



SAP SYSTEMS TRAINING

SAP Customer Experience and Service Management

3 day course

Classroom, online or in-house

Course overview

Service organisations lose money in the gap between what was sold and what is delivered, and the system usually holds the two in different places with nothing reconciling them. This course closes that gap. Delegates work through the customer and contact model and the data that must be shared for a service view to be complete. Service contracts, entitlements and the response commitments that create liability are covered. Ticket and case management follow, including routing, prioritisation and escalation against agreed service levels. Field service is addressed: work order creation, scheduling, technician dispatch and the confirmation that drives billing. Parts, warranty and returns handling are covered. Interaction across channels including telephone, email and self service follows. Reporting on service performance and cost to serve is addressed. The course closes on integrating service with sales and finance so that a delivered service is billed and a recurring contract renews.

What you will learn

- Build a customer and contact model that supports a full service view
- Configure service contracts, entitlements and response commitments
- Manage tickets with routing, prioritisation and escalation
- Create, schedule and dispatch field service work orders
- Handle parts, warranty and returns
- Support interaction across telephone, email and self service
- Report service performance and cost to serve, and integrate with billing

Who should attend

- Service managers and service desk leads
- SAP customer experience consultants
- Field service coordinators and planners
- Sales operations staff supporting service contracts
- Business analysts working on service processes

Course outline

- 01 The gap between sold and delivered
- 02 Customer and contact model
- 03 Service contracts and entitlements
- 04 Response commitments and liability
- 05 Ticket routing, priority and escalation
- 06 Field service work orders and dispatch
- 07 Parts, warranty and returns
- 08 Channels, service reporting and billing integration

Upcoming dates



Dates	Venue	Format	Fee per delegate
28 to 30 September 2026	Nairobi, Kenya	Classroom	USD 995
19 to 21 October 2026	Lusaka, Zambia	Classroom	USD 995
4 to 6 November 2026	Maputo, Mozambique	Classroom	USD 995
20 to 22 January 2027	Harare, Zimbabwe	Classroom	USD 995

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afiscience.co.za, or WhatsApp us on **+27 63 479 1136**.

AfriScience Group | +27 61 536 6531 | info@afiscience.co.za | Pretoria, Gauteng, South Africa