SAP Sales and Service Core Functional Specifications

The SAP Sales and SAP Service solutions are now licensed as part of one unified SAP Sales and Service Core offering that provides extensive sales and service functionalities as defined below. Additional specialized capabilities can be added to the core offering by licensing the respective add-on offerings

SAP Sales and Service Core Functionality

- Account and Contacts, Individual Customers
- Product Master / List Management
- Territory Management
- Lead and Opportunity Management
- Sales Campaigns
- Call Lists and Scripting (via Surveys)
- Activity Planning and Management
- Survey Management
- Visit and Route Planning and Management
- Promotions
- Perfect Store Execution
- Pricing and Discounts
- Quote and Order Management
- Sales Contracts
- Sales Target Planning
- Sales Forecasting
- Partner Channel Management
- Live Activity/Interaction (Linked to CTI vendors)
- Service Ticket Management
- E-mail Channel Support
- Service Management (Installed Base, Registered Products, Maintenance Plans, Warranties, Contracts)
- Knowledge Base Integration (Ticket)
- Service Level Agreements
- Sales and Service Analytics
- Embedded SAP Analytics Cloud
- Document Library
- Data Privacy Management
- Mobile and Offline Capabilities
- Groupware Integration (Client-Side)
- Server-Side (Groupware) Integration – Standard Services[1]
- SAP Cloud Application Studio (SDK)
- Integration API's and Pre-Packaged Integration Content[2]

SAP Sales and Service Core, intelligent sales add-on[4]

- Forecast Tracker
- Pipeline Manager
- Pipeline Flow
- Trend Analytics
- Guided Selling
- Relationship Intelligence
- Customer Insights
- Mobile Voice Assistant
- AI/ML Sales Capabilities (Leads Intelligence, Deal Intelligence, Business Text Intelligence)
- Server-Side (Groupware) Integration – Premium Services)[3]

SAP Sales and Service Core, service agent console[4]

- Live Customer Service Agent Desktop
- Customer Timeline
- Knowledge Base Integration (Customer Hub)
- Customer Identification
- AI/ML Service Ticket Intelligence (Ticket Categorization, Similar Ticket Recommendation, E-mail Template Recommendation, Language Translation, Ticket Entity Extraction, Ticket Predictions)

SAP Sales and Service Core, dynamic visit planning add-on[4]

- Intelligent Visit Planning
- Dynamic Route Optimization
- Visit Scheduling Optimization
- Account Geotag Automation

Complementary Solutions Requiring Additional Licensing

- SAP CPQ
- SAP Commissions / SAP Territory and Quota
- SAP Business Technology Platform services such as SAP Integration Suite, Analytics Cloud, etc.
- SAP Field Service Management
- SAP Knowledge Central by Nice+
- SAP Signature Management by DocuSign

[1] This optional service is only offered from data centers located in the US, Germany, and Australia.
[2] Integration requires at least one additional test tenant.
[3] This premium service is only offered from data centers located in the US, Germany, and Australia, and includes advanced capabilities such as automated and instantaneous synchronization.
[4] All the Sales and Service Core add-ons are only offered from data centers located in the US, Germany, and Australia

DISCLAIMER: SAP retains the right to change, at any time in its sole discretion, the SAP Sales and Service Core (without materially diminishing the functionality during a subscription term), this specification sheet, and/or the location of the data center(s) from which the Cloud Service is hosted.

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