



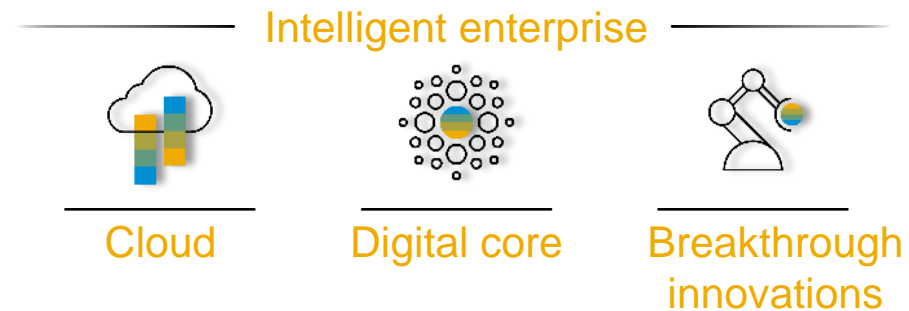
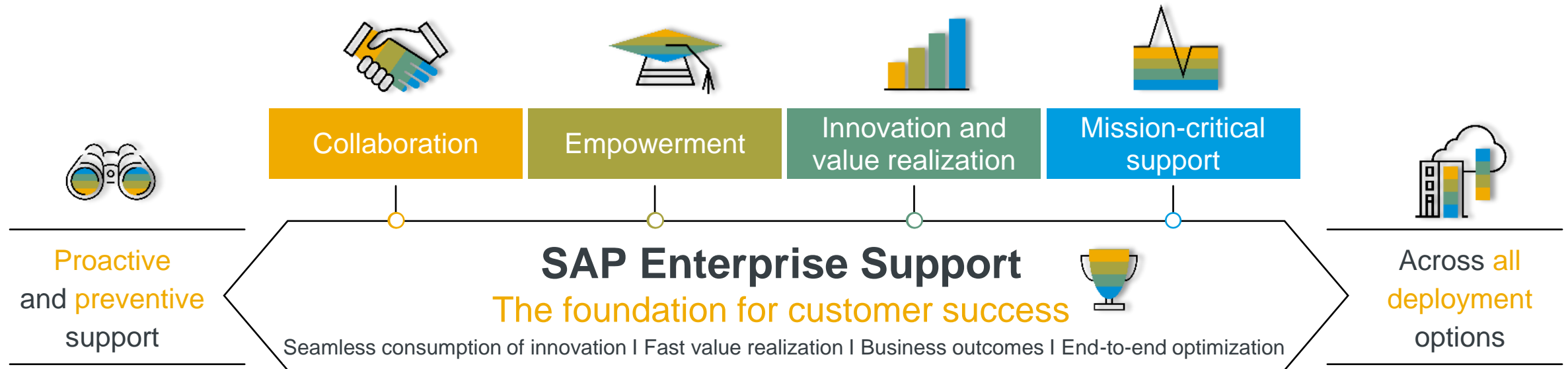
Re-imagining SAP Support for the Digital Enterprise ASUG Houston Chapter

VerNeil Mesecher Jr. – RCM Regulated Industries Director – Customer Engagement
Jennifer Dubler – Sr. Manager – Customer Engagement – US Southwest
June 2022

PUBLIC

SAP Enterprise Support

The foundation for customer success





I want to get **guidance** from SAP to help me realize more value from my investment.”



Collaboration

As part of SAP Enterprise Support you have access to multiple collaborative resources, that have a defining impact on your success.




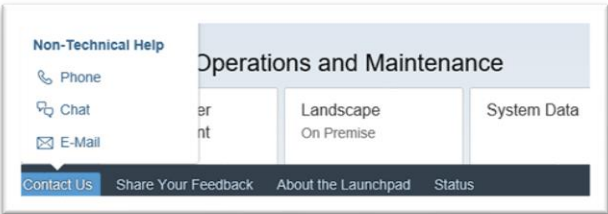
- Leverage expert access through collaborative social communities
- Get in touch with SAP experts 24x7, e.g. via the SAP ONE Support Launchpad
- Benefit from targeted reports and analyses
- Rely on functional and technical expertise on key areas
- Benefit from advice on the right support deliverables and assets
- Get help to drive innovations

Further information on how to enable the Intelligent Enterprise with SAP Enterprise Support can be found within this [brochure](#)



GETTING STARTED with Collaboration

SAP Customer Interaction Center

Overview	Benefits	Access	Preview
<p>The SAP CIC is the contact channel for any non-technical questions including:</p> <ul style="list-style-type: none"> Existing incidents The SAP ONE Support Launchpad and supporting applications S-User queries and support SAP remote service requests <p>The SAP CIC can be reached by phone, chat, or e-mail</p>	<p>The SAP CIC is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries</p> <p>A Universal free-phone number for contacting SAP support, accessible in most countries through landline phones and some mobile providers</p> <p>Access to a product area specific IVR call routing menu, now including SAP Ariba, Concur, and SAP Fieldglass solutions</p>	<p>You can access the SAP CIC from the SAP Support Portal or through the SAP One Support Launchpad</p> <p>Direct access:</p> <ul style="list-style-type: none"> Chat with CIC Call CIC E-mail CIC <p>Learn more here:</p> <ul style="list-style-type: none"> Access to CIC Topics to contact CIC Reference Guide 	<div data-bbox="1742 554 2346 893"> <p>Non-Technical Assistance Customer Interaction Center (CIC)</p> <p>The Customer Interaction Center (CIC) is available 24 hours a day, 7 days a week, 365 days a year. CIC provides a central point of contact for non-technical queries such as SAP ONE Support Launchpad, User Management and Incident Management. Learn more about the CIC.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Chat with CIC</div> <div style="text-align: center;"> Call Us</div> <div style="text-align: center;"> Email CIC</div> </div> </div> <p style="text-align: center;">SAP Support Portal</p> <div data-bbox="1742 943 2346 1155">  </div> <p style="text-align: center;">SAP ONE Support Launchpad</p>



GETTING STARTED with Collaboration

SAP Enterprise Support Reporting Cockpit

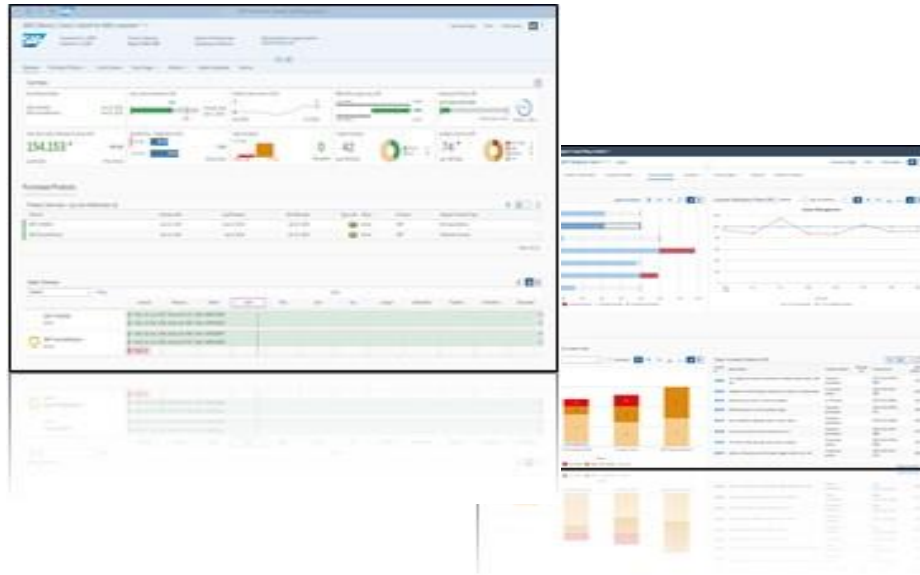
The [SAP Enterprise Support reporting cockpit](#) is an interactive dashboard analyzing and documenting the status of your SAP solution, support services, and achievements based on solution-monitoring capabilities, usage of KPIs, consumption of SAP Enterprise Support offerings, support case status, and other support-relevant metrics.

You may interact, personalize, and design your SAP Enterprise Support report by adding or removing data sections, statistics, and tables; drill down into detailed views across products, systems, services, incidents, and status. Save your settings as your individual variant or print it as a report.

The SAP Enterprise Support reporting cockpit replaces the PDF-based [SAP Enterprise Support report](#) in SAP ONE Support Launchpad.

The content is being improved and extended. New data sections as well as cloud solutions and on-premise products will be implemented and integrated in upcoming releases.

Please note: You'll see the data sections for the LOBs/installations you are authorized for. For more information please check [KBA 2835500](#).



SAP Support Portal

- [SAP ES reporting cockpit portal](#)
- [Release Notes for Wave Releases](#)

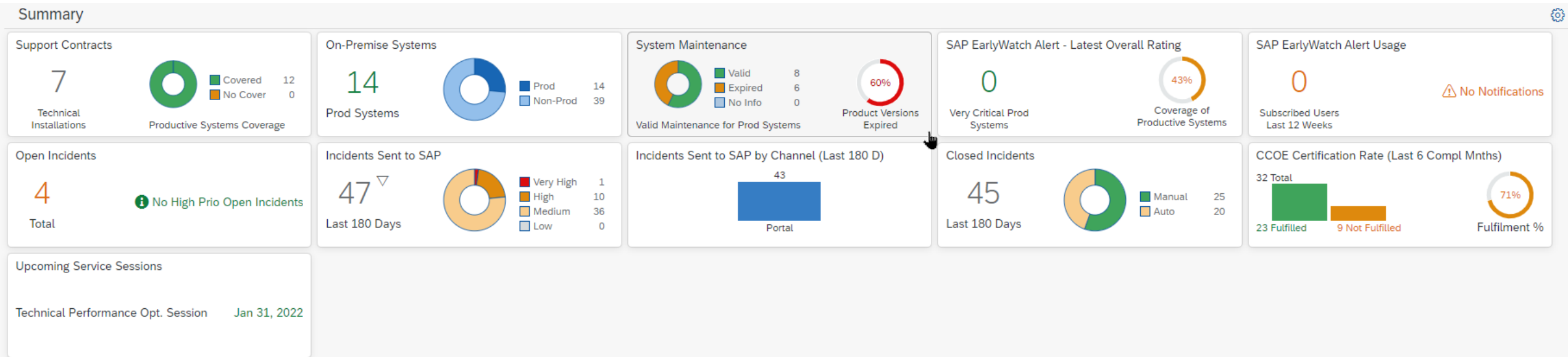
SAP ONE Support Launchpad

[SAP Note 2835500](#)

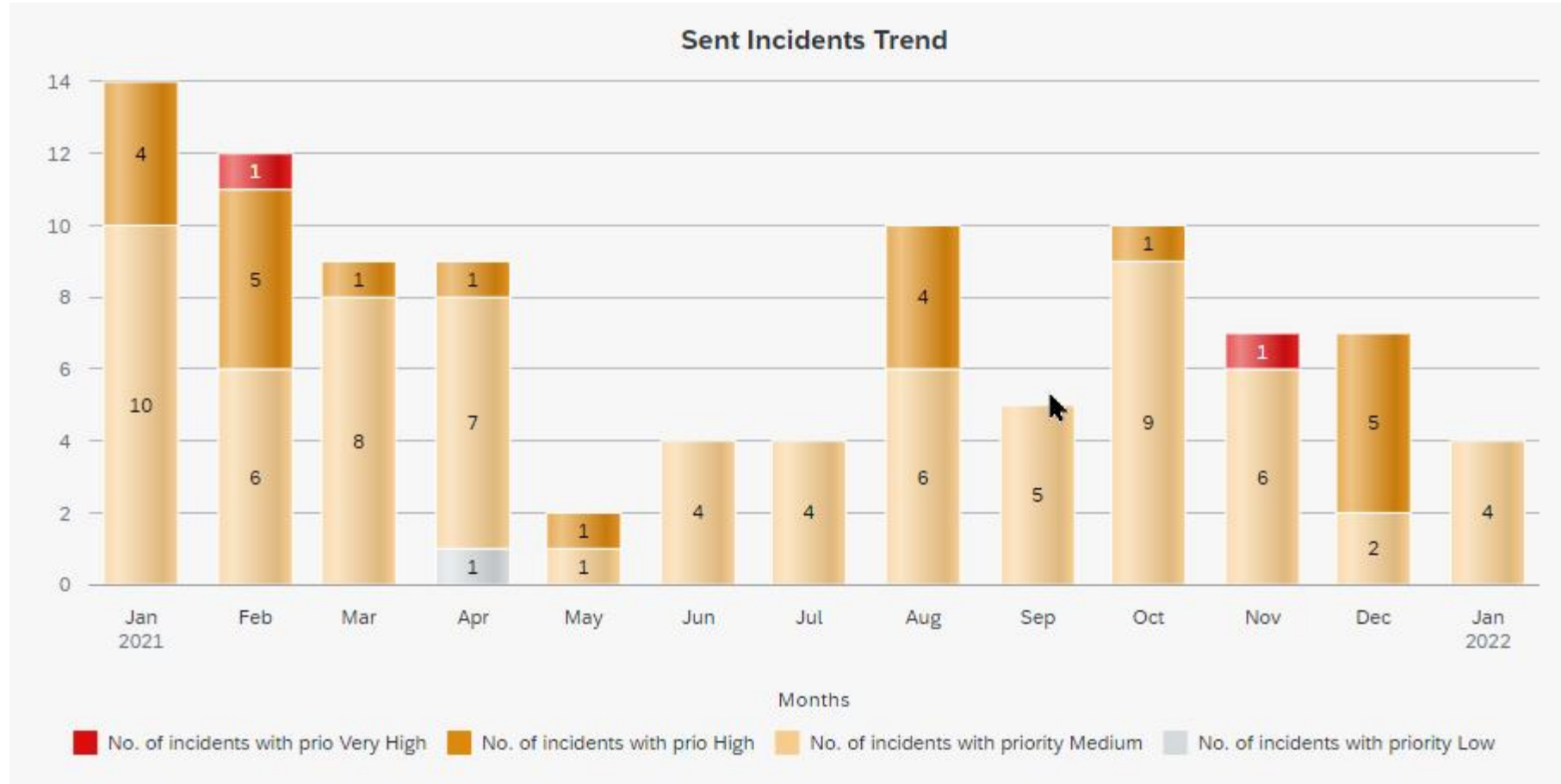
SAP Community

[Blog announcement](#)

Enterprise Support Reporting Cockpit -Sample Summary View



Enterprise Support Reporting Cockpit Sample View – Incidents sent to SAP





GETTING STARTED with Collaboration

Customer Center of Expertise–Overview

The Customer Center of Expertise is a **central point of contact** for interaction with SAP. It is building the bridge between IT and business and is one of the main contacts within your company for SAP-related topics.

All **SAP customers** may establish the Customer Center of Expertise to gain and use full value from SAP.



SAP Support Portal

- [Customer Center of Expertise \(CCOE\)](#)
- [Primary Customer COE](#)

PDF

- [Getting Started with Primary CCOE Certification](#)
- [Learn about the Value of a Primary Customer Center of Expertise](#)



GETTING STARTED with Collaboration

Customer Center of Expertise

Top 7 benefits for all certified Customer COEs

1

Access to **BENCHMARKS** within the peer group

2

FASTER INCIDENT PROGRESSING with special SAP incident flagging for certified CCOE

3

FREE ACCESS to SAP Learning Hub solution, including SAP Knowledge Transfer Products

4

SPECIAL Customer COE Knowledge Transfer **SESSIONS** with SAP experts to various topics

5

ACCELERATORS FOR VALUE DEVELOPMENT provided by Certified COE Customers -“Customers share their stories”

6

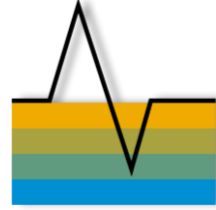
EXCLUSIVE ACCESS to the SAP Customer COE Community Suite (SAP Jam based group)

7

Customer Center of Expertise Role and **Incident Quality Dashboard** in the SAP ONE Support Launchpad (<http://launchpad.support.sap.com>)



“In case of a production-down situation, I need to resume business operations as quickly as possible.”



Mission-Critical Support

We relieve you of any critical situations and provide various cutting-edge access points to facilitate rapid collaboration with SAP support experts.

- Rely on service-level agreements for faster issue resolution, whereat initial response time typically already includes a first qualified answer
- Benefit from Next-Generation Support features such as Schedule an Expert product sessions and Expert Chat, if available for the solution
- Count on 24x7 mission-critical support and speed up incidents through the Customer Interaction Center if needed

How some customers feel **before** learning about SAP Support Incident Management Tips and Tricks



How most customers feel **after** learning about SAP Support Incident Management Tips and Tricks





Reference Guides



Self-service and incident prevention

[Next-Generation Support](#) has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- [SAP Support Portal](#)
- [SAP Knowledge Base Articles \(KBAs\) via Google search](#)
- [Automatic translation](#)
- [SMS notifications](#)
- [Guided Answers](#)
- [SAP BusinessObjects BI support tool](#)
- [Automated search for SAP Notes](#)
- [Performance Assistant](#)
- [SAP Community](#)
- [Support by Product](#)
- [SAP Line Opener Connection tool for system access](#)



Real-time interactions

We offer real-time support channels with live and direct access to SAP’s support experts.

- [Expert Chat](#)
- [Schedule an Expert](#)
- [Schedule a Manager](#)
- [Ask an Expert Peer](#)
- [Call-1-SAP & 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 ONE Support Launchpad](#)
- [Incident creation application](#)
- [SAP Product Support Accreditation](#)
- [Customer Center of Expertise \(COE\) Certification Recertification](#)
- [Built-in support](#)
- [Cloud Availability Center](#)
- [SAP Cloud Trust Center](#)
- [Q3 2022 SAP for Me](#)



AI / Machine Learning

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

- Thought leadership
- Artificial Intelligence / Machine Learning
- [Incident Solution Matching](#)
- [SAP support-assistant-is-your-incident-creation-guided-tour](#)
- [SAP expert-level-file-analysis-using-the-support-log-assistant](#)

Self-service and incident prevention

SMS notifications for SAP ONE Support Launchpad



SMS for launchpad notifications – It's easy. It's fast. And it's customizable. You may now choose to receive text messages (SMS) on topics of your choice, from SAP ONE Support Launchpad.

Overview

- New notification channel option available for SAP ONE Support Launchpad notifications
- SAP Support is offering additional ways to deliver notifications instantly via text messages (SMS)
- Read the [blog](#) to learn more
- Watch the [video](#)

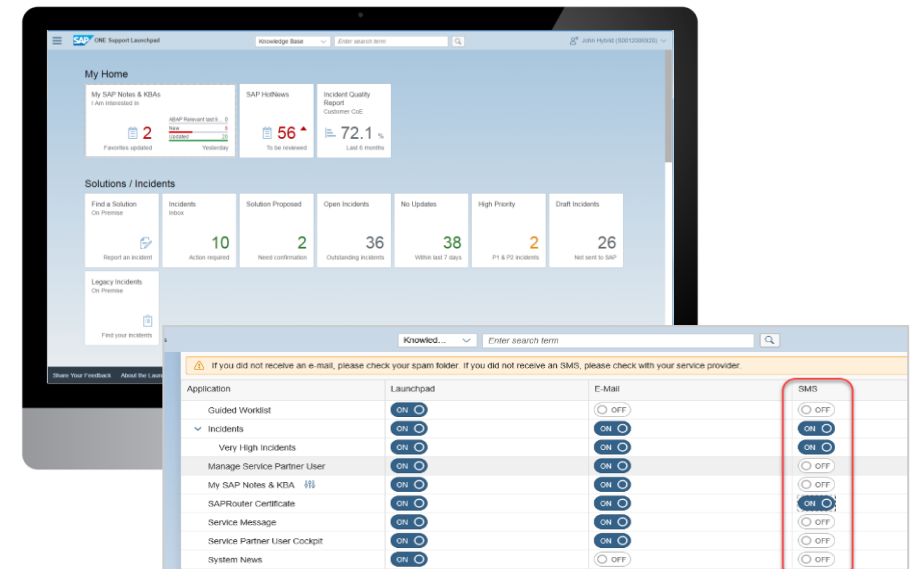
Benefits

- Driven by customer feedback, SAP Support now offers text messages (SMS)
- It is a new way to receive important notices and information, in addition to e-mail or launchpad-internal notifications
- It's fast, easy, and customizable

Access

- Enable SMS (text message) notifications through your launchpad notifications settings page
- Click on your Name and *Manage Notifications* at top right or access your settings page through [this direct URL](#)
- Choose your preferred notification method by toggling notifications on or off for launchpad, e-mail, and SMS
- Simply select the notice types you would like to receive

Preview



***NOTE: SAP does not charge you to send SMS text messages, however message and data rates may apply based on your existing wireless plan for receiving text messages.**

Real-time interaction

Expert Chat



Expert Chat provides a live chat function that connects you to SAP technical support experts instantly.

Overview

- Live support from SAP experts for any technical question related to a product
- Improves support experience with real-time interaction
- Available for all support levels and almost all solutions
- For more information:
 - Learn more about [Expert Chat](#) on SAP Support Portal
 - [Expert Chat video](#)

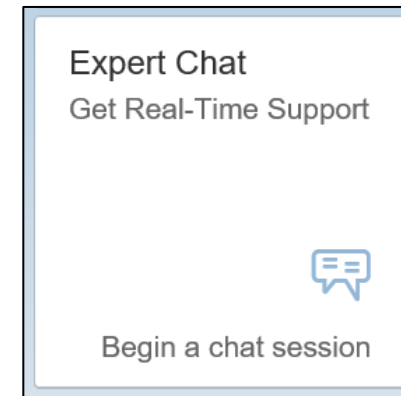
Benefits

- Connects you real-time with SAP support
- Offers screen-sharing option
- Provides access to the same technical experts as in the incident channel
- Resolves incidents significantly faster than those reported through traditional SAP support channels
- Offers quicker and more efficient issue resolution
- Reduces your project and operational costs

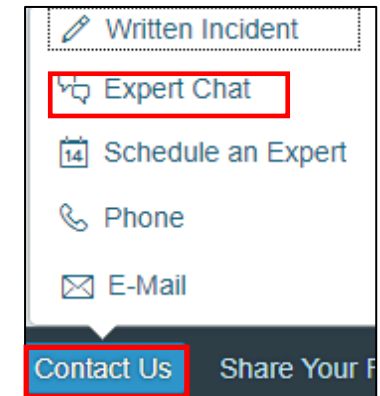
Access

- Access Expert Chat through the [SAP ONE Support Launchpad](#) (several options):
 - a. Access through the Expert Chat tile on your SAP ONE Support Launchpad on the My Home screen.
 - b. Carry out a search in the launchpad's database. Click on the Expert Chat-button in the upper area.
 - c. Access Expert Chat through the "Contact Us"-menu
 - d. Access Expert Chat while going through the incident submission process. Chat functionality is built into the incident form.

Preview



Expert Chat tile on My Home in SAP ONE Support Launchpad



Contact Us menu in SAP ONE Support Launchpad's footer bar



Real-time interaction

Schedule an Expert



Schedule an Expert connects you live with SAP Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you.

Overview

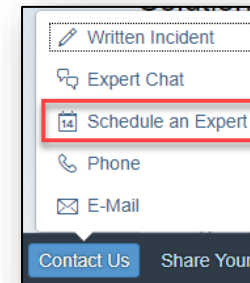
- One-to-one 30-minute call delivered remotely through Skype for Business
- Book an appointment at least three business days in advance to allow engineers to prepare
- Check out the [Schedule an Expert video](#)
- Visit [SAP Support Portal](#) to learn more
- Learn more on [how to join your Schedule an Expert call](#)

Benefits

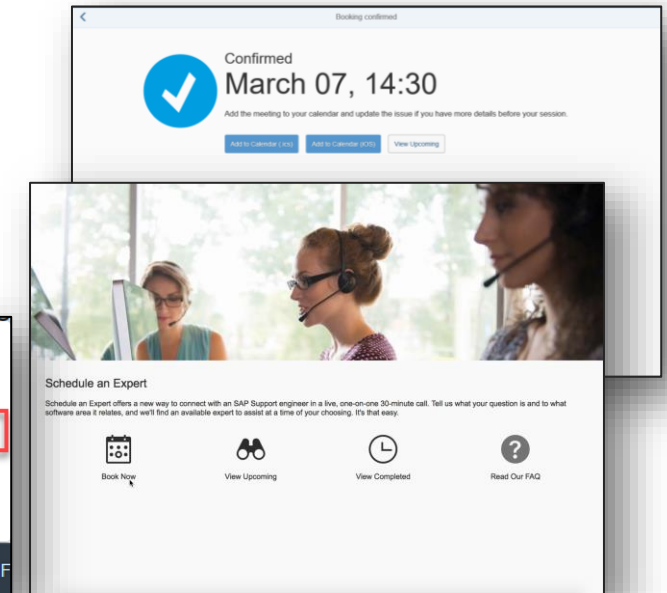
- Live channel option for you
- Interact one-to-one with a support engineer
- Get answers when and where you need them
- Get help and direct support for any technical question
- Have access to the same engineers that you would create an incident with
- Reduce your waiting time for response and resolution

Access

- Access Schedule an Expert through the [SAP ONE Support Launchpad](#) (several entry options):
 - a. Access through the **Schedule an Expert** tile on your SAP ONE Support Launchpad home screen.
 - b. Carry out a search in the Launchpad's database. Click on the Schedule an Expert-button in the upper area.
 - c. Access Schedule an Expert through the "Contact Us"-menu in SAP ONE Support Launchpad's footer bar



Preview



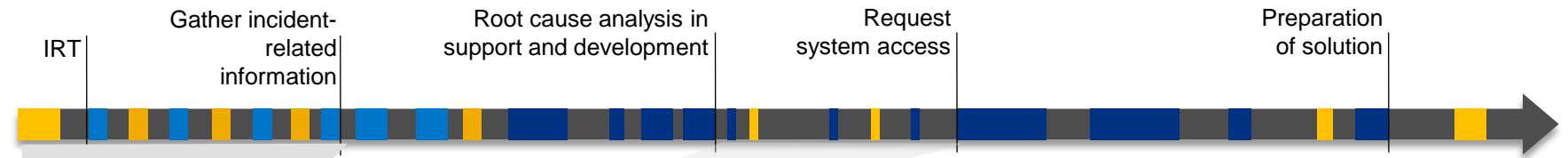
„Contact Us“-menu in SAP ONE Support Launchpad's footer bar

Live support with Expert Chat and Schedule an Expert

Optimizing the incident flow

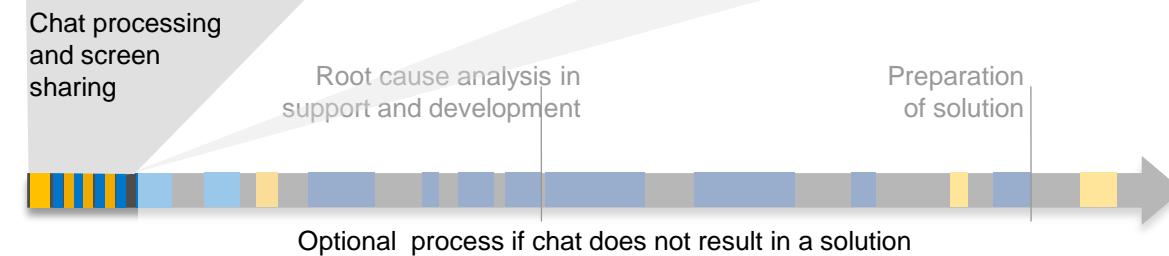
ILLUSTRATIVE

Typical incident flow Traditional incident



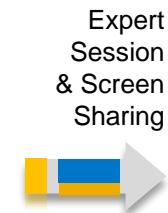
Ø 6 replies to customer
14-45 days processing time

Optimized incident flow with Expert Chat



~5,000 sessions / week
60-70% solution rate
~30 min Ø length of chat duration

Optimized incident flow with Schedule an Expert



600 sessions / month
40-50% solution rate
30 min length of call duration

Real-time interaction

Schedule a Manager for high priority incidents



Schedule a Manager for high priority incidents enables you to schedule a 15-minute call with an SAP Product Support manager to help manage or prevent potential service exceptions

Overview

- 15 minute call booked with a Product Support manager from the related product area
- Available for incidents within Product Support
- Incident is on high priority for at least 2 days
- Book an appointment minimum 2 hours in advance
- Sessions delivered via phone
- Click [here](#) to learn more, or check this [FAQ](#)

Benefits

- Have live one-on-one discussion on your high priority incident with a Product Support manager
- Schedule a call at a time that is convenient for you and matches with the availability of the manager
- Experience a more enhanced communication with SAP's Product Support management

Access

- Schedule a Manager* button appears in the incident editing page in SAP ONE Support Launchpad and is active when the following conditions are met:
 - The incident has been at priority High for at least 2 days
 - The incident is within Product Support
 - A Product Support manager is available for the session
- Click the *Schedule a Manager* button and then click *Book a Session*
- Add the appointment to your calendar and receive your callback at the scheduled time

Preview

Please note: this service is not offered for incidents processed within development support !



GETTING STARTED with Mission Critical Support

Customer Incident - SAP ONE Support Launchpad

Details	SAP Note
How to create a support incident (contact SAP Product Support) - SAP ONE Support Launchpad	SAP Note 1296527
What important information must be included in order to create a perfect SAP Support incident?	SAP Note 1922545
Choose the right System (and Product) for your Incident in the SAP One Support Launchpad: <ul style="list-style-type: none"> Selecting an incorrect system/product or installation for the incident may have negative impact on the processing of the incident you submit The support contract depends on the installation, and if an incorrect system/product is selected, different SLA's and resulting different processing times will apply to the incident. 	SAP Note 2848890
Enter S-user/person getting the error message	
Provide a meaningful short text description and a step-by-step description including navigation and description of expected results	
Add screenshot of error message and inform about any SAP Notes Search which was done	
Open service connection and provide login data (if required)	SAP Note 1773689
Carefully select the incident priority	SAP Note 67739
Record only one issue per incident	SAP Note 50048

SAP Support Portal

- [Incidents](#)
- [Knowledge Base](#)

PDF

- [Support Essential: What a customer should know about SAP incident processing](#)

For any problem with this application create an incident under component:
"XX-SER-SAPSMP-IBX"



GETTING STARTED with Mission Critical Support

Best Practices for opening an incident

Incident Checklist

Details



WHO?

- Who is affected? One user? All users? This is important as it helps us establish the scope of the issue.
- Who else is involved? Are you working with a Partner? Are there other groups involved that we should be aware of?



WHAT?

- What is the issue you are reporting?
- What is the business impact of the issue?



WHEN?

- When does (or did) the problem occur? Share any timestamps you can. We might need to review logs to find the problem



WHERE?

- Where does the problem occur? Test environment? Production? Both? This is something we need to know.



HOW?

- How might we reproduce the issue? Details matter. Include all steps necessary to replicate the problem, as well as any relevant observed factors.
- How can we reach you to work the incident?



GETTING STARTED with Mission Critical Support

Best Practices for managing incidents

Know The Status...

Sometimes a disconnect can occur when there isn't clarity around who owns next steps. Here's a quick overview of active Incident Statuses.

Sent to SAP

Incident has been sent to us, but work has yet to commence

- Next action owned by SAP
- Relevant SLA clocks continue to run
- Only SAP can change the priority

In Processing by SAP

It's squarely with SAP now. We're working on it.

Customer Action

We need something further from you in order to proceed (log files, testing, steps)

- Next action owned by Customer
- Relevant SLA clocks are stopped
- Only Customer can change the priority

SAP Proposed Solution

We believe we've solved the problem via solution(s) we have added to the incident.

And The Priority...

Setting incidents to the correct priority means we can respond in a way that meets your need.

Very High

- Production system is down or unavailable
- Core critical business processes cannot be executed
- Imminent go-live or upgrade can't be completed

High

- Normal business processes are seriously affected
- Potential roadblock for upcoming go-live or upgrade.

Medium

- Normal business processes are affected.

Low

- Issue has little / no effect on critical business processes.



Incidents in a customer owned status (Customer Action or Solution Provided) that do not receive an update from the customer for 14 consecutive calendar days will be considered inactive and will automatically close.



GETTING STARTED with Mission Critical Support

Best Practices for escalating incidents

When criticality increases

Details



Step 1

Accelerate the incident by calling the SAP Customer Interaction Center

- Local CIC numbers (available 24 x 7) can be found via [SAP Note 560499](#)
- Ask to speed up the incident by explaining the business impact
- Consider whether the current priority matches the urgency of the matter



Step 2

Escalate the incident in case the situation is getting more critical by calling the SAP Customer Interaction Center

In case of product system:	In case of test / development system:	Points of contact:
<ul style="list-style-type: none"> • What core process is severely affected? • What is the financial loss? • Is a manual workaround available or too extensive? • How many users are affected? • How long has the problem been going on? 	<ul style="list-style-type: none"> • Which project? • Live date, product an release? • Showstopper: yes/no? • Is the go-live date affected? 	<ul style="list-style-type: none"> • Contact names and hours of availability? • Work phone numbers (no 800xx)? • Cell phone number and e-mail address? • Is the go-live date affected?



GETTING STARTED with Mission Critical Support

Best Practices for opening an incident

- ❖ Business Impact Form
- ❖ SAP Support Incident acceleration/escalation Request Checklist
- ❖ Incident Creation Best Practices document
- ❖ Product Support Accreditation Program



Product Support Accreditation



Make the best out of SAP's product support tools and Next-Generation Support offerings!

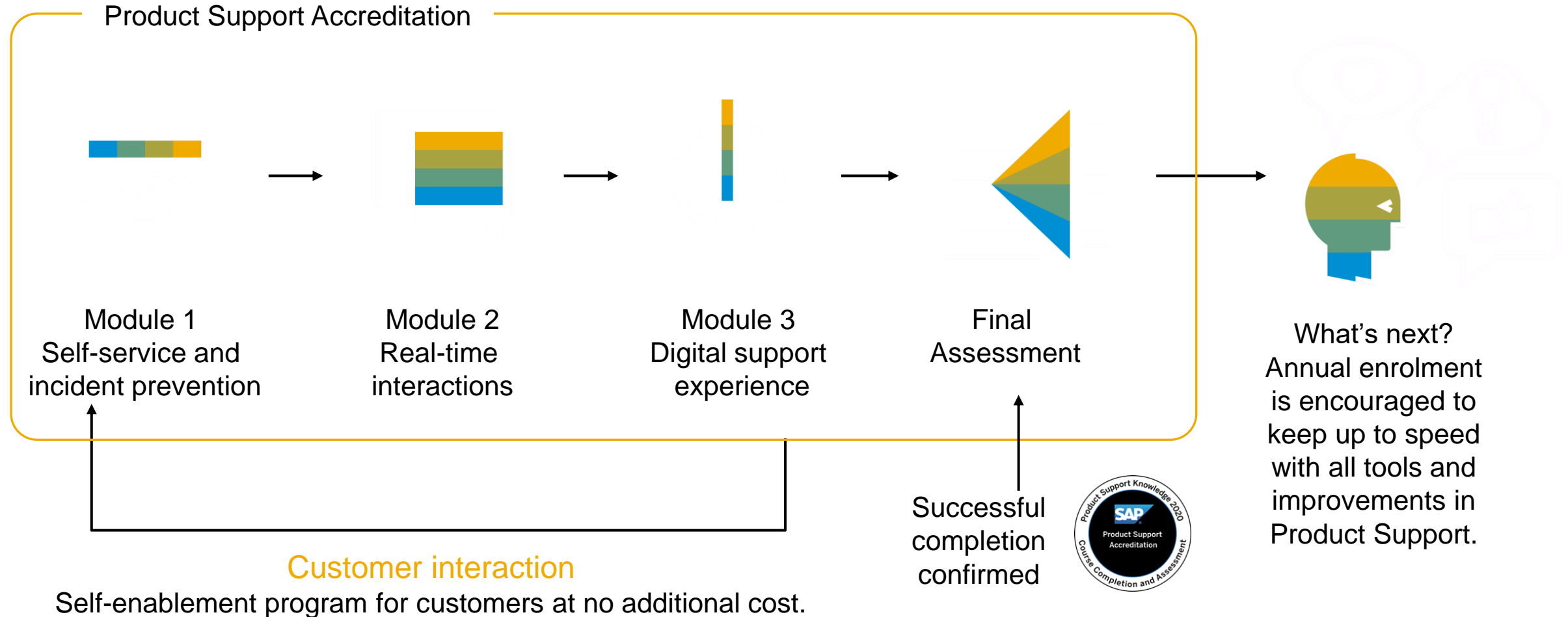
- Available to all SAP Customers and Partners with an S-User at no additional cost
- Gain empowerment and awareness to all the available resources from Product Support
- Consists of 3 modules and a final assessment, which can be taken at your own pace and time. Approximate 1 hr completion time.
 - incident prevention offerings
 - real-time interactions
 - digital support experience
- Product Support Accreditation badge is awarded once the final assessment is completed, which can be shared on social media
- Updated session training information bi-annually – no need for assessment on earlier learned material.

- [Product Support Accreditation welcome video](#)
- [SAP News Center: Make the Best Out of Interactions with Product Support](#)
- [Access the Product Support Accreditation program](#)

The screenshot displays the 'Product Support Accreditation' program interface. At the top, there is a navigation bar with the SAP logo, the program title, and a 'Welcome' button. The main content area is divided into three sections: 'ABOUT THIS PROGRAM', 'BENEFITS', and 'HOW DOES IT WORK?'. The 'ABOUT THIS PROGRAM' section describes the accreditation process and its completion time. The 'BENEFITS' section lists three key benefits: empowerment, a shareable badge, and an entry pass for the SAPPHIRE NOW 2020 event. A disclaimer and a 'Subscribe' button are also present. The 'HOW DOES IT WORK?' section features a video player. Below these sections is a 'Training Modules' section with four cards: 'Self-service and Incident Prevention' (0% progress, 25 min), 'Real-time Interactions' (0% progress, 25 min), 'Digital Support Experience' (0% progress, 15 min), and 'Assessment' (Not Started, Certificate). The footer contains links for Terms of Use, Copyright and Trademarks, Legal Disclosure, Privacy, FAQs, and Feedback.

Product Support Accreditation

Self-enablement program for customers and partners for Product Support





GETTING STARTED with Mission-Critical Support

Service level agreements

SAP Enterprise Support

[SAP Enterprise Support Scope Description](#)

SAP Enterprise Support, cloud editions

[SAP Cloud Support Policy](#)

Priority	Initial Response Time	Corrective Action Plan	Initial Response Time	Corrective Action Plan
1	1 hour (real time)	4 hours (real time)	1 hour (real time)	4 hours (real time)
2	4 hours (business hours)		4 hours (real time)	-
3			1 business day	-
4			2 business days	-

Next steps and more information

[Back to Overview »](#)



Check out the latest content

<https://support.sap.com/enterprisesupport>



Get engaged with our experts

Leverage the available interaction channels, such as SAP Enterprise Support value maps



Contact & follow us:



Useful Links

About SAP Enterprise Support:

www.sapsupport.info/enterprisesupport

SAP Enterprise Support in the SAP Support Portal:

<https://support.sap.com/enterprisesupport>

About SAP Enterprise Support Academy:

<https://support.sap.com/esacademy>

About SAP Enterprise Support Value Maps:

<https://support.sap.com/valuemaps>

About SAP Enterprise Support Advisory Council:

<https://support.sap.com/esac>

Questions?





Thank You



Maximize The Value You Get from SAP

Visit sap.com/CustHubIT to connect with peers, stay abreast of trends and know your support benefits.



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Appendix



GETTING STARTED with Collaboration

Useful Links and SAP Notes (1/4)

COLLABORATION

Contact us (CALL-1-SAP / CIC)

- <https://service.sap.com/call1sap>
- <https://support.sap.com/contactus>
- <https://support.sap.com/en/contact-us/cic.html>
- https://support.sap.com/content/dam/support/en_us/library/ssp/contactus/cic/cic-get-most-from-support.pdf
- <https://go.support.sap.com/contactus/#/email>
- <https://launchpad.support.sap.com/#/notes/560499>
(SAP Note 560499 - Customer Interaction Center: Hotline Numbers & E-mail Addresses)

Where to find additional assistance

- SAP Support Portal
 - SAP Community
- <https://support.sap.com> (→ [Personal Demo](#))
 - <https://www.sap.com/community>

SAP ONE Support Launchpad

- https://support.sap.com/en/my-support.html#section_1969201630
- <https://launchpad.support.sap.com/>
- <https://www.youtube.com/watch?v=9RutFZ1Qoag>

SAP Enterprise Support Report

- [SAP One Support Launchpad](#)
- [Collaboration](#)
- [On-Premise sample Enterprise Support Report \(short version\)](#)

Customer Center of Expertise (CUSTOMER COE)

- Primary Customer COE
- <https://support.sap.com/en/offerings-programs/ccoe.html>
 - <https://support.sap.com/en/offerings-programs/ccoe/service-provider/primary-ccoe.html>
 - https://support.sap.com/content/dam/support/en_us/library/ssp/offerings-and-programs/customer-center-of-expertise/ccoe-as-service-provider/primary-ccoe/CCOE_GettingStarted.pdf
 - https://support.sap.com/content/dam/support/en_us/library/ssp/offerings-and-programs/customer-center-of-expertise/ccoe-as-service-provider/primary-ccoe/CCOE_Value_Offering.pdf

SAP Enterprise Support Value Maps

- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/value-maps.html>



GETTING STARTED with Empowerment

Useful Links and SAP Notes (2/4)

EMPOWERMENT

SAP Enterprise Support Academy

- Topics to contact CIC (S-user request)
- Value Maps
- Newsletter registration
- Short video: How to sign up for the SAP Learning Hub

- Short video: How to search in SAP Learning Hub

- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy.html>
- <https://support.sap.com/en/contact-us/cic.html>
- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/value-maps.html>
- <https://www.sap.com/cmp/nl/enterprise-support-academy/index.html>
- https://wpb101101.hana.ondemand.com/wpb/wa/wa_esa/~tag/published/index.html?show=project!PR_9712A06E7F284A2:demo#3
- https://wpb101101.hana.ondemand.com/wpb/wa/wa_esa/~tag/published/index.html?library=library.txt&show=book!BO_ED56F57006147E91#slide!SL_4019F96928F4B485

Delivery Formats

- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/delivery-formats.html>

Service Details / CQC / Remote Support

- SAP Note 91488
- SAP Note 1793264
- Remote Support

- <https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/continuous-quality-check-improvement-services.html>
- <https://launchpad.support.sap.com/#/notes/91488>
- <https://launchpad.support.sap.com/#/notes/1793264>
- <https://support.sap.com/remote-support.html>



GETTING STARTED with Innovation & Value Realization

Useful Links and SAP Notes (3/4)

INNOVATION & VALUE REALIZATION

Customer value experience tools

- SAP Innovation and Optimization Pathfinder
 - Customer overview presentation
 - Business Scenario Recommendations for SAP S/4HANA
 - SAP Fiori Apps Library & SAP Fiori Apps Recommendations
 - Innovation Discovery
 - Solution Manager Value Report
 - SAP Transformation Navigator
- <http://www.sap.com/Pathfinder>
 - <https://d.dam.sap.com/a/mXUXyB/Pathfinder%20-%20Customer%20Presentation%20V43.pdf>
 - <http://www.s4hana.com/>
 - <http://www.sap.com/FAR>
 - <http://www.sap.com/solman-value>
 - <http://www.sap.com/fiori-app-library>
 - <http://www.sap.com/innovationdiscovery>
 - <http://www.sap.com/transformationnavigator>
 - https://help.sap.com/viewer/p/SAP_READINESS_CHECK

SAP Solution Manager

- Usage Rights
 - Training and Services
 - SAP Help Portal – SAP Solution Manager
 - SAP EarlyWatch Alert Workspace
 - SAP EarlyWatch Alert pro-active monitoring
 - SAP EarlyWatch Alert
 - SAP Note
- <https://support.sap.com/en/solution-manager.html>
 - <https://support.sap.com/en/alm/solution-manager/usage-rights.html>
 - <https://support.sap.com/en/alm/solution-manager/training-services.html>
 - <https://support.sap.com/en/alm/solution-manager/training-services.html>
 - [SAP EarlyWatch Alert Workspace](#)
 - [SAP EarlyWatch Alert pro-active monitoring](#)
 - [SAP EarlyWatch Alert](#)
 - [How to Access the SAP EarlyWatch Alert Fiori Apps in the Cloud \(SAP Note 2520319\)](#)
 - [Using SAP EarlyWatch Alert \(Note 1257308\)](#)
 - [SAP EarlyWatch Alert processed at SAP \(Note 207223\)](#)

SAP Enterprise Support Advisory Council

- [SAP Enterprise Support Advisory Council](#)
- [ESAC Program Overview Presentation](#)



GETTING STARTED with Mission Critical Support

Useful Links and SAP Notes (4/4)

MISSION CRITICAL SUPPORT

Next Generation Support

- Brochure: Live Support for Live Businesses
- SAP Note 2468675
- Guided answer video
- Guided answer search
- Knowledge base search

- <https://support.sap.com/en/offerings-programs/strategy.html>
- <https://www.sap.com/documents/2019/08/c60f667e-5e7d-0010-87a3-c30de2ffd8ff.html>
- <https://launchpad.support.sap.com/#/notes/2468675/E>
- <https://www.sap.com/assetdetail/2017/10/c48b9da9-d77c-0010-82c7-eda71af511fa.html>
- <https://ga.support.sap.com/dtp/viewer/>
- <https://support.sap.com/en/my-support/knowledge-base.html>

Service-Level Agreement

- SAP Enterprise Support Scope Description
- SAP Cloud Support Policy

- https://support.sap.com/content/dam/support/en_us/library/ssp/offerings-and-programs/sap-enterprise-support/sap-enterprise-support-scope-description.pdf
- https://www.sap.com/about/agreements/cloud-services.html?search=Support&sort=latest_asc

Customer Incident

- <https://support.sap.com/en/my-support/incidents.html>
- <https://support.sap.com/en/my-support/knowledge-base.html>
- [Support Essential: What a Customer Should Know About SAP Incident Processing \(PDF\)](#)
- [SAP Note 2138670 – Perfect Customer Incident: What a customer should know about SAP incident processing with Launchpad](#)

System Data Maintenance

- <https://support.sap.com/en/my-support/systems-installations.html>
- https://help.sap.com/doc/erp2005_ehp_04/6.04/en-US/0d/cdabd3065e41f28b2266eefa656489/frameset.htm
- <https://launchpad.support.sap.com/#/notes/172481>



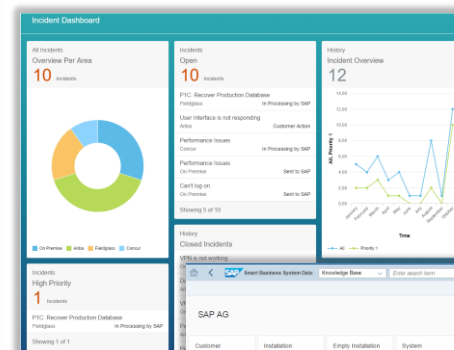
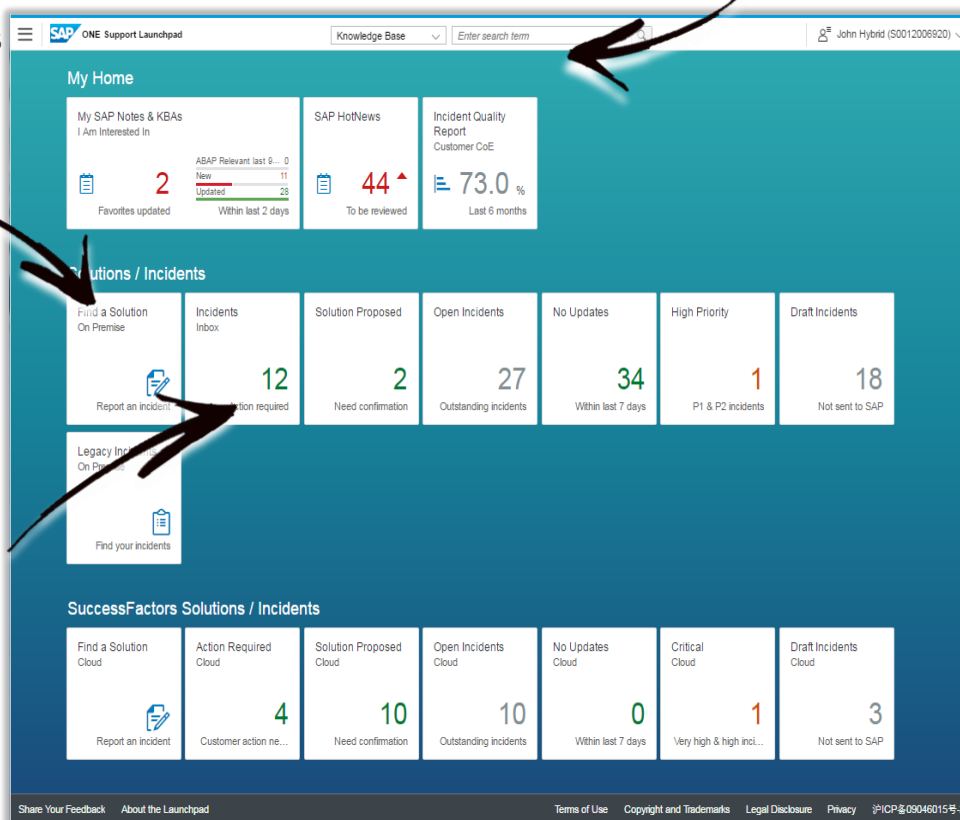
GETTING STARTED with Collaboration

SAP ONE Support Launchpad

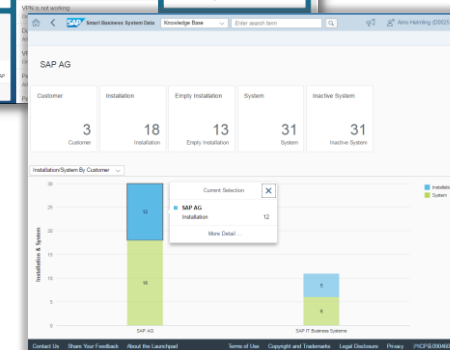
Search for Knowledge documents and business objects relevant to the user

Groups and Tiles are displayed dependent of the user profiles

Relevant Info is displayed directly on the tile



Incident Dashboard
One Stop Incident Management incl. link tile to other portals



ONE System Overview
End-to-End view on landscape incl. on-premise and cloud



GETTING STARTED with Mission Critical Support

System Data Maintenance

Up-to-date system data is the basis for a great support experience:

- Correct system data helps to achieve a higher quality of search results (e.g. search for SAP Notes)
- Some support applications refer automatically to the system data in order to avoid a repetitive input of data (e.g. create a customer incident)

Functions which ease system data maintenance:

- The system data overview report allows to review maintained system data at a glance and to easily update them
- System data synchronization between SAP Solution Manager and SAP Support Portal can be used

SAP Support Portal

- [Learn about System Data Maintenance](#)

SAP Help Portal

- [Synchronize System Data with SAP Support Portal](#)

SAP Note

- [System data maintenance collective note \(172481\)](#)

Next steps and more information

[Back to Overview »](#)



Check out the latest content

<https://support.sap.com/enterprisesupport>



Get engaged with our experts

Leverage the available interaction channels, such as SAP Enterprise Support value maps



Contact & follow us:



Useful Links

About SAP Enterprise Support:

www.sapsupport.info/enterprisesupport

SAP Enterprise Support in the SAP Support Portal:

<https://support.sap.com/enterprisesupport>

About SAP Enterprise Support Academy:

<https://support.sap.com/esacademy>

About SAP Enterprise Support Value Maps:

<https://support.sap.com/valuemaps>

About SAP Enterprise Support Advisory Council:

<https://support.sap.com/esac>

Self-service and incident prevention

SAP Support Portal



SAP Support Portal allows you to access support anytime, anywhere, and from any channel.

Overview

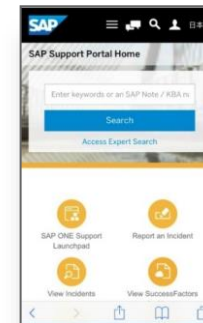
- The SAP Support Portal is your central location for important support updates and tasks
- Easy navigation through simplified navigation structure with five key navigation areas
- Mobile-optimization allows you to access support from anywhere, at any time, and with any device
- Easy and fast access to information and applications on SAP ONE Support Launchpad

Benefits

- Expanded top tasks area for one-click-access to the things you do most – from reporting incidents to downloading software, managing users to viewing your cloud status dashboard
- Access to knowledge management, most up-to-date information, and helpful resources
- Quick and efficient search bar at the center of the home page

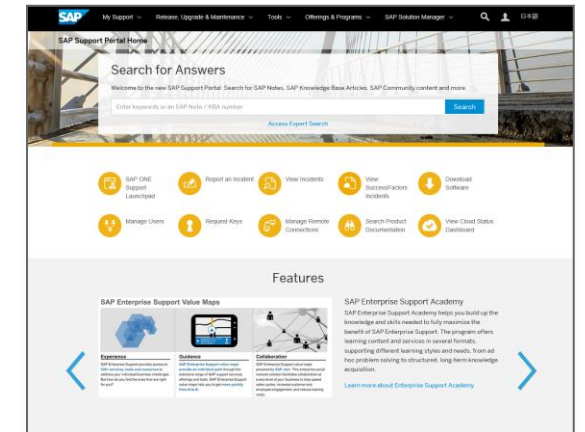
Access

- <https://support.sap.com>
- Check out the [SAP Support Portal video](#)



Mobile

Preview



Desktop

Self-service and incident prevention

SAP Knowledge Base Articles (KBAs) with search engine indexing



A **KBA** provides you with incident-specific information through the SAP ONE Support Launchpad or a search engine – right at your fingertips.

Overview

- Incident-specific documents
- Instant publishing
- Enriched content (embedded screenshots)
- Rating and free text commenting features to provide feedback on the quality of a KBA
- **Previews available for external search engines (responsive design across different mobile devices)**

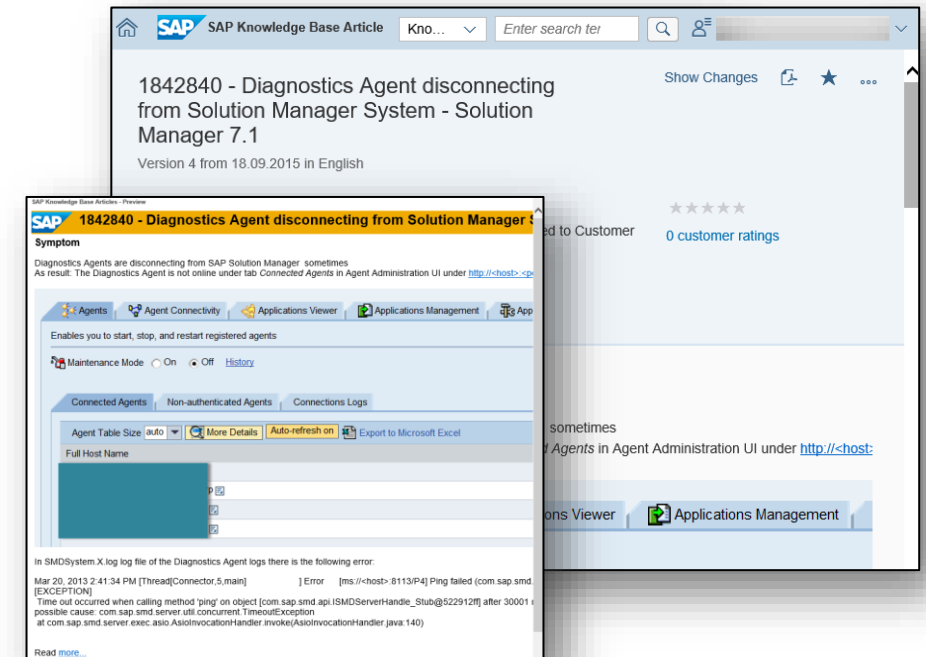
Benefits

- Information you can easily access through the SAP ONE Support Launchpad or a search engine when you need it
- Provides you with quick information on your topic of interest
- Now available: Self-Service Machine Translation for SAP Notes and Knowledge Base Articles

Access

- Both KBAs and SAP Notes can be accessed with a valid S-User through the SAP ONE Support Launchpad, or using a search engine (Google)
- Launchpad notification by e-mail or SMS: [Configure](#) your SAP ONE Support Launchpad to get notifications when SAP Notes or SAP Knowledge Base Articles in your area of interest are created or updated. [Check out this blog](#) to learn more.

Preview



Self-service and incident prevention

Automatic translation for SAP Notes and KBAs



SAP launched **automatic translations** for SAP Notes and SAP Knowledge Base Articles (KBAs) in the SAP ONE Support Launchpad. Get fast, machine-generated translation – at the click of a button.

Overview

- Available in Japanese, Brazilian Portuguese, Chinese, Spanish, French, Russian, Korean, Italian, and German
- Translations are designed to recognize SAP documentation and terminology
- Based on neural machine translation and artificial intelligence (AI) to process entire sentences and phrases
- Translation quality is continuously improving through feedback and learning

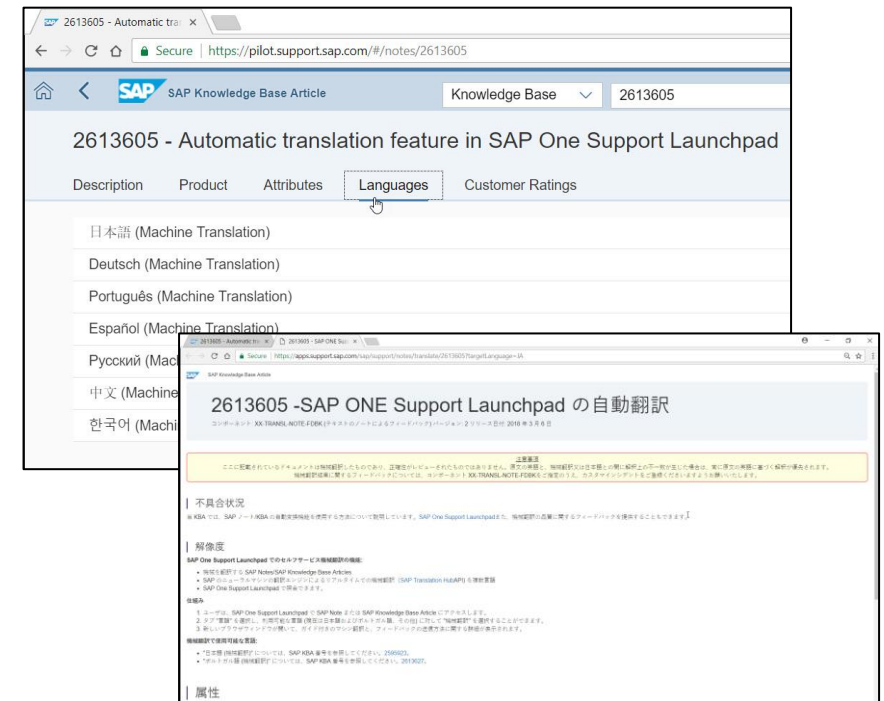
Benefits

- Breaks through language barriers
- Offers fast access to machine-translated SAP Notes and KBAs – in your preferred language – at no additional cost
- Works in real-time
- Lets you obtain the right SAP technical information, in the right context for your business

Access

- S-user required
- Access an SAP Note or SAP Knowledge Base Article in the SAP ONE Support Launchpad
- Choose the *Languages* tab and select *Machine Translation*
- A new browser window opens and displays the machine translation
- See this [KBA](#)

Preview



Self-service and incident prevention

Guided Answers



Guided Answers offers you help by providing a step-by-step guide through an issue or a process.

Overview

- Helps you to find the answer through multiple channels
- Uses decision trees concept
- Content grows over time and helps to accommodate new or unforeseen scenarios
- Captures the workflows of support engineers
- Leads you to relevant content (KBAs, SAP Notes, wikis, and more) to address your issues
- Check out the [Guided Answers video](#)

Benefits

- Receive step-by-step guidance through a particular problem
- Learn how to use the product as well as troubleshoot it
- Select a scenario and be guided towards a solution without any further intervention from a support engineer
- Obtain faster resolution of problems
- Navigate through an easy-to-use interface

Access

- [Guided Answers on SAP Support Portal](#)
- [Direct Access To Guided Answers](#)
- Or access Guided Answers through the [SAP Support Portal](#) using the search
- [Knowledge Base](#) through header navigation

Preview

The screenshot displays the SAP Guided Answers interface. At the top, it says "SAP Guided Answers" and "Interactive documentation designed to help troubleshoot issues, navigate processes and guide through tasks." Below this is a search bar with the text "Search" and a magnifying glass icon. Underneath the search bar, there are navigation options: "Guided Answers Trees" (221), "Products", and "Components". A green banner indicates "No filters currently applied." The main content area lists several guided answers, each with a title, a brief description, and the product/component information. The items listed are: "[Tutorial] How to select the right component for your incident", "Employee Central Standard Reports Troubleshooting in Advanced Reporting", "Troubleshooting Report Schedule and Output", "Agency - Troubleshooting: SMP 3.0 - Error 14", "How to setup and run the connector through SFTP server", and "Not receiving Password reset E-Mails". A "Contact Us" button is visible in the bottom right corner.

Self-service and incident prevention

SAP BusinessObjects BI support tool



SAP BusinessObjects BI support tool is a lightweight supportability solution providing reporting and analysis tools that simplify the life of a BI administrator.

Overview

- A simple, easy to deploy supportability client for SAP BusinessObjects BI platform
- Landscape Analysis Report gives total insight into the configuration and topology of the Business Intelligence environment
- Best practices, system configuration, service distribution, and other alerts are checked automatically
- Includes a toolbox providing many additional root cause analysis and administrative tools

Benefits

- Eliminates question ping-pong and speeds up resolution time
- Allows historical capture of system configuration and provides a change analysis
- Saves the time of admins through inclusion of helpful tools such as Security Analyzer, Authentication, and E2E Trace Wizards
- Find problems and solutions pro-actively via customizable landscape alerts
- Obfuscate sensitive report data before sending to SAP

Access

- The tool is free of charge for all SAP BusinessObjects customers
- Downloadable via the Software Download Center
- Information can be found on the [SAP Community Wiki](#)
- Version 2.1 [webinar and demo](#)

Preview

The preview section shows two screenshots of the SAP BI support tool interface. The top screenshot displays the 'Alert Summary' window, which lists system alerts with columns for Alert Name, Alert Value, Alert Description, and Alert status. The bottom screenshot shows the 'Content Analysis Report' window, which includes a bar chart titled 'Report Type Breakdown' and another bar chart titled 'Instance Type Breakdown'. The 'Report Type Breakdown' chart shows counts for various report types, with 'All' being the highest. The 'Instance Type Breakdown' chart shows counts for various instance types, with 'All' and 'Crystal' being the highest.

Self-service and incident prevention

Automated search for SAP Notes



The **automated search for SAP Notes** is a tool that helps you to easily and quickly identify SAP correction notes for functional issues, your codes, and customizing tables (for standard processes).

Overview

- The automated search for SAP Notes works directly from the customer system where the issue occurs
- In order to obtain SAP relevant notes, customer code and customizing tables, start transaction 'ANST' and reproduce the issue
- Learn more:
 - Check the [FAQ](#), see the [video](#), and go to the [Help Portal](#)
 - Read the blogs: '[ANST](#)' and '[What is ANST](#)'

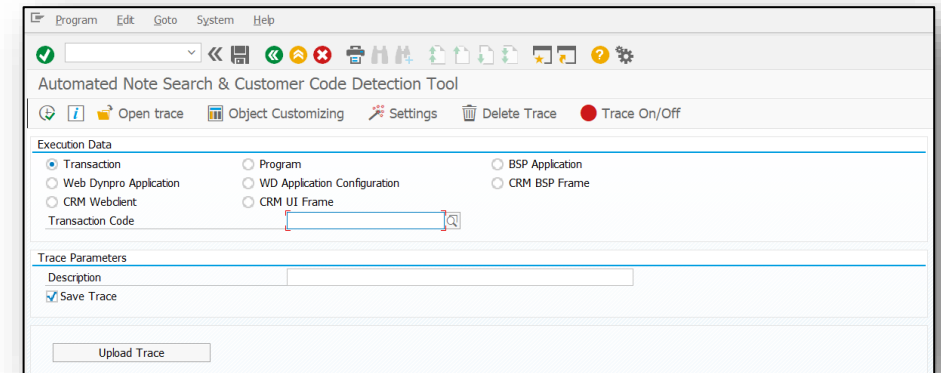
Benefits

- Only notes that are relevant for the respective issue are identified
- No need to choose search terms for the notes search: As opposed to notes search based on search terms you may choose, the automated search for SAP Notes tool bases note searches on the ABAP objects that are involved in the process
- The tool is for ABAP based systems: either running directly in the back end system or through a front end (SAP Fiori, portals)

Access

- Start a transaction 'ANST' from the back-end and reproduce the issue, learn more in [KBA 1818192](#)
- Watch the [video](#)
- Before you proceed, make sure the following notes are implemented in your system:
 - [2361155](#)
 - [2469123](#)
 - [2286869](#)

Preview



Self-service and incident prevention

Performance Assistant



The **Performance Assistant** notes and KBAs search tool searches for SAP Notes and Knowledge Base Articles for ABAP messages – based on the relevant message code (message class and number).

Overview

- The Performance Assistant helps you to easily and quickly search for SAP Notes and Knowledge Base Articles for ABAP messages – based on the relevant message code (message class and number).
- Check the [FAQ](#)
- See the [video](#) to learn more
- Read the [blog](#)

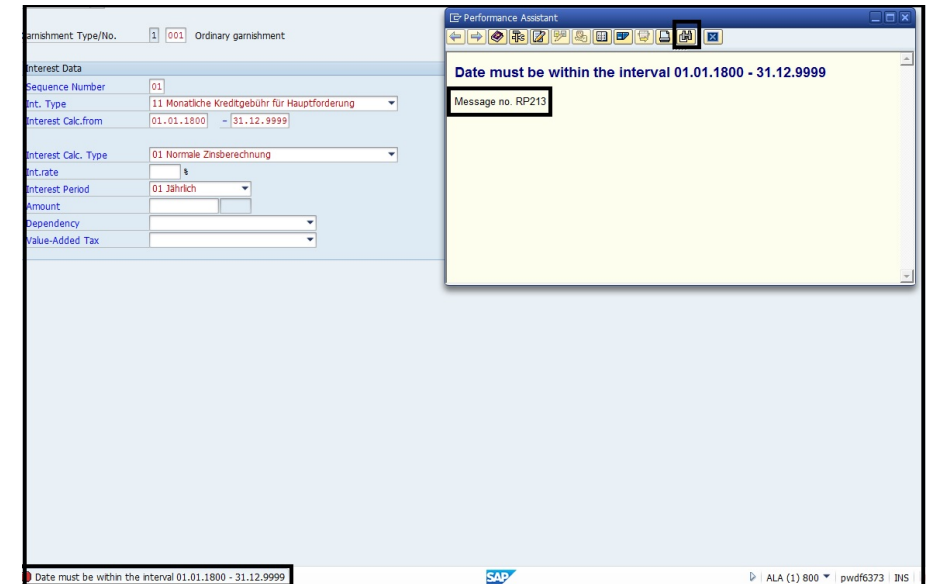
Benefits

- Receive real-time documentation updates
- If a new SAP Note is created and contains the ABAP message code, the Performance Assistant identifies it
- You benefit from immediate updates and information on SAP Notes

Access

- When you get an error message, double click on the error message then click on the binoculars/ search icon, learn more in [KBA 2096401](#)
- Watch the [video](#)

Preview



Self-service and incident prevention

Support by Product



With **support by product pages**, you get an at-a-glance view of support-related content for products and product versions in the SAP ONE Support Launchpad and the SAP Support Portal.

Overview

- Find support information about your products faster and easier with support by product pages in the [SAP ONE Support Launchpad](#) and the [SAP Support Portal](#)
- Product pages in both major support properties contain all you need to know about your product (version) – or guide you to more helpful content if needed
- SAP ONE Support Launchpad offers a broader range of SAP products
- Read the [FAQ](#) or this [news](#)

Benefits

- On the support by product pages, you will have at-a-glance view and access to helpful content and resources for your product (version): KBAs, documentation, blogs, web pages, tutorials, release notes, and more
- Receive easier and faster access of product-related content relevant to you – all compiled on one web page
- On the product pages, you will find content from different resources consolidated for you

Access

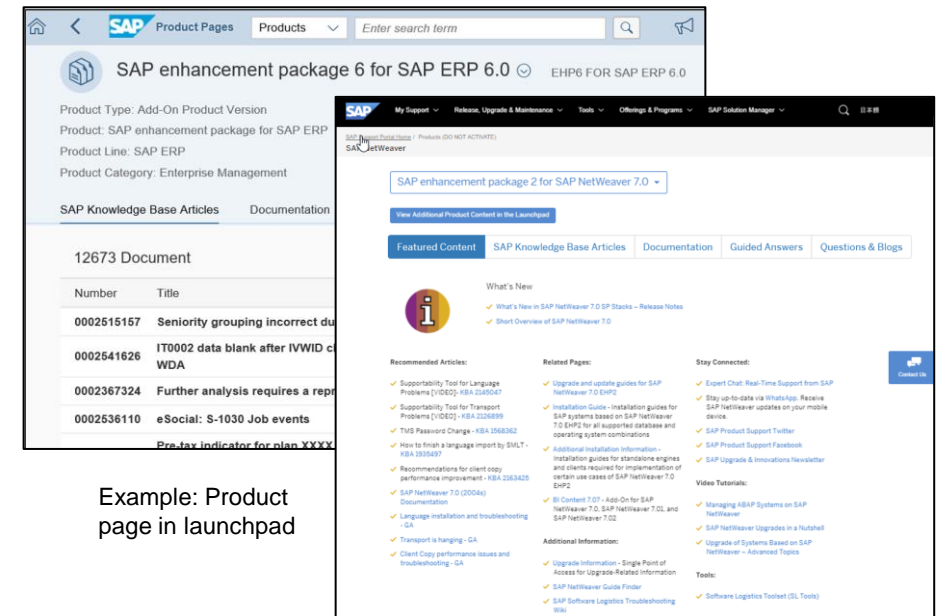
SAP ONE Support Launchpad (S-user required):

- [Add the “My Products” tile](#) to your personalized home screen or use the new search functionality called [“Products”](#) and enter the product name you are looking for
- Easily navigate through the content on the product pages
- Save product pages as “favorites” for future quick access

SAP Support Portal:

- [Access through “Products”](#) in the header navigation
- Navigate through the product pages

Preview



How we interact with our Customers

SAP Community: No-one is faster than all of us!

SAP's professional social network:

- Comprises several collaborative communities
- Discussion forums, blogs & videos
- Quick access to expert advice: Access knowledge and get answers to How-to and consulting question from the SAP Forums
- <http://go.sap.com/community.html>

The screenshot shows the SAP Community website. At the top, there is a navigation bar with the SAP logo, 'Community', and links for Topics, Answers, Blogs, Events, Programs, Resources, and What's New. Below this is a search bar with the text 'Search your question here...' and a search icon. A secondary search bar below it says 'Have a question? Start typing here...'. Below the search bars, there are four statistics: 2.5M SAP community users, 287,000 visits per day, 982,584 questions answered, and 112,925 blog posts available. The main content area is titled 'Welcome to the SAP Community' and features 'Featured Community Content'. This content includes a 'Featured Mission' for the '2019 SAP Mobile Maestro' badge, a 'Community Featured Blog' titled 'Topic of the Month: SAP Cloud Platform' by Rui Nogueira (dated October 5, 2019), and another 'Community Featured Blog' titled 'It's Trial Time for ABAP in SAP Cloud Platform' by Andre Fischer (dated September 28, 2019). There is also a 'Questions' section with a 'Latest' dropdown menu, showing three recent questions: 'READ FILE .CSV ON SERVER DIRECTORY ...' (Nov 08, 2019), 'Where does MIGO store the GI GR referenc...' (Nov 08, 2019), and 'SAPUI5 Multi ComboBox Control issue' (Nov 08, 2019). A 'Subscribe to Community newsletter' link is also visible.

Real-time interaction

Expert Chat



Expert Chat provides a live chat function that connects you to SAP technical support experts instantly.

Overview

- Live support from SAP experts for any technical question related to a product
- Improves support experience with real-time interaction
- Available for all support levels and almost all solutions
- For more information:
 - Learn more about [Expert Chat](#) on SAP Support Portal
 - [Expert Chat video](#)

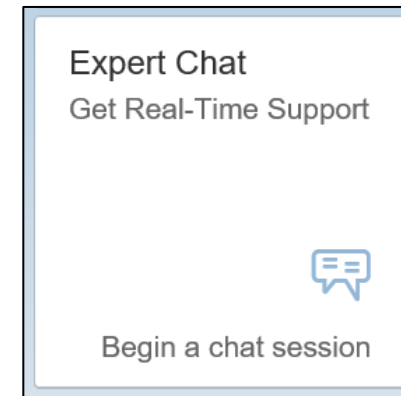
Benefits

- Connects you real-time with SAP support
- Offers screen-sharing option
- Provides access to the same technical experts as in the incident channel
- Resolves incidents significantly faster than those reported through traditional SAP support channels
- Offers quicker and more efficient issue resolution
- Reduces your project and operational costs

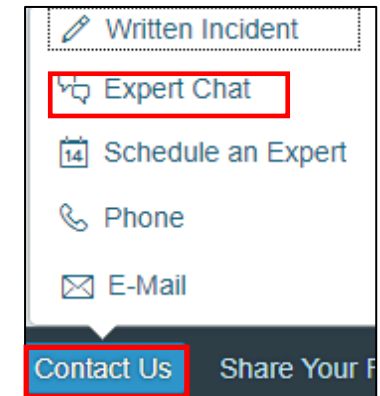
Access

- Access Expert Chat through the [SAP ONE Support Launchpad](#) (several options):
 - a. Access through the Expert Chat tile on your SAP ONE Support Launchpad on the My Home screen.
 - b. Carry out a search in the launchpad's database. Click on the Expert Chat-button in the upper area.
 - c. Access Expert Chat through the "Contact Us"-menu
 - d. Access Expert Chat while going through the incident submission process. Chat functionality is built into the incident form.

Preview



Expert Chat tile on My Home in SAP ONE Support Launchpad



Contact Us menu in SAP ONE Support Launchpad's footer bar



Real-time interaction

Schedule an Expert



Schedule an Expert connects you live with SAP Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you.

Overview

- One-to-one 30-minute call delivered remotely through Skype for Business
- Book an appointment at least three business days in advance to allow engineers to prepare
- Check out the [Schedule an Expert video](#)
- Visit [SAP Support Portal](#) to learn more
- Learn more on [how to join your Schedule an Expert call](#)

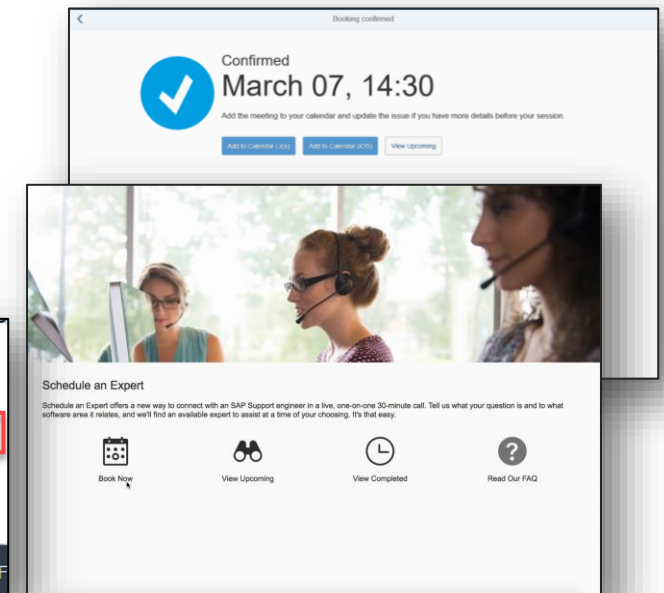
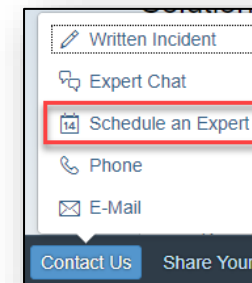
Benefits

- Live channel option for you
- Interact one-to-one with a support engineer
- Get answers when and where you need them
- Get help and direct support for any technical question
- Have access to the same engineers that you would create an incident with
- Reduce your waiting time for response and resolution

Access

- Access Schedule an Expert through the [SAP ONE Support Launchpad](#) (several entry options):
 - a. Access through the **Schedule an Expert** tile on your SAP ONE Support Launchpad home screen.
 - b. Carry out a search in the Launchpad's database. Click on the Schedule an Expert-button in the upper area.
 - c. Access Schedule an Expert through the "Contact Us"-menu in SAP ONE Support Launchpad's footer bar

Preview



„Contact Us“-menu in SAP ONE Support Launchpad's footer bar

Real-time interaction

Schedule a Manager for high priority incidents



Schedule a Manager for high priority incidents enables you to schedule a 15-minute call with an SAP Product Support manager to help manage or prevent potential service exceptions

Overview

- 15 minute call booked with a Product Support manager from the related product area
- Available for incidents within Product Support
- Incident is on high priority for at least 2 days
- Book an appointment minimum 2 hours in advance
- Sessions delivered via phone
- Click [here](#) to learn more, or check this [FAQ](#)

Benefits

- Have live one-on-one discussion on your high priority incident with a Product Support manager
- Schedule a call at a time that is convenient for you and matches with the availability of the manager
- Experience a more enhanced communication with SAP's Product Support management

Access

- Schedule a Manager* button appears in the incident editing page in SAP ONE Support Launchpad and is active when the following conditions are met:
 - The incident has been at priority High for at least 2 days
 - The incident is within Product Support
 - A Product Support manager is available for the session
- Click the *Schedule a Manager* button and then click *Book a Session*
- Add the appointment to your calendar and receive your callback at the scheduled time

Preview

The screenshot shows the SAP ONE Support Launchpad interface for an incident. The incident title is '28052 / 2020 Test Incident. SAM 2020 Production Test'. The incident is at priority 'High'. A 'Schedule a Manager' button is visible in the incident details. A modal window is open, showing the appointment details: 'Upcoming Jan 22, 16:15 CET'. The modal includes a 'Book a Session' button and an 'Add to Calendar (.ics)' button. The modal also contains text: 'Add the meeting to your calendar and update the issue if you have more details before your session. Please review the FAQ before your session.' and 'Update Contact Details'.

Please note: this service is not offered for incidents processed within development support !

Real-time interaction

Ask an Expert Peer



Ask an Expert Peer lets you collaborate on your technical, product-related questions, one-on-one, with a qualified and approved expert **outside** of SAP. **Available for SAP SuccessFactors Solutions.**

Overview

- Support channel option available for all **SAP SuccessFactors Solutions***
- We are exploring additional ways to deliver support
- Interact one-on-one with a qualified and approved expert outside of SAP
- Visit the [Ask an Expert Peer](#) landing page
- Check out the [video](#)
- Read the [FAQ](#) to learn more

Benefits

- Fast issue resolution for your basic inquiries and low to medium priority incidents
- Reduce your waiting time for response and resolution
- Benefit from industry insights along with an experienced perspective about your question
- Private conversations, issue resolution through chat or e-mail

Access

- Access Ask an Expert Peer directly from the [landing page](#)
- Or by clicking the green button on the home page of [SAP Support Portal](#)
- *Limited availability:** This service is only available for SAP SuccessFactors Solutions

Preview

Digital support experience

SAP ONE Support Launchpad



Your Personalized Digital Support Experience



The **SAP ONE Support Launchpad** provides you with personalized central access to SAP support services.

Overview

- The **SAP ONE Support Launchpad** provides a user-centric entry point for all SAP customers and partners, independent of their SAP solution
- Third most visited SAP Web site: used by up to 90,000 unique users each day
- Watch the [video](#)
- Register for your [demo](#) today



Benefits

- Easy access to applications and information according to your role
- Proactive and guided
- Simplified user interface based on SAP Fiori
- Global search for quickly finding answers, support assets, and fast inter-application navigation
- Strong favorites concept
- Holistic overview of your support assets in one place

Access

- Direct access through: <https://launchpad.support.sap.com>
- Access through the [SAP Support Portal](#)
- Access through QR code:
 - **Critical customer notices:** Since March 2018, you can receive important notices through SMS. Please go to your [launchpad notifications settings page](#) to choose your preferred notification method (launchpad, e-mail, SMS, or a combination).



Preview



Mobile



Desktop

Digital support experience

Optimized incident creation



The redesigned **optimized incident creation** guides you to solve a technical product issue in real time or reach out to SAP experts with relevant information through a modern, AI-enabled framework.

Overview

- The incident creation application provides a central user interface for several integrated Next-Generation Support features
- It is used by over 50,000 unique visits daily
- Newly designed features are based on ~75 hours of customer feedback
- For detailed information also visit [here](#)

Benefits

- Simplified and intuitive design
- Optimized user experience
- Real-time **log file suggestions and analysis**
- AI-enabled **Incident Solution Matching** and component predictor functionalities provide real-time solutions
- **Support assistant** uses tree structures to help you step through a series of questions that narrow down to the problem area, meanwhile recommending solutions

Access

- Accessible through the [SAP ONE Support Launchpad](#)
- Add the tile 'Report an incident' to your My Home-Screen in SAP ONE Support Launchpad

Report an Incident




Find a Solution

Preview

Preview of the incident creation interface. The main window shows fields for System Information, Description, Attachments, and Priority & Contacts. A 'Support Assistant' dialog box is overlaid, providing guidance in English. The attachments section shows a list of suggested files, including 'BI Platform Setup Engine Log' and 'BI Platform Installer Setup Log', with an 'Analyze Files' button.

Digital support experience

Built-in support

 **Built-in support** offers you the tools and content of Product Support into all SAP products through an embedded digital support assistant using SAP CoPilot.

Overview

- Get support right within a product
- Have one-click access to live support, SAP experts and peers when you need it
- Context sensitive knowledge and help based on your needs
- Have a personal conversation with your digital support assistant, who guides you intelligently and efficiently to get an answer
- Communicate with your digital support assistant through natural language
- Learn more on the [SAP Support Portal](#)

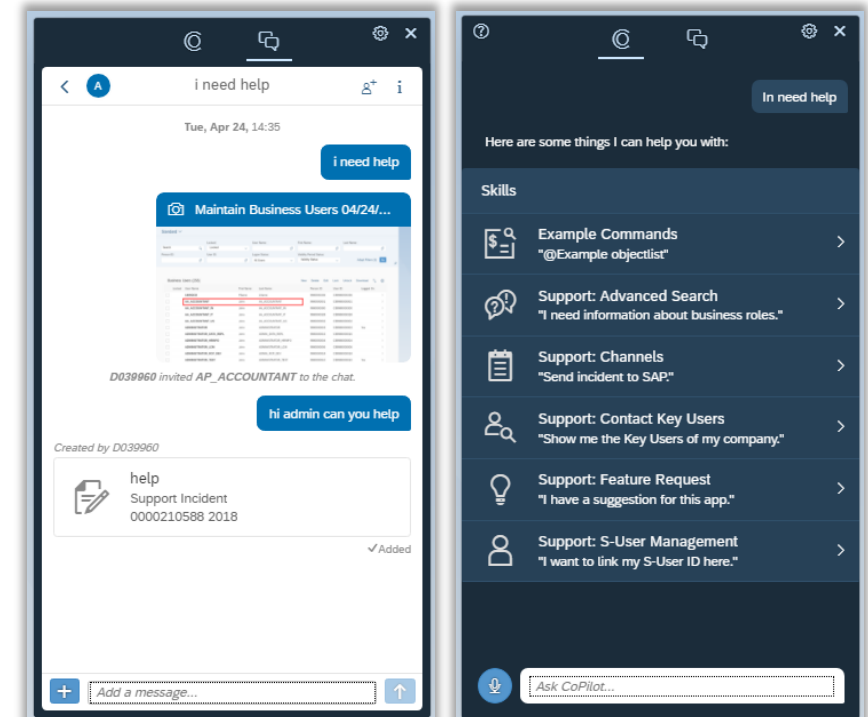
Benefits

- Automatic and guided gathering of relevant data
- Proactive assistance based on context analysis
- Harmonized omnichannel support experience
- Incident creation and review of your existing incidents
- Chat-based collaboration between customer end-users and key-users, as well as customer and SAP Support

Access

- Get help right inside of your product
- Access embedded into products via SAP CoPilot
- Direct access to SAP Support channels, knowledge and enablement content
- These built-in support capabilities are already available for SAP customers using SAP S/4HANA Cloud as well as SAP Integrated Business Planning, SAP Business ByDesign, and SAP Sales Cloud solutions

Preview



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