SAP Business One®
Service

SAP Business One®
Service
mobile app

SAP
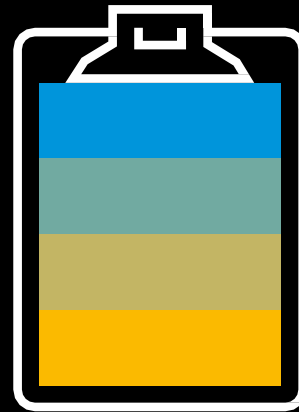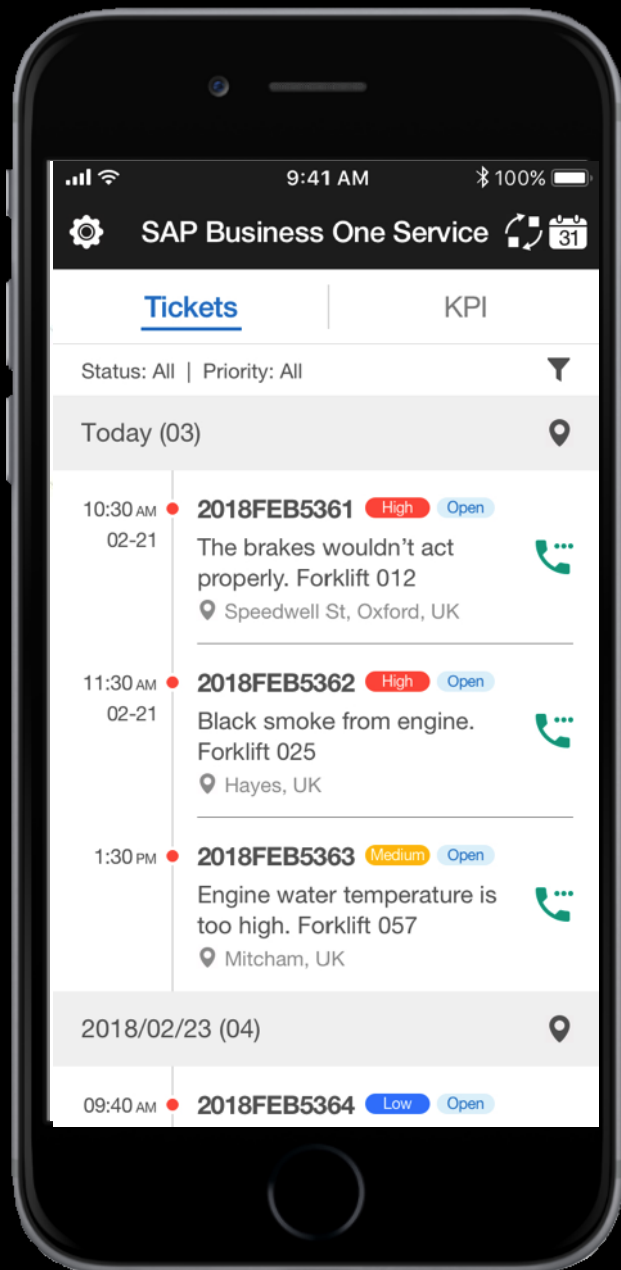
SAP Business One®
Service

Provide on-site services for customers by easily and efficiently reviewing and resolving assigned service tickets.
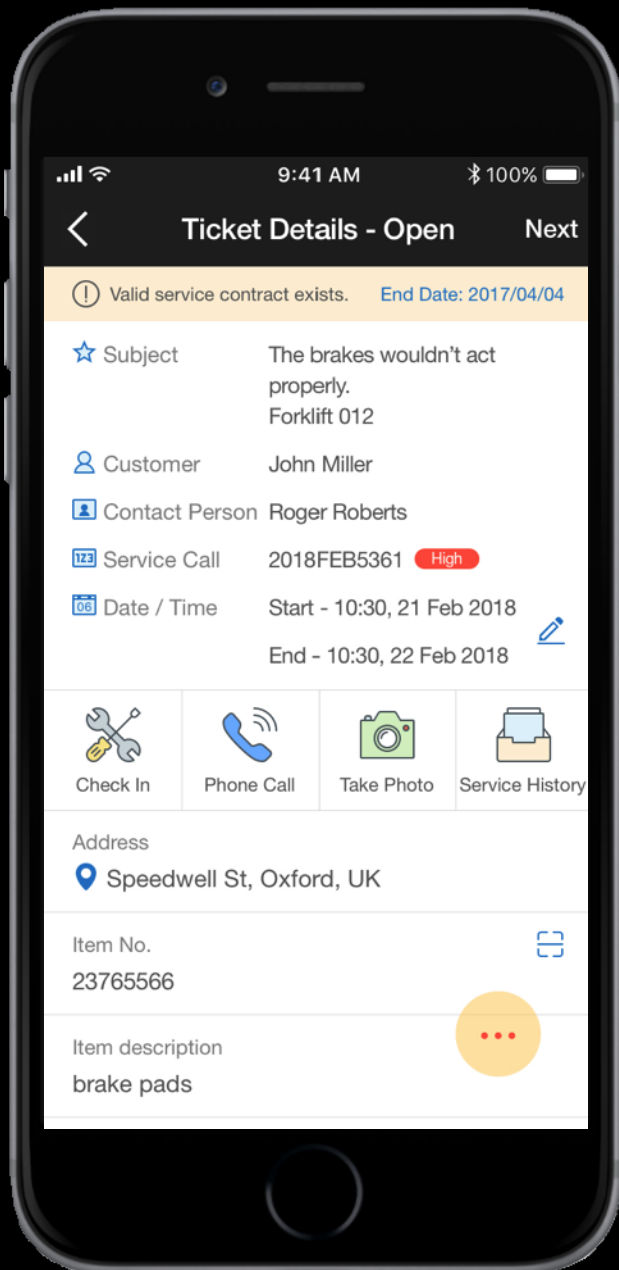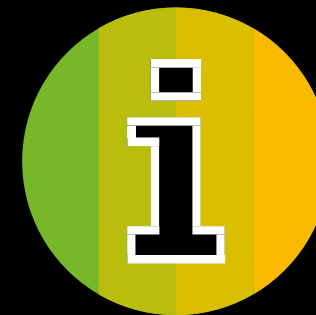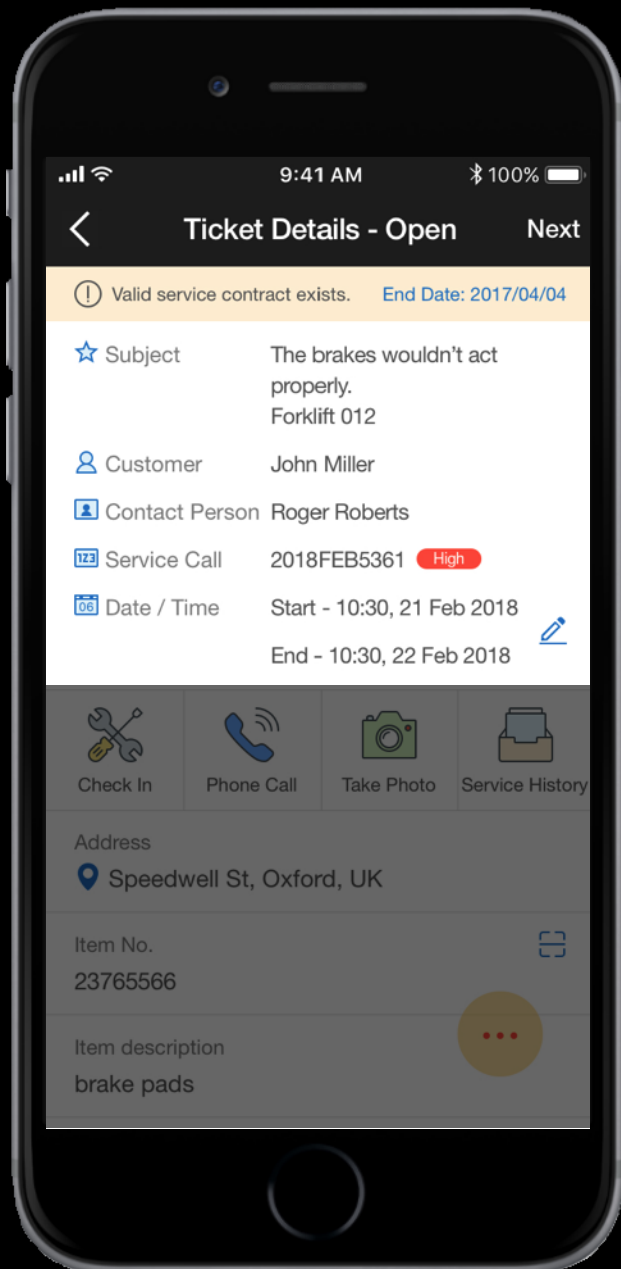
Tickets

- **View** your tickets
- **Filter** tickets
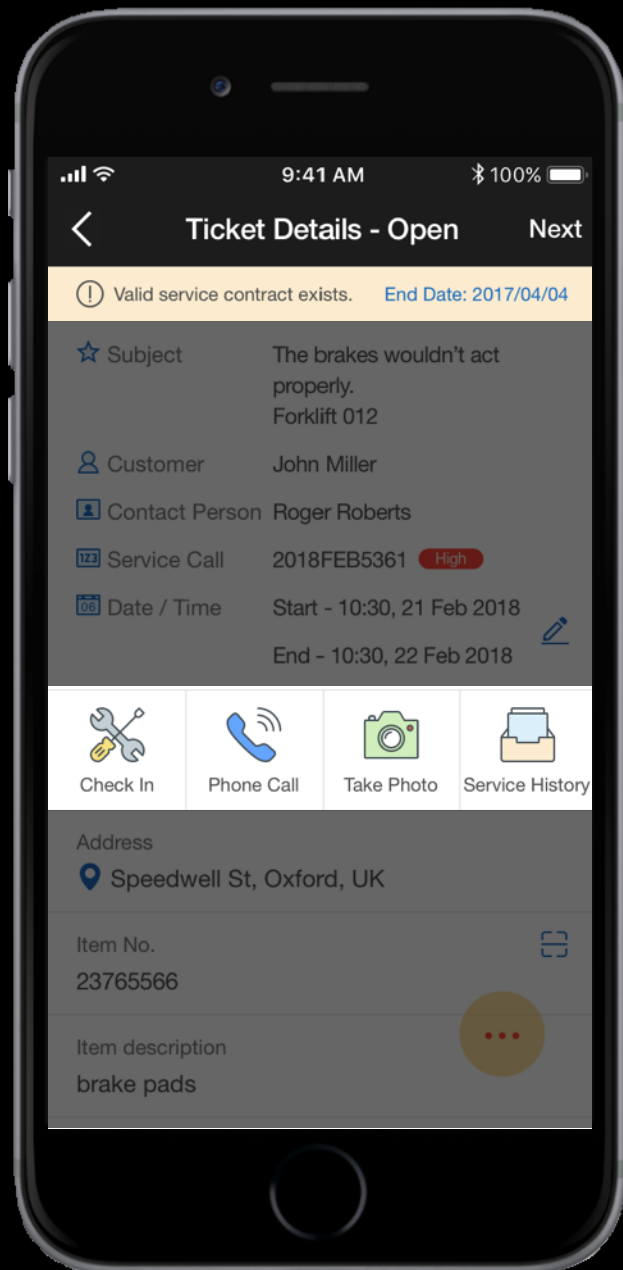- **Check and synchronize** tickets in your monthly calendar

Ticket Details

Efficiently manage and resolve your service tickets online or offline
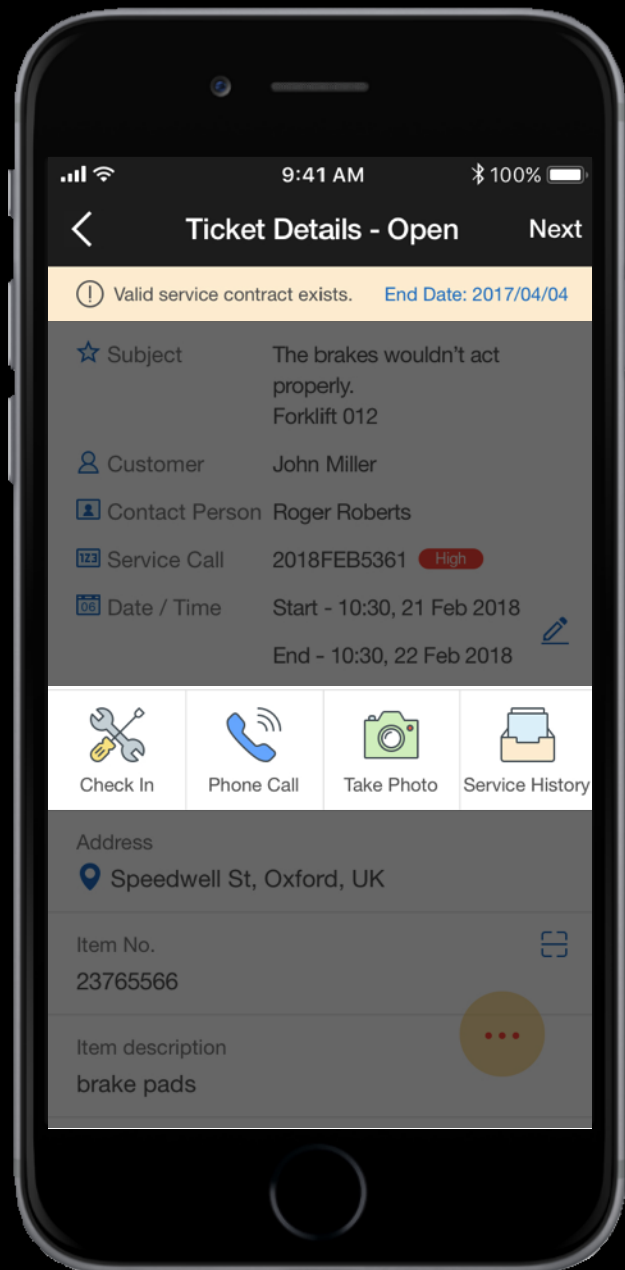
Ticket Details

Review service contract details

Ticket Details
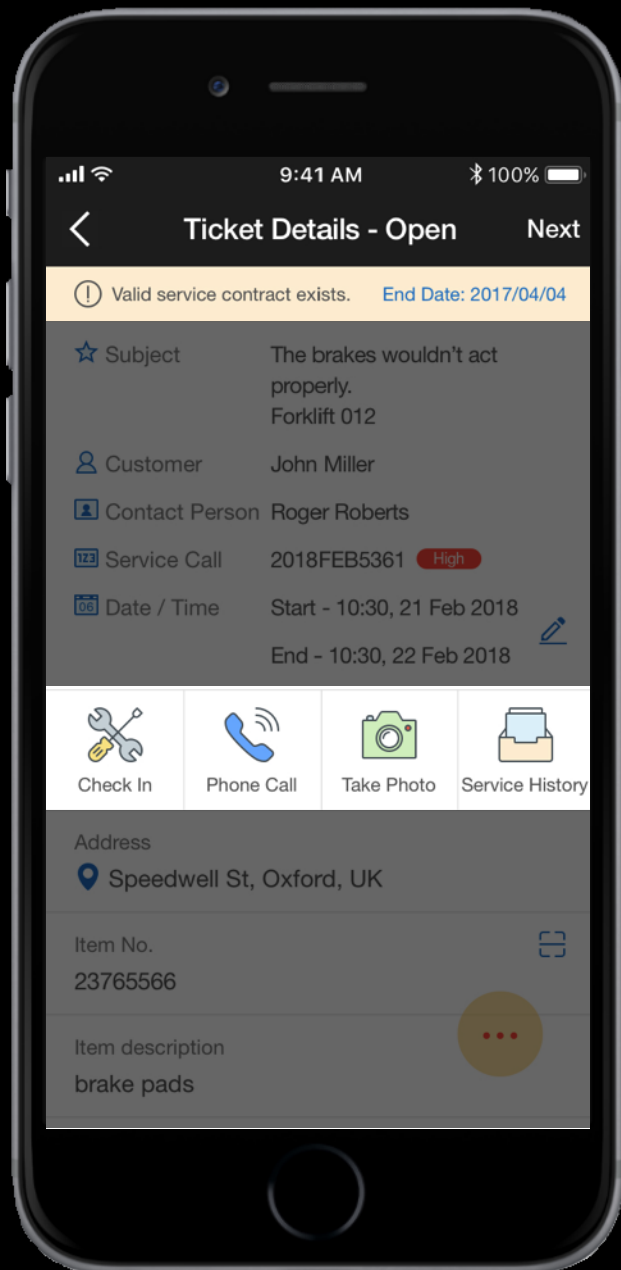
Check-in And Check-out

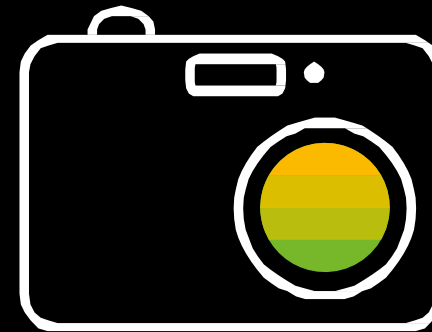Remote worker safety feature

Ticket Details
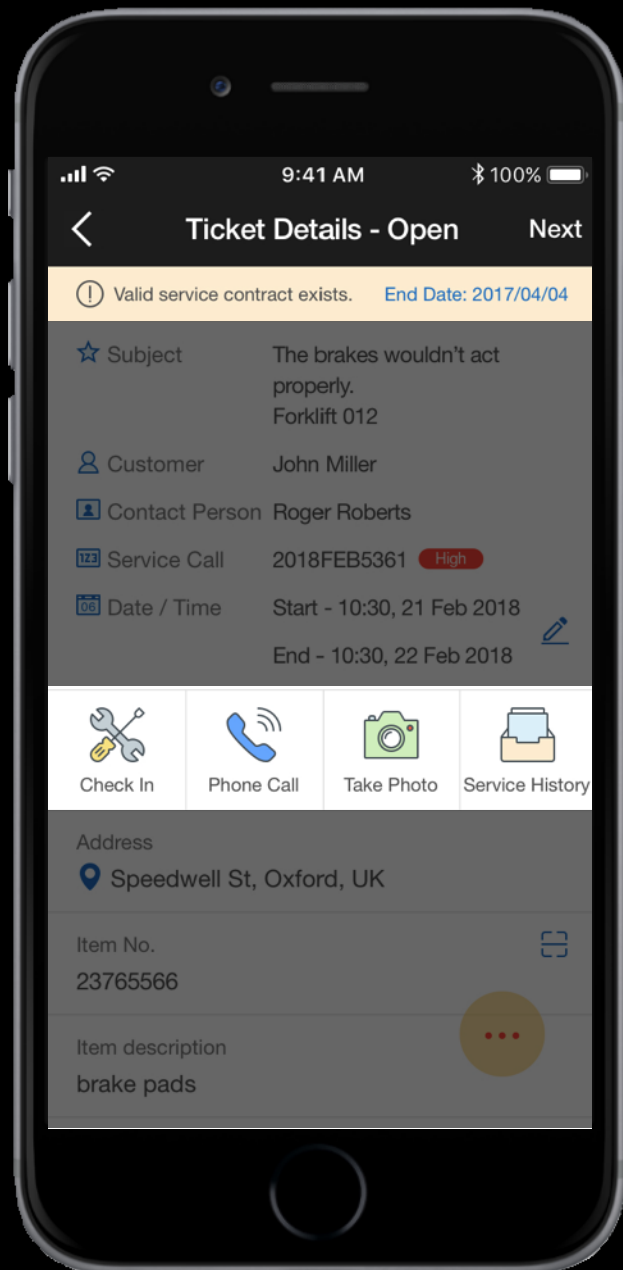
Phone Call

Easily call your customer

Ticket Details

Take A Photo

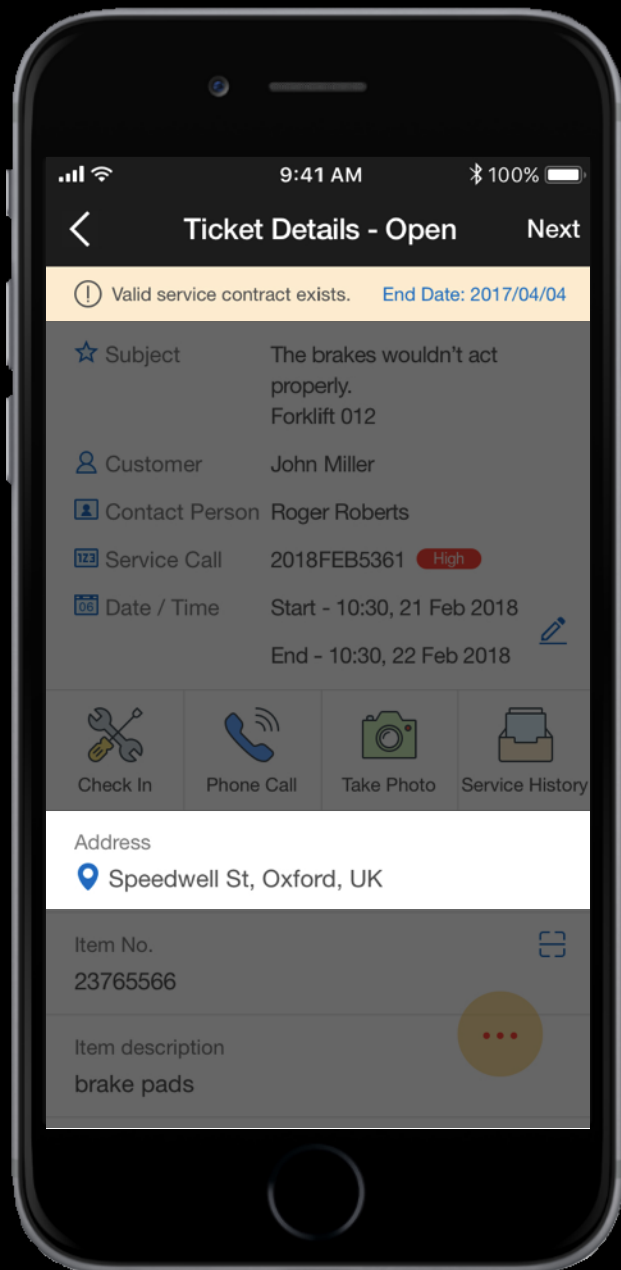Capture important details or images for an open service ticket

Ticket Details

Service History

View a list of all other service call records
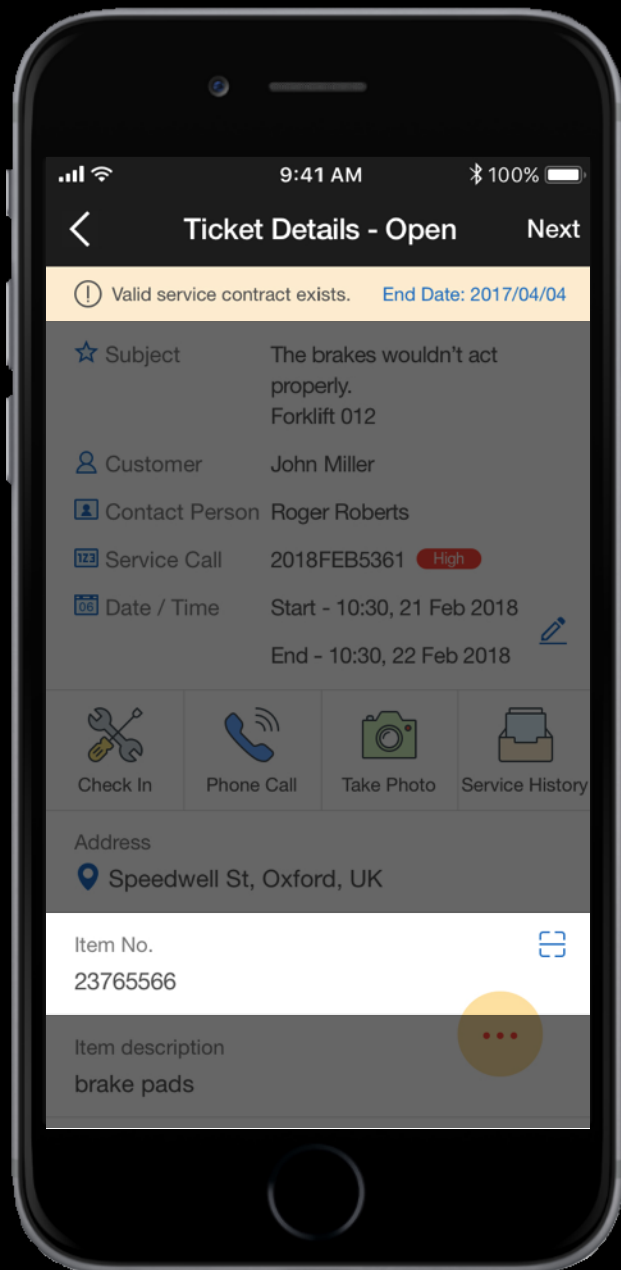
Ticket Details

Location

Check the customer's address on a map

Ticket Details

Scan An Item

Scan a barcode or QR code

Identify an item by its serial number manufacturer
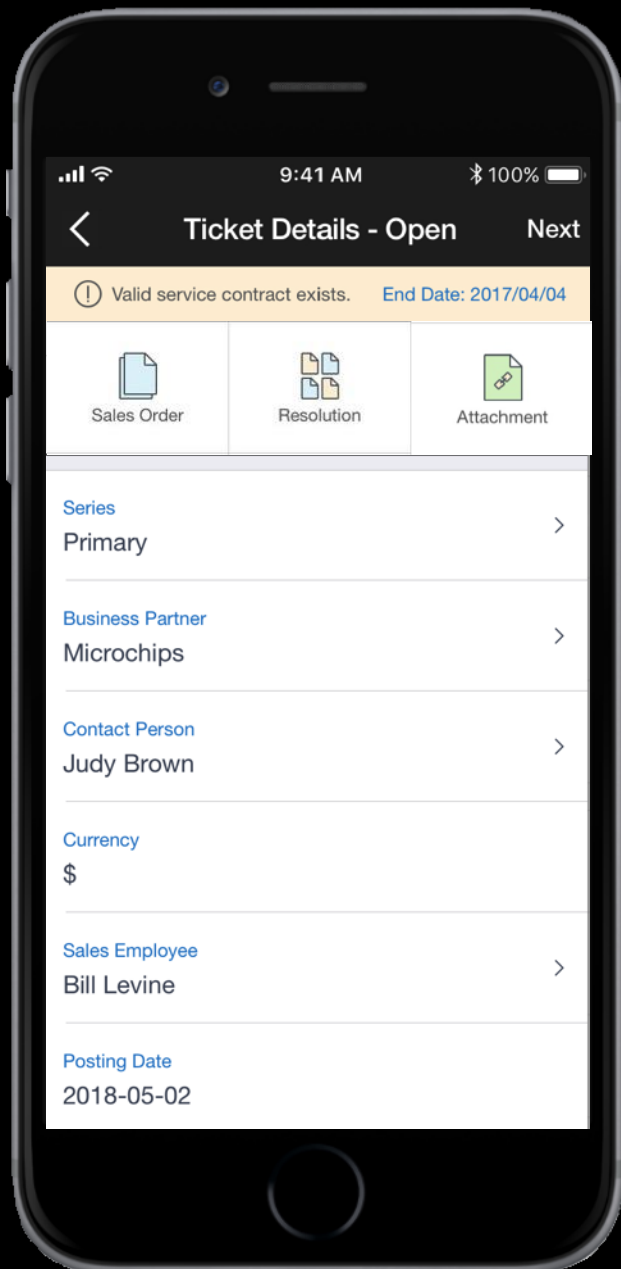
Sales Orders

Easily view, edit, create, duplicate and cancel sales orders
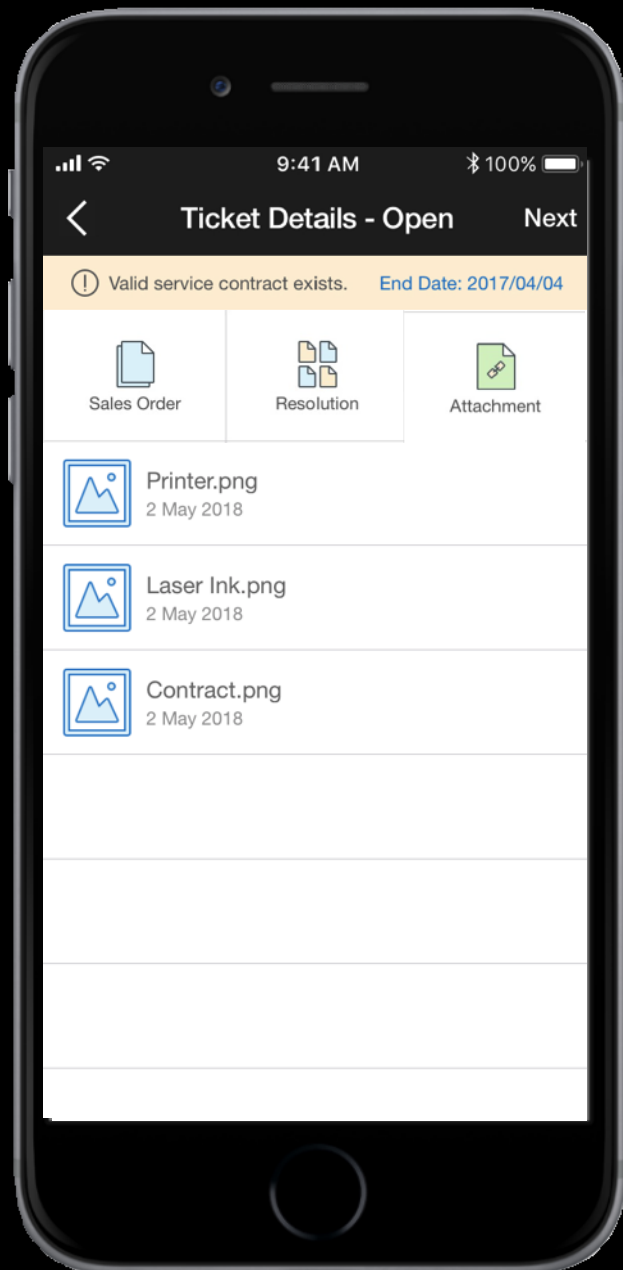
Ticket Details

Attachment

Include important details of a service call relating to your service ticket

Ticket Summary

Review and capture a report for your service ticket

Ticket Summary

View and confirm the service ticket details

Ticket Summary

Capture a customer signature on your phone screen

Ticket Summary

Ticket Summary

⚠ Your ticket has been closed.

N/A
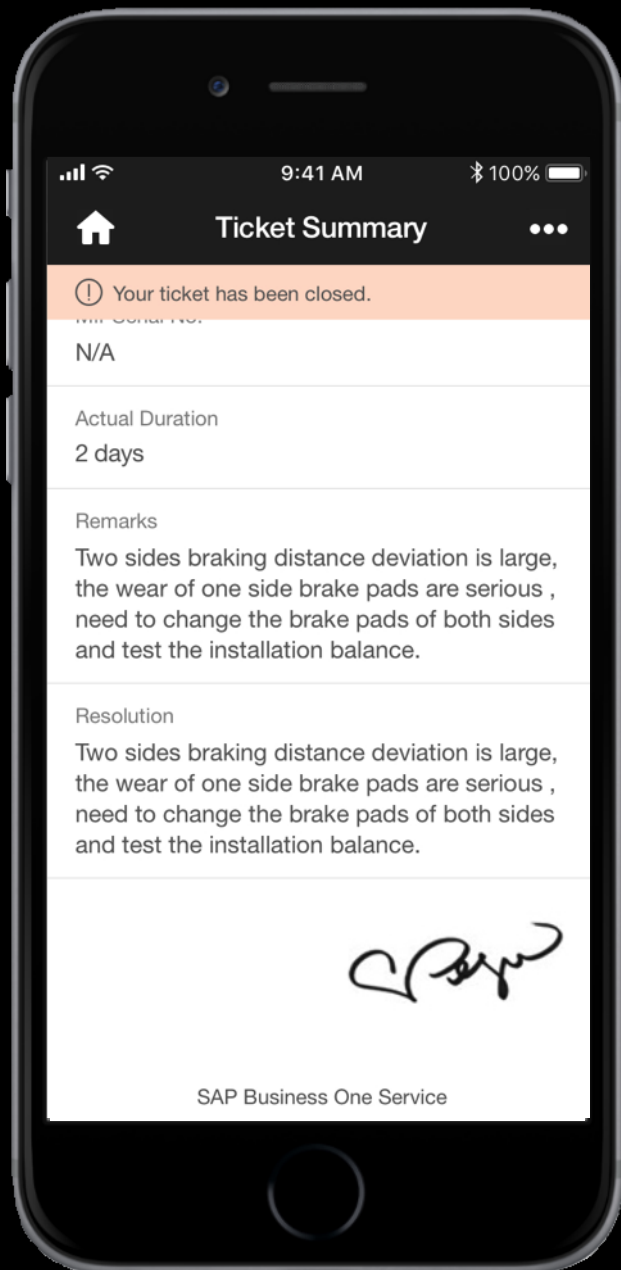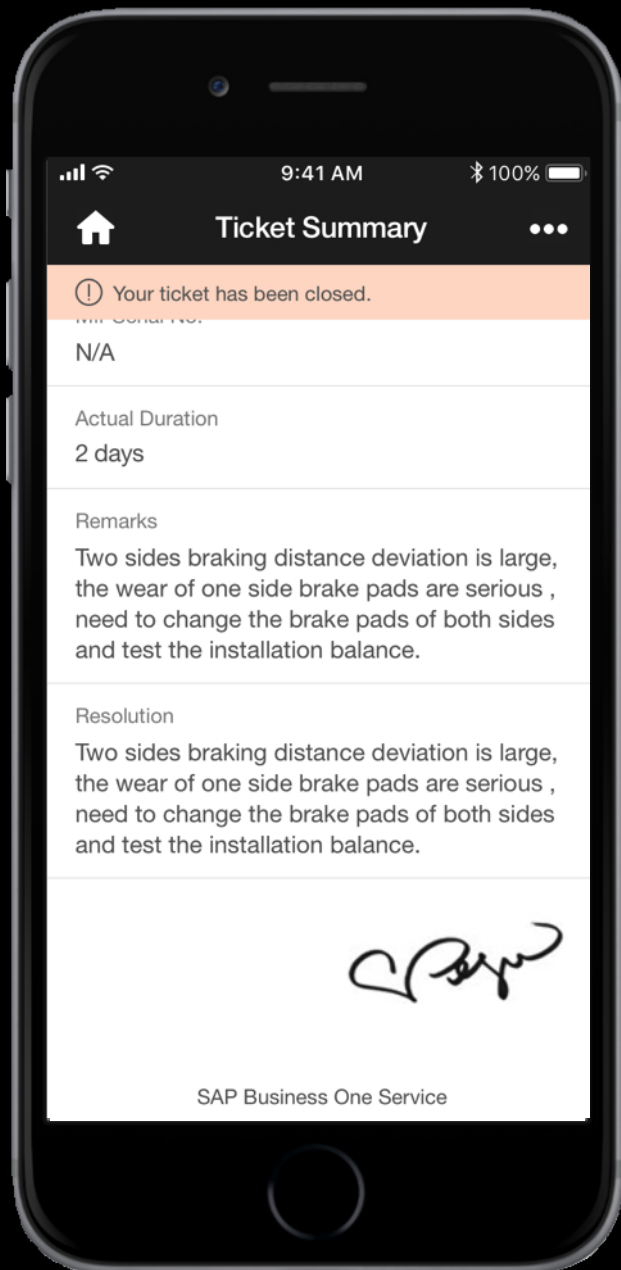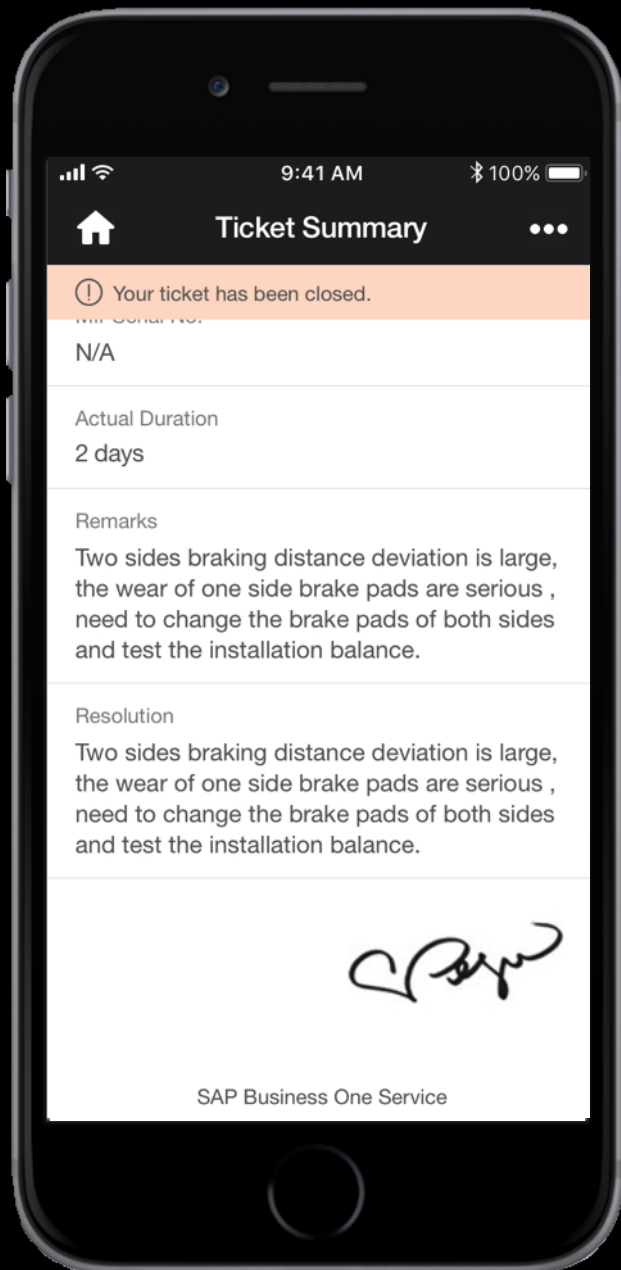
Actual Duration
2 days

Remarks
Two sides braking distance deviation is large, the wear of one side brake pads are serious, need to change the brake pads of both sides and test the installation balance.

Resolution
Two sides braking distance deviation is large, the wear of one side brake pads are serious, need to change the brake pads of both sides and test the installation balance.

SAP Business One Service

Create a PDF report

Ticket Summary
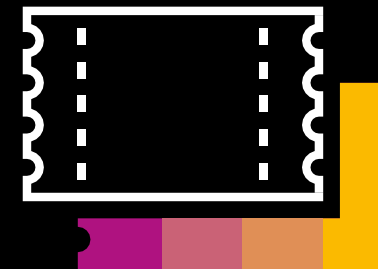
Print the ticket summary in a portable Bluetooth thermal printer
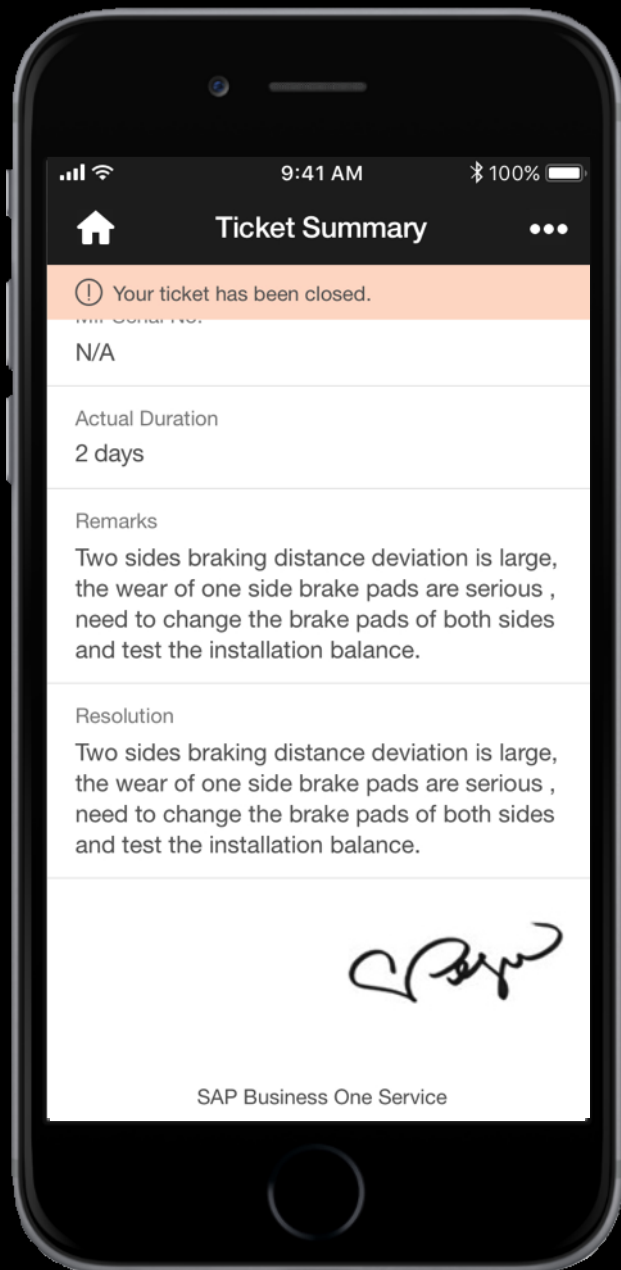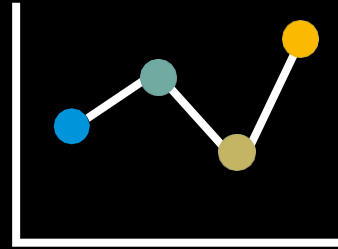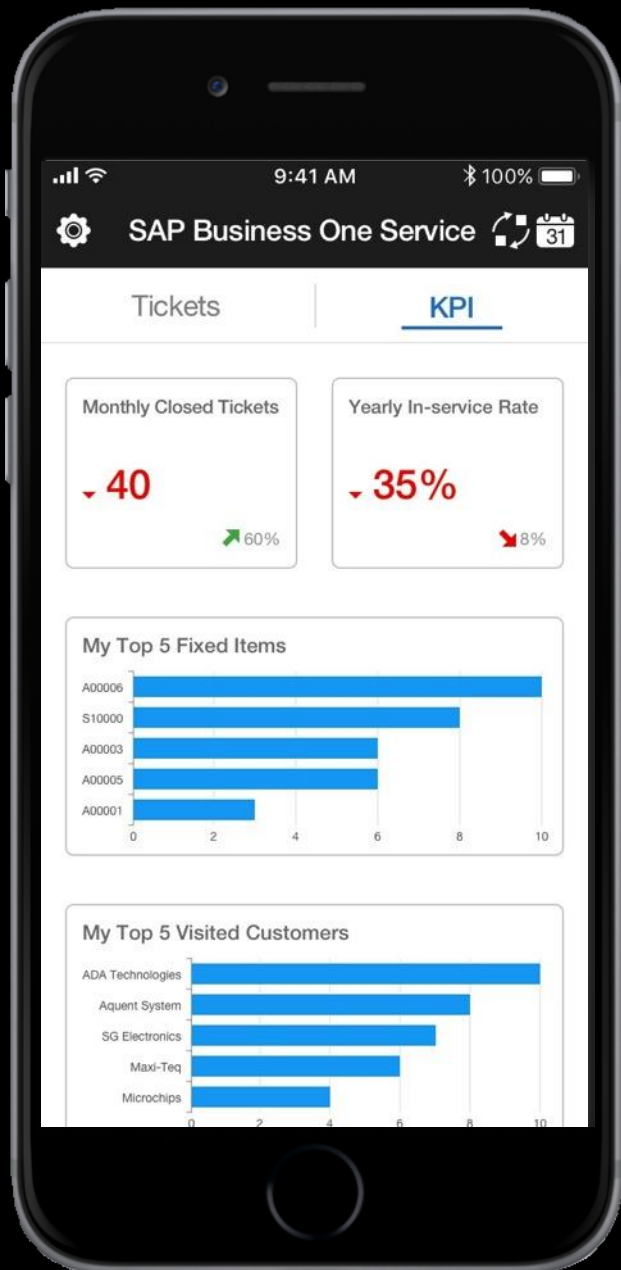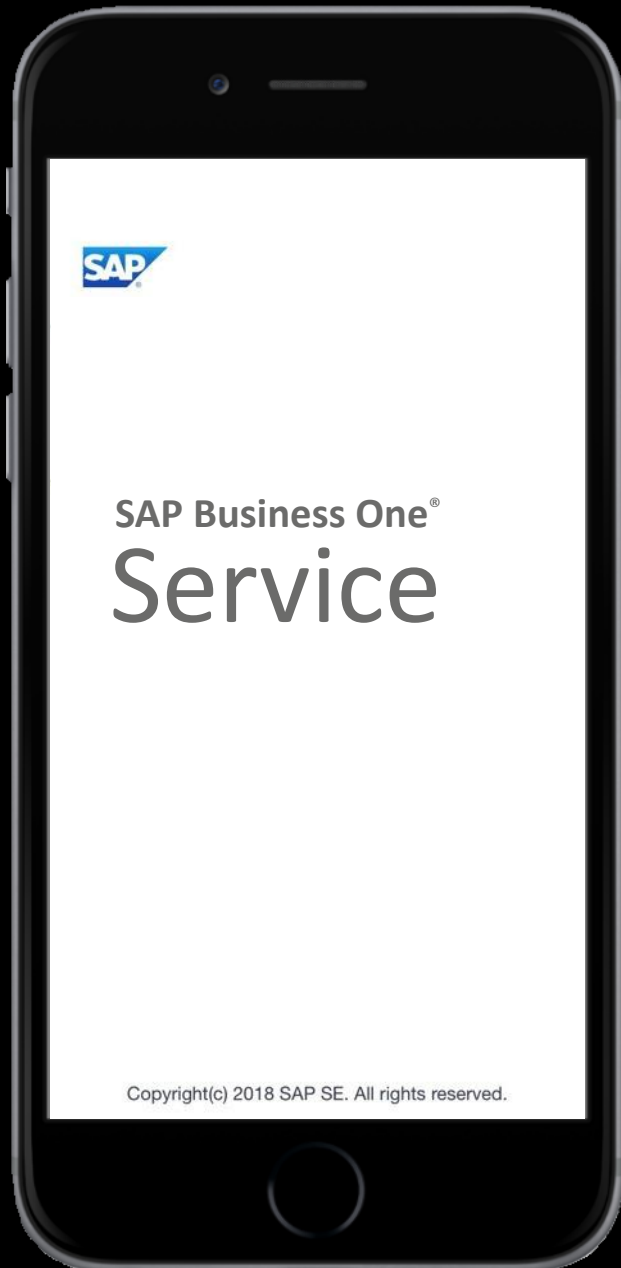
View Key Performance Indicators

- View monthly **closed** tickets
- Yearly in-service **rate**
- Top 5 items serviced and **fixed**
- Top 5 most **visited customers**
- Customize the KPI dashboard for your business

**SAP Business One®
Service mobile app**

For Apple iOS:

• SAP Business One v9.3 PL04 version for SAP HANA

• Apple iPhone 5 or later, iOS8 or later

For SAP Business One Cloud:

• SAP Business One Cloud 1.1 PL09

• SAP Business One 9.3 PL04, version for SAP HANA

• Available in 28 languages

Technical Information continued:

Supports:
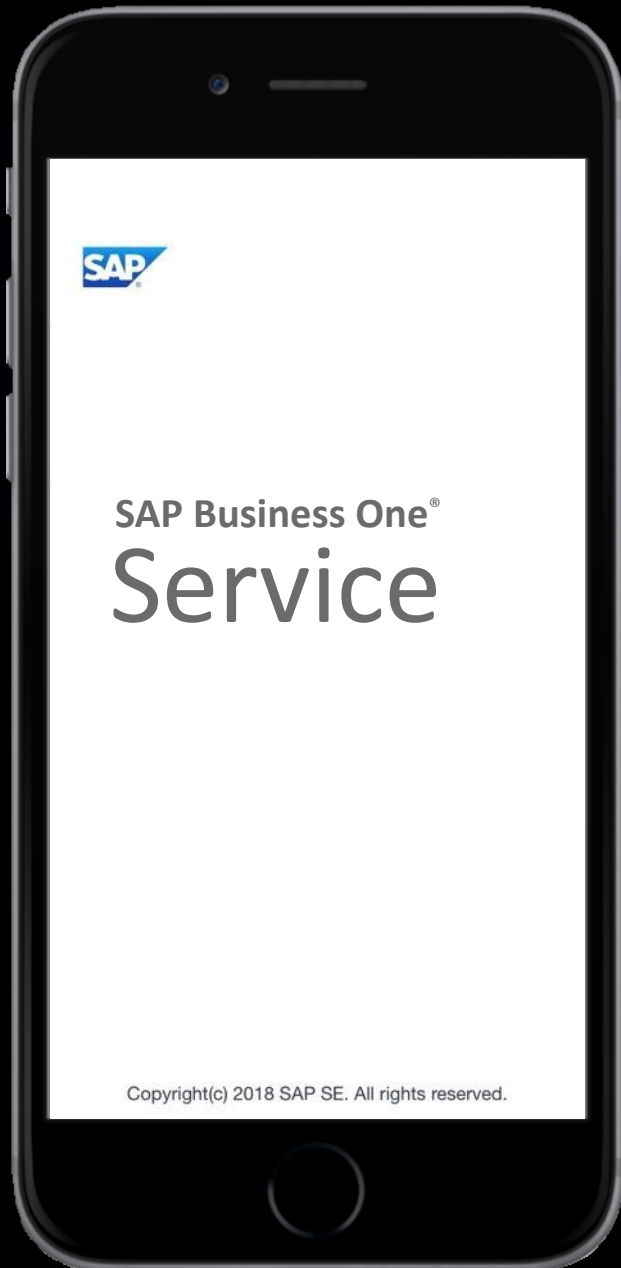
- Service Layer, SAP Business One Analytics and Framework

License types:

- Professional, Limited CRM and Mobile Service

Security:

- Basic access authentication at logon, license-based function-level and user-based data-level authorization (data ownership), valid SSL certificates enforced, Apple Face/Touch ID

SAP Business One® Service mobile app

- Streamlined job management for mobile technicians

- Easy set-up and user-friendly

- SAP Business One powered by SAP HANA analytics

- Affordable licensing options

- Comprehensive security

- Available in 28 languages

SAP

SAP Business One®
Service

SAP Business One®

Service

mobile app