

SAP Cloud for Customer Service Ticket's E2E Journey Map

This map describes Service user's end-to-end experience with SAP Cloud for Customer Service Solution. Let me introduce Jenny, John & Andy.



Jenny is a Service Agent / Planner. She makes sure to review all tickets, recommend solution, and forward the service ticket to Dispatcher with all information.

John is a Customer Service Manager / Dispatcher. He manages all the unassigned tickets, overdues, counts, performance, and customer satisfaction score.



Andy is a Field Service Engineer. He makes sure to resolve the assigned tickets on time, manage his SLA compliance rate, tasks, activities, rates and all time recordings.

THINKING

DOING

ENVIRONMENT

ARTIFACTS

Planning

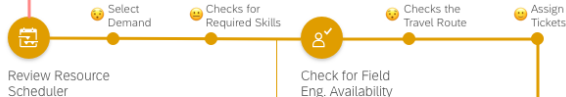
Preparation

Execution & Completion

PLANNER



DISPATCHER



FIELD ENGINEER



OFFICE 🖨️ 📱



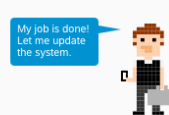
OFFICE 🖨️ 📱



STORE 🖨️ 📱



STORE 🖨️ 📱



Tickets Assigned
Tickets Escalated
High Priority Tickets
SLA Compliance Rate
Avg. Ticket Handling Time
Leadboard
Tasks

Ticket Escalated
Unassigned Tickets
Avg. Time to Respond
Overdue Tickets
Visit Management
Customer Satisfaction
Ticket Handling & Audit

Ticket Assignments
Service Rates
Visit Management
Leaderboard
Tasks
Calendar Management

Field Performance
Technician Checklist
Ticket Summary
Customer Satisfaction
Assigned Ticket Update
Tasks

SAP Cloud for Customer B2B Sales Journey Map

This map describes Sales user's end-to-end experience with SAP Cloud for Customer B2B Sales Solution. Let me introduce Lisa, Mark & Peter.



Lisa is a Sales Operator / Admin. She makes all the efforts to support and measure the team's success.



Mark is a Sales Manager. He tracks and manages the Sales Target of every cycle. He also helps Sales Rep. to achieve their goals.



Peter is a Sales Representative. He makes sure to meet his teams / personal sales target. He is also responsible for converting leads into winning deals.

Identify & Qualify

Value Proposition

Quotation & Decision

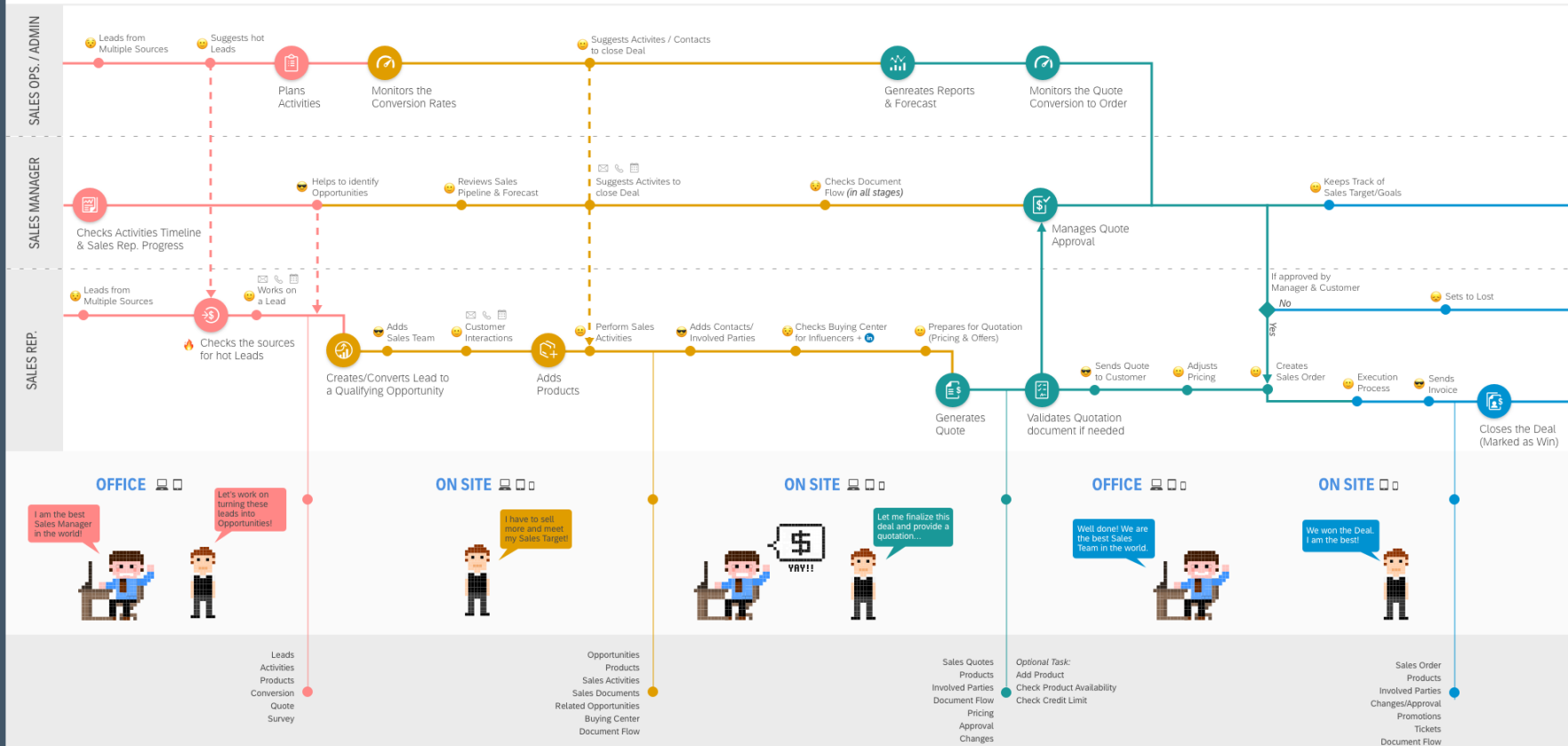
Close

MANAGING

DOING

ENVIRONMENT

ARTIFACTS



SAP Cloud for Customer Retail Execution Solution Journey Map

Version 1.0

This map describes REX user's end-to-end experience with SAP Cloud for Customer Retail Execution Solution. Let me introduce Maggie, Oliver & Ryan.



Maggie is a Retail Manager. She makes sure all the stores sales number always exceed expectation.

Oliver is a Sales Operator that make sure he could create the right set of business activities and processes to keep the sales org. running effectively.



Ryan is a Sales Representative. Making sure all the activities and processes being executed in the stores.

THINKING

DOING

ENVIRONMENT

ARTIFACTS

Planning

Preparation

Execution

Feedback & Analytics

