Support from SAP
Best Practices & Offerings

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Public

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Support Best Practices

Key Recommendations

- For every closed case, please send feedback via the support interaction surveys to help improve our services.

- Have all your users and partners complete the Support Accreditation on a yearly basis to fully understand and make use of the support offerings (this is a free program available to all SAP customers).

- Follow your Support Performance - request access for customer users: KBA 2834499.

- Stay informed via SAP Community blog posts.

- Speed-up processing:
  - Evaluate if it would add value to open cases via Expert Chat – the assigned support engineer will complete first level checks (e.g. replication steps, business impact, system details etc.) and if no solution can be found on the spot, investigation will continue via a support case. **View Expert Chat availability per component here.**
  - Contact our Customer Interaction Center (CIC) to request speed-up processing for cases remaining with support for an extended period of time.
  - Use Schedule an Expert to schedule a one-on-one 30-minute call booked directly from an open case with the assigned support engineer
  - Use Schedule a Manager sessions for priority **high** cases opened for +2 days and **medium*** priority cases opened for +9 days to raise the attention of the respective support manager.

*available for all SAP products excluding SAP SuccessFactors and HCM products

The Perfect Support Case

SAP Products Services and Support Learning Community Partner About Explore SAP

- ✓ Ensure the case raised is within support's scope (slide 7).
- ✓ One issue per support case.
- ✓ Documentation of troubleshooting and SAP Note, SAP KBA, SAP Help Portal.
- ✓ Remote connection details (where issue can be seen).
- ✓ A meaningful short text (error-related information).
- ✓ Detailed steps to reproduce the problem in your system.
- ✓ Appropriate priority and component – Case Priority.
- ✓ Business impact of how operations/users are affected/deadlines endangered (mandatory for high and very high cases).
- ✓ Customer Contact Information (including a phone number).
- ✓ Support case information.

The Importance of a Detailed Business Impact

Information about how the business is affected is key to ensuring your case is treated with the correct priority.

- The effect on your economic activities from a non-technical perspective .
- Every business is individual and the impact of every issue varies depending on the business you're in.
- Business Impact is requested by all departments involved with customer cases.
- **Review SAP Notes 1281633 and 90835 for details.**

Productive System:

- ✓ Is the core business severely affected?
- ✓ Is there any workaround available?
- ✓ How many users are affected?
- ✓ How long has the problem been going on?
- ✓ What are the consequences if the issue continues?
- ✓ Is there any possible financial loss? Under what circumstances?

Test/Development System:

- ✓ What project is affected?
- ✓ When is your productive go-live date?
- ✓ Is this a showstopper for go-live? Why?
- ✓ What is the most immediate deadline?
- ✓ How many project team members are affected?
- ✓ What are the consequences if go-live cannot be completed on time?

Business Impact

What	**A brief description of the problem**
How	**How is the business affected, workarounds, consequences**
When	**Timelines/deadlines/project phases**
Who	**Information on the 24*7 contact person**

Speed-up Requests and Case Escalation

Customer Interaction Center (CIC)

CIC is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries.

Overview

- Existing customer cases enquires, e.g. status requests, speed up request, escalation requests
- SAP for Me and SAP Support Portal navigation and applications, e.g. user management, license key request, software downloads
- S-user and SAP Universal ID administration, e.g. unlocking users, authorization help, and password reset
- Remote service requests

Benefits

- Available 24 hours a day, 7 days a week, 365 days a year
- Service menu to select a specific product area, including SAP Ariba, SAP Concur, SAP Fieldglass, SAP SuccessFactors
- Toll-free number accessible in most countries through landline phones and some mobile providers

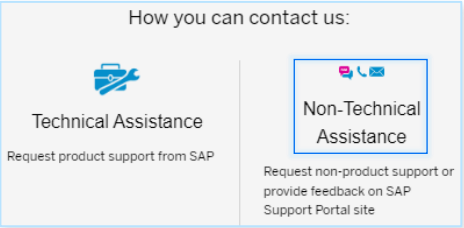
Direct Access:

- Chat with CIC
- Call CIC
- E-mail CIC

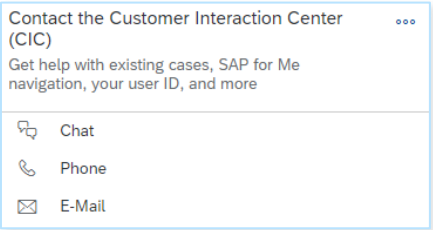
Learn More:

- CIC blogs at SAP Community
- CIC support videos
- Webcasts

You can access CIC from the SAP Support Portal or SAP for Me.



SAP Support Portal



SAP for Me

Support Scope

- Our mission in support is to assist with errors or issues occurring with the standard delivered software licensed from SAP.
- Support scope is malfunctions/product issues/product defects to solve and restore standard service as quickly as possible.
- There are certain topics support will not process and customer will be asked to raise issue either to partner or other SAP organizations (depending on implementation).
- KBA 3316557 - Error Categorization Procedure Standards: Customer/Partner Issue.
- Please also review Guided Answers Working with Support.

How To Questions	Request new Features	Adoption & Implementation	Consulting Requests	Service Request
Knowledge Resources (SAP KBAs, SAP Notes, Ask an Expert Peer, SAP Community)	Customer Influence Forum (Product Management)	Partner/SAP Cloud Service Center (contractual)	Partner / SAP Community	Customized Solutions Need Investigation and/or Adjustments

Case Category	When will this category be used?
Coding Issue	The issue is within or caused by the coding owned by the customer or the implementation partner (user exit, BaDI, enhancement, modification, SDK)
Configuration	The issue is within or caused by the configuration set by the customer or the implementation partner
Improper User Handling	The issue is caused by an end user, administrator consultant using the software incorrectly, typing a wrong OS command or deleting a table entry by mistake
How-To Request	It is a general how-to request raised by the customer or service partner (for example, how to start SAP instances, how to set up a specific solution/scenario etc)
Consulting / Implementation	It is a consulting request or issue is with a 3rd party product (for example, browser issue or 3rd party database issue etc)
Missing Functionality	The functionality requested by customer is not in place in the latest SAP standard release yet and it is a valid improvement request to enrich standard behavior

Our Offerings for Customers – Digital Support Experience

Support Accreditation

Click here to access the accreditation

- Self-enablement training for customers & partners at no additional cost
- Annual enrolment to keep up with new tools and improvements
- 4 modules + 1 final assessment before badge certification

Guided Answers

- Provides a step-by-step guide through an issue or a process
- Decision tree concept
- Leads to relevant content

- Guided Answers on SAP Support Portal
- Direct Access To Guided Answers
- SAP Support Portal using the search
- Knowledge Base via header navigation

Schedule a Manager

Click here to learn more or check this FAQ

- Schedule a 15-minute call with a support manager to help manage or prevent potential service exceptions – 24h follow-up offering
- Available for high priority cases open for at least 2 days
- Available for medium priority cases open for at least 9 days*
- Book an appointment with minimum of 2 hours in advance

Support Assistant

Embedded in SAP for Me 'Services & Support' dashboard – 'Get Support' app (Cases, Expert Chat,...)

- Guides customers in creating a better case
- Categorizes issue to get it assigned to an expert
- Faster resolution, while recommending content and solutions

Support Log Assistant

Accessible through SAP for Me ('Services & Support' dashboard)

- Allows customer, partners and engineers to analyze log/text files automatically
- Tool will suggest solutions to known issues found in the files

SAP Enterprise Support Reporting Cockpit (ESRC)

Access the reporting cockpit here

- Allows customers to access summary of the purchased service and related support maintenance contract types
- Allows customers to access their own support overview performance

*available for all SAP products excluding SAP SuccessFactors and HCM products

Live Business Needs Live Support

Real-Time Support for the Intelligent Enterprise

Self-Service & Case Prevention

Real-Time Support has several comprehensive solutions - so you never have to ask a question, and if you do have a question, you will receive an answer instantly.

- SAP Support Portal
- SAP Knowledge Base Articles (SAP KBAs)
- Automatic translation
- Guided Answers
- SAP BusinessObjects BI support tool
- Automated search for SAP Notes
- Performance Assistant for SAP Notes and KBA search
- SAP Community
- Support by Product

Real-Time Interaction

We offer Real-Time Support channels with live and direct access to SAP's support experts.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer
- Schedule a Manager
- Customer Interaction Center (CIC)

Digital Support Experience

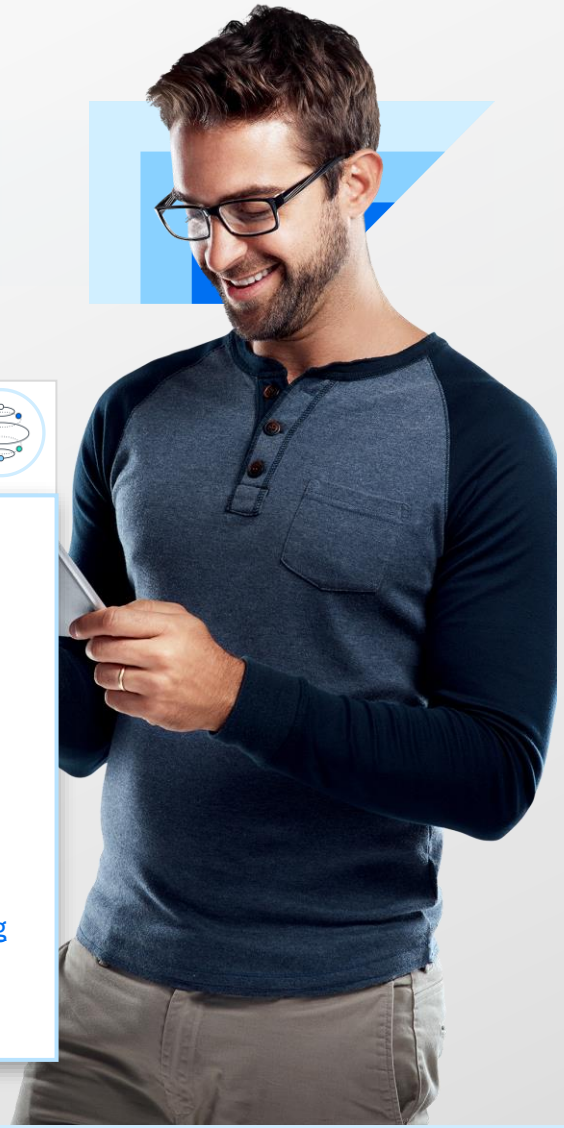
Benefit from a seamless and intuitive omnichannel support experience with personalized, context-sensitive support when and where you need it.

- SAP for Me
- Case creation and management
- Predictive and preventative support
- Built-In Support
- Cloud Availability
- SAP Cloud Trust Center
- Social media

AI / Machine Learning

SAP constantly innovates to improve our products and to provide you with a world-class support experience.

- Incident Solution Matching
- Support assistant
- Thought leadership



Thank you.

On behalf of the Customer Support Engagement Directors

Questions, Suggestions, Feedback?
Let us know: lisa.schan@sap.com, yvonne.benz@sap.com

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