**Services Management in NAV 2018**

M1: Service Management Overview

Focus

Repair Shop

Service Operations

Objectives

Administr

M2: Service Items

What Service Item are?

It’s a master data. It is item or equipment which is need to repair

Search for service item in NAV 🡪

Service Item Setup

How to create service item?

Service component

Warranty

Troubleshooting

Service Item History

M3: Service Order

M4: Processing Service

M5: Planning Management

M6: Service Contracts

M7: Service Price Management

M8: Job Queue