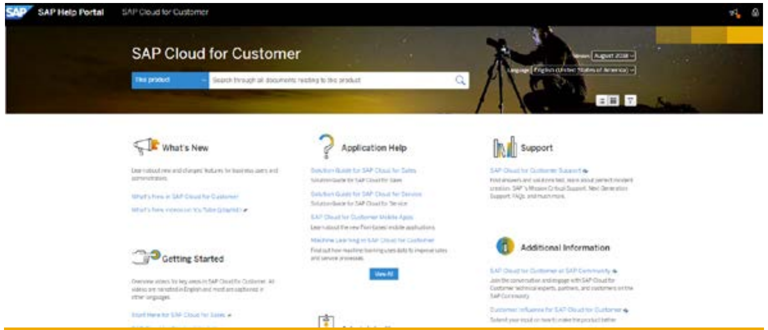
- New tables to show the contract account and premise information
- Upon line selection of the customer, contract account and premise information will display
- Configuration in Live Activity to turn on the feature

Key Business Benefits

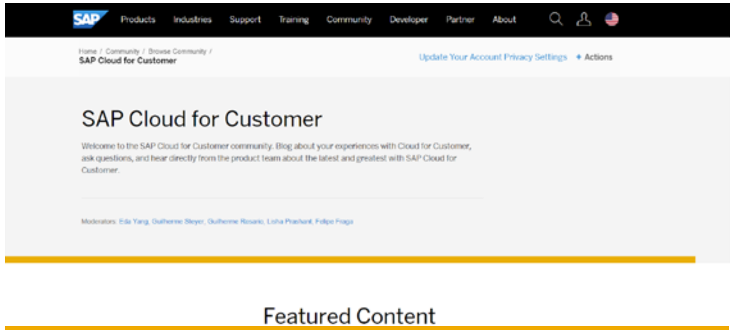
- View of the object information right in live activity
- Hyperlinks available for a quick launch of the objects

Resources

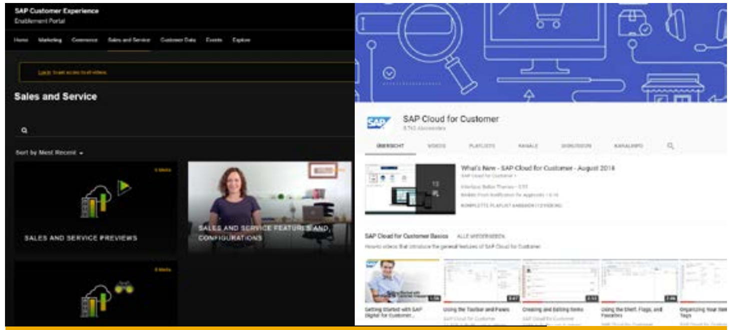
Resources, Contact, Training and Engagement



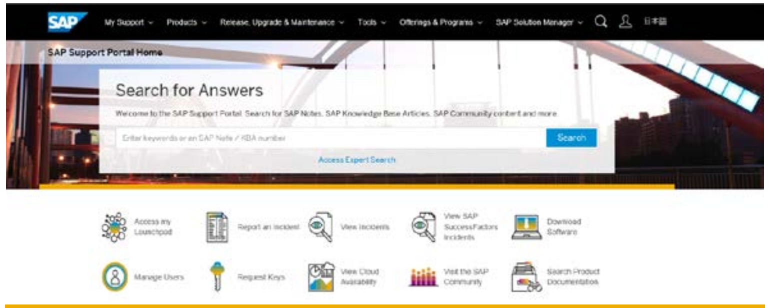
SAP Help Portal



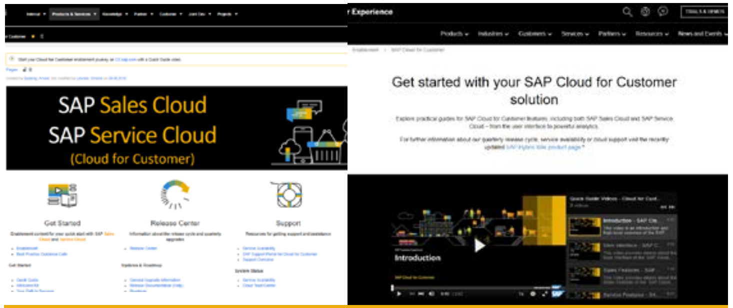
SAP Community



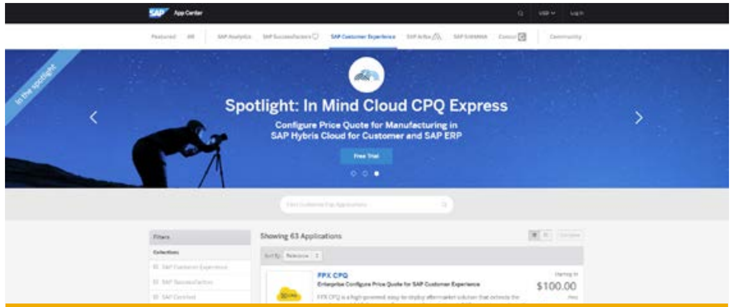
Enable.cx / YouTube



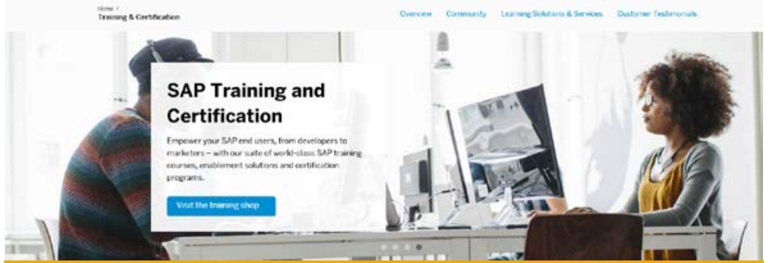
SAP Support Portal



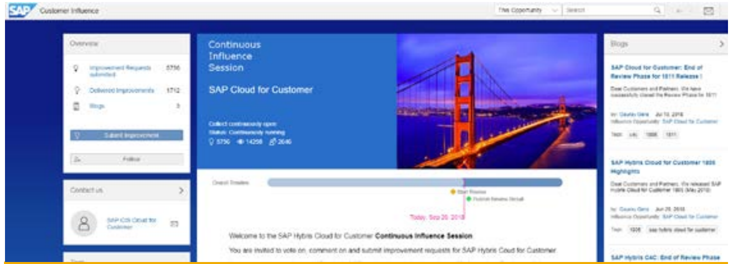
SAP CX Wiki / cx.sap.com



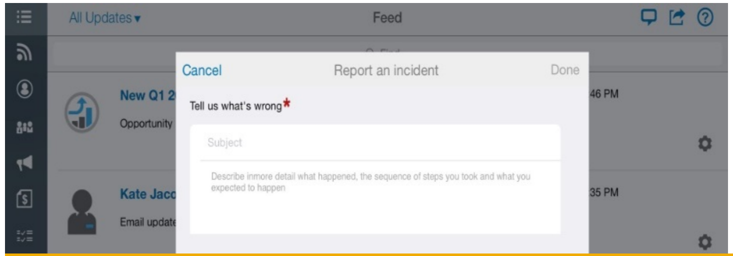
SAP APP CENTER



SAP Training and Certification



SAP Customer Influence



Incident Management
(Embedded in Your Tenant)

Thank you.

Contact information:

Renee Wilhelm
SAP Product Management

THE BEST RUN

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