



SAP Business One Service Mobile App

Work smarter and faster with the Service mobile app for iOS and Android

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Introduction

Work smarter and faster with the SAP Business One Service mobile app. Manage service tickets easily, on the move. Provide on-site services for customers by easily and efficiently reviewing and resolving assigned tickets.

SAP Business One Service enables you to perform the following over Wi-Fi or cellular networks:

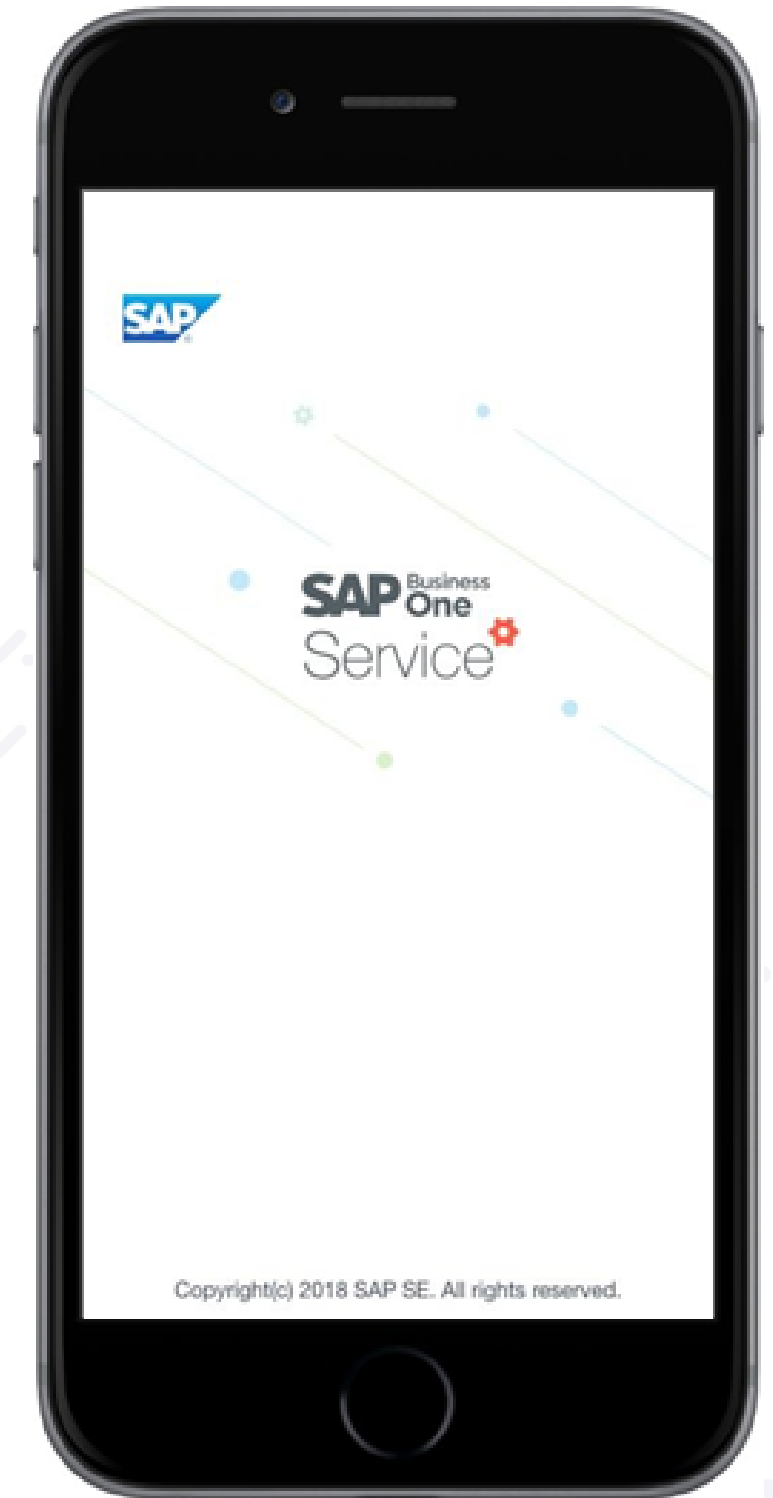
- View and filter your service tickets and synchronize them to your calendar.
- Resolve your service tickets:
 - Edit, close, share and print service tickets.
 - Scan barcodes or QR codes to identify items as needed and update information.
 - User favorite options to check in and check out, call customers, take photos and view service history.
 - Take quick actions to manage sales orders that are links to a service call.
- View your Key Performance indicators

KPIs

- Monthly closed tickets
- Yearly in-service rate
- Top 5 fixed items
- Top 5 visited customers

Tickets

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



Key features

Efficiently manage and resolve your service tickets online or offline.



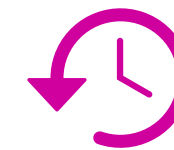
Check-in and check-out

Remote worker safety feature



Location

Check the customer's address on a map



Service history

View a list of all other service call records



Sales Orders

Easily view, edit, create, duplicate and cancel sales orders.



Scan an item

Scan a QR or barcode - identify an item by its serial number



Attachment

Include important details of a service call



Take a photo

Capture important details or an image

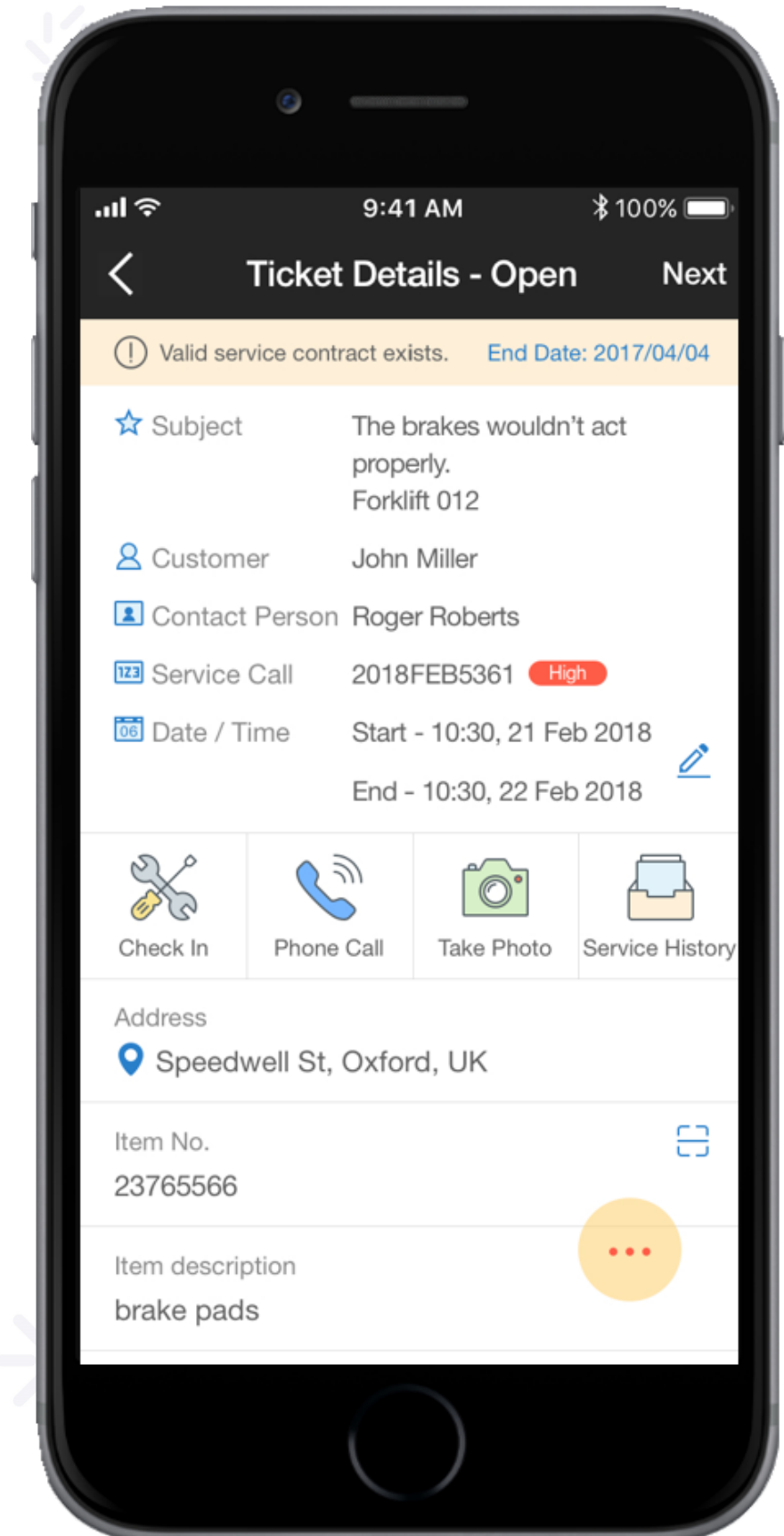


Phone call

Easily call your customer

Review and capture a report for your service ticket.

- ▲▲▲▲ View and confirm the service ticket details.
- ▲▲▲▲ Create a PDF report.
- ▲▲▲▲ Capture a customer signature on your phone screen.
- ▲▲▲▲ Print a ticket summary on a portable Bluetooth printer.



Key features

Service Contract Invoicing

Depending on the invoice frequency, service contracts can be automatically queued for invoicing, thereby ensuring efficient and timely billing.

Maintenance service order

Based on the maintenance frequency from the customer equipment cards, the system automatically generates maintenance service orders. This can be altered by selectable timeframes, counters or what comes first.

Service Order Planning

Graphical planning tools make scheduling and planning fast and easy. Service order planning and capacity planning are fully integrated. Service orders and tasks can be assigned to employees by using a simple drag and drop interface.

Service calls

Based on service calls the system can generate service orders. On the service call screen there is a complete overview of previous service calls, previous service orders and planned service orders.

Job costing




Every service order can include a budget, with real-time access to actual costs, service order margin, and WIP. Thereby giving up-to-date insight in the status of the service order and its progress. Extensive drill-down options to activities, material and labor.

Service Order Invoicing




Flexible invoicing options are included. Invoices can be based on calendar patterns, milestones, percentage of completion, or on-demand. Invoices can include labor, material and expenses. Each service order can have its own billing pattern.

Technical information

Requirements for iOS

-  SAP Business One 9.3 PL04, version for SAP HANA, or higher
-  Apple iPhone 5 or newer, iOS 8.0 or higher
-  Download from Apple App Store

Requirements for Android

-  SAP Business One 9.3 PL80, version for SAP HANA, or higher
-  Android 5.1 and newer
-  Download from Google Play Store

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

License: Professional, Limited CRM and Mobile Service users (new)

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

Languages: All 27 languages of SAP Business One

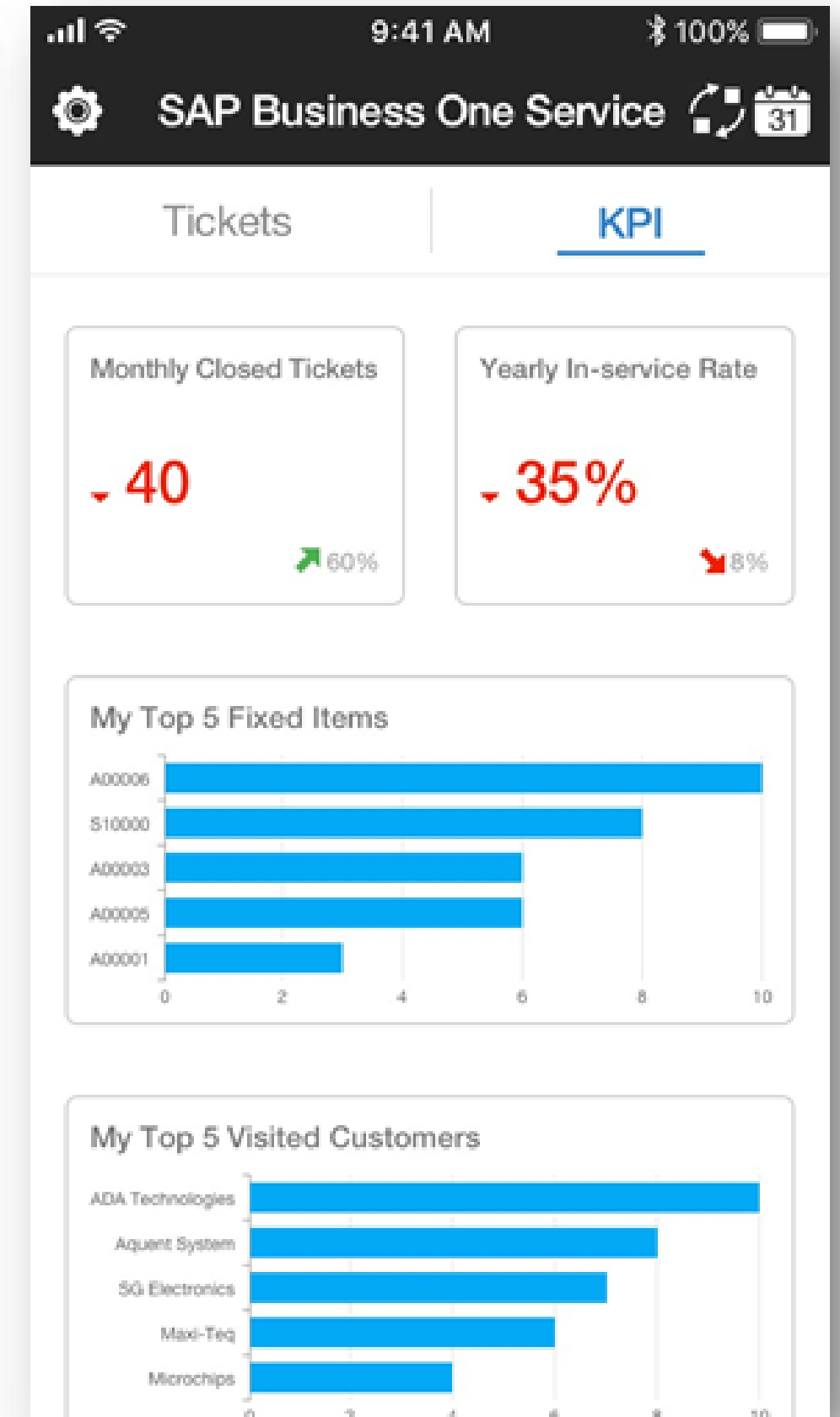
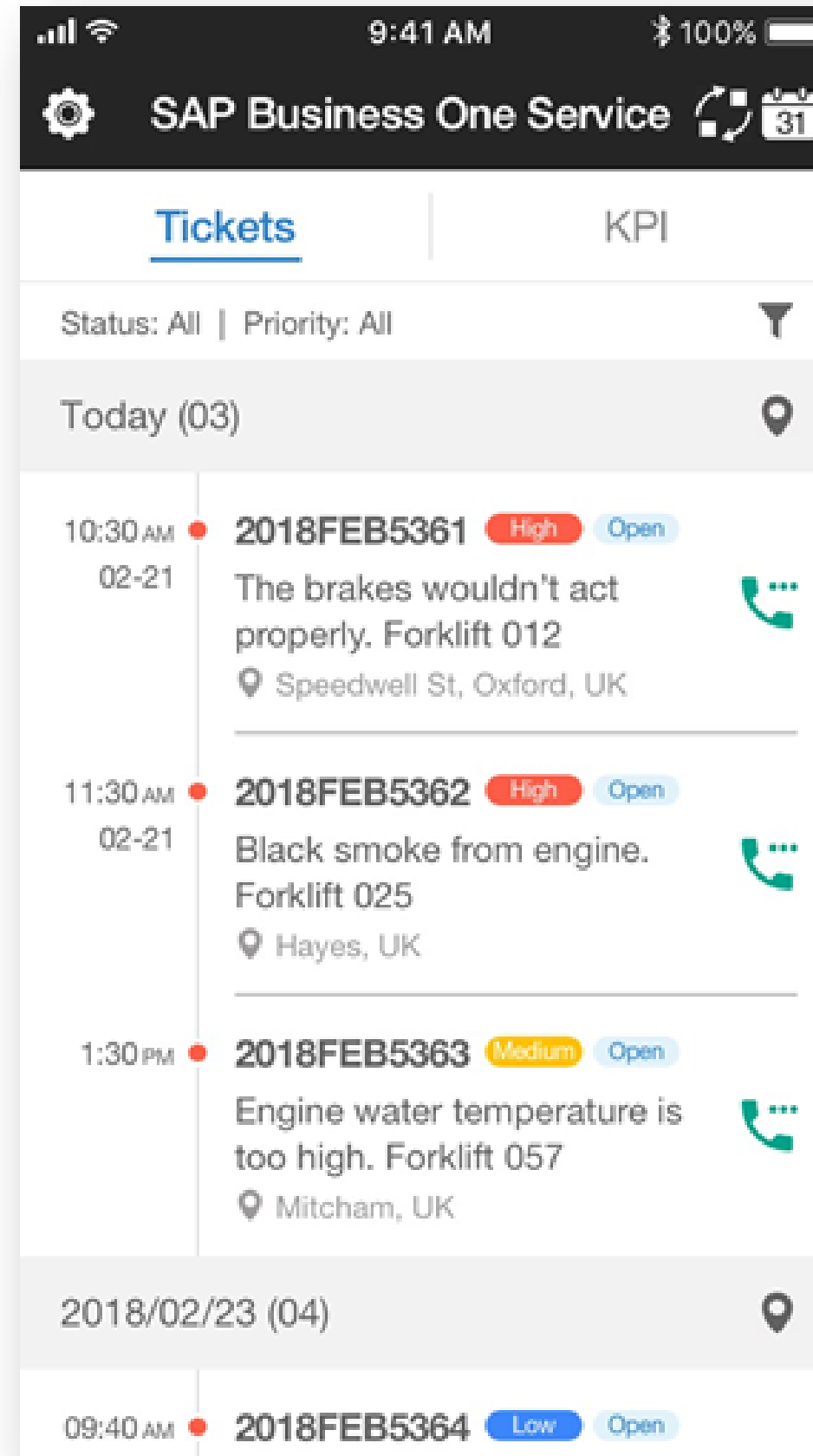
Getting started

Homepage

- Overview of your service tickets
- Call your customers
- View customer locations on a map
- Filter your service tickets
- Check and synchronize your service tickets in your monthly calendar
- Configure your personal settings

Key Performance Indicator(KPI) Screen:

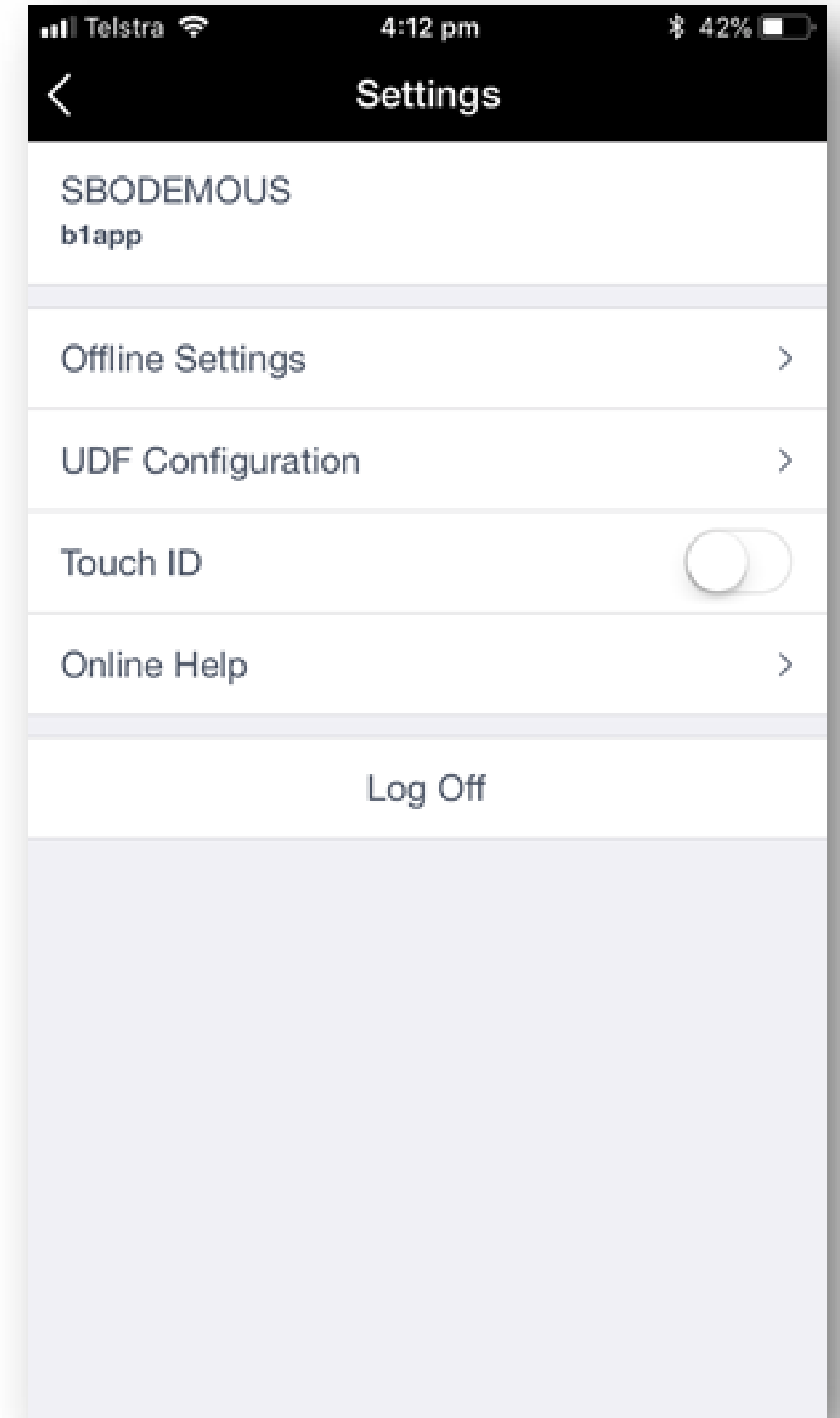
- Monthly closed tickets
- Yearly in-service rate
- Top 5 fixed items
- Top 5 visited customers
- Customize the KPI dashboard



Configuration settings

Features

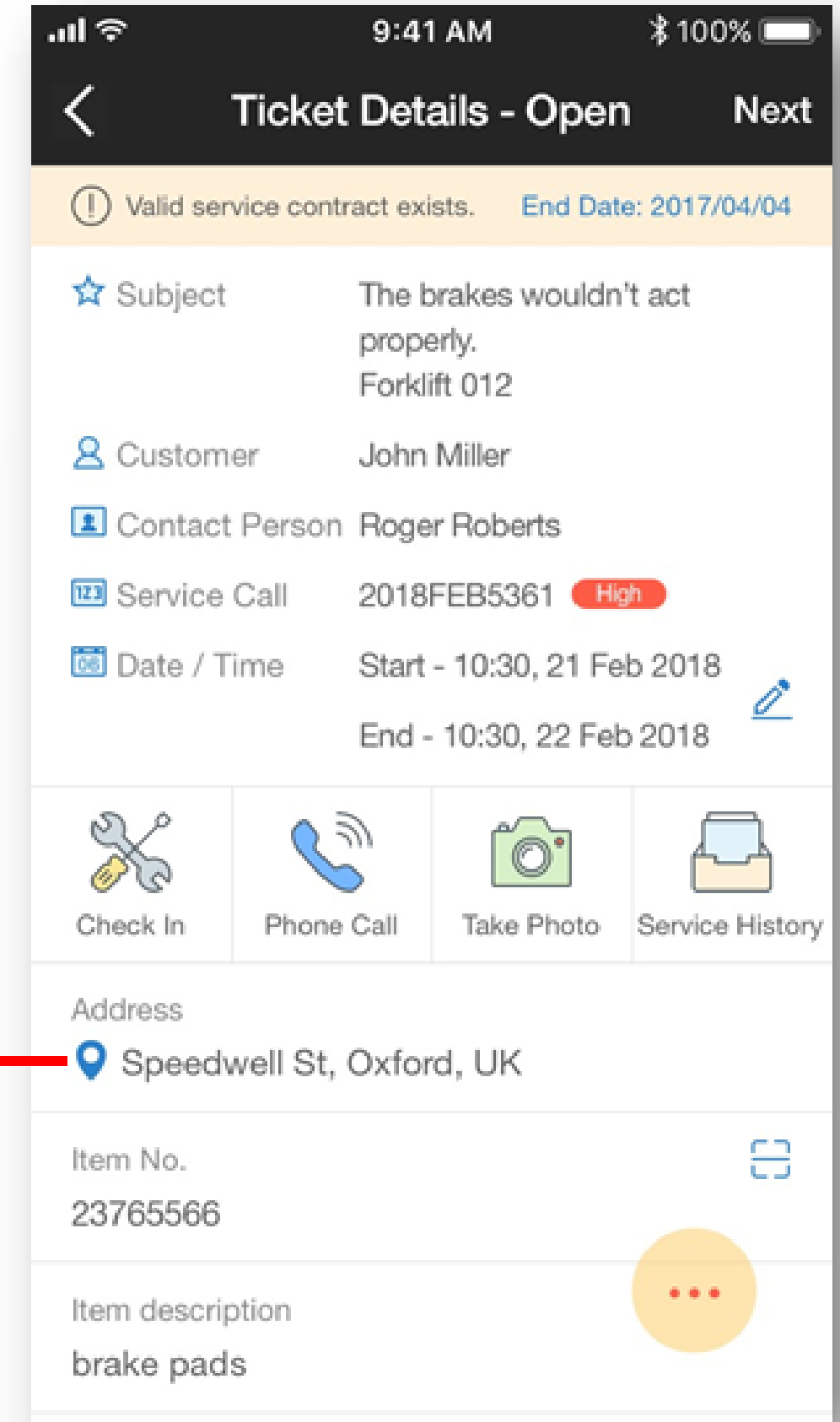
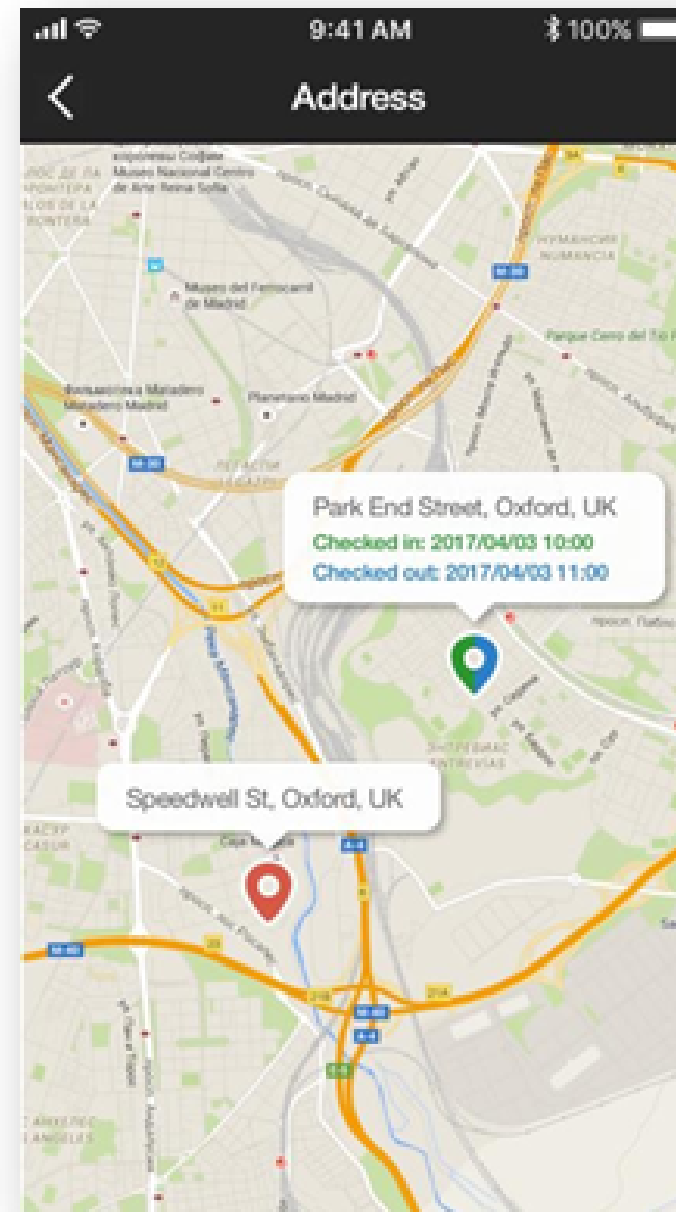
- Display your company name and user code
- Offline settings enables you to download service ticket data and manage service tickets edited offline
- Display or hide user-defined fields (UDFs)
- Touch ID/Face ID configuration available depending on your mobile device
- Access online help
- Log out activities



Ticket details

Efficiently manage and resolve your service tickets online.

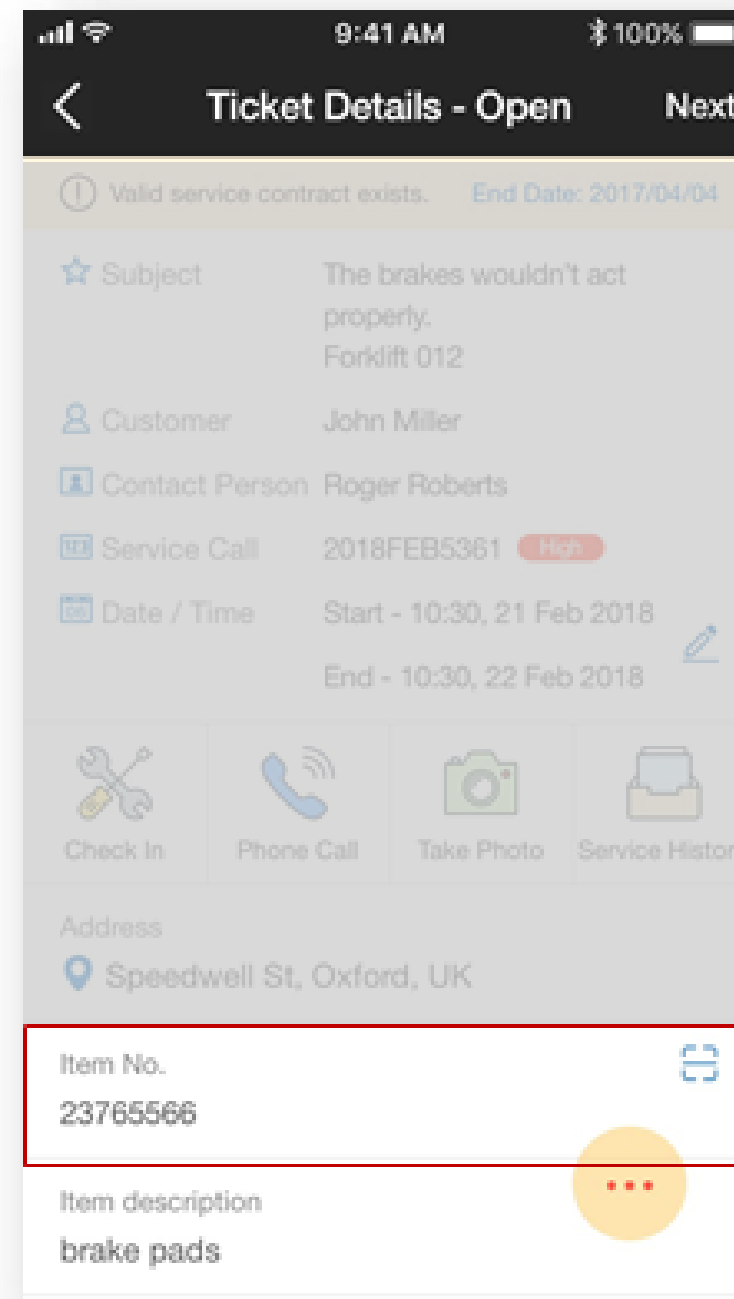
- View, edit, close, share and print your service tickets easily
- The information banner on the top of the page shows the validity of the service contract for the item in the service ticket
- Quickly review service contract details
- Check address location on map
- Access favorite options:
 - Check In
 - Phone Call
 - Take Photo
 - Service History



Identifying items

Easily identify an item by its Serial Number or Manufacturer Serial Number or the Item Code.

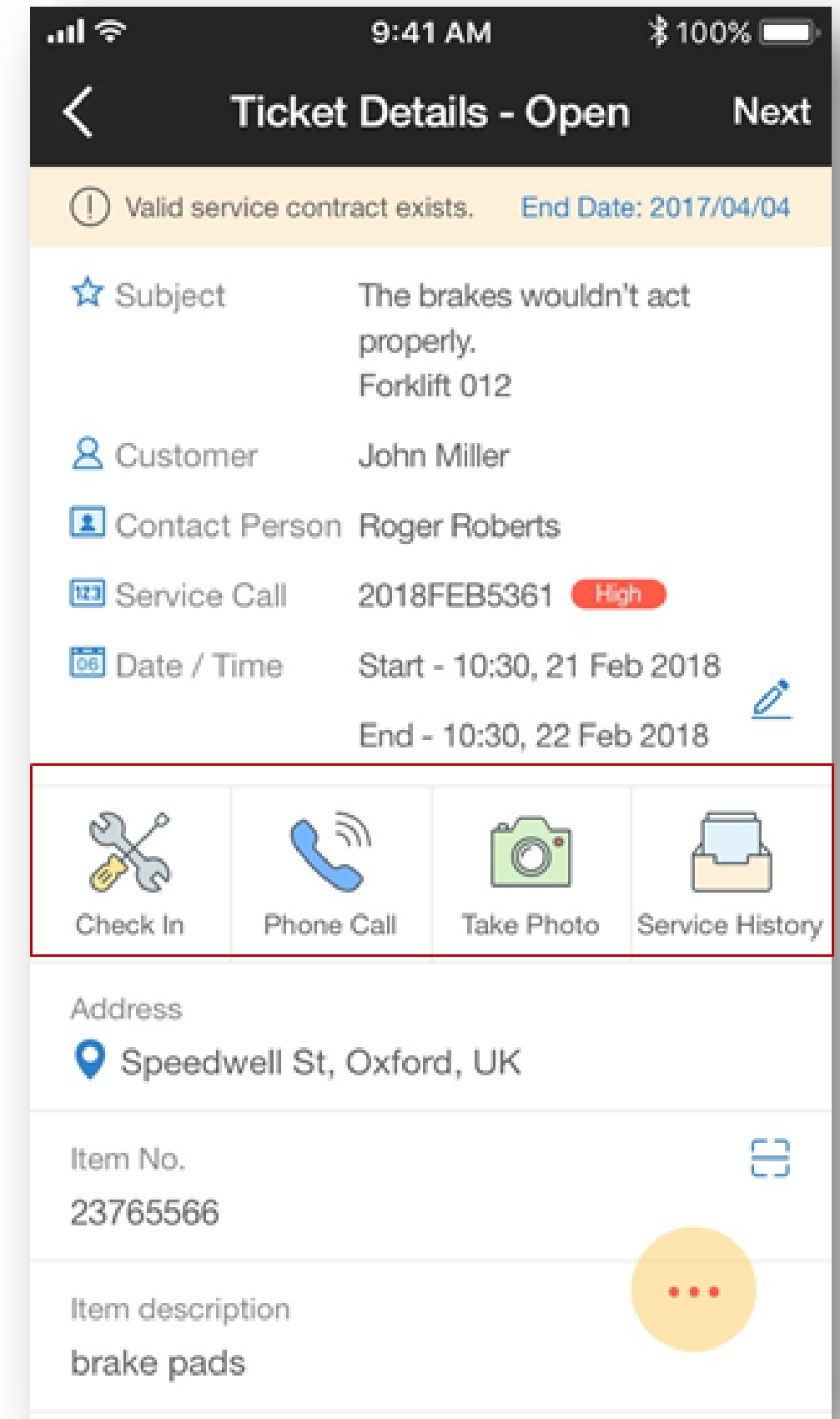
- Scan bar code or QR code to identify items for Serial Number or Manufacturer Serial Numbers and add/update the information.
- Option to turn on a flashlight when scanning.
- Set pricing mode for items as Gross, Net or Mix Mode.



Favorite options

Use favorite options to easily access important information relating to your service ticket.

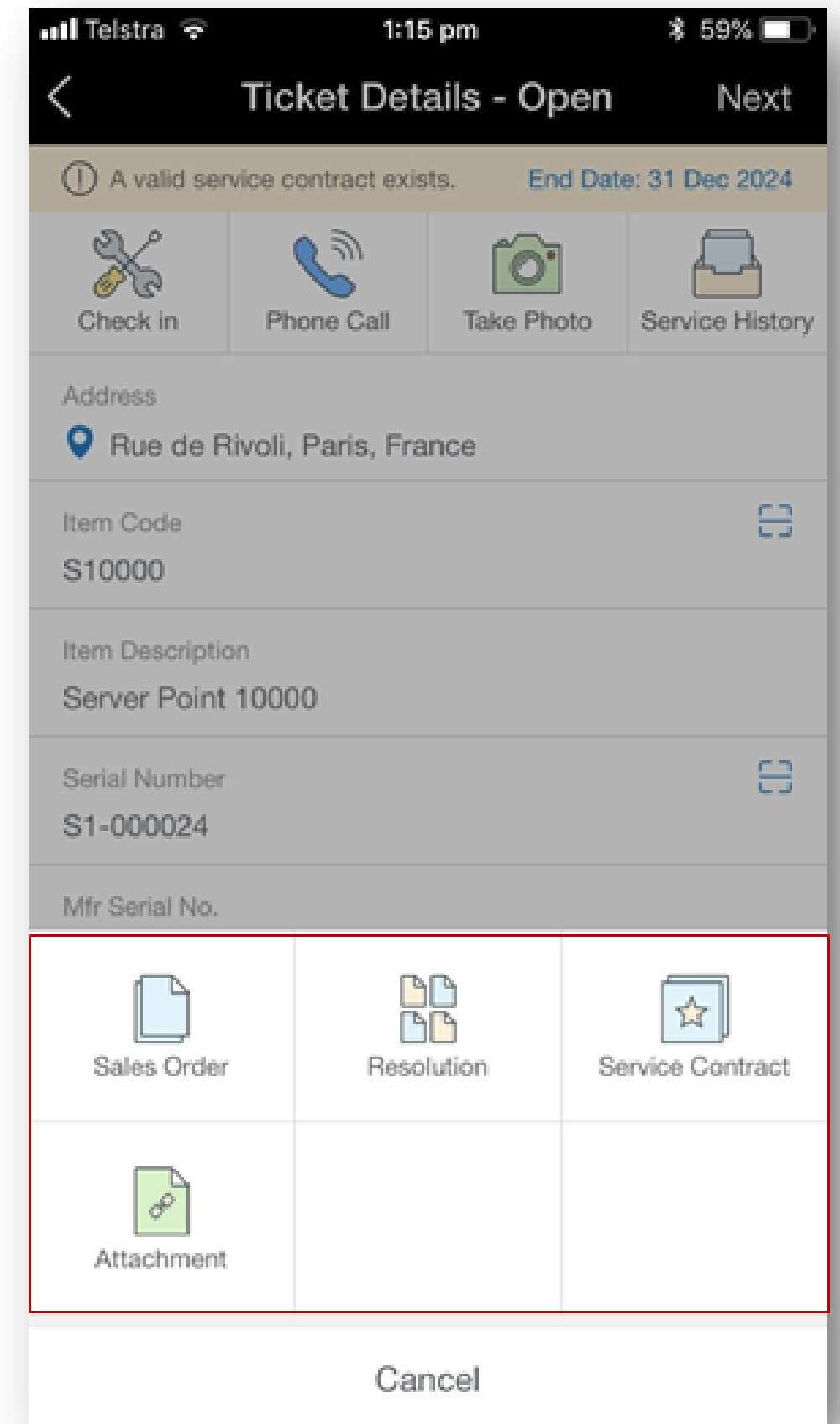
- Check In/Out enables you to optionally check in and out in an open service ticket.
- Phone Call allows you to easily call your customer with a valid phone number.
- Take Photo enables you to capture important details or images for an open service ticket.
- Service History allows you to view a list of all other service call records that contain the item in the current service ticket.



Quick actions

Take quick actions to efficiently manage the service call process.

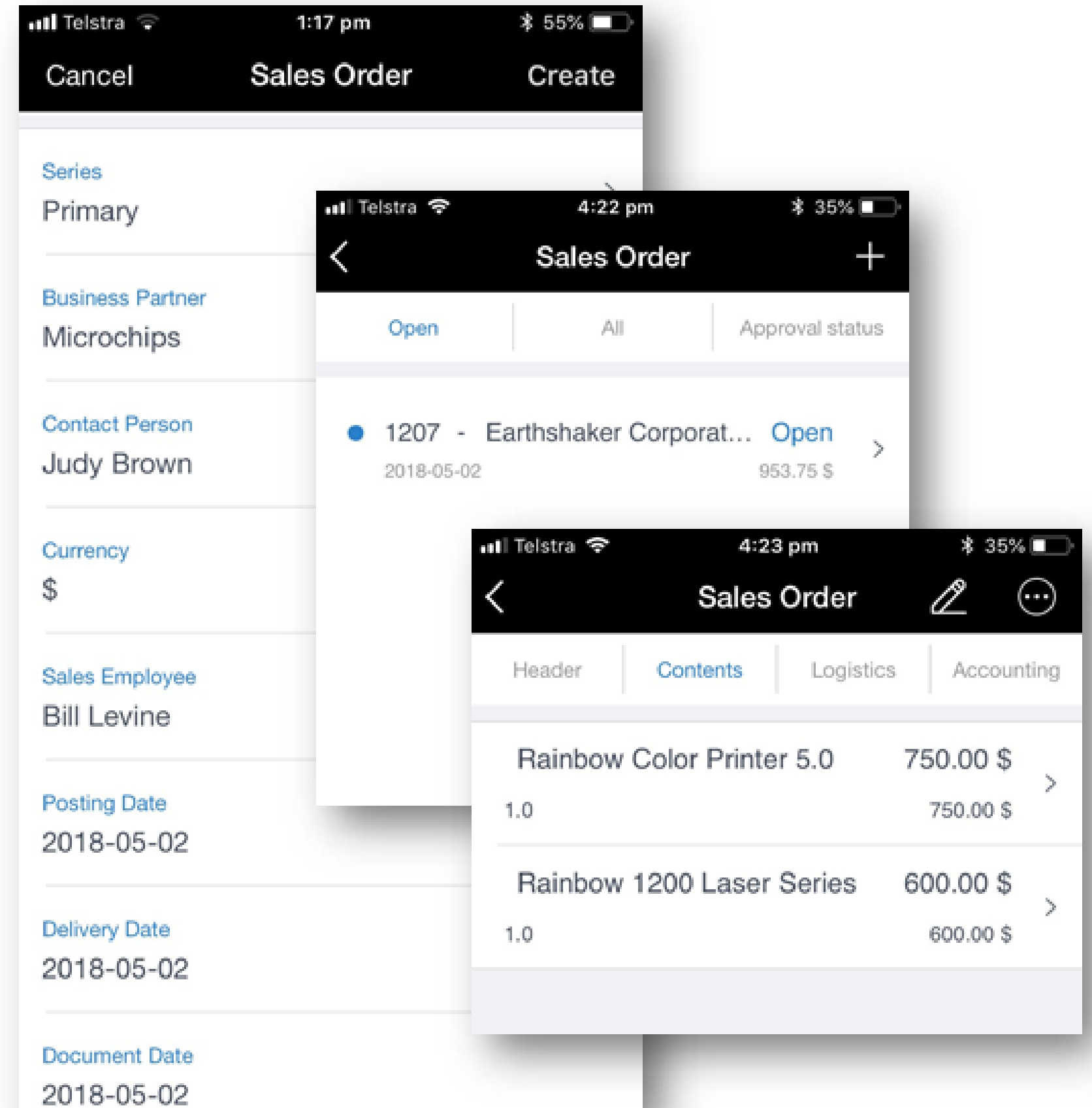
- Manage sales orders that are linked to a service call
- Add a resolution for a service ticket
- View the service contract for an item
- View attachments of and add photos to a service call



Managing sales orders

Easily view, edit, create, duplicate and cancel sales orders that are linked to a service call that belongs to your service ticket.

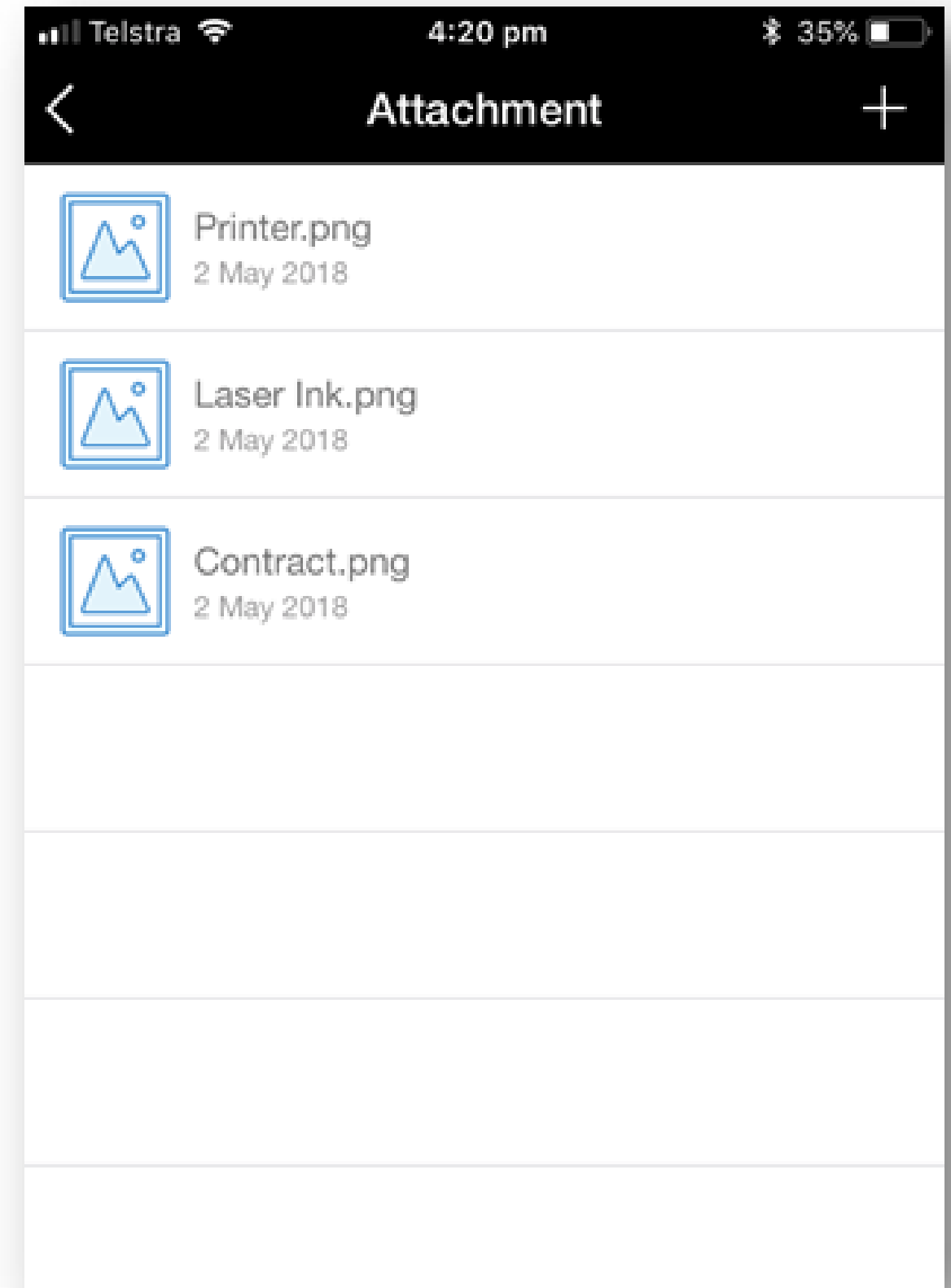
- Quickly view sales orders in the service call relating to the service ticket.
- Open tab displays the list of open sales orders and the document number.
- All tab displays a list of all the sales orders that are linked to the service call relating to the service ticket.
- Approval Status tab enables you to check the approval progress of edited sales orders which are pending approval by the manager.
- Add approved sales orders to the relevant service calls.
- Flexibility to update sales orders during and after approval process.
- Easily tap into the sales order for more information such as items, financial and logistics information and payment details.



Attachments

Attachments can include critical details of a service call relating to your service ticket.

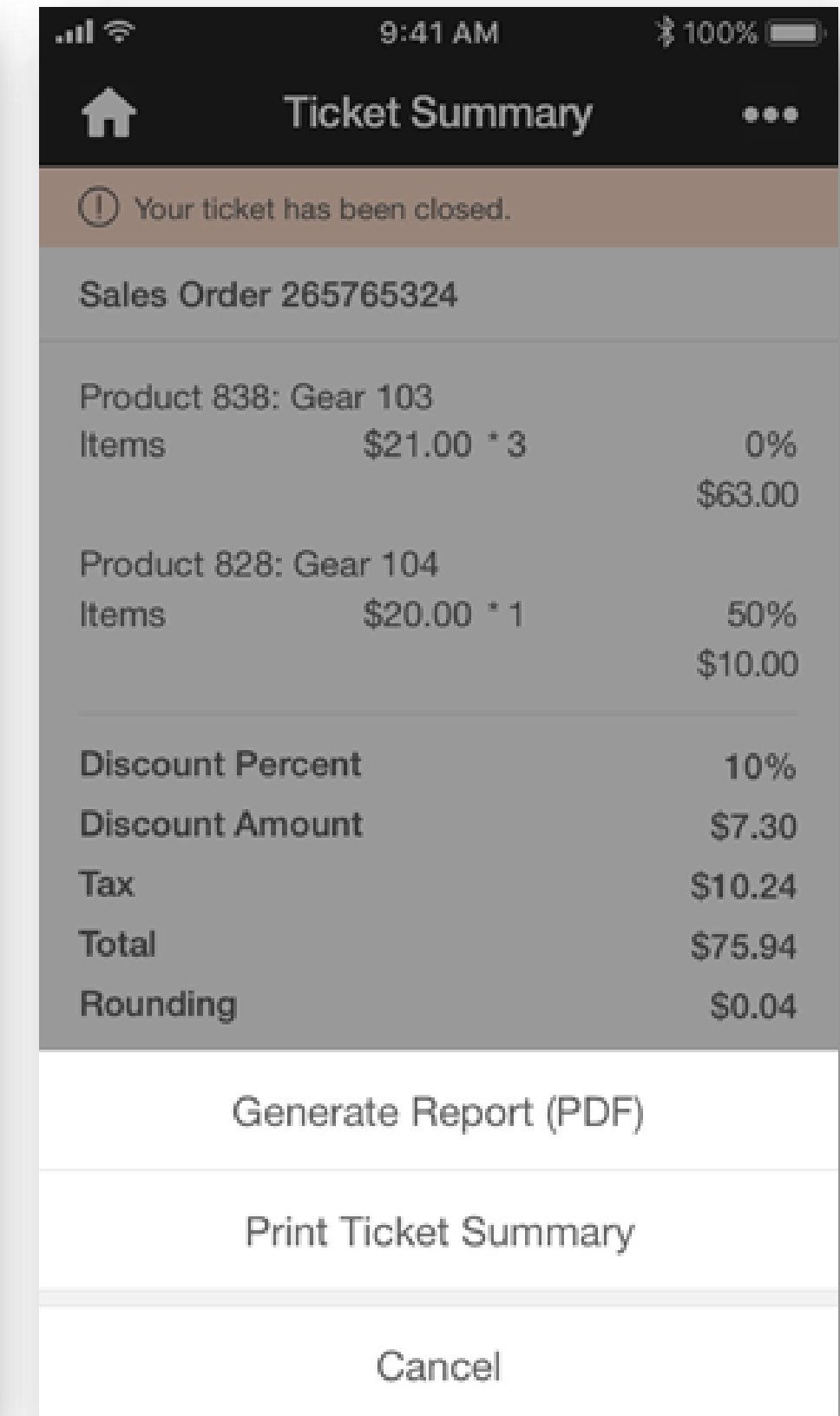
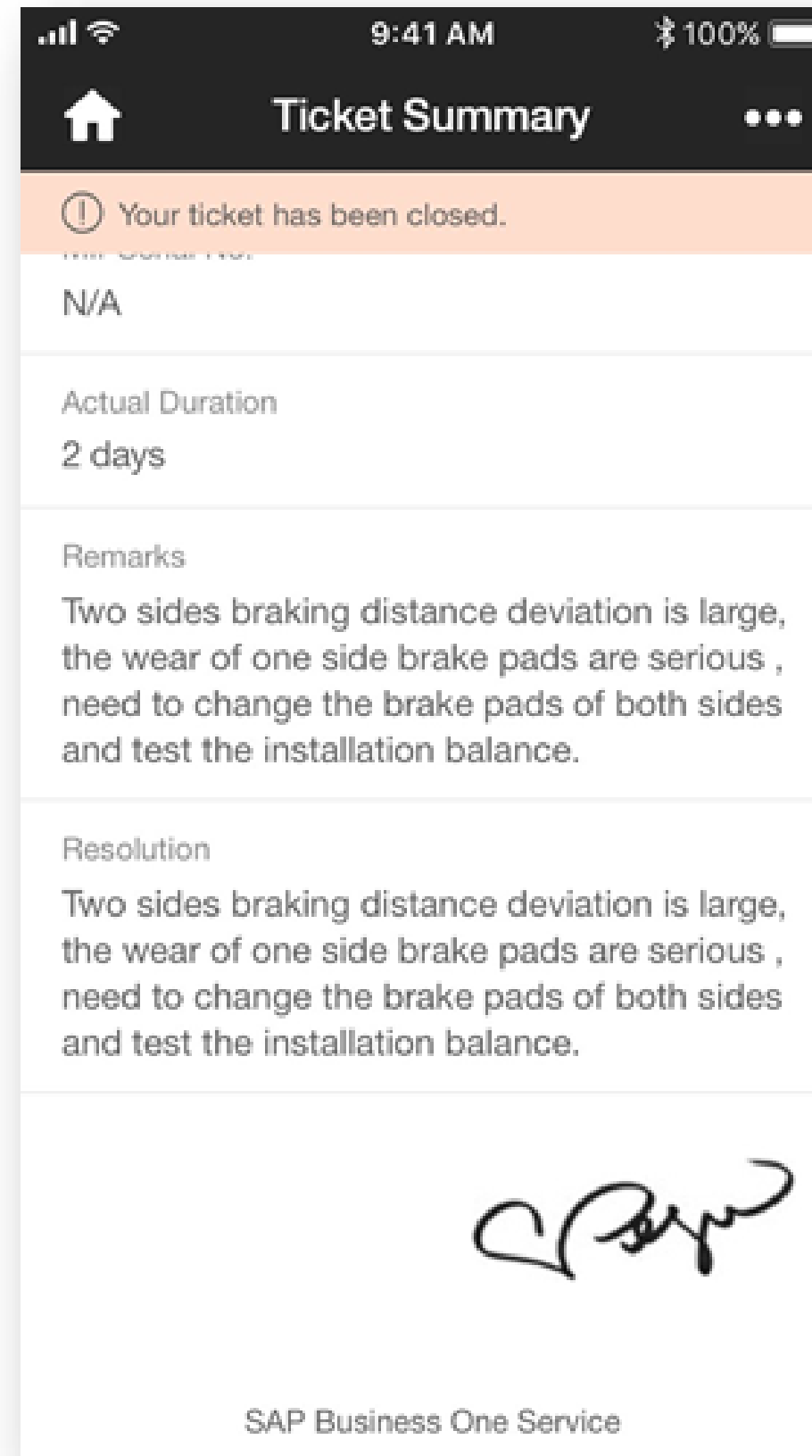
- View a list of all attachments that are linked to the service call which your current ticket belongs to.
- Easily download and view an attachment.
- Add photos for an open service ticket.



Ticket summary

The ticket summary allows you to review and capture a report for your service ticket.

- View and confirm the service ticket details.
- Easily capture a customer signature by signing on your phone screen and confirming the signature.
- Create a PDF to generate a formal report for the service ticket.
- Select a portable Bluetooth thermal printer to easily print the ticket summary.



Working offline

No internet access? Simply download the latest service ticket data to your mobile device in advance.

- Resolve downloaded service tickets offline.
- Upload the edited service tickets when you are online again.
- Note that when you are offline, you will not be able to perform any action that requires internet connection.

Manage personal data to conform with data privacy legislation.

- Customer personal data can be cleared manually and is cleared automatically by SAP Business One Service in specific scenarios.
- Easily clear customer personal data contained in the changes that you make offline for a service ticket.
- Clear customer personal data contained in the downloaded or cached data.

