



Ain't Nobody Got Time for Tickets Let's Chat Instead!

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SAP

March 24th 2023

Ain't Nobody Got Time for Tickets Let's Chat Instead!

Agenda

- Self-service and incident prevention
- Real-time interaction
- Digital support experience
- AI and machine learning

Our vision of the digital support experience



Anticipate

You should never have to ask a question.

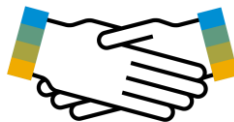
Our collective focus with product development is to achieve high-quality, intuitive products that **anticipate** your needs.



Accelerate

If you have questions, it's quick and easy to get answers.

Access to SAP's comprehensive knowledge base notably **accelerates** your path to accurate answers when you need them.



Collaborate

Our support experts will provide you with solutions quickly.

Our highly skilled engineers **collaborate** with you to help ensure you are successful – providing fast, easy access to the answers you need.

Live business needs live support

Real-Time Support for the Intelligent Enterprise



Self-service and incident prevention

[Real-Time Support](#) has several comprehensive solutions to provide prompt answers to your questions.

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



Real-time interactions

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](#)
- [Call-1-SAP & Customer Interaction Center \(CIC\)](#)



Digital support experience

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

- [SAP ONE Support Launchpad](#)
- [Incident creation and management application](#)
- Predictive and preventative support
- [Social Media integration](#)
- [Built-In Support](#)
- [Cloud Availability Center](#)
- [SAP Trust Center](#)



AI / Machine Learning

SAP constantly innovates to improve our products and provide you with an amazing support experience.

- Thought leadership
- Artificial Intelligence / Machine Learning
- [Incident Solution Matching](#)

Product Support Accreditation

Self-enablement program for customers and partners for Product Support



Product Support Accreditation program enables you to make the best out of SAP's product support tools and Real-Time Support offerings

Overview

- Easy to consume interactive program
- Available to all SAP customers at no additional cost. It can be accessed via S-User login
- It consists of 3 modules and a final assessment.
- The modules cover incident prevention offerings, real-time interactions and digital support experience
- Watch the [video](#)

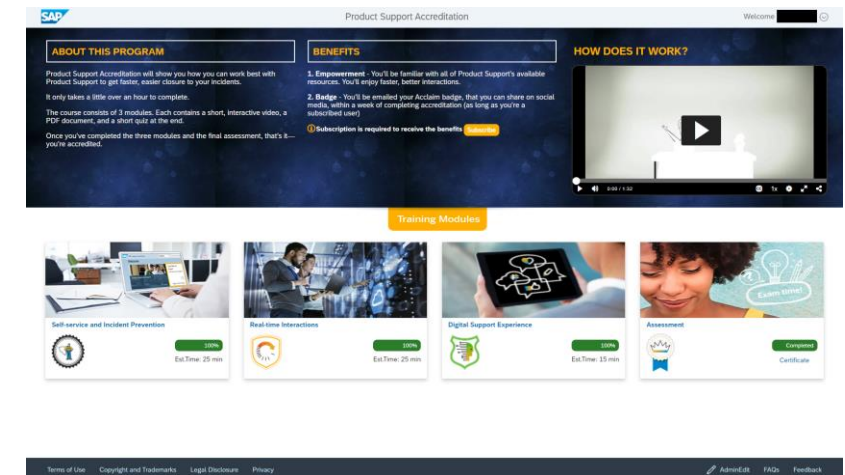
Benefits

- **Informative:** Gain empowerment and awareness to all the available resources from Product Support
- **Efficient:** The easy to consume enablement with SAP's Product Support Accreditation program helps users to increase their efficiency in working with Real-Time Support tools by selecting the best channel.
- **Rewarding:** A Product Support Accreditation badge is awarded once the final assessment is completed. This badge can be shared in social media.

Access

- **Easy to access:** simply use your S-User via SAP ONE Support Launchpad to enroll for program.
- **Easy to consume:** The accreditation modules can be taken at your own pace and time. Easy to consume content will be provided on demand.
- **Interactive:** Learnings can easily be validated in interactive quizzes supporting the user in their progress.
- Click [here](#) to access the accreditation and [here](#) to learn more.

Preview

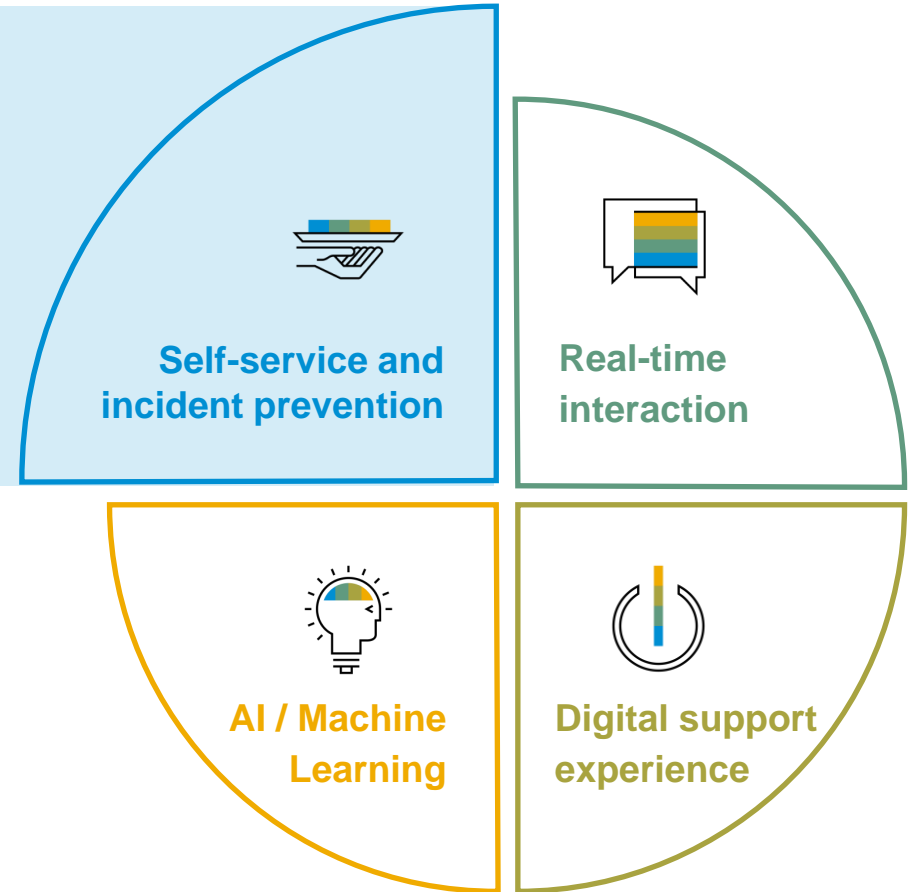


Real-Time Support for the Intelligent Enterprise

Self-service and incident prevention

Real-Time Support has several comprehensive solutions to provide prompt answers to your questions.

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



Self-service and incident prevention

SAP Support Portal



SAP Support Portal allows you to access support anytime, anywhere.

OVERVIEW

- **Central location** for important support updates and tasks
- **Easy navigation** through simplified navigation structure
- **Mobile-optimization** 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

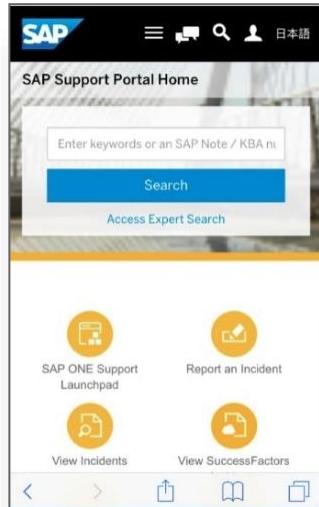
- Expanded top tasks area for one-click-access to the things you do most – from reporting incidents to downloading software, managing users to viewing your cloud status dashboard
- Access to knowledge management, most up-to-date information, and helpful resources
- Quick and efficient search bar at the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

ACCESS

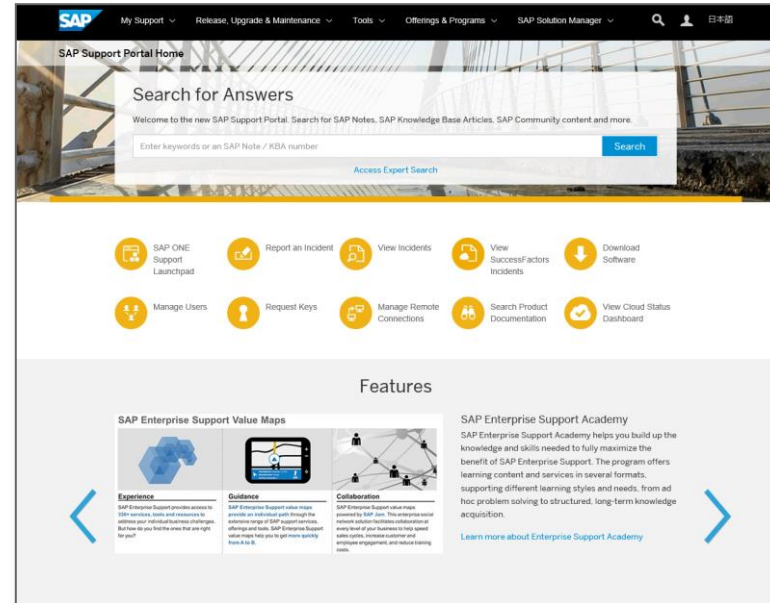
- <https://support.sap.com>
- Check out the [SAP Support Portal video](#)

Self-service and incident prevention

SAP Support Portal preview



Mobile



<https://support.sap.com>

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.

Self-service and incident prevention

SAP Knowledge Base Articles (KBAs) with search engine indexing preview

The image shows a screenshot of the SAP Knowledge Base Article interface. The article title is "1842840 - Diagnostics Agent disconnecting from Solution Manager System - Solution Manager 7.1". The article is version 4, dated 18.09.2015, in English. The component is SV-SMG-DIA-SRV-AGT, and the category is Problem. The priority is Normal, and the release status is Released to Customer. There are 0 customer ratings. The article is public.

The article content includes a "Symptom" section with the following text: "Diagnostics Agents are disconnecting from SAP Solution Manager sometimes. As result: The Diagnostics Agent is not online under tab *Connected Agents* in Agent Administration UI under <http://<host>-<sp>>".

The article also includes a screenshot of the SAP Agent Administration UI. The screenshot shows the "Agents" tab selected, with a sub-tab for "Connected Agents". The "Maintenance Mode" is set to "Off". The "Agent Table Size" is set to "auto". The "Full Host Name" column is visible, but the data is redacted with a blue box.

The article concludes with a log entry from the Diagnostics Agent logs: "In SMDSystem X.log log file of the Diagnostics Agent logs there is the following error: Mar 20, 2013 2:41:34 PM [Thread[Connector,5,main]] Error [ms://<host>-8113/P4] Ping failed (com.sap.smd.[EXCEPTION] Time out occurred when calling method 'ping' on object [com.sap.smd.api.ISMDServerHandle_Stub@522912f] after 30001 possible cause: com.sap.smd.server.util.concurrent.TimeoutException at com.sap.smd.server.exec.asio.AsioInvocationHandler.invoke(AsioInvocationHandler.java:140)".

Self-service and incident prevention

Automatic translations



Automatic translations offer customers fast access to machine-translated support content in the SAP ONE Support Launchpad and the ability to interact with SAP support in their preferred language.

OVERVIEW

- Automatic translations are currently offered for Expert Chat conversations, the latest communication of the incidents in SAP ONE Support Launchpad, and SAP Notes and KBAs
- Based on SAP neural machine translation and artificial intelligence (AI) to process entire sentences and phrases
- Translations are designed to recognize SAP documentation and terminology
- Translation quality is continuously improving through feedback and learning

BENEFITS

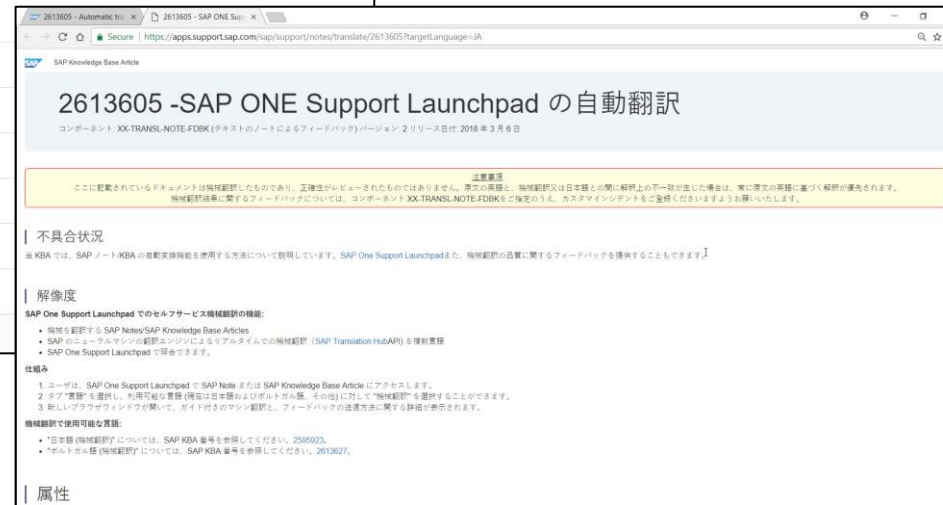
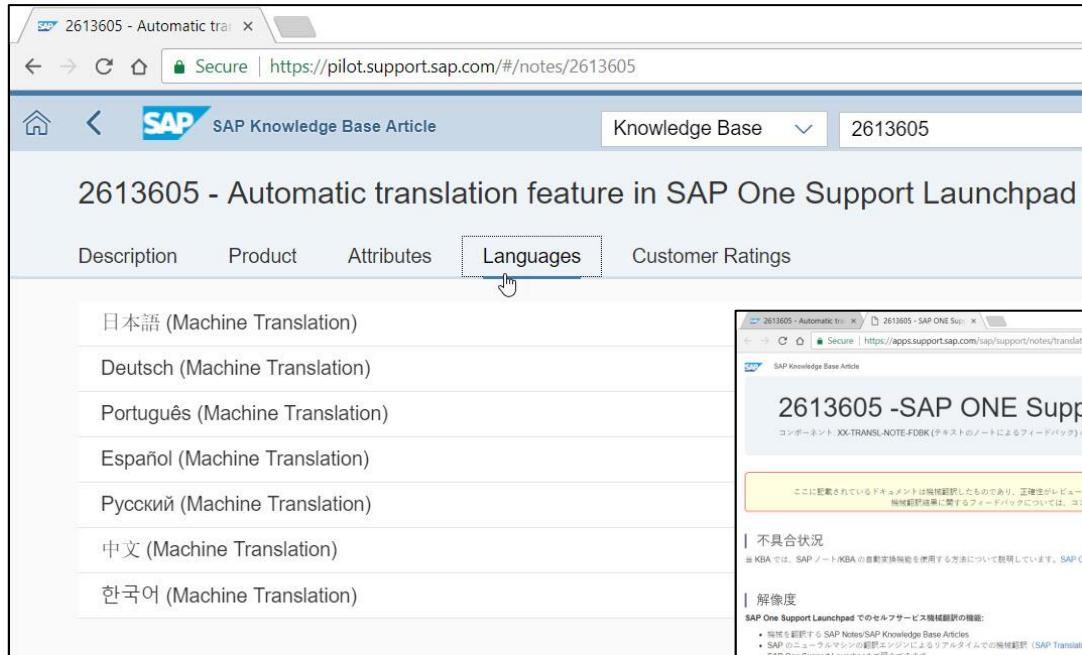
- Breaks through language barriers
- Offers fast access to machine-translated support content and the ability to interact with SAP support – in your preferred language – at no additional cost
- Works in real-time and at the click of a button
- Let's you obtain the right SAP technical information, in the right context for your business

ACCESS

- S-User required
- Access an SAP Note or SAP Knowledge Base Article by choosing the *Languages* tab and select *Machine Translation*
- Read [KBA](#) and watch the [video](#)
- Blogs
 - [Expert Chat Automatic translations](#)
 - [Automatic translations within incidents](#)
 - [Automatic translations for SAP Notes and KBAs](#)

Self-service and incident prevention

Automatic translations 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

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

Self-service and incident prevention

Guided Answers preview

The screenshot displays the SAP Guided Answers interface. At the top, the title "SAP Guided Answers" is followed by a description: "Interactive documentation designed to help troubleshoot issues, navigate processes and guide through tasks." Below this is a search bar with the placeholder text "Search".

The main content area shows a list of guided answers. The first entry is "[Tutorial] How to select the right component for your incident" with product "SAP NetWeaver" and component "BC-ABA". The second entry is "Employee Central Standard Reports Troubleshooting in Advanced Reporting" with product "SAP SuccessFactors HCM Suite" and component "LOD-SF-ANA-ODS". The third entry is "Troubleshooting Report Schedule and Output" with product "SAP SuccessFactors HCM Core" and component "LOD-SF-ANA-ADH". The fourth entry is "Aagency - Troubleshooting: SMP 3.0 - Error 14" with product "SAP Mobile Platform SDK" and component "MOB-SYC-SAP". The fifth entry is "How to setup and run the connector through SFTP server" with product "SAP SuccessFactors Learning" and component "LOD-SF-LMS-CON". The sixth entry is "Not receiving Password reset E-Mails" with product "SAP SuccessFactors HCM Suite" and component "LOD-SF-PLT-NOT".

At the bottom right of the interface, there is a blue "Contact Us" button.

Self-service and incident prevention

SAP BusinessObjects BI support tool



SAP BusinessObjects BI support tool is a supportability solution providing reporting and analysis tools.

OVERVIEW

- A 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 helps speed up resolution time
- Allows historical capture of system configuration and provides a change analysis
- 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](#)

Self-service and incident prevention

SAP BusinessObjects BI support tool preview

SAP BusinessObjects BI platform support tool

File Tools Options Help

@BI42LCM2_2018.5.31_9.35.9

Alert Summary | Server and Services | Server Comparison | Content | Authentication | License Key | Schedule | Hardware | Platform Search | Semantic Layer | Patch History | BI Applications | Timeouts

SAP BI: Alert Summary

Landscape Analysis Report Summary

System Alerts (15)

Alert Name	Alert Value	Alert Description	Alert																																													
License Key Validation (30 days)	(Actual-Code-Hidden)-TUG004T-D4	This alert triggers if the license key has an expiration date which is less than 30 days from the report run time	⚠																																													
AdaptiveProcessingServer Split Check	Server Name (ID): BI42LCM12.AdaptiveProcessingServer (13277) Hostname: BI42LCM1-2	This alert triggers if any APS is found to contain all default services, which indicates sizing has not been properly performed. Please use the CMC System Configuration Wizard and/or consult the BI4.x APS Best Practices Guide for information on how best to split and size the APS.	⚠																																													
AdaptiveJobServer Sizing Check	Hostname: BI42LCM1-2 Server Name (ID): BI42LCM12.AdaptiveJobServer (13162) BI42LCM12.JobServer-TEST (122982)	This alert triggers if more than one AJS is found to exist on more than 1 AJS should exist per node and it should contain were installed. IE, the AJS should not be split up as you would consult the BI4.x Sizing Guide for further information regarding	⚠																																													
Total Max Heap Size exceeds Physical Memory (All Servers, No Child Calculation)	HostName: BI42LCM2-0 [TotalHeap=21.35 GB] [TotalRAM= 16.0 GB] ----- APS heap: 2.0 GB WACS heap: 2.0 GB Lumira heap: 10.0 GB Explorer heap: 4.0 GB	This alert will sum up the Java Max Heap (-Xmx) value regardless of their Running/ Enabled status (excluding their compare this to the total RAM on the same host. If the total value, this alert is triggered. Only the BI servers in the RUN calculated. Tomcat, other Web Application servers or any of the same host will not be included. Please consult the BI4.x information on how best to split and size the APS. For other Guide (Requires S-user login) or visit <a #"="" href="http://www.sap.com/b</td> <td>⚠</td> </tr> <tr> <td>Total Max Heap Size exceeds Physical Memory (All Servers, No Child Calculation)</td> <td>HostName: BI42LCM1-2
[TotalHeap=19.35 GB]
[TotalRAM= 16.0 GB]

APS heap: 14.0 GB
WACS heap: 2.0 GB
Lumira heap: 0.0 GB
Explorer heap: 0.0 GB</td> <td>This alert will sum up the Java Max Heap (-Xmx) value regardless of their Running/ Enabled status (excluding their compare this to the total RAM on the same host. If the total value, this alert is triggered. Only the BI servers in the RUN calculated. Tomcat, other Web Application servers or any of the same host will not be included. Please consult the BI4.x information on how best to split and size the APS. For other Guide (Requires S-user login) or visit <a 360="" 495="" 770="" 914"="" data-label="Complex-Block" href="http://www.sap.com/b</td> <td>⚠</td> </tr> <tr> <td>Webi Memory Analysis Check</td> <td>true</td> <td>BI42LCM12.WebIntelligenceProcessingServer
BI 14.2.3.2132 has been detected and the Webi Processing Analysis was found to be enabled. It is recommended to d</td> <td>⚠</td> </tr> </tbody> </table> <p>Not Connected</p> </div> <div data-bbox="> <p>@BI42LCM2_2017.10.9_10.19.59</p> <p>Alert Summary Server and Services Server Comparison Content Authentication License Key Schedule Hardware Platform Search Semantic Layer Patch History BI Applications Timeouts Web Application Server</p> <h3>SAP BI: Content Analysis Report</h3> <p>Content Analysis</p> <p>This report provides detailed counts of many critical document and system objects in the Central Management Server repository. This information can be used to receive immediate information on the size of the landscape and offer information for planning changes to the environment.</p> <p>Each object is listed below with their respective counts. A description is provided for each object type.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="968 942 1426 1285"> <p>Report Type Breakdown</p> <table border="1"> <caption>Report Type Breakdown Data</caption> <thead> <tr> <th>Report Type</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Webi</td><td>170</td></tr> <tr><td>Crystal</td><td>25</td></tr> <tr><td>CRME</td><td>40</td></tr> <tr><td>Lumira</td><td>10</td></tr> <tr><td>OLAP Workspace</td><td>5</td></tr> <tr><td>Exp. InfoSpace</td><td>2</td></tr> <tr><td>Dashboard</td><td>1</td></tr> <tr><td>Exp. View</td><td>1</td></tr> <tr><td>BI Workspace</td><td>1</td></tr> <tr><td>Publication</td><td>1</td></tr> <tr><td>Excel</td><td>1</td></tr> <tr><td>Powerpoint</td><td>1</td></tr> <tr><td>DesignStudio</td><td>1</td></tr> </tbody> </table> </div> <div data-bbox="1452 942 1911 1285"> <p>Instance Type Breakdown</p> <table border="1"> <caption>Instance Type Breakdown Data</caption> <thead> <tr> <th>Instance Type</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Webi</td><td>9000</td></tr> <tr><td>Crystal</td><td>9000</td></tr> <tr><td>CRME</td><td>100</td></tr> <tr><td>PDF</td><td>1000</td></tr> <tr><td>Program</td><td>500</td></tr> <tr><td>Promotion</td><td>500</td></tr> <tr><td>Probe</td><td>500</td></tr> <tr><td>Lumira</td><td>500</td></tr> </tbody> </table> </div> </div> 	Report Type	Count	Webi	170	Crystal	25	CRME	40	Lumira	10	OLAP Workspace	5	Exp. InfoSpace	2	Dashboard	1	Exp. View	1	BI Workspace	1	Publication	1	Excel	1	Powerpoint	1	DesignStudio	1	Instance Type	Count	Webi	9000	Crystal	9000	CRME	100	PDF	1000	Program	500	Promotion	500	Probe	500	Lumira	500
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Excel	1																																															
Powerpoint	1																																															
DesignStudio	1																																															
Instance Type	Count																																															
Webi	9000																																															
Crystal	9000																																															
CRME	100																																															
PDF	1000																																															
Program	500																																															
Promotion	500																																															
Probe	500																																															
Lumira	500																																															

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](#) 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](#)
- Before you proceed, make sure the following notes are implemented in your system:
 - [2361155](#)
 - [2469123](#)
 - [2286869](#)

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](#)
- 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 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](#)

Self-service and incident prevention

SAP Community



The professional social network **SAP Community** serves as an expansion of SAP's support channel offerings to provide professionals across the globe with easily accessible answers to 'How-to' questions.

OVERVIEW

- Comprises several collaborative communities
- Discussion forums, blogs, and videos
- Community exchange of knowledge through professional social network
- Connect and engage with other professionals and exchange information
- Browse for answers to already existing questions or ask own questions
- Offers a *Questions and Answers* as well as an *SAP Blogs* page

BENEFITS

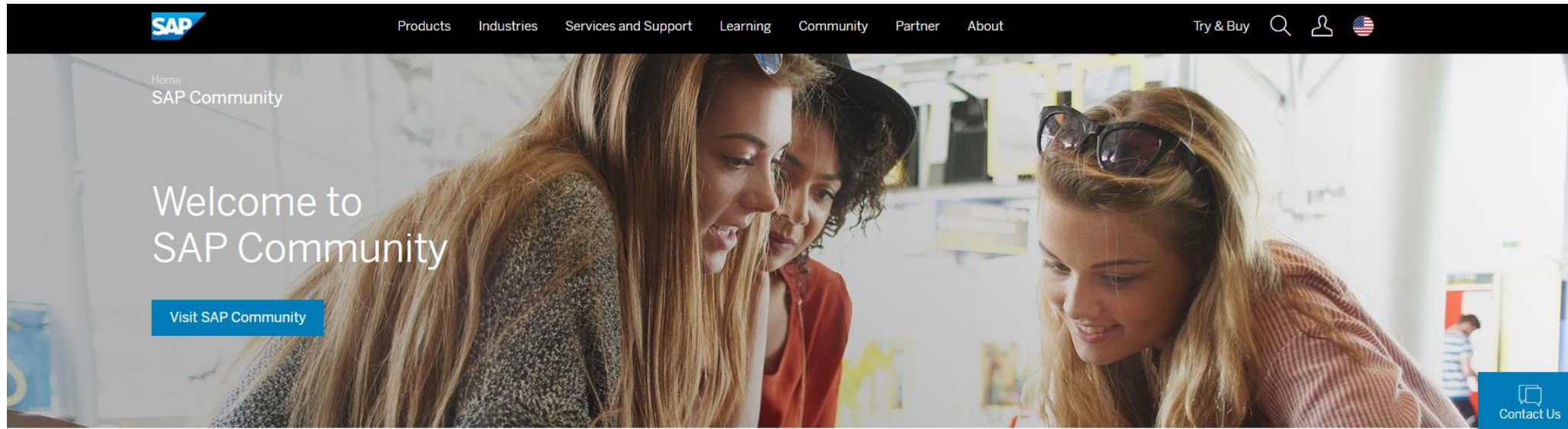
- Quick access to expert advice: Access knowledge and get answers to how-to questions from the SAP forums
- Provides a seamless support experience

ACCESS

Access the community:
<https://www.sap.com/community.html>

Self-service and incident prevention

SAP Community preview



Featured Community Content

Community topics

Browse through the community topic pages to find in-depth product-related or topic-related information.

[View community topics >](#)

Questions and answers

Search through all the questions and answers in the community or ask the experts questions of your own.

[View all questions >](#)

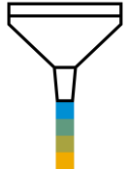
Community blogs

Read or write blogs on various topics, products, technology, and trends to exchange knowledge and share your expertise.

[View blog posts >](#)

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

- Offer at-a-glance view of support-related content 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
- 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):

1. [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
2. Easily navigate through the content on the product pages
3. Save product pages as “favorites” for future quick access

SAP Support Portal:

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

Self-service and incident prevention

Support by Product preview

SAP enhancement package 6 for SAP ERP 6.0 EHP6 FOR SAP ERP 6.0

Product Type: Add-On Product Version Release Type: Standard
 Product: SAP enhancement package for SAP ERP SAP HANA Readiness: Unavailable
 Product Line: SAP ERP Current Status: **Unrestricted available**
 Product Category: Enterprise Management End of Mainstream Maintenance: 30.12.2025

SAP Knowledge Base Articles Documentation Guided Answers Questions & Blogs Downloads

12673 Document

Number	Title	Component	Version
0002515157	Seniority grouping incorrect due to reentry	PA-BN-PL	0001
0002541626	IT0002 data blank after IVWID changes via Benefit Enrollment WDA	PA-BN-ES	0001
0002367324	Further analysis requires a reproducible example.	SD-SLS	0008
0002536110	eSocial: S-1030 Job events	PY-BR	0006

Pre-tax indicator for plan XXXX has incorrect value -

Example: Product page in SAP ONE Support Launchpad

SAP enhancement package 2 for SAP NetWeaver 7.0

View Additional Product Content in the Launchpad

Featured Content SAP Knowledge Base Articles Documentation Guided Answers Questions & Blogs

What's New

- What's New in SAP NetWeaver 7.0 SP Stacks - Release Notes
- Short Overview of SAP NetWeaver 7.0

Recommended Articles:

- Supportability Tool for Language Problems [VIDEO]-KBA 2145047
- Supportability Tool for Transport Problems [VIDEO] - KBA 2126899
- TMS Password Change - KBA 1568362
- How to finish a language import by SMLT - KBA 1935497
- Recommendations for client copy performance improvement - KBA 2363425
- SAP NetWeaver 7.0 (2004s) Documentation
- Language installation and troubleshooting - GA
- Transport is hanging - GA
- Client Copy performance issues and troubleshooting - GA

Related Pages:

- Upgrade and update guides for SAP NetWeaver 7.0 EHP2
- Installation Guide - Installation guides for SAP systems based on SAP NetWeaver 7.0 EHP2 for all supported database and operating system combinations
- Additional Installation Information - Installation guides for standalone engines and clients required for implementation of certain use cases of SAP NetWeaver 7.0 EHP2
- BI Content 7.07 - Add-On for SAP NetWeaver 7.0, SAP NetWeaver 7.0L and SAP NetWeaver 7.02
- Upgrade Information - Single Point of Access for Upgrade-Related Information
- SAP NetWeaver Guide Finder
- SAP Software Logistics Troubleshooting Wiki

Stay Connected:

- Expert Chat: Real-Time Support from SAP
- Stay up-to-date via WhatsApp. Receive SAP NetWeaver updates on your mobile device.
- SAP Product Support Twitter
- SAP Product Support Facebook
- SAP Upgrade & Innovations Newsletter

Video Tutorials:

- Managing ABAP Systems on SAP NetWeaver
- SAP NetWeaver Upgrades in a Nutshell
- Upgrade of Systems Based on SAP NetWeaver - Advanced Topics

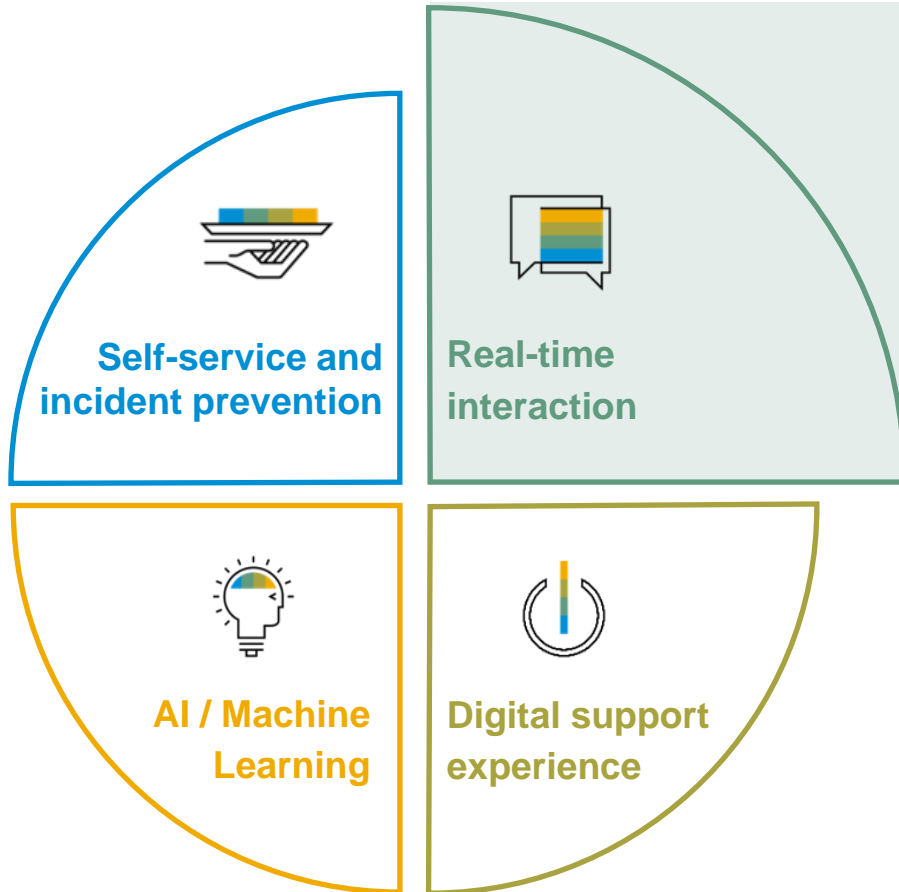
Tools:

- Software Logistics Toolset (SL Tools)

Example: Product page in SAP Support Portal

Real-Time Support for the Intelligent Enterprise

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
- Call-1-SAP & Customer Interaction Center (CIC)

Real-time interaction

Expert Chat



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

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

- **Real-time SAP support** with quicker and more efficient issue resolution
- **Live support from SAP experts** for any technical question related to a product
- Same **technical experts** as in the incident channel
- **Resolves incidents faster** than those reported through traditional SAP support channels
- **Screen-sharing option**

ACCESS

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

Real-time interaction

Expert Chat preview

The image shows a screenshot of the SAP 'Create Incident' web interface. The main form is titled 'Create an Incident' and includes a 'Description' section with a text area containing 'Test Incident', a 'Language' dropdown set to 'English', and a 'Category' dropdown set to 'Product Function' with 'Component' selected. A red arrow points from the 'Expert Chat' button in the bottom navigation bar to the chat window. The chat window, titled 'SAP Expert Chat', displays a conversation where a user asks for help with BI reports and the expert offers a screensharing session. A QR code is visible in the bottom right corner of the interface.

SAP Create Incident

Knowledge Base

Create an Incident Expert Search

***Description**

Please provide us with more information about your issue or question. This detailed information will help to speed up incident processing.

I give my approval for SAP Support to reproduce the described issue, while connected to my impacted non-production environments, using any steps provided in the description below or provided later, even if the steps result in a change being made, until the issue is closed.

Subject: *

Description: *

Language: *

Category: *

Attachments

Please review the attachable file types and ensure that each attachment is less than 250 MB.

Please note that after this incident has been submitted to SAP, attachments cannot be removed. Please also note that if you choose Start Expert Chat, attachments added here cannot be copied into the chat session and will need to be added again using the Chat tool.

SAP Expert Chat

Product Area selected: Non-Product Related Topics
Component selected (Manual Selection): XX-SER-SAPSMP-TEST

--- Description ---
Test Incident


01:45 PM Marton@SAP
Welcome to SAP Expert Chat; this is Marton@SAP. Please wait a moment while I read the description you provided.

01:46 PM [User]
Yes, I don't see the reports in our BI system, can you help me please?

01:46 PM Marton@SAP
Sure, we can have a screensharing session. I will request via the chat tool to share your screen. Is this all right?

01:46 PM [User]
Yes, please

Contact Us [Share Your Feedback](#) [About the Launchpad](#) [Status](#) [Terms of Use](#) [Copyright and Trademarks](#) [Legal Disclosure](#) [Privacy](#)



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 Microsoft Teams
- Book an appointment at least 48 hours 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 at any time of your convenience
- 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 Schedule an Expert while going through the incident submission process
 - b. Access through the Schedule an Expert tile on your SAP ONE Support Launchpad home screen
 - c. Access Schedule an Expert through the “Contact Us”-menu in SAP ONE Support Launchpad’s footer bar
 - d. Carry out a search in the Launchpad’s database. Click on the Schedule an Expert-button in the upper area

Real-time interaction

Schedule an Expert preview



SAP Create Incident

Knowledge Base Enter search term

Create an Incident

*Description

Please provide us with more information about your issue or question. This detailed information will help to speed up incident processing.

I give my approval for SAP Support to reproduce the described issue, while connected to my impacted non-production environments, using any steps provided in the description below or provided later, even if the steps result in a change being made, until the issue is closed.

Subject: * Test Incident

Description: *
Test Incident

Language: * English

Category: *
Product Function Component
BI-RA-WBI (Web Intelligence)

Attachments

Please review the attachable file types and ensure that each attachment is less than 250 MB.

Please note that after this incident has been submitted to SAP, attachments cannot be removed. Please also note that if you choose Start Expert Chat, attachments added here cannot be copied into the chat session and will need to be added again using the Chat tool.

Information below may help you identify a solution.

Powered by Incident Solution Matching

Search

Confirmed
March 07, 14:30

Add to Calendar (10) Add to Calendar (20) View Upcoming

Review & Submit Incident Schedule an Expert Expert Chat Save as Draft Cancel

Contact Us Share Your Feedback About the Launchpad Status Terms of Use Copyright and Trademarks Legal Disclosure Privacy



Real-time interaction

Schedule an Expert for open incidents



Schedule an Expert for open incidents enables you to book a 30-minute call to discuss technical details of the incident with the assigned support engineer.

OVERVIEW

- One-on-one 30-minute call booked directly from an open incident with the assigned support engineer
- Available for low, medium, and high priority incidents with select support engineers
- Book an appointment minimum 24 hours in advance
- Sessions delivered remotely through Microsoft Teams (Learn more on [how to join your Schedule an Expert call](#))
- Check [User Guide](#) and [FAQ](#) to learn more

BENEFITS

- Have live interaction to discuss technical details of the open incident with the assigned support engineer
- Schedule a call at a time that is convenient for you
- Experience less ping-pong and more efficient incident processing reducing the time to resolve your open issue
- Easy to have other colleagues with you on the call

ACCESS

- *Schedule an Expert* button will appear in the incident editing page in SAP ONE Support Launchpad when the following conditions are met
 - The incident is an Open Incident within Product Support
 - A processor has been assigned to the incident and is available for scheduling
- Click *Schedule an Expert* button and then click *Book a Session*
- Add the appointment to your calendar and join the session at scheduled time

Real-time interaction

Schedule an Expert for open incidents preview

This screenshot shows the SAP incident management interface for incident 1578 / 2018. The incident title is "Failed to open the connection* error when scheduling Crystal Reports in the BI launchpad". The system is identified as "WWW - TEST NAME for System". The incident is categorized as "High" and has been "Sent to SAP". The latest information section contains a problem description: "When we schedule the Crystal Reports in the BI launchpad, majority of the reports fail with the following error: 'Failed to open the connection - tmp4b576382722a34535.rpt'. The reports connect to DB2 database. The BI4.1 server is on Linux 7." The date and time of the latest update is "23.05.2018 20:48:59 CET". At the bottom of the page, there is a "Schedule an Expert" button, which is highlighted with an orange arrow. A pop-up window is visible over the "Schedule an Expert" button, containing the text "View the FAQ for creating Schedule an Expert session for open Incidents." and a "Book a Session" button.

This screenshot shows the same SAP incident page as the previous one. The "Edit" button is highlighted with an orange arrow. The incident details and latest information are the same as in the previous screenshot.



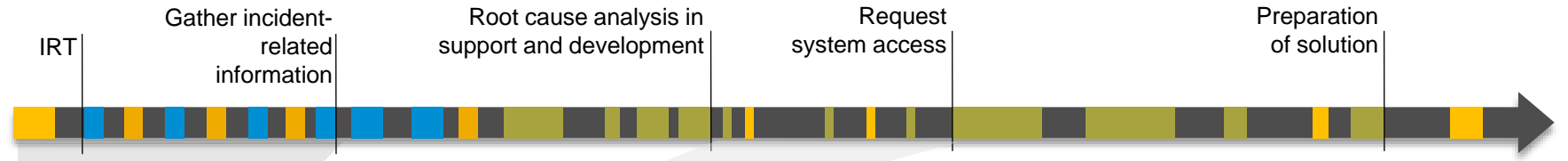
This is a confirmation card for a scheduled expert session. It features a blue checkmark icon and the text "Confirmed May 28, 10:00 PST". Below this, it says "Add the meeting to your calendar and update the issue if you have more details." At the bottom, there are two buttons: "Add to Calendar (ICS)" and "View Upcoming", with the "View Upcoming" button highlighted by an orange arrow.

Live support with Expert Chat and Schedule an Expert

ILLUSTRATIVE

Optimizing the incident flow

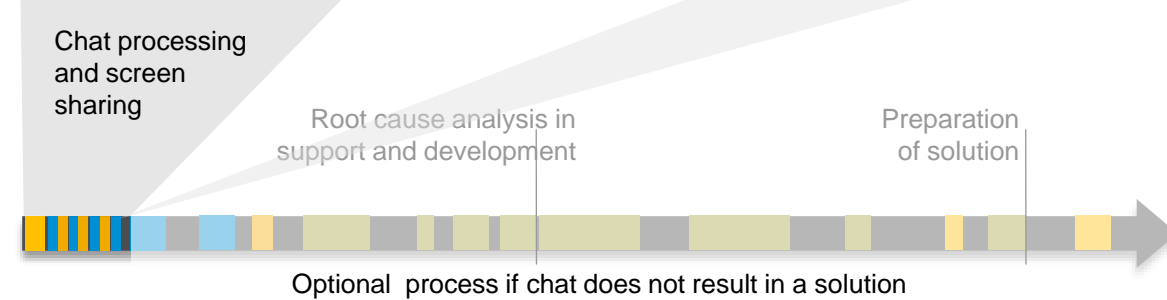
Typical incident flow Traditional incident



Ø 6 replies to customer
14-45 days processing time



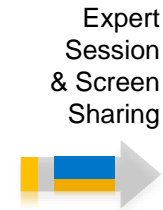
Optimized incident flow with Expert Chat



~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

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.

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
- 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

Real-time interaction

Ask an Expert Peer preview

SAP My Support Products Release, Upgrade & Maintenance Tools Offerings & Programs SAP Solution Manager

SAP Support Portal Home / My Support / Incidents

Ask an Expert Peer

Overview

Ask an Expert Peer

As a part of our ongoing efforts to meet your changing needs, SAP Support is exploring additional options for how we deliver support. Ask an Expert Peer is a new support channel for SAP products*.

Start collaborating on your technical, product-related questions. To get the help you need as quickly as possible, your question will be answered by a qualified, passionate, knowledgeable SAP users and administrators who are experienced in providing help outside of SAP. By collaborating with an expert peer outside of SAP, you benefit from an experienced perspective about your question. Ask an Expert Peer is for basic inquiries and how-to questions.

Because the free feature trial will be available for a limited time, your help us decide if we will expand or discontinue the support channels to use, try the brand-new channel Ask an Expert Peer through the survey we send after using Ask an Expert Peer.

Click to Ask an Expert Peer Now!

[Ask an Expert Peer](#)

Read the [FAQ](#) to learn more

Ask an Expert Peer

YOUR NAME

YOUR EMAIL

S-USER ID

PRODUCT
Please Select

YOUR QUESTION

[Send to Expert Peers](#)

Please note that you are no longer viewing the SAP website. This question will not be monitored by SAP and is not covered by SAP Support SLA.

Real-time interaction

Schedule a Manager



Schedule a Manager enables you to schedule a 15-minute call with a 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 cases within Product Support
- Available for medium priority cases and high priority cases
 - or 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 medium and high priority case 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 when the following conditions are met:
 - High priority case:
 - Your case has been opened at least 2 days ago; available for all SAP products
 - Medium priority case:
 - Your case has been opened at least 9 days ago; available for all SAP products excluding SuccessFactors and HCM products
 - 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

Real-time interaction

Schedule a Manager preview

Book an appointment with a Support Manager

You are about to book an appointment, where you will receive a phone call from a Support Manager to discuss the status of this incident. Please select a suitable date and time from the options below.

Current Time Zone in User Profile: CET

Monday Jun 6 Not Available	Tuesday Jun 7 Not Available	Wednesday Jun 8 26 Available	Thursday Jun 9 44 Available	Friday Jun 10 44 Available
Monday Jun 13 22 Available	Tuesday Jun 14 Not Available	Wednesday Jun 15 Not Available	Thursday Jun 16 Not Available	Friday Jun 17 Not Available

Available time of day	Time Zone	Duration (Minutes)
<input checked="" type="radio"/> 16:00	CET	
<input type="radio"/> 16:15	CET	
<input type="radio"/> 16:30	CET	
<input type="radio"/> 16:45	CET	
<input type="radio"/> 17:00	CET	

[Next](#) [Cancel](#)

Schedule a Manager Appointment /2022

SAP Notification Services
To: [Avatar] [Name]

Reply Reply All Forward

Sze 2022. 06. 08. 14:01

SAP Run simple

Schedule a Manager Appointment Information

Your appointment: 2022-06-08 16:00:00 CET

Dear

Your Schedule a Manager appointment has been canceled (external/Customer). Please refer to the information below for details.

Sincerely,
SAP Support

Details about your upcoming Schedule a Manager appointment

Summary of the SaM Request	
Subject of the incident	customer demo
Category	SAP enhancement package for SAP ERP > Accounting >
Appointment Date & Time	2022-06-08 16:00:00 CET
Telephone nr. to be called by SAP	
Appointment / Incident ID	View, manage, update and export your appointment here. Please verify your contact information is correct.
	The incident with the ID above belongs to the booked Schedule a Manager appointment.

Other Useful Information

Common questions and answers	Schedule a Manager FAQ
------------------------------	--

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SAPSE, Dietmar-Hopp-Allee 16, 69190 Walldorf, Germany

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Real-time interaction

Call-1-SAP and 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 nontechnical queries.

OVERVIEW

- Contact channel for you for any nontechnical question such as:
 - Enquire about existing incidents
 - Ask questions about SAP ONE Support Launchpad and its applications
 - Get help for S-User queries
 - Request SAP remote services
- CIC can be reached by phone, chat, or e-mail

BENEFITS

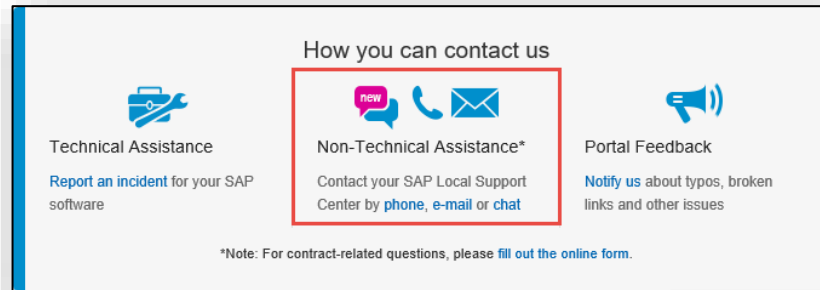
- CIC is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries
- Universal free-phone number for contacting SAP support
- Access to service menu to select a specific product area you require, now including SAP Ariba, SAP Concur, SAP Fieldglass, SAP Qualtrics and SAP SuccessFactors solutions
- Toll-free number accessible in most countries through landline phones and some mobile providers

ACCESS

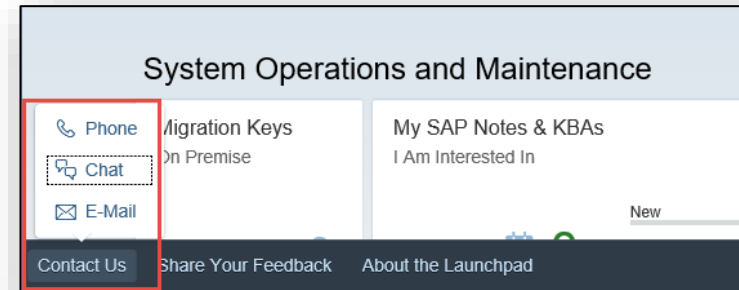
- You can access CIC from the SAP Support Portal or through SAP ONE Support Launchpad
- Direct access:
 - [Chat with CIC](#)
 - [Call CIC](#)
 - [E-mail CIC](#)
- Learn more here:
 - [SAP Support Portal](#)
 - [Reference Guide](#)
 - [Webcasts](#)
 - [#ASKCIC Support Videos](#)

Real-time interaction

Call-1-SAP and Customer Interaction Center (CIC) preview



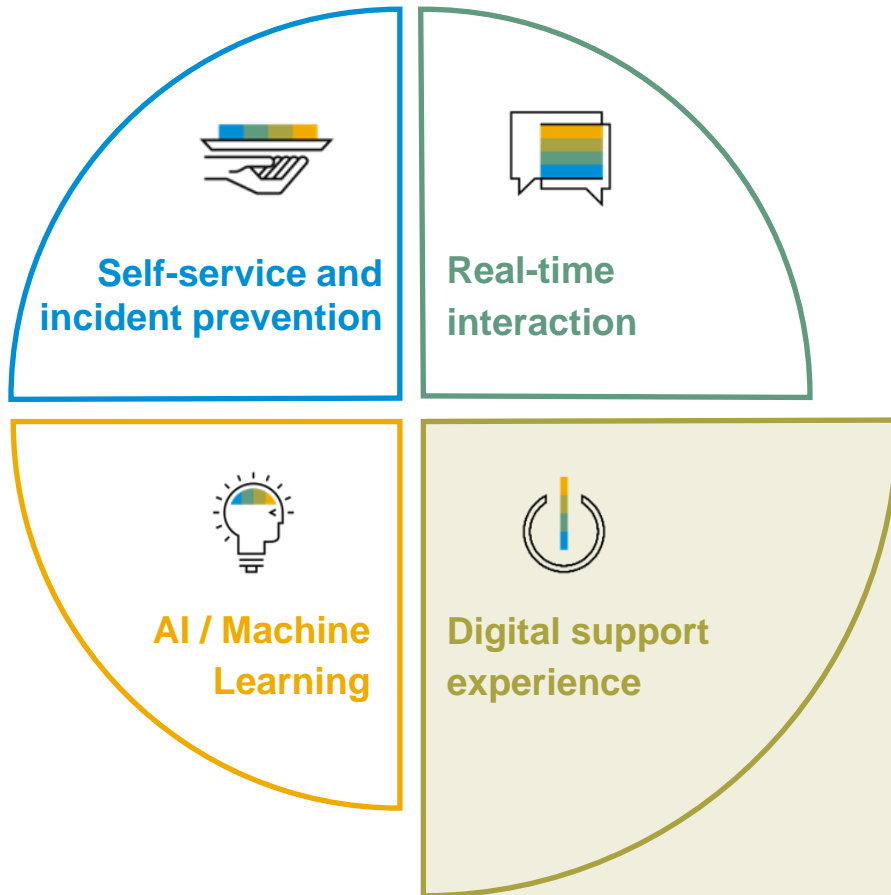
SAP Support Portal



SAP ONE Support Launchpad

Real-Time Support for the Intelligent Enterprise

Digital support experience



- SAP ONE Support Launchpad
- Incident creation and management application
- Predictive and preventative support
- Social media
- Built-In Support
- Cloud Availability Center
- SAP Trust Center

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

Digital support experience

SAP ONE Support Launchpad



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

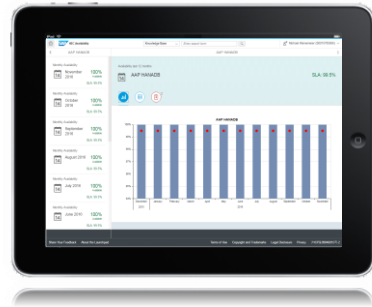
- Direct access through:
<https://launchpad.support.sap.com>
- Access through the [SAP Support Portal](#)
- Access through QR code:



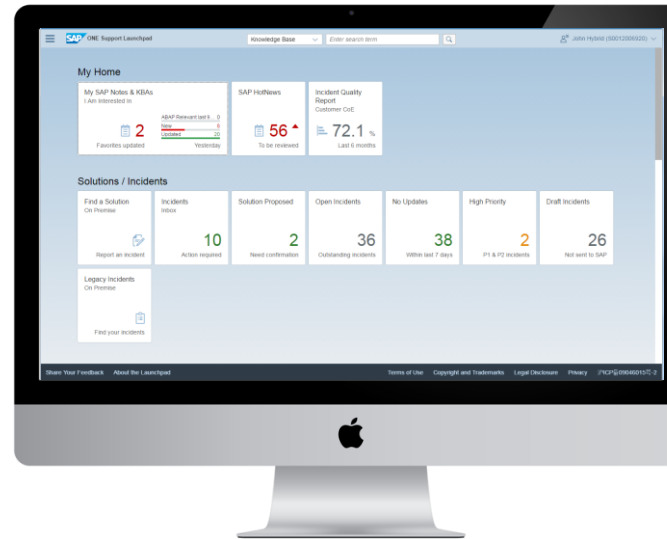
- To receive important notices through SMS, please go to your [launchpad notifications settings page](#) to choose your preferred notification method (launchpad, e-mail, SMS, or a combination).

Digital support experience

SAP ONE Support Launchpad 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

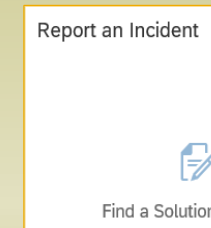
- The incident creation application provides a central user interface for several integrated Real-Time Support features
- It is used by over 50,000 unique visits daily
- Newly designed features are based on ~75 hours of customer feedback
- For detailed information also visit [here](#)

BENEFITS

- Simplified and intuitive design
- Optimized user experience
- Simplified categorization for incidents filtered by product/system selection
- Real-time **log file suggestions and analysis**
- AI-enabled **Incident Solution Matching** and component predictor functionalities provide real-time solutions
- **Support assistant** offers a guided incident creation experience

ACCESS

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



Digital support experience

Optimized incident creation preview

Report an Incident

Find a Solution

***System Information**

Search for a system or select one of your recently used systems from the dropdown list.

*System:

*Product Area:

Attachments

Please review the attached file types and ensure that each attachment is less than 250 MB.

Please note the Support Log Assistant Service is only available in English.

Suggested Files:

- BI Installer Errors and Warnings Log
- BI Platform Setup Engine Log
- BI Installer Deployment Unit Logs

setupexe.log
Uploaded By: · Uploaded: Today
Description: S00140352002019-09-27T11:24:46.273Z

Support Assistant

Do you want help solving your issue faster?

The Support Assistant feature is available for the product you selected: **SAP BusinessObjects Business Intelligence platform**

Our automated Support Assistant will simplify incident creation, choose the correct component and offer solutions along the way. Try it now to save time.

More information: KBA [2911451](#)

Click **Start** to launch the Support Assistant.

1311985 - How to download SAP BusinessObjects Business Intelligence (BI) software - SAP ONE Support Launchpad

Alternative Support Channels

How to download BI software How to download BI software How to download BI software

XX-SER-SAPSMW-SWC

Book a session with a Support Expert to discuss your issue. For more details, please refer to KBA [2854599](#).

Join a Chat session with a Support Expert. For more details, please refer to the SAP note [2570790](#).

2887790 - SAP BusinessObjects Business Intelligence platform 4.2 Support Page 08 - What's New

SAP BusinessObjects Business Intelligence platform 4.2 Support Page 08 - What's New

Review & Submit Incident **Schedule an Expert** **Start Expert Chat** **Save as Draft** **Cancel**

Digital support experience

Optimized incident creation with support assistant



Support assistant guides you in creating a better incident. It helps categorize your issue to get it assigned to an expert that can help you resolve your issue faster, all while recommending content and solutions.

OVERVIEW

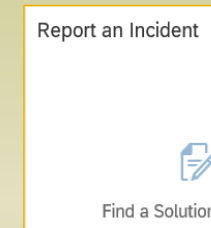
- Support assistant helps categorize your issue so that topic-specific content can be offered along the way
- Once the issue is categorized, you are asked specific questions that can help get your incident resolved faster
- At the end of your support assistant interaction, the details are captured and available to review/edit in the incident form
- The best component for your issue type will be automatically selected as well

BENEFITS

- More detail is included on incident creation, helping to achieve faster resolution times
- Component / Expert Area is automatically selected so the incident is routed correctly the first time, reducing ping-pong
- Recommended content can help you resolve and/or investigate the issue on your own
- All details of your support assistant interaction is transferred to the incident to help the support expert investigate your issue

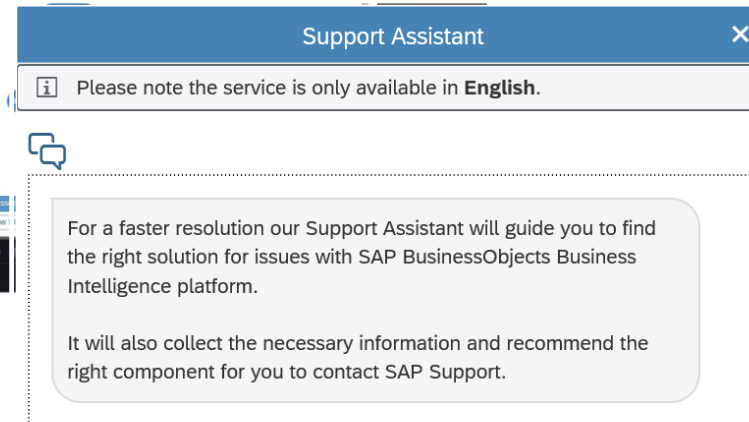
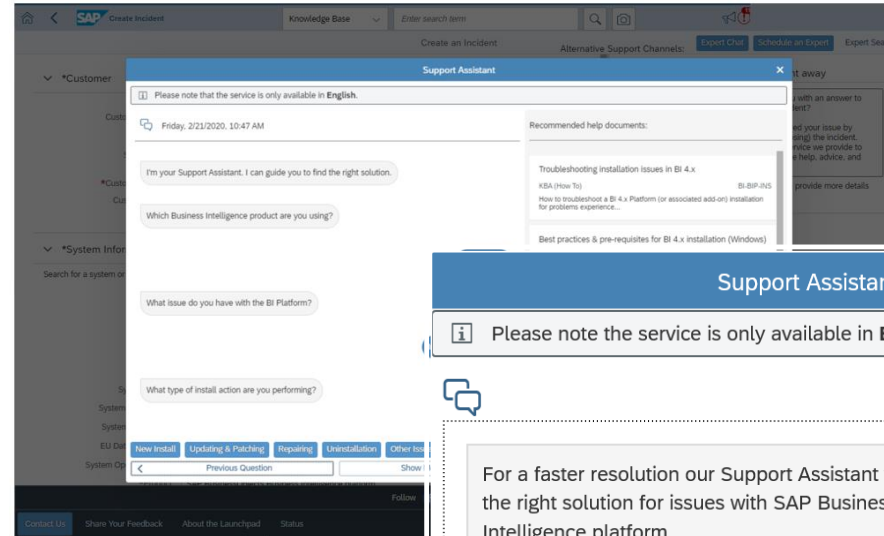
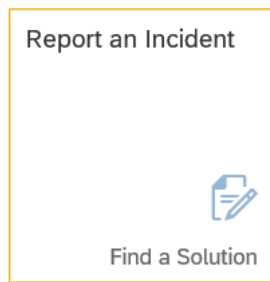
ACCESS

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



Digital support experience

Optimized incident creation with support assistant preview



Digital support experience

Optimized incident management preview

The image illustrates the digital support experience for incident management, showing a transition from a menu to a detailed view.

Manage Incidents
Customize your Lists
Incident Lists

My Very High incidents (Filter)

*Status: Search [11 Items]

Incident Details

Mike Test
Incident Number: 137714 / 2020
Updated on 04/01/2020 at 16:21:49
Status: Customer Action

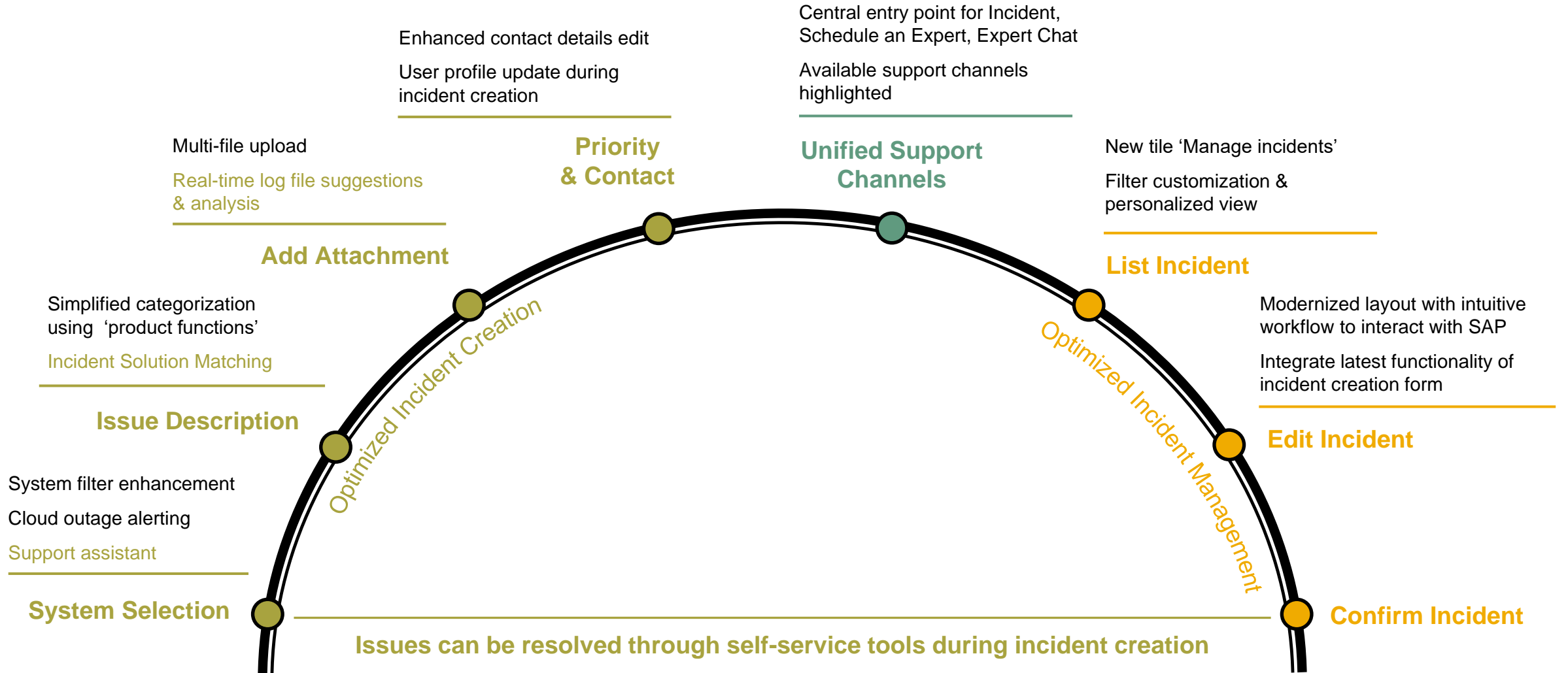
Last Changes

Info to Customer
04/01/2020 at 03:21 pm by SAP
This is a test

Buttons: Confirm, Open Incident, Cancel

System/Product	Component	Reporter	Customer	Created On	Updated On	Auto Confirm Date
ASE	Sybase IQ (BC-SYB-IQ)	Hans Ammer	- Test value contract OSS corp. function	03/05/2020 at 10:04 am	04/01/2020 at 03:21 pm	03/20/2020
JGE	Upgrade tools for ABAP (BC-UPG-TLS-TLA)	Hans Ammer	- OSS Test function #1 OSS corp. funktion*	03/31/2020 at 05:18 pm	03/31/2020 at 05:27 pm	05/15/2020
CSS	Value Added Tax (VAT) (FI-GL-GL-F)	Alexandra Paul	- SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	04/01/2020 at 03:52 pm	04/01/2020 at 03:52 pm	

Enhancing the whole incident creation & management journey



Digital support experience

Predictive and preventative support



The **predictive and preventative support** features and capabilities will help customers in a tailored and personalized way to avoid or even prevent issues.

OVERVIEW

- The predictive support approach provides customers with tailored information on how to address issues which may be unknown or manifest themselves, attempting to eliminate the cause or mitigate contributory factors.
- Preventative support features and functionalities, such as Ariba cloud health, help SAP support to reach out to the customer with tailored and focused information to prevent issues, their impact and any associated effort.

BENEFITS

- Real-time tailored trending data exposed at the customers point of need (Product Pages, SAP ONE Support Launchpad).
- By analyzing performance and error data for every user action, Ariba cloud health redefines traditional monitoring and enables preventative action derived directly from the unspoken voice of customers.
- On-demand subscriptions provide you with the latest updates on relevant critical cloud outages in the SAP ONE Support Launchpad.

ACCESS

- Accessible through the [SAP ONE Support Launchpad](#)
- Product Pages. [Access through “Products”](#) in the header navigation of the SAP Support Portal.
- Cloud health is a key element in how SAP will transform major incident management across the cloud landscape. For SAP Ariba customers, cloud health is fully integrated into the existing support model providing benefit 24x7.

Digital support experience

Predictive and preventative support preview

SAP Support Portal Home / Products / Support by Product
SAP SuccessFactors Employee Central

View Additional Product Content in the Launchpad

Featured Content SAP Knowledge Base Articles Documentation Guided Answers Questions & Blogs

Hot Content

- ✓ Employee Central Release FAQ - First Half 2022 (1H 2022)
- ✓ SAP SuccessFactors Known Issues for the 1H 2022 Release

Trending KBAs/SAP Notes

- ✓ 1905 Support Hire Date Correction For Time Off
- ✓ Time Off: How to start a Time Off Leave of Absence from Take Action
- ✓ Leave of Absence Functionality is Not Working as Expected (Expected Return Date field is not visible in Job History > Insert New Record)

Release Information

- ✓ 1H 2022 Release Highlights:
 - ✓ Release Highlights Document
 - ✓ SAP SuccessFactors Release Community
 - ✓ Product Area Release Highlights Video
- ✓ SAP SuccessFactors Release Information:
 - ✓ What's New Viewer
 - ✓ Notable Fixed Issues
- ✓ SuccessFactors Known Issues
 - ✓ Employee Central
 - ✓ People Profile

Related Pages

- ✓ Employee Central WIKI
- ✓ Communities:
 - ✓ Employee Central Customer Community
 - ✓ Employee Central Partner Community
- ✓ Blogs:
 - ✓ Employee Central Resources Blog
 - ✓ New to Employee Central? We have resources to get you started!

Additional Resources

- ✓ SAP Best Practice package for SAP SuccessFactors Employee Central (SAP Best Practices Explorer)
- ✓ Product Page for SAP SuccessFactors Employee Central (SAP Help Portal)
- ✓ Questions around SAP SuccessFactors Employee Central (SAP Community)


Tools

- ✓ Employee Central Check Tool

Recommended Articles

- ✓ Helpful How-To KBAs
 - ✓ 3086940 - Proxy Management for Time Off and Time Sheet
 - ✓ 2156278 - How to set up EC Alerts and Notification using Business Rules
 - ✓ 2287729 - Object Association FAQ - Value Help - Employee Central
- ✓ FAQ KBAs
 - ✓ 2318852 - Employee central implementation - position management FAQ
 - ✓ 2318854 - Employee central implementation - Time Off FAQ
 - ✓ 2315275 - Employee Central - Workflow & Alerts FAQ
 - ✓ 2315276 - Employee Central - Data Imports FAQ
 - ✓ 2331851 - Employee Central implementation - Business Rules FAQ

Unplanned Downtime affects <CLO - DC12SHR>



Unplanned Downtime is affecting <CLO - DC12SHR> since 12/12/2019, 10:00:00 PM UTC.

Instead of creating an incident we recommend to subscribe to the new event-based notifications, providing you with regular updates on the service unavailability and its resolution.

You can also follow the latest updates in the [Cloud Availability Center](#).

Get Subscription
Continue Incident Creation

SAP Create Incident

Knowledge Base Error search term

Create an Incident

Search for a system or select a system

Support Assistant

Welcome to the support assistant.

Please tell us more about your issue type by choosing the best answers below. Don't forget to check the right side for helpful content along the way!

Please select the Employee Central topic that best fits your issue by choosing an option below. Click "Show More Info" for topic context.

Keep up with the latest hot & trending content

- NOT** SAP SuccessFactors Known Issues for the 1H 2022 Release

This Knowledge Base Article (KBA) provides dynamic search links to the top-reported known issues for the 1H 2022 release. In the spirit of transparency and mutual success, we sincerely...

KBA (Known Error)
- NOT** Employee Central Release FAQ - First Half 2022 (1H 2022)

This FAQ is to document all important enhancements to be aware of in the 1H 2022 release. Please be aware that the documentation links provided...

KBA (How To)
- TRENDING** 1905 Support Hire Date Correction For Time Off

Support hire date correction in time off. Images/links in this KBA is from SAP internal systems, sample data, or demo systems. Any resemblance to real systems is purely coincidental.

KBA (Product Enhancement)
- TRENDING** Time Off: How to start a Time Off Leave of Absence from Take Action

How can I start a Time Off Leave of Absence from Take Action? Manage Leave of Absence option?

KBA (How To)

Core HR - Personal & Employment Data, Hire/Rehire/Termination, Foundation Data, HRIS Sync, Advances & Deductions
Alternative Cost Distribution
Apprenticeship Management
Company Structure Overview
Contingent Workforce

Document Generation
Global Benefits
Manage Pending Hires
Payment Information
People Analytics

People Profile
Position Management
Service Center (AARHS)
Time Off
Time Sheet

HXM Suite Administration (BIX Platform)

Previous Question
Show More Info

Predictive and preventative Support

Resolves issues before they actually happen

Specific customer tailored real-time interventions to predict and prevent business impacting events and incidents (e.g. cloud health)

PREDICT & PREVENT

Intuitive, context sensitive support delivered through the digital support experience (e.g. Incident Solution Matching, trending SAP Knowledge Base Articles KBA, support assistant)

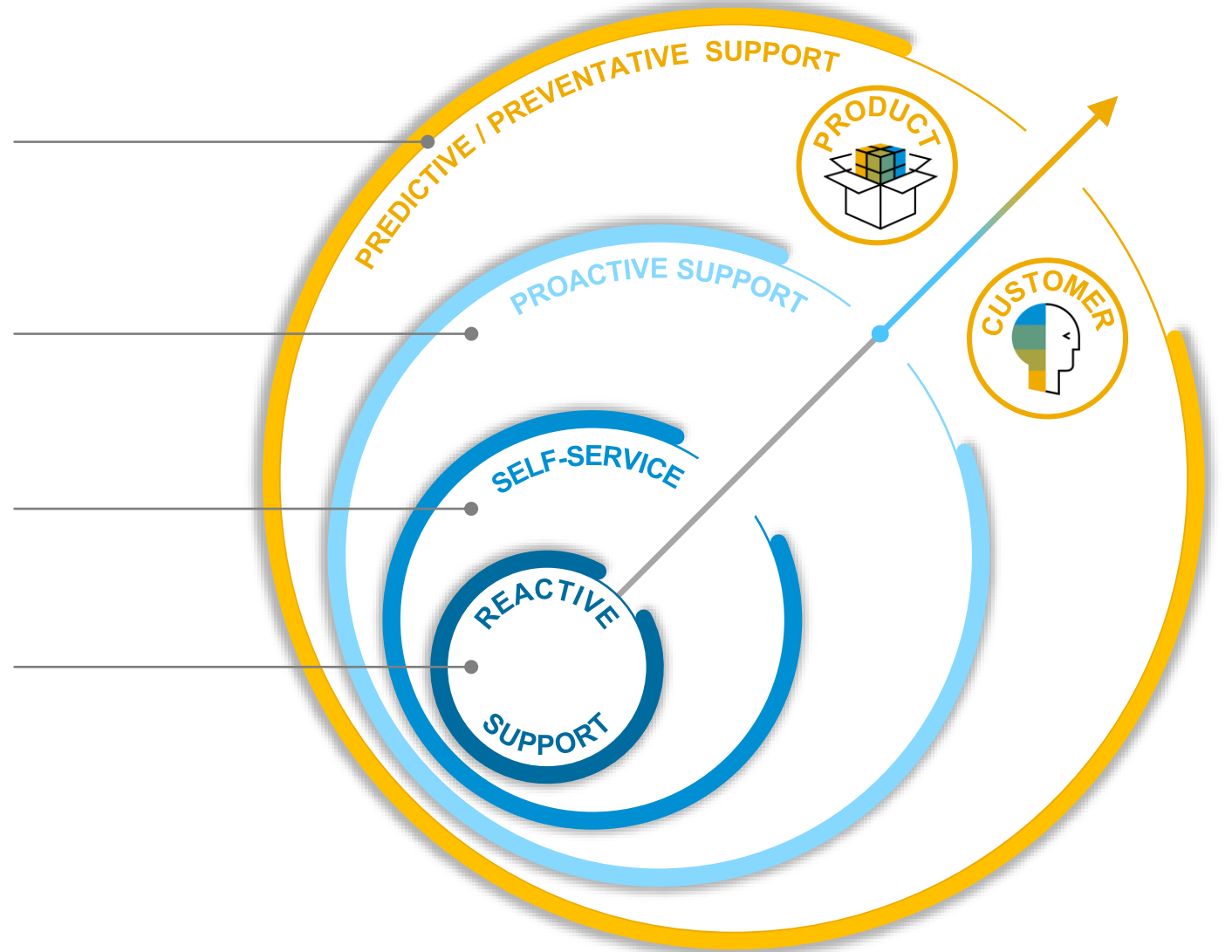
PROACTIVE

Enables customers to self-serve, thereby reducing reactive engagement (search KBA, Guided Answers, communities)

SELF-SERVE

On demand problem solving and guidance driven by customer need (real-time interaction channels and incident)

REACT



Digital support experience

Social media



Follow Product Support **social media channels** for Real-Time Support updates and helpful product-specific resources for S-Users and administrators.

OVERVIEW


SAP's social customer product support includes the following accounts for Product Support:

- Twitter @SAPSupportHelp
- WeChat (SAP Daily)

BENEFITS

- Gain the benefit of new channels for community and peer-to-peer knowledge sharing and information exchange
- Ask questions and get answers quickly
- Get timely notice of critical and trending issues
- Get expert tips and advice from SAP and peers

ACCESS

- Twitter: [SAP Support Help](#) 
- [YouTube](#)



Digital support experience

Built-In Support



Built-In Support moves support right into the application, simplifying and accelerating the customer interaction with an embedded digital support assistant.

OVERVIEW

- Get support right within a product
- Contextually aware digital assistant provides access to top support tasks
- Based on artificial intelligence and machine learning technologies, Built-In Support delivers relevant answers to questions faster
- Natural language processing technologies analyze text input of users to identify best-fit solutions faster and easier with the integrated support chatbot
- Learn more on the [SAP Support Portal](#)

BENEFITS

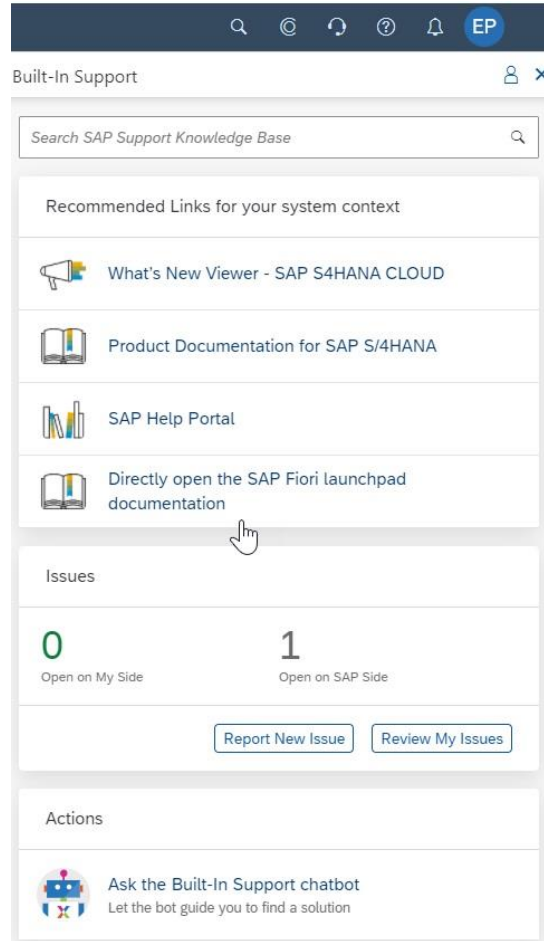
- Helps to improve productivity via effortless access to support content, channels and tools without leaving the product
- Proactive assistance based on context analysis
- Incident management including creation, review, correspondence with SAP's support and closing incidents
- Fast track to SAP's Product Support with Expert Chat

ACCESS

- Get help right inside of your product
- Access embedded into products
- Direct access to SAP's support channels, knowledge and enablement content
- Use this [link](#) to check availability

Digital support experience

Built-In Support preview



Digital support experience

Cloud Availability Center



The **Cloud Availability Center** offers you a personalized dashboard with at-a-glance visibility into your cloud product availability.

OVERVIEW

- Check status at a glance, or access detailed incident and maintenance information of your SAP product portfolio
- View the timeline displaying unplanned downtimes, maintenance windows, and customer communication
- Retrieve the notifications log for any event during the past year
- Receive and save your monthly communications availability on tenant level

BENEFITS

- Enhanced transparency into your SAP cloud services status
- Fast overview of detailed information on cloud service performance, including historical availability data, duration, and types of events.
- Detailed performance information for a selected tenant, including historical and future events, notifications, and the communicated availability
- Access to a detailed history of event notifications for the past 12 months

ACCESS

- Accessible through the [SAP ONE Support Launchpad](#)
- Add the tile to your My Home-Screen in SAP ONE Support Launchpad
- For more information, visit [Cloud Availability Center on SAP Support Portal](#) Includes a list of SAP cloud products currently supported by the Cloud Availability Center (with more planned).

Digital support experience

SAP Trust Center



The **SAP Trust Center** provides unified and easy access to trust-related content, such as security, privacy, and compliance.

OVERVIEW

- SAP Trust Center is a public-facing website on sap.com
- Trusted source, where you can initiate requests and engage with SAP
- Easy access to SAP documents, certificates, and contracts for SAP software and services

BENEFITS

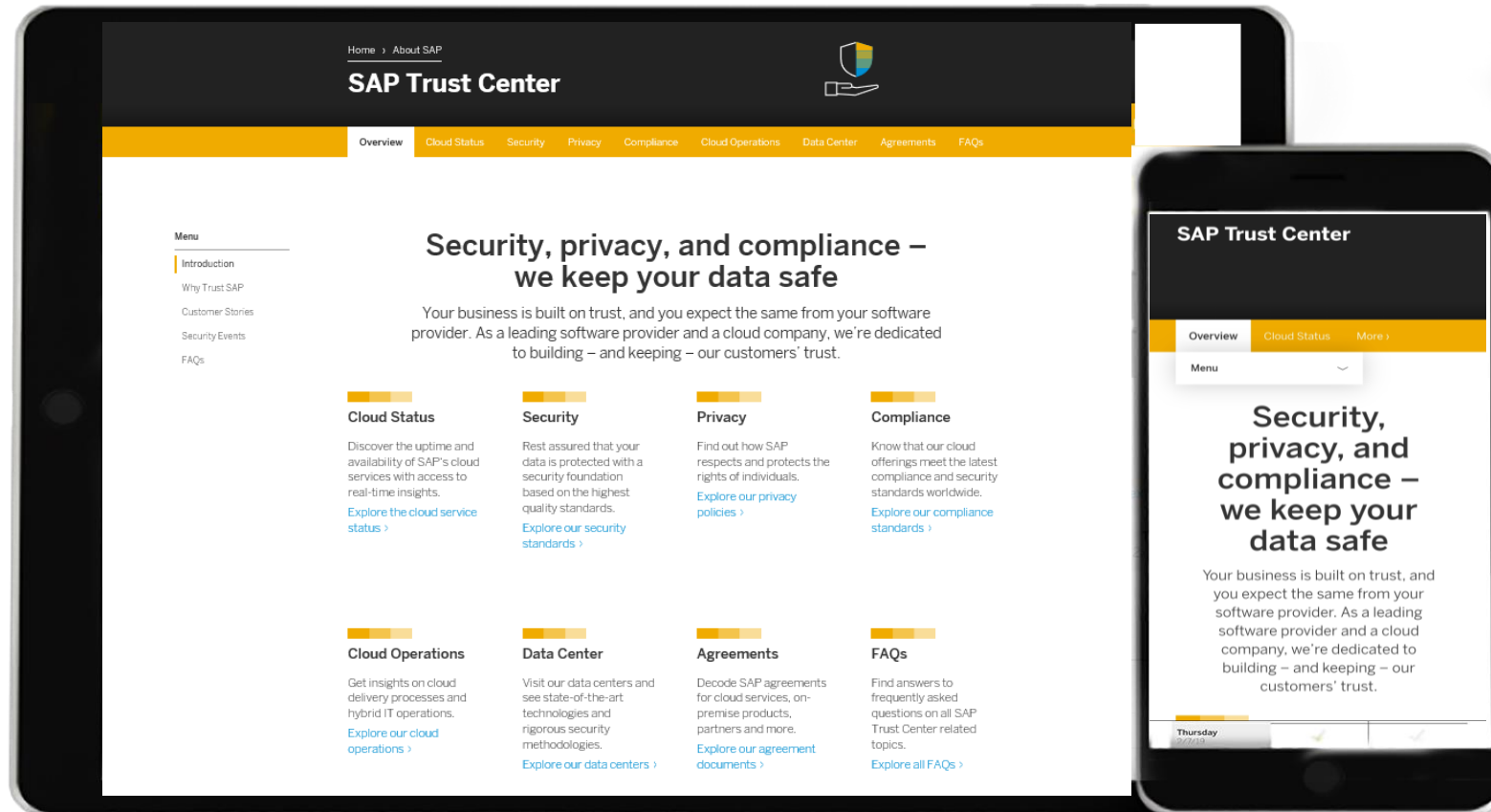
- **Cloud Service Status:** Availability data of cloud services
- **Security:** Information on product security, security offerings, and best practices for securing the Intelligent Enterprise
- **Privacy:** Learn how SAP respects and protects your rights
- **Compliance:** Shows variety of ISO/BS and certificates
- **Cloud Operations**
Shows how SAP runs cloud operations to help optimize resources
- **Data Center:** Explore how SAP operates data centers worldwide
- **Agreements:** Overview of the building blocks of SAP contracts

ACCESS

- Access the **public** [SAP Trust Center](https://sap.com) directly or go to sap.com and find it in the “About” section
- Additional access to **classified** information, documents, and other content available only to SAP customers and SAP partners with a valid SAP user ID accessible via the [SAP Support Portal](https://support.sap.com)

Digital support experience

SAP Trust Center preview

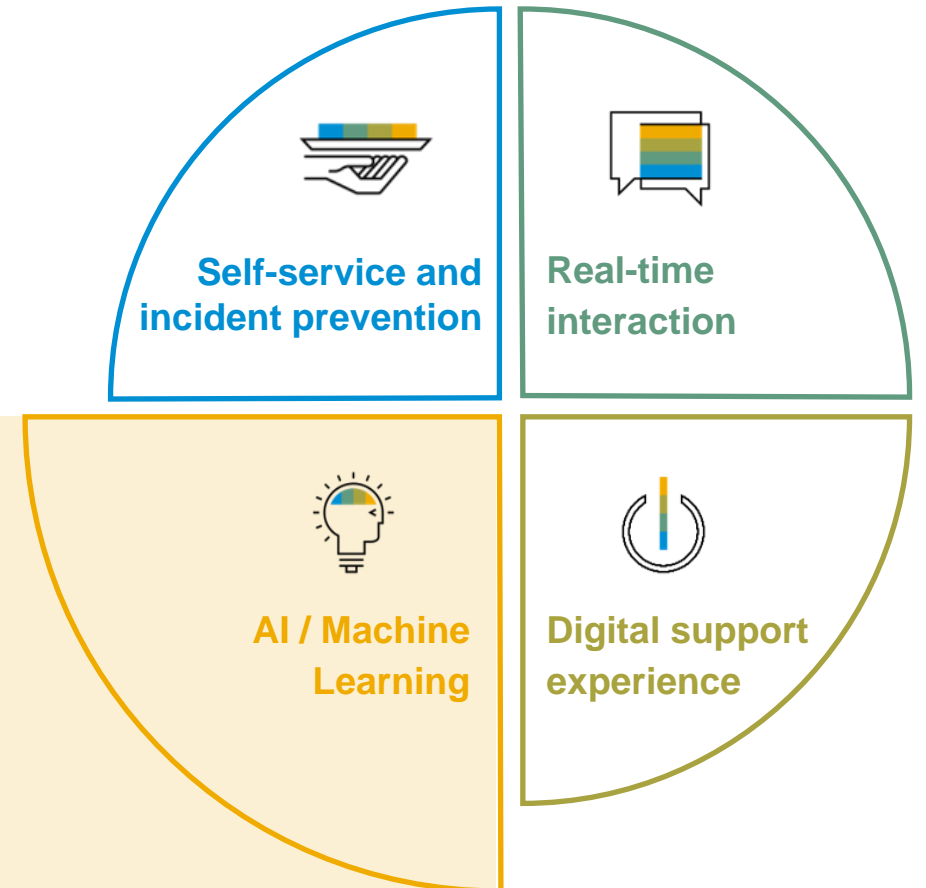


Real-Time Support for the Intelligent Enterprise

Artificial Intelligence / Machine Learning

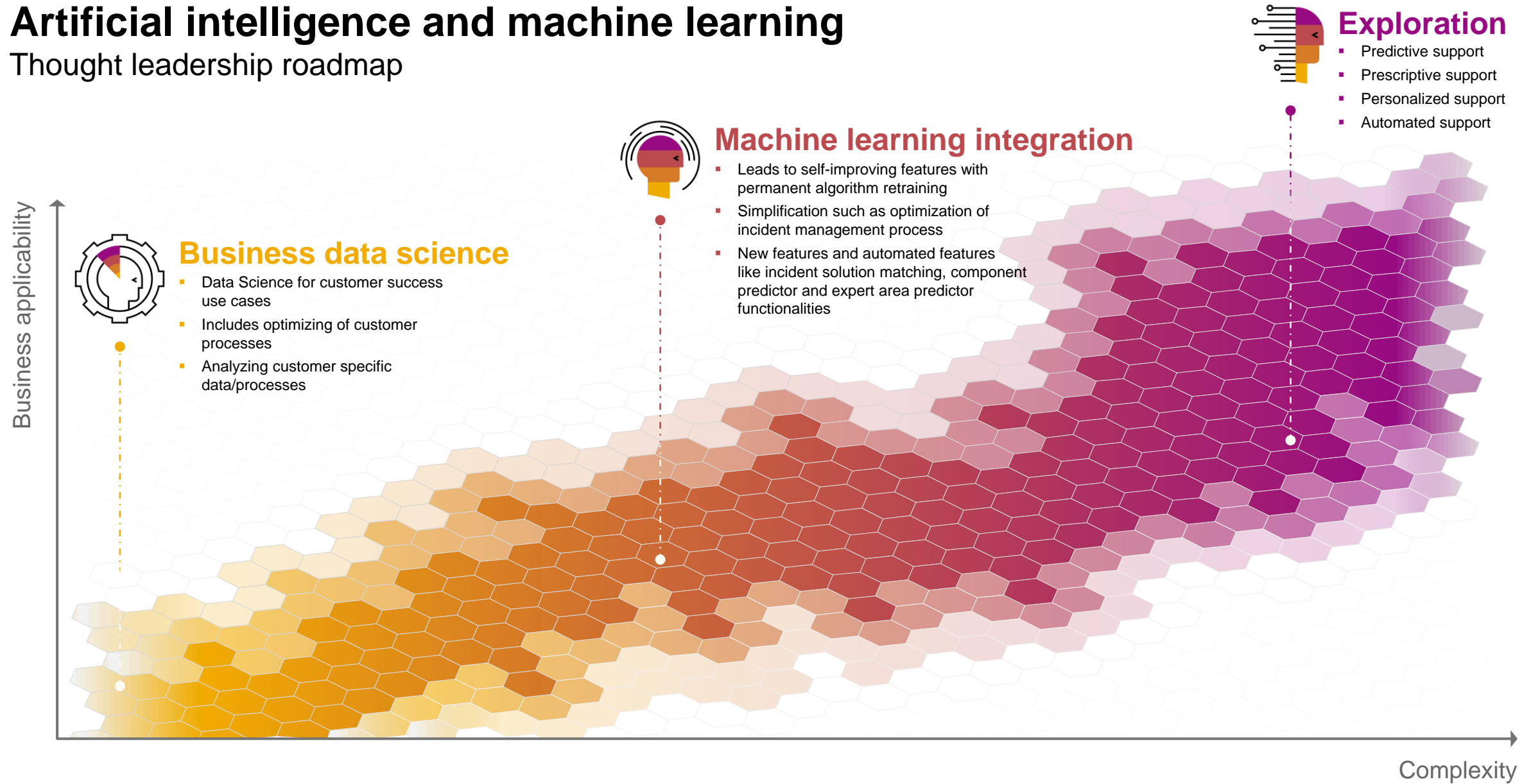
- Thought leadership
- AI / Machine Learning
- Incident Solution Matching

SAP constantly innovates to improve our products and provide you with an amazing support experience.



Artificial intelligence and machine learning

Thought leadership roadmap



Artificial intelligence and machine learning

Incident Solution Matching



Incident Solution Matching automatically proposes solutions based on incident data (e.g. *incident description*) in the incident creation form and the view or edit form of open incidents in SAP ONE Support Launchpad.

OVERVIEW

- A new machine learning service based on artificial intelligence (AI) technology
- Automatically recommends solutions from SAP Notes and SAP Knowledge Base Articles when you create a new incident or view/edit an open incident
- Potential matches are ranked according to their semantic relevance based on incident data
- Accelerates the process of finding relevant solutions by learning from past incidents
- Watch the [video](#)

BENEFITS

- Supports receiving proposed solutions for your issue much faster
- Find relevant SAP Notes and SAP Knowledge Base Articles in one quick step without manual searching effort
- The more you use *Incident Solution Matching*, the more relevant the recommendations become

ACCESS

- Simply access the SAP ONE Support Launchpad
- Go to the incident creation form
- Describe your issue as concisely as possible
- Automatically receive suggested solutions ranked in order of relevance in the right pane
- Select a component to further refine the results
- Access your incidents inbox and open an existing incident to view or edit
- Automatically receive suggested solutions ranked in order of relevance in the right pane of the open incident

Artificial intelligence and machine learning

Incident Solution Matching preview

The screenshot displays the SAP 'Create Incident' interface. On the left, the 'Provide Incident Details' section includes fields for Language (English), Priority (Medium), Subject (Stock in transit stock issue), and Component (MM-IM-ST-PO). The Description field contains a detailed problem report about stock in transit quantity not being reduced and completion indicators not being put in the PO.

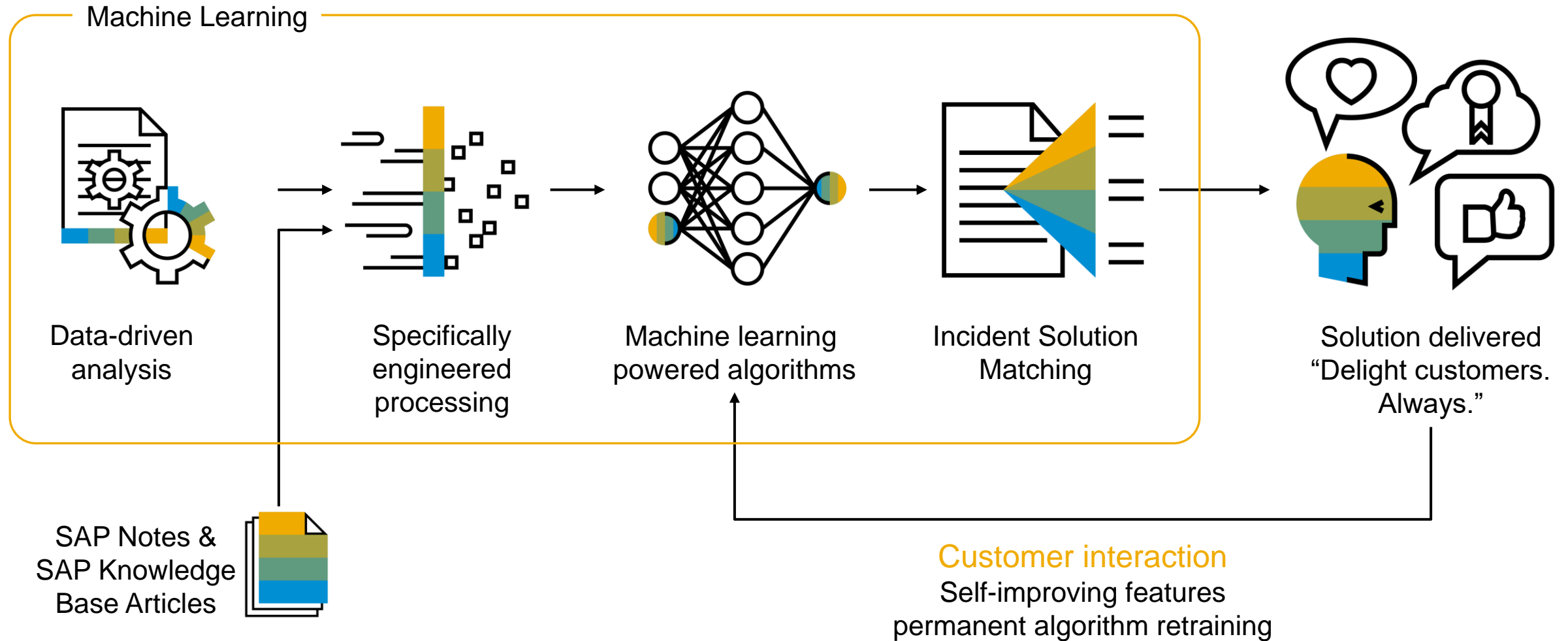
In the center, a list of 'Alternative Support Channels' is shown, with a green box highlighting a relevant solution: 'How to fix quantity on stock in transit? (KBA 1618453)'. This solution is linked to the incident.

On the right, a detailed view of the selected solution is shown, including the problem description, the scenario of the PO, and the resolution steps. A yellow box highlights the problem description and the resolution steps. A green box highlights the 'This information might help you right away' section, which provides a summary of the solution.

At the bottom, there is a 'Reply to SAP' field with a text area and a 'Save as Draft' button.

Incident Solution Matching

Machine learning service for product support



More information on SAP support and the Real-Time Support approach



Real-Time Support

[SAP Support Portal](#) | Landing page ([SAP Support Portal](#))
[Customer Brochure](#) | [Infographic](#) | Webinar: [Next-Generation Support: Overview](#)



Incident Prevention and Self-Service

Video: [Automatic Translation](#)
Video: [SAP Support Portal video](#)



SAP ONE Support Launchpad

Video: [SAP ONE Support Launchpad](#)
Video: [Optimized Incident Creation](#)
Video: [Incident Management Online Help Maintenance](#)
Webinar: [SAP ONE Support Launchpad – Overview and How to Get Started](#)
Webinar: [Optimized Incident Creation](#)



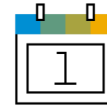
Social media

SAP Support Help on [Twitter](#)
Video series on [YouTube](#)



AI and Machine Learning

Incident Solution Matching landing page ([SAP Support Portal](#))
Video: [Incident Solution Matching](#)
Webinar: [Incident Solution Matching – Enabled by Artificial Intelligence](#)
Webinar: [SAP's use of AI in incident management processes](#)



Schedule an Expert

Schedule an Expert landing page ([SAP Support Portal](#))
Video: [Schedule an Expert](#)
Video: [Schedule an Expert for open incidents](#)
Webinar: [Overview Product Support Real-Time Channels](#)
Webinar: [Benefit from Real-Time Conversation with an SAP Expert](#)



Expert Chat

Expert Chat landing page ([SAP Support Portal](#))
Video: [Expert Chat](#)
Webinar: [Use Expert Chat to Solve Your Technical Problems](#)



Schedule a Manager

Schedule a Manager landing page ([SAP Support Portal](#))
Webinar: [Schedule a Manager real-time support channel](#)



Ask an Expert Peer

Ask an Expert Peer ([SAP Support Portal](#))
Video: [Ask an Expert Peer](#)
Webinar: [New Product Support Channel: 'Ask an Expert Peer' for SAP SuccessFactors](#)




Built-In Support

Built-In Support landing page ([SAP Support Portal](#))

Thank you

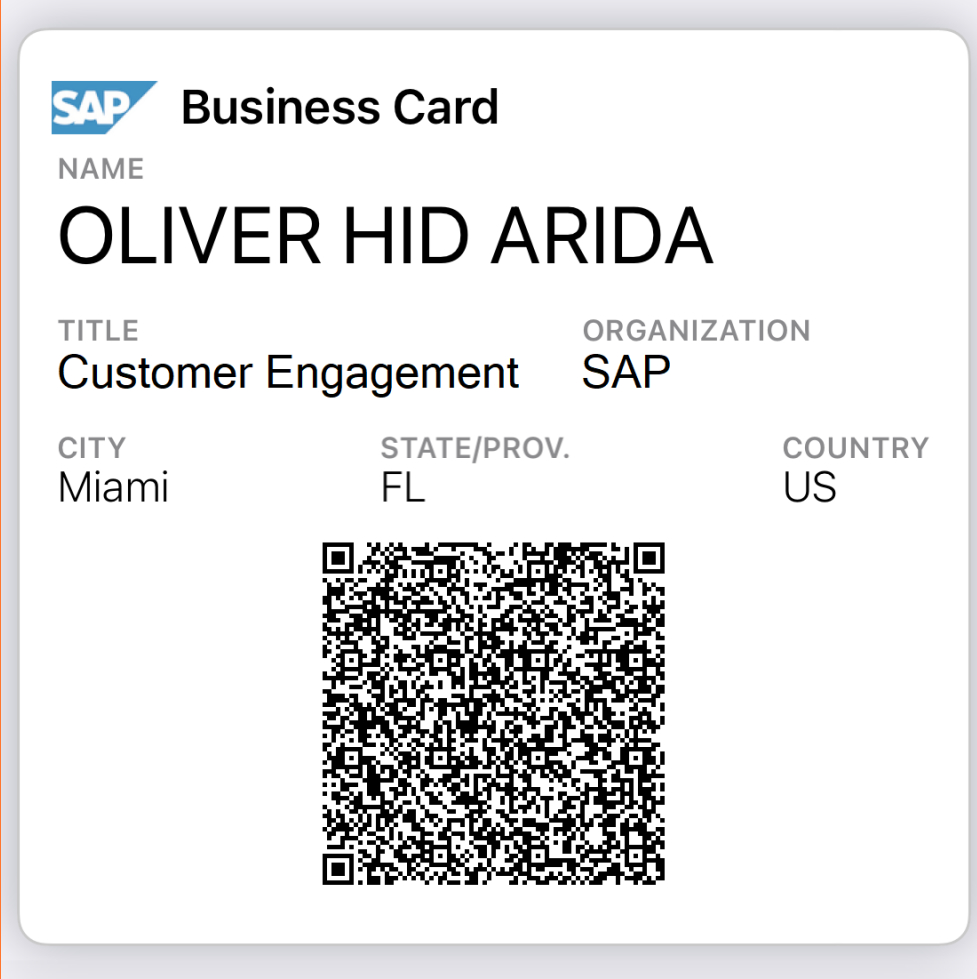
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