SAP Enterprise Service Management
Functional Specifications

This specifications document describes key features and functionalities of SAP Enterprise Service Management.

SAP Enterprise Service Management

- Omnichannel Integration and Support
- Customer, Employee and Supplier Hub
- Account, Contact, Employee and Supplier Management
- Email Channel Support and Templates
- Knowledge Management Integration/Embedding
- Ticket/Case Management and Routing
- Case Designer
- Service Intelligence (AI)
- Microsoft Teams Integration
- Template Management
- Service Level Management
- Status Management
- Workflow and Notifications
- Low Code, No Code Extensibility
- Analytics/Dashboards (Embedded SAP Analytics Cloud)
- Catalog/Categorization
- GDPR Compliance
- Pre-built Integration with SAP Knowledge Central by Nice+
- Integration to Master Data (S/4 HANA and ECC)
- Pre-shipped ESM case types. Finance (invoice inquiry and payment advice), HR (inquiry)
- Document and Entity Extraction ML Service for pre-shipped ESM case types
- Customer and Supplier Master Data Integration (S/4 HANA & ECC), Employee Master Data Integration (SuccessFactors, S/4 HANA & ECC)

Disclaimer

SAP retains the right to change, at any time in its sole discretion, this specification sheet, and/or the location of the data center(s) from which the Cloud Service is hosted, as set forth in the Agreement between SAP and Customer.