Products

Products worklist helps you to maintain the various aspects of products in the application.

A product is the item offered for sale and it can be a service or a physical item. A product can be of real or virtual form. Each product is made at a cost and sold at a price and the price depends on the quality, market, the marketing, and the targeted segment. In the application, generally, products have a status, name, and ID.

As a service agent, you can use the SAP Service Cloud Version 2 to work with products as a criterion for categorizing, routing, or analyzing the text of customer tickets and perform appropriate action.