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|  |  |
| Test ScriptSAP S/4HANA - 18-09-20 | public |
| Interaction Center Service Request Management (41W\_DE) |

Table of Contents

[1 Purpose 3](#_Toc51401314)

[2 Prerequisites 4](#_Toc51401315)

[2.1 System Access 4](#_Toc51401316)

[2.2 Roles 4](#_Toc51401317)

[2.3 Manual Configuration Steps 5](#_Toc51401318)

[2.4 Master Data, Organizational Data, and Other Data 5](#_Toc51401319)

[2.5 Maintaining Communication Data of Business Partners 6](#_Toc51401320)

[3 Overview Table 8](#_Toc51401321)

[4 Test Procedures 9](#_Toc51401322)

[4.1 Identify Account and Equipment 9](#_Toc51401323)

[4.2 Create Service Request 11](#_Toc51401324)

[4.3 Search for Solution 13](#_Toc51401325)

[4.4 Dispatch Service Request and End Call 15](#_Toc51401326)

[4.5 Process Service Request from Inbox 17](#_Toc51401327)

[4.6 Provide Solution via E-Mail 19](#_Toc51401328)

[4.7 Complete Service Request 21](#_Toc51401329)

[4.8 Optional: Reply to E-Mail from Customer 22](#_Toc51401330)

[5 Appendix 25](#_Toc51401331)

[5.1 Succeeding Processes 25](#_Toc51401332)

# Purpose

This scope item enables Interaction Center (IC) capabilities to help ensure efficient and consistent customer service by collaborating and communicating with customers using various communication channels.

IC agents can handle inbound and outbound customer interactions by telephone, e-mail, fax, chat, and letter communication channels. They can process business transactions such as service requests and enhance their productivity by using alerts and a knowledge search. All relevant account information is available to them in the IC, for example, account data, service order status, and product-related information.

The scope item covers the account identification of a customer calling the service desk. To process the customer's request, a service request is created and dispatched to another service team. Optionally e-mail exchange between the service desk and the customer can be used. Once a solution for the request is available, the service request is completed.

# Prerequisites

This section summarizes all the prerequisites for conducting the test in terms of systems, users, master data, organizational data, and other test data.

## System Access

|  |  |
| --- | --- |
| System | Details |
| SAP S/4HANA | Per default, the Interaction Center is accessible via WebClient UI.As an alternative to accessing the Interaction Center via WebClient UI, your system administrator can enable its access via SAP Fiori launchpad as described in the set-up instructions guide for this scope item.Your system administrator provides you with the relevant URL.Note that the WebClient URL can be generated by logging on to SAP GUI and entering transaction code WUI\_SSO (or alternatively WUI). |

## Roles

The business roles in the following table contain authorization and navigation objects specific to the SAP S/4HANA Service application. Your system administrator can use them as templates to create customer-specific business roles with the appropriate authorizations.

|  |  |
| --- | --- |
| Name (Role) | ID (Role) |
| S4CRM UIU - Service IC Agent | SAP\_S4C\_UIU\_SRV\_ICAG |
| CRM Role for UIU Framework | SAP\_CRM\_UIU\_FRAMEWORK |

In addition to these Service-specific authorizations, generic SAP application access must be granted by your system administrator. The system administrator assigns all required application business roles to your system user.

Note For detailed information about roles and authorizations, refer to the SAP S/4HANA security guide at <https://help.sap.com/viewer/product/SAP_S4HANA_ON-PREMISE> > Implement.

## Manual Configuration Steps

Before you can test this scope item, you must have completed the additional set-up steps that are described in the Set-Up Instructions Guide for this scope item. These implementation steps are specific for your implementation and include mandatory settings that are not delivered by SAP and must be created by you. Make sure that all the settings of the set-up instruction guide are implemented before executing the test procedures. For more information, see the Set-Up Instructions Guide for this scope item on [SAP Best Practices Explorer](https://rapid.sap.com/bp).

## Master Data, Organizational Data, and Other Data

Some master data of your company have been created in your system during activation. Other data must be set up manually by you as described in the set-up instruction guide and the master data scripts for this scope item.

Use your own master data or the following sample data to go through the test procedure.

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Sample Value | Details | Comments |
| Sold-To Party | 10100002 | Customer domestic 02 | Created during content activation |
| Contact Person | 17910008 | Ronald Williams | Created during content activation |
| Sales Organization | 1010 | Dom. Sales Org | To be created by you, refer to the Organizational Model chapters of the Set-up Instruction Guide |
| Service Organization | Service Org | Dom. Service Org US | To be created by you, refer to the Organizational Model chapters of the Set-up Instruction Guide |
| Service Employee Group | Your ID | Your 1st level group | Service Employee Group - 1st level support; to be created by you, refer to the Organizational Model chapters of the Set-up Instruction Guide |
| Service Employee Group | Your ID | Your 2nd level group | Service Employee Group - 2nd level support; to be created by you, refer to the Organizational Model chapters of the Set-up Instruction Guide |
| Employee Responsible | Your ID | Your Employee | Service Desk Agent - 1st level support; to be created by you, refer to the Create Employee Master Data for Service script |
| Employee Responsible | Your ID | Your Employee | Service Desk Agent - 2nd level support; to be created by you, refer to the Create Employee Master Data for Service script |
| Service Product | CSSRV\_01 | Maintenance | The default service product CSSRV\_01 is automatically determined when creating a service request. To create this mandatory service product, refer to the Create Service Product of Type "Service" master data script. |
| Equipment | Your ID | Your equipment | To be created by you; refer to the Create Plant Maintenance Master Data script. |

You can find general information on how to create master data objects in the following [Master Data Scripts (MDS)](https://support.sap.com/content/dam/SAAP/Sol_Pack/BP_OP_ENTPR/BP_OP_ENTPR_S4HANA2020_7_Master_Data_EN_XX.htm) :

|  |  |
| --- | --- |
| MDS | Description |
| BND | Create Customer Master |
| 3KV | Create Service Product of Type "Service" |
| 47X | Create Business Partner Master Data for Service |
| 47Y | Create Employee Master Data for Service |
| 3U3 | Create Plant Maintenance Master Data |

## Maintaining Communication Data of Business Partners

Purpose

If for incoming e-mails you want the system to automatically identify the business partner related to the e-mail address of the incoming e-mail, you must maintain a valid e-mail address for the contact person (or account). For testing purposes, assign your own e-mail address to a contact person. The e-mail assignment must be unique. Do not assign your e-mail address to more than one business partner.

Procedure

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

|  |  |
| --- | --- |
| SAP Fiori Launchpad | Master Data → Search Contacts |

1. Search for a contact (for example, Susan Miller) and access its details.
2. Maintain the following entries:

|  |  |
| --- | --- |
| Field name | User action and values |
| Work |
| E-Mail | <Valid e-mail address> (for example, your own e-mail address, or an e-mail address you created for testing purposes) |

1. Save your settings.

# Overview Table

This scope item consists of several process steps provided in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step | Business Role | App/Transaction | Expected Results |
| [Identify Account and Equipment](#unique_9) [page ] 9 | Service IC Agent | Account Identification | The customer who contacts the Interaction Center is identified. Optionally the affected equipment is identified as well. |
| [Create Service Request](#unique_10) [page ] 11 | Service IC Agent | Service Request | The helpdesk agent creates a service request. |
| [Search for Solution](#unique_11) [page ] 13 | Service IC Agent | Knowledge Article | The helpdesk agent tries to find a solution for the customer issue, for example, by searching for a knowledge article. |
| [Dispatch Service Request and End Call](#unique_12) [page ] 15 | Service IC Agent | Service Request | If the helpdesk agent is not able to provide a solution, the service request is dispatched to a 2nd level support team. |
| [Process Service Request from Inbox](#unique_13) [page ] 17 | Service IC Agent | Inbox | The 2nd level support employee finds the service request in the inbox and processes it. |
| [Provide Solution via E-Mail](#unique_14) [page ] 19 | Service IC Agent | Service Request | The 2nd level support employee provides a solution to the customer issue, for example, by sending a knowledge article via e-mail. |
| [Complete Service Request](#unique_15) [page ] 21 | Service IC Agent | Service Request | The 2nd level support employee updates the service request and sets its status to Completed. |
| [Optional: Reply to E-Mail from Customer](#unique_16) [page ] 22 | Service IC Agent | Inbox | If the customer has sent an e-mail to the helpdesk agent, for example, with reference to the previously processed service request, the helpdesk agent can reply to the e-mail from the Inbox. |

# Test Procedures

This section describes the test procedures for each process step that belongs to this scope item.

## Identify Account and Equipment

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

A customer calls the service desk to report an issue, for example, an issue with a machine. The service desk agent identifies the caller and (optionally) the affected piece of equipment and reviews the customer history.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1. | Log On | Log on to the Interaction Center WebClient in the role of a Service IC Agent. | The Identify Account view is displayed. |  |
| 2. | Identify Account | On the Identify Account view, in the Account area, you can search for the account and contact person via diverse search criteria. For example, maintain a First Name or Last Name (for example, Ronald Williams) to search for a contact person, and then choose Search Account.Instead of choosing Search Account, you can also choose Enter. | If several accounts and/or contact persons exist for your chosen search criteria, they are displayed in the Result List.If the search result is unique, the system automatically navigates to the Details area and displays the Related Partners result list. |  |
| 3. | Confirm Business Partners | If you have searched for contact person data, in the Related Partners result list choose Confirm for the relevant contact person. This will automatically confirm the related account as well.Alternatively, if you have searched for account data only, in the Result List choose Confirm for the relevant account. If contact persons exist for the account, the system will then navigate to the Related Partners result list where you choose Confirm for the relevant contact person. | You have confirmed the customer who is calling. |  |
| 4. | Review Customer History | To inform yourself about previous interactions with the customer, scroll down to the Confirmed Partners area and expand the details per partner by choosing the little arrow at the left side of each partner (Open Briefing Card).In the briefing card view, for example, for the account choose History to display transactions that took place in the past. Or choose Equipment to check whether any piece of equipment is assigned to the account or contact person. | You have reviewed the information available for the customer. |  |
| 5. | Review Interaction History | As an alternative to displaying customer interactions from the briefing card, you can also choose Interaction History in the Apps area on the left side of the screen.In the Search: Customer Interactions view, the confirmed business partner is pre-filled. Choose Search to display, sort and filter all interactions available for the confirmed business partner.After having informed yourself sufficiently about past interactions, choose Account Identification to navigate back to the initial view. | You have reviewed the interaction history in detail. |  |
| 6. | Identify and Confirm Equipment | If equipment is assigned to the confirmed business partner, in the Equipment area at the top of the page choose Search. If the search result is unique, the details of the one piece of equipment are displayed and you only need to choose Confirm. If several pieces of equipment are found, select the relevant one from the Result List and then choose Confirm.Optional: To review the details of the equipment, choose More Fields. | You have confirmed the affected piece of equipment and optionally reviewed its details. |  |
| 7. | Create New Equipment | If the affected equipment has not yet been maintained in your system, you can create a new piece of equipment by choosing Create. Maintain the equipment details, for example, the Equipment Description and the Serial Number. Then choose Save and afterwards Confirm. | You have created a new piece of equipment with rudimentary information. If relevant, the service technician can maintain more details for the equipment, for example, after having provided service for the equipment. For technical object maintenance, a corresponding Fiori tile exists in SAP S/4 Enterprise. |  |

## Create Service Request

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

After having confirmed the customer who calls, and optionally the affected piece of equipment, the service desk agent now creates a service request to capture the customer's issue.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1. | Create Service Request | After having confirmed the affected business partner(s) and equipment in the previous chapter, in the Apps area on the left choose Service Request.If dialog boxes to select organizational or business partner data are displayed, select suitable entries, for example:* Service organization: Interaction Center
* Service team: 1st Level Support
 | The Service Request: New view is displayed.The confirmed partners and equipment are pre-filled in the service request. |  |
| 2. | Maintain Service Request Details | Maintain the following details:Description: Machine makes strange noisesImpact: MediumUrgency: Medium | Based on the selected impact and urgency, the system determines a priority and the date calculation is executed automatically. Alternatively, you can maintain the priority manually without selecting an impact and urgency. |  |
| 3. | Categorize Service Request | Maintain the following details:Category 1: ComplaintCategory 2: Product | If a knowledge article has been maintained for the selected categorization, a (Number of) Suggested Knowledge Article(s) appears in the alert area.Note: The alert will only work if you have set it up as described in the 41W set-up instruction guide. |  |
| 4. | Maintain Description | To document the customer issue, in the Notes assignment block choose New and select the text type Problem Description.If the Notes area is not visible, navigate to Personalize, and choose Add to include it in the list of displayed assignment blocks for one of the available areas.In the Text field, maintain a description of the issue, for example: Customer complains that the machine makes strange noises at high speed,then choose Back. |  |  |

## Search for Solution

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

After having maintained the main details for the service request in the previous chapter, the service desk agent now checks whether a predefined solution is available to solve the customer's issue.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1. | Access Knowledge Article Search | After having created a service request in the previous chapter, a (Number of) Suggested Knowledge Article(s) alert is displayed. Click on the alert to navigate to the Search: Knowledge Articles view.Alternatively, if no alert is displayed, in the Apps area on the left choose Knowledge Article Search. | If you have navigated to the Search: Knowledge Articles view via the alert, one or several knowledge articles are displayed in the Result List.If no alert was displayed and you navigate to this view in the Apps area, the Result List is empty. |  |
| 2. | Navigate to Knowledge Article Details | If you have navigated to the Search: Knowledge Articles view via alert, review the details of the suggested knowledge article(s) by clicking on the knowledge article ID.If you have navigated to the Search: Knowledge Articles view directly, use the available search parameters to search for a meaningful knowledge article. As an alternative, you can search for all available knowledge articles by leaving all search parameters empty and choosing Search. |  |  |
| 3. | Review Knowledge Article Details | In the knowledge article view, toggle between Problem Description and Solution Description to decide whether the knowledge article provides a solution to the customer's issue.Then choose Back to Previous Page (Alt + Left). | You have reviewed the knowledge article details and navigated back to the Search: Knowledge Articles view. |  |
| 4. | Add Knowledge Article to Cart | To inform the customer about the proposed solution, the service desk agent can send the knowledge article via e-mail. To do so, in the Result List select the appropriate knowledge article and choose Add to Cart. | A message "Item added to cart" is displayed. |  |
| 5. | Create E-Mail | In the Cart area, select the knowledge article you want to send. Then choose E-Mail. | The E-Mail editor is displayed.The selected knowledge article is available as attachment.The service request ID is referenced in the e-mail text field. Do not delete the line with the reference. |  |
| 6. | Complete and Send E-Mail | In the E-Mail editor, review the To e-mail address suggested by the system. If for testing purposes you would rather send the e-mail to your own e-mail address, overwrite the system proposal.Maintain the following values:Subject: Proposed SolutionE-Mail Text: Maintain an e-mail text, for example:<Dear customer,Please review the attached solution proposal.Best regards,Your helpdesk team>Do not delete the reference to the service request number.Choose Send. | The e-mail with attached knowledge article is sent to the e-mail address in the To field. |  |
| 7. | Navigate to Service Request | To navigate back to the service request, in the Apps area on the left, choose Service Request. | The service request is displayed.The knowledge article you added to the cart is displayed in the Knowledge Articles area.The e-mail you sent is displayed in the Business Context area. |  |

## Dispatch Service Request and End Call

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

For our sample use case, we assume that the 1st level service agent was not able to find a real solution to the customer's issue. The knowledge article sent to the customer only provided a quick workaround. Therefore, the service agent documents the steps taken so far, and dispatches the service request to the 2nd level support team.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1. | Maintain Description | To document the customer issue, in the Notes assignment block choose New and select the text type Internal note.In the Text field, maintain a text, for example: Workaround sent to customer. Please find a long-term solution for the issue.Then choose Back. | You have documented the steps taken and the requested action item. |  |
| 2. | Maintain Status | In the Details view, in the Processing Data area, for Status maintain In Process. |  |  |
| 3. | Dispatch Service Request | To assign the service request to a 2nd level support team, choose Dispatch.If no rule has been defined for dispatching the service request, as an alternative you can manually update the Service Team assignment and remove the Employee Responsible. | The service team is updated and the employee responsible is removed from the service request.The employees assigned to the updated service team can now find the service request in their Inbox. |  |
| 4. | End Call | The service desk agent closes the call by choosing End. | The service request is saved automatically.The system navigates back to the Identify Account view. |  |
| 5. | Optional: Log Off | If you have defined separate employees and users for the 1st level and the 2nd level support, log off. If not, you can stay logged on and proceed without new logon. |  |  |

## Process Service Request from Inbox

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

In the previous step the 1st level support dispatched the service request to the second level support. An employee from the second level support team picks up the service request and processes it.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1. | Log On | If you have defined a separate employee and user for the 2nd level support, log on with this user to the Interaction Center WebClient in the role of a Service IC Agent. If not, you can stay logged on with the user from the previous step. | The Identify Account view is displayed. |  |
| 2. | Access Inbox | To open the inbox which contains all objects the service team has to process, in the Apps area on the left, choose Inbox. | The Inbox view is displayed. |  |
| 3. | Search Service Request | If a Quick Search for, for example, My Group's Open Items, has been defined for you, select this quick search.If there is no quick search available, use the available search parameters to find the service request, for example:Main Category: Service RequestStatus: Not CompletedCreation Period: Last 3 Days.Then choose Search. | The service request from the previous steps is displayed in the Result List. |  |
| 4. | Pick up Service Request | Select the line with the service request you want to pick up, then choose Interact. | The service request view is displayed. The employee assigned to your user is automatically entered as Employee Responsible. |  |
| 5. | Review Service Request | In the service request, review the descriptions in the Notes area, and other areas of interest such as Knowledge Articles, Reference Objects and Business Context. | The 2nd level support can now start to work on defining a solution for the customer's issue. |  |

## Provide Solution via E-Mail

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

The second level support was able to find a solution to the customer's issue, documents the solution, and sends it to the customer.

Note If you create a knowledge article for the issue that can be shared with customers, instead of sending an e-mail to the customer as described below, you can navigate to the Knowledge Article Search and e-mail the knowledge article as described in the Search for Solution chapter.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1. | Document Solution | To document the solution in the service request, in the Notes area choose New.As Text Type choose Solution Description.In the Text field, maintain a description, for example:<Tighten the screws in the casing.>Then choose Back. |  |  |
| 2. | Create Knowledge Article | If it is likely that other customers report the same issue, the 2nd level support creates a knowledge article to share the knowledge.In the service request, choose Create Follow-Up.On the Follow-Up dialog box, choose Knowledge Article. | The Knowledge Article: New view is displayed. |  |
| 3. | Maintain Knowledge Article Details | In the Knowledge Article: New view, maintain the relevant details, for example:Language: EnglishDescription: Motor noises (machine type ABC)Category 1: ComplaintCategory 2: ProductText Type: Problem Description: Customer reports strange noises in motor of machine type ABC.Text Type: Solution Description: Tighten the screws in the casing.Status: Published .Save your entries. | You have created a knowledge article to document how similar customer issues can be solved.Navigate back to the service request by choosing Service Request in the Apps area. Then in the Knowledge Articles assignment block verify that the newly created knowledge article is assigned to the service request. |  |
| 4. | Create E-Mail | To inform the customer about the solution, in the Apps area choose E-Mail. | The E-Mail editor opens.The service request ID is referenced in the e-mail text field. Do not delete the line with the reference. |  |
| 5. | Complete and Send E-Mail | In the E-Mail editor, review the To e-mail address suggested by the system. If for testing purposes you would rather send the e-mail to your own e-mail address, overwrite the system proposal.Maintain the following values:Subject: Proposed SolutionE-Mail Text: Maintain an e-mail text, for example:<Dear customer,to solve the reported issue, please tighten the screws of the motor casing.Best regards,Your helpdesk team>Do not delete the reference to the service request number.Optionally add an attachment.Choose Send. | The e-mail is sent to the e-mail address in the To field. |  |
| 6. | Check Service Request | To verify that the e-mail you sent is linked to the service request, in the Apps area choose Service Request.In the service request view, navigate to the Business Context area. | The e-mail you sent in the previous step is displayed in the business context. |  |

## Complete Service Request

Purpose

In this step you do a final check whether all related information is captured in the service request. Once that is the case, you update the service request status to indicate that no further action items exist.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1. | Check Service Request Details | Before closing the service request, verify that the service request information is complete. Check, and if required, update the following:* Categorization
* Notes
* Assigned Knowledge Articles
* Business Context
 | The service request documentation is complete. All transactions related to the service request processing are linked. |  |
| 2. | Optional: Add Attachment | If there are any documents, pictures or similar relevant for the service request, in the Attachments area choose New AttachmentIn the Attachment dialog box, choose Browse and select the documents you want to upload.Then choose Attach to upload the documents. | Attachments are assigned to the service request. |  |
| 3. | Update Service Request Status | As Status, maintain Solution Provided.Then choose Save. | The service request processing is completed. |  |
| 4. | End Interaction | Close all open transactions by choosing End. | The service request and all related transactions are saved automatically.The system navigates back to the Identify Account view. |  |

## Optional: Reply to E-Mail from Customer

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | Duration | Enter a duration. |

Purpose

This is an optional step that describes how you can process a customer e-mail from the Inbox. In the example below, we assume that the customer replies to the e-mail you sent in the Provide Solution via E-Mail chapter and that you reply to it via e-mail.

Prerequisites

As preparation for the procedure below, carry out the following steps:

1. Send an e-mail as described in the Provide Solution via E-Mail chapter to your own e-mail address.
2. Open this e-mail in your e-mail application and reply to it. Do not change the suggested Reply To e-mail address.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1. | Access Inbox | To open the inbox which contains all objects the service team has to process, in the Apps area on the left, choose Inbox. | The Inbox view is displayed. |  |
| 2. | Search E-Mail | Use the available search parameters to find the e-mail, for example:Main Category: E-MailCreation Period: Last 3 DaysThen choose Search. | The reply e-mail to your original e-mail is displayed in the Result List. |  |
| 3. | Identify E-Mail Sender | Select the line with the reply e-mail and choose Interact.In the Identify Account view the business partner to which your e-mail address is assigned is displayed. If no business partner is assigned to the e-mail address, manually search for an account or contact person.Confirm the business partner. | Based on the e-mail address of the incoming e-mail the system has proposed the related business partner. You have confirmed the business partner. |  |
| 4. | Reply to E-Mail | In the Identify Account view, scroll down to the Confirmed Partners / E-Mail Preview area and navigate to the E-Mail Preview.Choose Full View to display the e-mail in the e-mail editor.Choose Reply, maintain an e-mail text, and then choose Send. | The e-mail is sent. |  |
| 5. | End Interaction | Close all open transactions by choosing End. | The interaction is saved automatically.The system navigates back to the Identify Account view. |  |

# Appendix

## Succeeding Processes

After completing the activities in this test script, you can continue testing the following business processes:

|  |  |
| --- | --- |
| Process | Business Condition |
| 41Z - Service Order Management | If a customer's request cannot be handled remotely, the service desk agent can create a service order as follow up of a service request. The service order is then planned and a technician will be sent onsite to fix the issue. |
| 41V - Presales Management | This scope item can be relevant if the service desk agent wants to create a follow-up activity, or a lead, as a result of a customer interaction. |

Typographic Conventions

|  |  |
| --- | --- |
| Type Style | Description |
| Example | Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options.Textual cross-references to other documents. |
| Example | Emphasized words or expressions. |
| EXAMPLE | Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE. |
| Example | Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools. |
| Example | Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation. |
| <Example> | Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system. |
| EXAMPLE | Keys on the keyboard, for example, F2 or ENTER. |

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