argano

SAP Service Cloud

Streamline your customer service operations with AI-driven automation to reduce costs and increase customer satisfaction

Exceptional customer service is not just about resolving issues, it's about building lasting relationships that drive increased revenue. SAP Service Cloud empowers your business to deliver proactive, personalized support at scale by integrating AI-driven automation, real-time insights, and omnichannel capabilities. With intelligent case management, self-service, and predictive analytics, you can reduce response times, lower service costs, and drive customer loyalty. As a premier digital consultancy delivering advanced SAP solutions, Argano can help you seamlessly integrate SAP Service Cloud to optimize your service operations and enhance the customer experience. Our expertise ensures your service teams are equipped with the tools they need to accelerate case resolution, improve first-contact resolution, and gain actionable insights, creating a truly connected and scalable service strategy.

Benefits:

- Increased customer satisfaction with proactive, personalized support
- Reduced operational costs through AI-driven automation
- Faster time-to-resolution with automated case management
- Seamless, connected experiences across every service channel
- Improved scalability and agility with cloud-based solutions that evolve with your business needs

Powerful capabilities to optimize your service operations

AI-Driven Case Management

Automates case creation and intelligent routing, ensuring agents have full customer context for faster, more effective resolutions.

Omnichannel Engagement

Unifies email, chat, phone, social media, and self-service portals into a single platform, allowing agents to switch between channels while maintaining customer context.

Knowledge Management & Self-Service

Empowers customers with AI-driven self-service tools while equipping agents with an intelligent knowledge base for faster, more accurate support.

Field Service Optimization

Enhances technician scheduling with AI-driven dispatching and predictive maintenance, improving first-time fix rates and customer satisfaction.

Advanced Analytics & Reporting

Tracks key service metrics, including response times and resolution rates while leveraging AI-driven insights to optimize service demand and resource planning.

SAP Sales & Service Cloud Offerings

Foundational
10 weeks

Deliverables & Activities

- SAP Sales Cloud configuration (accounts, contacts, leads, opportunities)
- Basic workflow automation (lead qualification, opportunity tracking)
- Email and calendar integration
- User training & adoption support
- Basic reporting & dashboards

Add-On Options

- AI-powered lead scoring & recommendation engine
- Data migration from legacy CRM
- Custom reporting & advanced analytics
- Light SAP Service Cloud setup (case/ticket management)

Extended
16 weeks

Deliverables & Activities

- All deliverables and activities from prior tiers
- SAP Quote management in Sales cloud
- Quote automation and approval workflows
- Custom pricing rules and product catalog setup
- Document generation for professional quotes
- Basic integration with ERP for pricing & availability

Add-On Options

- AI-powered lead scoring & recommendation engine
- Quote integration with CPQ, or S4 HANA
- Data migration from legacy CRM
- Custom reporting & advanced analytics
- Light SAP Service Cloud setup (case/ticket management)

Advanced
20+ weeks

Deliverables & Activities

- All deliverables and activities from prior tiers
- SAP Service Cloud implementation for ticketing and customer support
- End-to-end order management process
- Invoicing & billing integration
- Full ERP (SAP S/4HANA) connectivity for order processing
- AI-driven customer insights & analytics

Add-On Options

- AI-powered lead scoring & recommendation engine
- Custom chatbot & self-service portals
- Advanced field service management (FSM) integration

* These deliverables/integrations do not include the cost of subscription and/or licensing to their respective platform.

Learn more at argano.com

Contact us today at sap@argano.com to find out how we can help move your business forward.