



SAP ISU CCS Training Curriculum

(Customer Care and Services)

STRUCTURE



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“Master the SAP ISU CCS fundamentals and start a never-ending career in the SAP space right away with us!”

Course Objectives:

- Define SAP IS-U/CCS and how it is integrated in the SAP environment
- Explore the benefits of implementing IS-U/CCS with SAP CRM
- Identify the various integration components of the SAP Utilities solution
- Become familiar with the various IS-U/CCS business processes
- Identify top level IS-U Technical and Master Data.

Course Description:

The SAP IS-U CCS (SAP IS Utilities Customer Care and Services) is an Industry Solution from SAP which address the needs of a customer-oriented utility company. Throughout the document, we'll refer to SAP for Utilities Industry Solution simply as IS-U or CCS. Along with standard SAP R/3, SAP has provided solutions that cater to the special demands of a particular Industry and are seamlessly integrated with the components of standard SAP.

Example. An equipment defined in standard SAP R/3 PM can be used while creating a device in SAP IS-U. These are called Industry Specific solutions. SAP IS-U/CCS component is a Sales & Information system that supports all business processes and utility services of a utility company. The core IS-U/CCS application is a consumption billing system that values measured and flat rate consumption and services. Though Services (but not consumption) can also be billed and invoiced using standard Sales & Distribution (SD).

Learn with us how SAP CCS solution is integrated with standard SAP financial information while providing specific industry customer support, business processes, and master data. All the best for a new beginning and successful career ahead!

Course Content:

Module 1: Introduction

- SAP ISU Overview
- Utility Industry: Term Explained
- Future of Utility Business
- CCS Overview
- CCS in ISU Data Model

Module 2: Customer Interaction Centre

- Enquiry (Complain, account position, bill, meter etc)
- Request (E.g. E-bill)
- Complaint (E.g. order to handle the complaint)

Module 3: Master Data Creation

- Create Customer Contact
- Business Partner

- Contract account
- Contract
- Create Service Order
- Batch Program

Module 4: Customer Complaint Handling

- High Consumption complaint/ developed/ Over/ Wrong reading complaint
- Payment/ credit not adjusted
- Vigilance complaints
- Wrong disconnection
- Load Dispute

Module 5: Move-In

- Move-in document layout
- Move-in welcome letter
- Determination of move-in date
- Alignment of move-in after device installation
- Reversal of move-in

Module 6: Work Order Management

- New Connection
- Device Installation
- Device Removal
- Device Replacement
- Device Investigation
- Disconnection
- Re-connection
- End of Supply
- Temporary Supply
- Load Change Site Investigation

Module 7: Move Out

- Normal move-out
- Demolition case
- Move-out to join Statement Billing
- Change of name
- Move-out after Six months due to non-payment

Module 8: Placement Guide

- What is an Interview?
- Tips to clear an Interview
- Common Interview questions and answers
- SAP ISU CCS Interview Questions and Answers

- Resume Building Guide
- Career roadmap and certifications
- Attempt for related Global Certification Exam, if any
- Start applying for Jobs