



Set-Up Instructions | PUBLIC

SAP S/4HANA

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## Setting Up *Service Contract Management* (426)

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# 1 Purpose

Before testing the Service Contract Management for SAP S/4HANA scope item in your system, you must carry out manual configuration steps after the activation of the pre-defined SAP Best Practices content. This document describes the required manual settings in detail.

## 2 Prerequisites

The activities described in this document are based on the assumption that you have activated the SAP Best Practices for SAP S/4HANA Content Package (on premise) in a greenfield client. If you try to apply the settings of this document in a client without SAP Best Practices content, some prerequisite settings might be missing, and you cannot make use of the predefined values referenced in this document.

Your system administrator has defined system users with sufficient authorization rights to access general application functions, Service-specific functions, Interaction Center-specific functions, and customizing. You can find the standard PFCG roles relevant for Service processes in the *Security Guide* at [https://help.sap.com/viewer/product/SAP\\_S4HANA\\_ON-PREMISE](https://help.sap.com/viewer/product/SAP_S4HANA_ON-PREMISE)

- If in the chapters below it is described to log on as a configuration user, log on to the SAP S/4HANA system via SAP GUI with a user that has authorization to execute IMG configuration activities.
- If in the chapters below it is described to log on as a Customer Service Manager, access the Fiori launchpad and make sure that the mentioned SAP\_BR\_CUSTOMER\_SERVICE\_MGR role is assigned to the user.

# 3 Configuration

## 3.1 Organizational Model

Some of the values mentioned in the configuration steps, example, **1710**, represent values that are available if you have implemented the SAP Best Practices content of the US version for this scope item. If you have activated another country version, your system will show different values, for example **1010** for Germany.

To set up the system according to your own customer-specific needs, you may use your own values according to the structure of your company.

### 3.1.1 Setting Integration Between Business Partners and Organizational Units

#### Purpose

This activity consists in setting the parameters to control the integration between business partner data and organizational units.

#### Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following navigation path:

Transaction code	SPRO
Customizing for SAP S/4HANA under Service	Service → Master Data → Business Partner → Integration Business Partner-Organization Management → Set Up Integration with Organizational Management

2. Maintain the following settings:

Group	Sem.abbr.	Value abbr	Description
HRALX	HRAC	<b>X</b>	Activate HR Integration
HRALX	OBPON	<b>ON</b>	Integration O-BP Activated
HRALX	ONUMB	<b>1</b>	Business Partner Number Assignment (Org. Unit)
HRALX	OSUBG	<b>&lt;empty&gt;</b>	Business Partner Subgroup (Organizational Unit)
HRALX	PBPON	<b>ON</b>	

3. Save your settings.

## 3.1.2 Copying S/4HANA Sales Structure to S/4HANA Service

### Purpose

This activity generates sales structures from *Sales and Distribution (SD)* in SAP S/4HANA Service.

### Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following navigation path:

Transaction code	SPRO
Customizing for SAP S/4HANA under Service	Service → Master Data → Organizational Management → Data Transfer → Copy SD Sales Structure

2. Select the existing and relevant SAP S/4HANA SD organizational structure. For example, if you have activated the content for the US, it will look like this:

Field Name	User action and values
SD Sales Organization	<b>1710</b>
SD Distribution Channel	<b>10</b>
SD Division	<b>00</b>

Field Name	User action and values
SD Sales Office	170
SD Sales Group	170

3. Choose [Generate](#).

4. Choose [Save \(Generate New Root Organization\)](#).

#### **i** Note

If you have already created a root organizational unit before, the system will ask you whether you want to create a new root unit or whether you want to assign the selected sales organization to an existing root organizational unit. If you set up an organizational model for the SAP Best Practices content, we suggest to assign any additional Best Practices sales organizations to the same root organizational unit, for example, to COMP – Global Company. In this case, after selecting the relevant sales organization and then Generate, on the [Root Org. Unit Selection](#) dialog box select the existing root organizational unit and then choose [OK \(Enter\)](#). Then choose [Save](#).

## Result

You have created a root organizational unit for the selected sales organization. In the following sections you create an organizational model with the root organization as top organizational unit.

### 3.1.3 Renaming Root Organizational Unit

#### Purpose

In this chapter you rename the root organizational unit that was created by copying the sales organizational unit. If you are not sure which of the sales organizational units is the root unit, select one of the units displayed in the application and then choose the function Up until you reach the top node. The top node is the root organizational unit.

## Procedure

1. Sign in to the SAP S/4HANA Service system as a Customer Service Manager (standard business role SAP\_BR\_CUSTOMER\_SERVICE\_MGR) and choose the following navigation path:

**SAP Fiori Launchpad**

*Operations → Search Organizations*

2. Rename the root that was automatically created when copying the SAP S/4HANA SD sales structure to the following code and description:

Organizational Unit CODE	Description	Hierarchy Level	Functions	Allow Org. Unit to be Determined
COMP	Global Company	0		

### Note

For example, and depending on your system set-up, the root organizational unit's name that was generated by the system could be "Sales areas".

3. Save your settings.

## 3.1.4 Maintaining Organizational Units

### Use

In this chapter you create organizational units as sub-units of the root organizational unit. After maintaining the sub-units, the organizational model should look like this:

Table 1: Sample Organizational Model

Organizational Unit CODE	Description	Comment: Hierarchy Level	Functions	Allow Org. Unit to be Determined
<COMP>	<Global Company>	0		
<1710>	<Dom. Sales Org US>	1	Sales Organization	Sales
<170>	Sales Office 170	2	Sales Office	
<170>	Sales Group 170	3	Sales Group	



Organizational Unit CODE	Description	Comment: Hierarchy Level	Functions	Allow Org. Unit to be Determined
<SRV_ORG>	<Dom. Service Org US>	1	Service Organization	Service
<SRV_BO>	<Service Back Office>	2	Service Team	Service
<P_SRV_EMP>	<Service Employee>	3	Position	
<SRV_TECHGR>	<Service Technicians Group>	2	Service Team	Service
<P_SRV_TECH>	<Service Technician>	3	Position	

### i Note

SAP recommends that you use identical names for the sales organization in SAP S/4HANA Sales and for the assigned sales organization in SAP S/4HANA Service. This enables you to identify the correct sales organization regardless of which application you are working in.

### i Note

Sales office and sales group are optional entries.

Positions are maintained in chapter: 3.1.5 Maintaining Positions.

## Procedure

1. Sign in to the SAP S/4HANA Service system as a Customer Service Manager (standard business role SAP\_BR\_CUSTOMER\_SERVICE\_MGR) and choose the following navigation path:

**SAP Fiori Launchpad** *Operations → Search Organizations*

2. Maintain the details of the organizational units as per the table below:

Table 2: Global Company (COMP)

### General Data

Field Name	User action and values
Hierarchy Path	

Description	Global Company	
Code	COMP	
Address		
Field Name	User action and values	
Street/House No.	Hillview Avenue	3410
City	Palo Alto	
Postal code	94304	
Country	US	USA
Region	CA	California

Table 3: Dom. Sales Org US (1710) as Sub-Node of <Global Company>

#### General Data

Field Name	User action and values	
Description	Dom. Sales Org US	
Code	1710	
Address		
Field Name	User action and values	
Street/House No.	Hillview Avenue	3410
City	Palo Alto	
Postal code	94304	
Country	US	USA
Region	CA	California

#### Functions

<b>Field Name</b>	<b>User action and values</b>	
Sales Organization	active	

Assign Sales Groups in Service to SD Sales Groups

<b>Field Name</b>	<b>User action and values</b>	
Sales	Active	

#### Attributes

<b>Field Name</b>	<b>User action and values</b>	
Sales	Tupel	1000
Sales	Country	US
Sales	Ref. currency for document	USD
Sales	Division	00
Sales	Distribution Channel	10

Sales	Postal Code	00000	99999
Sales	Region	CA	

## Optional Entries: Sales Office 170 (170) and Sales Group 170 (170)

If you have maintained sales offices and sales groups in Sales and Distribution (SD), you can also set up organizational units for them in the organization model for Service. They are not mandatory for service processes, though. Depending on your requirements, you can skip the creation of these units.

Table 4: Sales Office 170 (170) as Sub-Node of Dom. Sales Org US (1710)

### General Data

Field Name	User action and values	
Description	Sales Office 170	
Code	170	

### Address

Field Name	User action and values	
Street/House No.	Hillview Avenue	3410
City	Palo Alto	
Postal code	94304	
Country	US	USA
Region	CA	California

### Functions

Field Name	User action and values
Sales Office	active

Table 5: Sales Group 170 (170) as Sub-Node of Sales Office 170 (170)

### General Data

Field Name	User action and values	
Description	Sales Office 170	
Code	170	

### Address

Field Name	User action and values	
Street/House No.	Hillview Avenue	3410
City	Palo Alto	
Postal code	94304	

Country	US	USA
Region	CA	California
<b>Functions</b>		
Field Name	User action and values	
Sales Group	active	

## Dom. Service Org US (SRV\_ORG) as Sub-Node of Global Company

### Note

For service processes, it is mandatory to define at least one service organizational unit and one service team. Decide based on your company structure how many service org. units you need.

### General Data

Field Name	User action and values	
Description	Dom. Service Org US	
Code	SRV_ORG	

### Address

Field Name	User action and values	
Street/House No.	Hillview Avenue	3410
City	Palo Alto	
Postal code	94304	
Country	US	USA
Region	CA	California

### Functions

Field Name	User action and values	
Service Organization	Active	

### Allow Org. Unit to be Determined

Field Name	User action and values	
Service	Active	

### Attributes

Scenario	Field Name	Value	Value to
Service	Country	US	
Service	Postal Code	00000	99999

## Service Back Office (SRV\_BO) as Sub-Node of Dom. Service Org US (SRV\_ORG)

### General Data

Field Name	User action and values
Description	<b>Service Back Office</b>
Code	<b>SRV_BO</b>

### Address

Field Name	User action and values
Street/House No.	<b>Hillview Avenue 3410</b>
City	<b>Palo Alto</b>
Postal code	<b>94304</b>
Country	<b>US USA</b>
Region	<b>CA California</b>

### Functions

Field Name	User action and values
Service Team	<b>Active</b>

### Allow Org. Unit to be Determined

Field Name	User action and values
Service	<b>Active</b>

### Attributes

Scenario	Field Name	Value	Value to
Service	Country	<b>US</b>	
Service	Postal Code	<b>00000</b>	<b>99999</b>

## Service Technicians Group (SRV\_TECHGR) as Sub-Node of Dom. Service Org US (SRV\_ORG)

### General Data

Field Name	User action and values
Description	<b>Service Technicians Group</b>
Code	<b>SRV_TECHGR</b>

### Address

Field Name	User action and values
------------	------------------------

Street/House No.	Hillview Avenue	3410	
City	Palo Alto		
Postal code	94304		
Country	US	USA	
Region	CA	California	
<b>Functions</b>			
Field Name	User action and values		
Service Team	Active		
<b>Allow Org. Unit to be Determined</b>			
Field Name	User action and values		
Service	Active		
<b>Attributes</b>			
Scenario	Field Name	Value	Value to
Service	Country	US	
Service	Postal Code	00000	99999

## 3.1.5 Maintaining Positions for Organizational Units

### Purpose

In this activity you create positions for organizational units.

### Procedure

1. Sign in to the SAP S/4HANA system as a Sales Manager (Customer Management) (standard business role SAP\_BR\_CUSTOMER\_SALES\_MGR) and choose the following navigation path:

**SAP Fiori Launchpad**      *Operations → Search Organizations*

2. In the organizational model display, select the line with the relevant organizational unit.
3. Choose *Position*.
4. Maintain a *Description* and a *Code* for the position.
5. Select a *Business Role*.

6. Save your entries.

For a better overview, the following table represents the complete organizational model which you already created above. The sample positions to be created now are highlighted:

Organizational Unit CODE	Description	Comment:Hierarchy Level	Functions	Business Role
COMP	Global Company	0		
1710	Dom. Sales Org US	1	Sales Organization	
170	Sales Office 170	2	Sales Office	
170	Sales Group 170	3	Sales Group	
SRV_ORG	Dom. Service Org US	1	Service Organization	
SRV_BO	Service Back Office	2	Service Team	
P_SRV_EMP	Service Employee	3	Position	Service Professional (S4C_SRV_PRO)
SRV_TECHGR	Service Technicians Group	2	Service Team	
P_SRV_TECH	Service Technician	3	Position	Service Employee (S4C_SRV_EMP)

## 3.1.6 Matching Sales Organizations

### Purpose

This activity assigns sales organizations in SAP S/4HANA Service to the associated sales organizations in *Sales and Distribution (SD)*.

### Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following navigation path:

Transaction code	SPRO
------------------	------

<b>Customizing for SAP S/4HANA under Service</b>	<i>Service → Master Data → Organizational Management → Assignment of Organizational Units to SD → Assign Sales Organizations in Service to SD Sales Organization</i>
--	--

2. Verify that the following settings are maintained:

Field Name	User action and values
<i>Sales Organization ID</i>	<ID of Sales Org Unit 1710>
<i>Sales Org.</i>	1710

## 3.1.7 Matching Sales Offices

### Purpose

This activity assigns sales offices in SAP S/4HANA Service to the associated sales offices in *Sales and Distribution (SD)*.

#### Note

If you do not use sales offices, skip this step.

### Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following navigation path:

<b>Transaction code</b>	SPRO
<b>Customizing for SAP S/4HANA under Service</b>	<i>Service → Master Data → Organizational Management → Assignment of Organizational Units to SD → Assign Sales Offices in Service to SD Sales Offices</i>

2. Verify that the following settings are maintained:

Field Name	User action and values
<i>Sales Office</i>	<ID of Sales Office Unit 170>
<i>Sls Office</i>	170



## 3.1.8 Matching Sales Groups

### Purpose

This activity assigns sales groups in SAP S/4HANA Service to the associated sales groups in *Sales and Distribution (SD)*.

#### Note

If you do not use sales groups, skip this step.

### Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following navigation path:

Transaction code	SPRO
Customizing for SAP S/4HANA under Service	Service → Master Data → Organizational Management → Assignment of Organizational Units to SD → Assign Sales Groups in Service to SD Sales Groups

2. Verify that the following settings are maintained:

Field Name	User action and values
Sales Group	<ID of Sales Group Unit 170>
SD Group	170

## 3.1.9 Organizational Structure Check

Carry out the following sub chapters whenever you have updated an existing organizational model, or created a new one.

## 3.1.9.1 Updating List of Organizational Units

### Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following navigation path:

Transaction code	CRMD_INDEX_OM
Customizing for SAP S/4HANA under Service	Service → Master Data → Organizational Management → Tools → Update List of Organizational Objects

2. Execute the report with the following parameters:

Object type	
O	Organizational unit
Object type	
S	Position

## 3.1.9.2 Checking Settings for Attribute Maintenance

### Purpose

This activity checks the consistency of the attribute assignments to the organizational units.

### Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following navigation path:

Transaction code	COM_OM_ATTRIBUTECHK
Customizing for SAP S/4HANA under Service	Service → Master Data → Organizational Management → Tools → Check Settings for Attribute Maintenance

2. Execute the report with the following parameters:

Field name	Value
Plan version	01
Attribute Maintenance Scenario	*
Current Date	today's date

### 3.1.9.3 Checking Organizational Data Settings

#### Purpose

This activity executes the *Check Settings for Organizational Data* program to compare the sales area data defined in *Sales and Distribution (SD)* and in SAP S/4HANA Service. You can also check the customizing settings for specific transaction types, as well as for organizational model data using various search criteria.

#### Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following navigation path:

Transaction code	CRM_ORG_PROUVE
Alternative: Customizing in IMG	Service → Master Data → Organizational Management → Tools → Organizational Data Settings Check

2. Choose the following parameters:

Field name	Value
Adjust Sales Area	<b>select</b>
Transaction Type (* = All)	<b>*</b>

3. Leave the other parameters empty.

4. Choose Execute.

### 3.1.9.4 Checking Integration Between Business Partners and Organizational Units

#### Purpose

This report runs a consistency check for the integration between business partner data and organizational units. If not all the data is available for the business partner, you can synchronize and repair the data first.

#### Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following navigation path:

Transaction code	SE38
Report	HRALXSYNC
SAP IMG menu	Service → Master Data → Business Partner → Integration Business Partner-Organization Management → Create Business Partner Initially

2. Maintain the following parameters:

Object and Check Restriction	
Field Name	User action and values
Organizational Unit(s)	<b>active</b> , empty value for selection

3. Execute the report. In case the report shows errors or inconsistencies, choose [Repair](#).

### 3.1.9.5 Updating Attribute Buffer for Generic Attributes

#### Purpose

This activity executes the program for the manual update of the *Attribute Buffer for Generic Attributes* for organizational data in order.

## Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following navigation path:

Transaction code	SE38
Report	HRBCI_ATTRIBUTES_BUFFER_UPDATE

2. Execute the report with the following parameters:

Field name	Value
Attribute Buffer	
Delete All Buffers	active
Restructure Buffer on (Date)	active
Display	
Shortened	selected
Distribution for Mobile Clients	
No Distribution	selected

### 3.1.9.6 Assigning Controlling Area to Organizational Unit

## Purpose

Assign the *Controlling Area* to the relevant organizational unit.

## Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following transaction:

Transaction code	PPOME
------------------	-------

2. Identify and select the *Global Company* organizational unit.

3. Maintain the attributes of the organizational units as per the following table:

<b>Description:</b>	Global Company	<b>Code:</b>	COMP
Account Assignment			
<b>Field Name</b>	<b>User action and values</b>		
Controlling Area	<b>A000</b>	Controlling Area A000	

#### **i Note**

After initial activation of the SAP Best Practices content, probably the default controlling area 0001 is assigned. To update this to A000, choose the Default Value Customizing button next to the Controlling Area field, and then select Controlling Area A000.

## **3.1.9.7 Assigning Master Cost Center to Organizational Unit**

### **Purpose**

When releasing a service order, it is mandatory that a cost center can be determined. So that the system can determine the cost center from the assigned service employee group (organizational unit), assign master cost centers to the relevant service organizations.

### **Procedure**

1. Sign in to the SAP S/4HANA system as configuration user and choose the following transaction:

<b>Transaction code</b>	PPOME
-------------------------	-------

2. Select the [Service Technicians Group](#) and/or [Service Back Office](#) organizational unit.

3. Maintain the attributes of the relevant organizational units, for example:

<b>Description:</b>	Service Technicians Group	<b>Code:</b>	SRV_TECHGR
Account Assignment			
<b>Field Name</b>	<b>User action and values</b>		
Master Cost Center	<b>17101321</b>	Services/Consltg(US)	

## 3.1.9.8 Assigning Plant and Storage Location to Service Organization

### Purpose

This activity defines which plant and which storage location of this plant is assigned to a combination of service organization, service team and service employee.

### Procedure

1. Sign in to the SAP S/4HANA system as configuration user and choose the following navigation path:

Transaction code	SPRO
Customizing for SAP S/4HANA under Service	<a href="#">► Service</a> > <a href="#">Master Data Organizational Management</a> > <a href="#">Cross-Application Assignment of Organizational Units</a> > <a href="#">Assign Plant and Storage Location to Service Organizational Units</a> >

2. Maintain the following settings:

Field name	Value
Service Organization	ID of Service Org Unit SRV_ORG for S/4HANA Service
Service Team	*
Service Employee	*
Plant	1710
Stor. Loc.	171A

3. Save your settings.

## 3.2 Service and Response Profiles

### 3.2.1 Create Service Profiles

## Purpose

A service profile defines the period in which the services that were defined in the service contract can be carried out. In this procedure, you create two sample service profiles (5x10 and 7x24) that you can use when creating service products.

## Procedure

1. Log on to the SAP S/4HANA system as a configuration user and choose the following navigation path:

Transaction code	<b>CRMD_SERV_SLA</b>
SAP Menu	<b>► Service ► Service Processes ► Maintain Availability and Response Times ►</b>

2. On the *Display View "Service Profile": Overview* screen, choose **► Display ► Change (Ctrl+F1) ►**.
3. On the *Change View "Service Profile": Overview* screen, choose *New Entries* and maintain the following entries:

Field Name	User Action and Values
Serv Prof.	<b>5x10</b>
Description	<b>Mo-Fr: 7-17 h</b>

4. Choose .
5. To maintain availability times for the newly created service profile, choose the Availability Times button (right column).
6. On the Availability Times for Schema screen, maintain the following entries:

Field Name	User Action and Values
Rule	<b>Weekly periodic Availability Times</b>
Week Rule	<b>Every week on</b> <b>Select Mo, Tu, We, Th and Fr.</b> For each of the selected days, maintain: <b>From 07:00 - 17:00 Hrs</b>
Exceptions	Not on non-working days
Factory Calendar	International

7. Choose *Copy*.
8. Save your settings, then choose *Back*.



9. To create a second service profile, on the [Change View "Service Profile": Overview](#) screen choose [New Entries](#) and maintain the following entries:

Field Name	User Action and Values
Serv Prof.	<b>7x24</b>
Description	<b>Mo-Su: 0-24 h</b>

10. Choose .

11. To maintain availability times for the newly created service profile, choose the Availability Times button (right column).

12. On the [Availability Times for Schema](#) screen, maintain the following entries:

Field Name	User Action and Values
Rule	<b>Daily periodic Availability Times</b>
Daily	<b>All: 1 Days</b> <b>From: 00:00 To 24:00 (Central Europe).</b>
Exceptions	No exceptions
All Days Are Working Days	Selected

13. Choose [Copy](#).

14. Save your settings.

## 3.2.2 Create Response Profiles

### Purpose

A response profile defines the response time of the technician, in other words, the time by which the technician must start the service laid down in the service transaction item as well as the period in which the service must be completed. In this procedure, you create two sample response profiles (First and Standard) that you can use when creating service products.

## Procedure

1. Log on to the SAP S/4HANA system as a configuration user and choose the following navigation path:

Transaction code	CRMD_SERV_SLA
SAP Menu	► Service ► Service Processes ► Maintain Availability and Response Times ►

2. On the *Display View "Service Profile": Overview* screen, choose ► Display ► Change (Ctrl+F1) ►.

3. In the Dialog Structure, double-click *Response Profile*.

4. On the *Change View "Response Profile": Overview* screen, choose *New Entries* and maintain the following entries:

Field Name	User Action and Values
Response Prof.	FIRST
Description	First Level Response Time
Priority	Selected

5. In the *Dialog Structure*, double-click *Indicators for Response Times*.

6. On the *Change View "Indicators for Response Times": Overview* screen, choose *New Entries*.

7. In the *Priority* column of the *Indicators for Response Times* table, select the following values via value help, then choose

Priority	Description
1	Very High
3	High
5	Medium
9	Low

8. To assign response times per priority, select one of the priorities, then in the *Dialog Structure* double-click *Response Times*.

9. On the *Change View "Response Times": Overview* screen, choose *New Entries* and maintain the relevant entries per priority in the *Response Times* table. After completing the entries for one priority, double-click *Indicators for Response Times* in the dialog structure, then select the next priority and repeat the steps as described above until you have maintained response times for all priorities.

### Priority 1 (Very High)

Name of Duration	Duration Value	Time Unit
SRV_RF_DURA	1	HOUR
SRV_RR_DURA	2	HOUR

### Priority 3 (High)

Name of Duration	Duration Value	Time Unit
SRV_RF_DURA	2	HOUR
SRV_RR_DURA	8	HOUR

#### Priority 5 (Medium)

Name of Duration	Duration Value	Time Unit
SRV_RF_DURA	1	DAY
SRV_RR_DURA	3	DAY

#### Priority 9 (Low)

Name of Duration	Duration Value	Time Unit
SRV_RF_DURA	2	DAY
SRV_RR_DURA	5	DAY

10. To save the response profile, choose [Save](#) (CTRL+S).

11. To create a second response profile, choose [Back](#) (F3) two times.

12. On the [Change View "Response Profile": Overview](#) screen, choose [New Entries](#) and maintain the following entries:

Field Name	User Action and Values
Response Prof.	STANDARD
Description	Standard Level Response Time
Priority	Selected

13. In the [Dialog Structure](#), double-click [Indicators for Response Times](#).

14. On the [Change View "Indicators for Response Times": Overview](#) screen, choose [New Entries](#).

15. In the [Priority](#) column of the Indicators for Response Times table, select the following values via value help, then choose :

Priority	Description
1	Very High
3	High
5	Medium
9	Low

16. To assign response times per priority, select one of the priorities, then in the [Dialog Structure](#) double-click [Response Times](#).

17. On the [Change View "Response Times": Overview](#) screen, choose [New Entries](#) and maintain the relevant entries per priority in the Response Times table. After completing the entries for one priority, double-click Indicators for

[Response Times](#) in the dialog structure, then select the next priority and repeat the steps as described above until you have maintained response times for all priorities.

#### Priority 1 (Very High)

Name of Duration	Duration Value	Time Unit
SRV_RF_DURA	2	HOUR
SRV_RR_DURA	8	HOUR

#### Priority 3 (High)

Name of Duration	Duration Value	Time Unit
SRV_RF_DURA	8	HOUR
SRV_RR_DURA	24	HOUR

#### Priority 5 (Medium)

Name of Duration	Duration Value	Time Unit
SRV_RF_DURA	2	DAY
SRV_RR_DURA	7	DAY

#### Priority 9 (Low)

Name of Duration	Duration Value	Time Unit
SRV_RF_DURA	7	DAY
SRV_RR_DURA	14	DAY

18. To save the response profile, choose [Save](#) (CTRL+S).

## 3.3 Profit Center Determination

### Use

In this activity you define which profit center will be determined during internal order creation. This is required in service order and service confirmation processing because the internal order that is created for service processes must refer to a profit center. As an easy example, the procedure below describes how to define the profit center determination based on the sales organization. Based on this example, the internal order created during service processing will always have the same profit center value for a dedicated sales organization.

## i Note

If you want different profit centers to be determined based on, for example, the product entered in the service document, instead of by sales organization you could set up the profit center determination based on material group. The material group Services could then determine a different profit center than, for example, the material group Trading Materials, and so on.

## 3.3.1 Defining Substitution Rules for CRM Processes

### Procedure

1. Log on to the SAP S/4HANA system as a configuration user and choose the following navigation path:

Transaction code	SPRO
SAP IMG Menu	► <i>Integration with Other SAP Components</i> ► <i>Customer Relationship Management</i> ► <i>General Settings</i> ► <i>Settings for Profit Center Accounting</i> ► <i>Define Substitution Rules for CRM Processes</i> ►

2. On the *Change Substitution: Overview* screen, in the *Substitutions* pane select the *Create sales order* entry, then choose *Substitution (Create Substitution)*.
3. Maintain the following entries:

Field name	User action and values
Substitution (ID)	ZSUB01
Substitution (Description)	Substitution 01

4. Choose , then In the *Substitutions* pane select the line with the newly created substitution and choose *Step (Insert step)*.
5. On the *Substitutable fields* dialog box, choose the line with *Profit Center* and then *Choose (Enter)*.
6. On the *Entering the substitution method* dialog box, choose *Constant value* and then *Continue (Enter)*.
7. In the step details view, maintain a step description, for example, **Step 01**.
8. In the *Substitutions* pane select the *Substitutions* entry below the new Step.
9. As *Constant value* for *Profit Center* select one of the available profit centers, for example, **YB700** (Trading Goods).
10. *Save* your entries.
11. Choose *Rule (Create Rule)*.
12. In the rule details view, maintain a Rule name ID / description, for example, **RULE01** / **Rule 01**. Then choose .

13. In the *Substitutions* pane navigate to the *Rule definition* entry, then in the *List of structures* table double-click the *EC-PCA: Substitution in Sales Order* entry.
14. In the *Table Fields* list, double-click the *Sales Org.* entry so that it is displayed in the command view above.
15. From the available Boolean statements area select the *equals (=)* statement, so that in the command view the statement is displayed as Sales Org. =.
16. Below the Boolean statements area select the *Constant* button and on the *Enter constants* dialog box, select the relevant *Sales Org.*, for example, **1710** for US, then choose *Continue (Enter)*. As a result, in the command view the statement is displayed as Sales Org. = '1710'.
17. If in your system Best Practices solutions for different countries have been activated, add further country-specific sales organizations. To do so, in the Boolean statements area select *OR*.
18. Again, double-click the *Sales Org.* entry.
19. Select the *equals (=)* statement.
20. Then select *Constant*, and on the *Enter constants* dialog box, select the relevant *Sales Org.*, for example, **1010** for DE, then choose Continue (Enter). As a result, in the command view the statement is displayed as Sales Org. = '1710' OR Sales Org. = '1010'.
21. *Save* your entries. (If the *Save* button is not active, navigate to another entry in the *Substitutions* pane and confirm the Save dialog box with *Yes*.)

## 3.3.2 Assigning Substitution Rules for CRM Processes

### Procedure

1. Log on to the SAP S/4HANA system as a configuration user and choose the following navigation path:

Transaction code	SPRO
SAP IMG Menu	 <i>Integration with Other SAP Components</i>  <i>Customer Relationship Management</i>  <i>General Settings</i>  <i>Settings for Profit Center Accounting</i>  <i>Assign Substitution Rules for CRM Processes</i> 

2. On the *Change View "Substitution of Profit Center in CRM Integration": Overview* screen, choose *New Entries*.
3. On the *New Entries: Overview of Added Entries* screen, maintain the following entries:

Field name	User action and values
COAr	<b>A000</b>
Subst.	<b>ZSUB01</b>

4. *Save* your entries, and if relevant, select a suitable customizing request.

# 4 Appendix

## 4.1 Ticket Component

Implementation Step	Component	Comment
All steps related to Organizational Model	CRM-S4-MD-ORG	
All steps related to controlling integration	CRM-S4-CNT or CRM-S4-SRV*	

## 4.2 Creating Custom Fiori Tile

### Use

If you want to launch a Web-based application from the SAP Fiori launchpad, you can easily create a custom Fiori tile to launch the application's URL. The following steps outline what you need to do to create such a custom Fiori tile.

#### i Note

The steps below have not been tested as part of this SAP Best Practices solution and might not be complete. They are only meant as a general recommendation what you need to do and where you can find detailed documentation.

### Prerequisites

1. Ensure that the basic setup of the SAP Fiori launchpad is complete. You can find extensive documentation about SAP Fiori here: <https://help.sap.com/fiori>.

2. Ensure that you have an administration user available to execute the SAP Fiori configuration steps in the *Launchpad Designer*.
3. Learn how to create a catalog, group, tile and target mapping, as described in the SAP Fiori Launchpad administration guide that you find here: [https://help.sap.com/viewer/product/SAP\\_NETWEAVER\\_AS\\_ABAP\\_752/7.52.2/en-US](https://help.sap.com/viewer/product/SAP_NETWEAVER_AS_ABAP_752/7.52.2/en-US) → UI Technologies in SAP NetWeaver → SAP Fiori Launchpad → Administration Guide → Setting Up Launchpad Content → Best Practices for Managing Launchpad Content.

## Procedure

1. Log on to the Fiori Launchpad Designer as an administration user.
2. Create a custom Fiori catalog, for example, with the following values, or re-use an existing catalog:

Field Name	User action and values
<i>Title</i>	Maintain a catalog title
<i>ID</i>	Maintain a catalog ID

3. In the catalog, create a new tile with the following parameters:

### Type of tile: App Launcher - Static

Field Name	User action and values
<i>Title</i>	Maintain a title
<i>Subtitle</i>	Maintain a subtitle
<i>Icon</i>	Optionally select one of the available icons
<i>Use semantic object navigation</i>	Do not select
<i>Target URL</i>	Maintain the URL of your external application

4. Decide to which Fiori group to add the new tile.
5. Then in SAP GUI, assign the Fiori catalog and Fiori group to a PFCG role, and assign the role to the relevant application users.





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