WORKSHOPS
2024

Contents

1 Workshop Overview

1.1 Dates and registrations

You can find the current workshop dates and registration in our workshop calendar
https://www.coresystems.ch/en/events
Type «Classroom» means you are together with other participants from other companies.
Type «Individual» means that only people from the same company are trained.
Each workshop can also be booked individually on request. If you want to book an individual workshop please contact our Sales department here.

1.2   Training overview SAP Field Service Management

Title	Course-ID	Language	Level	Duration
SAP Field Service Management Partner Certification Training	FCT	DE/EN	Users, Consultants	3 Days
SAP Field Service Management Cloud Reporting & Dashboards	CRD	DE/EN	Consultants	1 Day
SAP Field Service Management Overview	FSO	DE/EN	Users, Sales, Pre-Sales	½ Day

2 Course descriptions

2.1 SAP Field Service Management Overview (FSO)

Type	Classroom
Course description	In this course you will get an overview of all the modules of FSM and about new functions
Course objectives	After this course, the participants can: • Understand the basics of SAP FSM • Do sales demos
Target audience	Sales Pre-Sales
Prerequisites	No prerequisites needed
System Prerequisites	Notebook See Systemrequirements.
Course contents	• Overview of all modules of FSM • Roadmap / Influence • Documentation • Helpdesk
Duration	1/2 Day
Number of participants	From 2 participants
Training location	Remote
Price	EUR 250.-/CHF 300.- per participant EUR 125.-/CHF 200.- for other participants of the same partner

2.2 SAP Field Service Management Partner Certification Training (FCT)

Type	Classroom
Course description	After participating in this course you are one of our certified SAP FSM partners. This course consists of two parts and is aligned to consultants and sales employees. In this workshop, the participants learn how the Field Service Software is set up. Typical support cases will be looked into so that the partner can offer to his customers the first level support after this course. In the second part of the workshop, sales employees or consultants learn how to organize business processes more efficiently so that the business can be optimized cost-effective and fast with mobile applications.
Course objectives	After this course, the participants can: • Install, configure and set up the Cloud connector and the SAP Field Service Software • configure Coresuite Time and know, how to use it, related to the SAP Field Service Software • Set up service and sales processes and scenarios on the SAP Field Service Software • Operate with Workforce Management • Create checklists templates and recall them from the mobile device as well as retrieve checklist data from the database • Provide First Level Support • Create reports Coresystems will publish Certified Mobility Partner on the website and forward leads in regards of mobility. The sales margins for certified mobility partners are significantly higher.
Target audience	At least one SAP Business One consultant At least one SAP Business One sales person
Prerequisites	SAP Business One Knowledge
System Prerequisites	• SAP Business One installation • Installed Coresuite Time, Coresuite Country Package (newest versions) • iPhone / iPad / Android device (current versions) https://helpdesk.coresystems.ch/hc/en-us/articles/202579802-System-Requirements

Course contents	• Installation and configuration Coresuite Cloud connector
	• Permission groups in the Coresuite Cloud
	• Installation and configuration of Coresuite Time related to the SAP Field Service Software
	• Usage of the SAP Field Service Software
	• Configuration Workforce Management
	• Optimization of business processes with Workforce Management
	• Usage Knowledge Management Designer
	  - Use cases incl. checkout process
	  - Billing wizard
	• Usage Checklists
	• Solving of typical support cases
	• End to end error handling

Duration	3 Days
Number of participants	From 2 participants
Training location	Remote
Price	EUR 1500.-/CHF 1800.- per participant EUR 750.-/CHF 900.- for other participants of the same partner

2.3 SAP Field Service Management Cloud Reporting & Dashboards (CRD)

Type	Classroom
Course description	• In this workshop you will learn how to deal with two field service cloud reporting tools: Jaspersoft Studio and Highcharts. The former is used to create PDF and Excel reports, the latter is suitable for dashboards. • As an important part of the course, the usage of the QueryAPI and the Field Service Data-Model are taught. They form the basis for the individual creation of data sources. • In several examples, trained reports are supplemented with parameters and how user fields can be included.
Course objectives	After this course the participants can: • Build own reports in the JasperSoft Studio and add them to the Cloud account • Customize and update existing reports from the cloud • Include parameters and user fields in reports • Create simple database queries using the QueryAPI
Target audience	Consultants and/or Developers
Prerequisites	SAP Field Service Management Certification
System Prerequisites	Notebook with installed JasperSoft Studio and Field Service Demo Environment https://helpdesk.coresystems.ch/hc/en-us/articles/202579802-System-Requirements https://help.sap.com/viewer/fsm_reporting/Cloud/en-US/quick-start-guide-intro.html
Duration	1 Day
Number of participants	From 2 participants
Training location	Remote
Price	EUR 500.-/CHF 600.- per participant EUR 250.-/CHF 300.- for other participants of the same partner

2.4 SAP Field Service Management Best Practice (FSP)

Type	Classroom
Course description	• In this workshop you will learn the best tips and tricks for your daily work with FSM directly from our support.
Course objectives	After this course the participants can: • Deal with issues in FSM • Know about common error tracking procedures • Increase their support knowhow
Target audience	Consultants and/or Users
Prerequisites	SAP Field Service Management Certification
System Prerequisites	Notebook and Field Service Demo Environment https://helpdesk.coresystems.ch/hc/en-us/articles/202579802-System-Requirements
Duration	1/2 Day
Number of participants	From 2 participants
Training location	Remote
Price	EUR 250.-/CHF 300.- per participant EUR 125.-/CHF 200.- for other participants of the same partner

3   General terms and conditions for workshops

3.1   Offering and Execution

The current course program is published on the website https://www.coresystems.ch/en/events. Coresystems reserves the right to change or adjust the program at any time.

3.2   Registration

Generally, registrations are accepted via website. Coresystems reserves the right not to recognize registrations and there is no entitlement to participation.

3.3   General Code of Conduct

The participants shall be obliged to use any infrastructure provided to him or her exclusively in accordance with the applicable regulations. If this is not followed, the participant may be excluded from the course without reimbursement of fees. All costs of repair or replacement shall be charged to the participant at fault.
System requirements according to workshop catalogue need to be fulfilled by the start of the workshop.

3.4   Payment

The courses shall be payable by bill. The prices are listed in the catalogue. Coresystems reserves the right to change the prices at any time. Registered courses have to be paid one week before the course is taking place. If the corresponding amount is not paid, the participant is not allowed to attend the course.

3.5   Expenses / Meals

Travel expenses for individual workshops are invoiced to the customer. The effective travel costs (petrol, train ticket etc.) plus the half of the travel time (hourly rate EUR 145.- / CHF 220.-) will be charged to the customer.
Withing the course fee meals are not included.

3.6   Cancellations and Re-bookings

Registration is binding. If the participant is unable to attend the course, he or she may cancel the registration up to 14 days before the course begins and re-book or cancel the course at no charge. For a cancellation occurring after this deadline, the following course fees shall be paid:
- Within 14 days prior to the start of the course: 100% of the course's costs
- For non-attendance: 100% of the course's costs