



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

Oliver Hid Arida  
**SAP**

July 21<sup>st</sup> 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.**

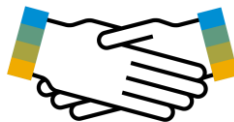
Our collective focus with product development is to achieve high-quality, intuitive products that **anticipate** your needs.



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](#)

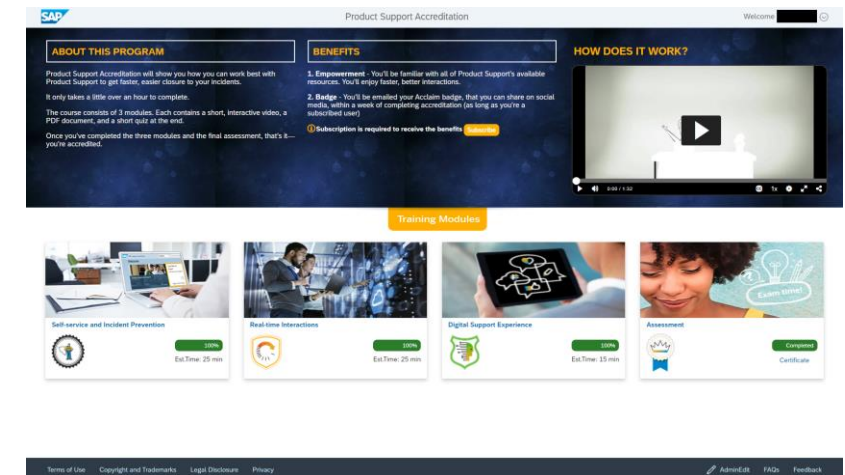
## Benefits

- **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

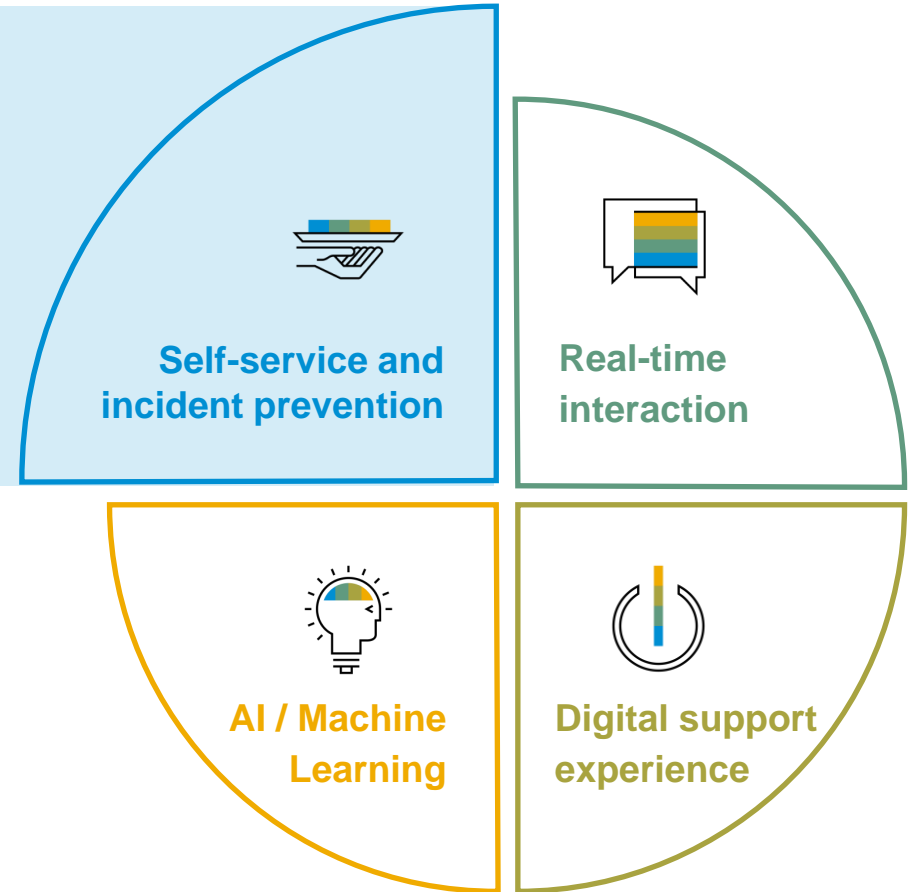


# Real-Time Support for the Intelligent Enterprise

## 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

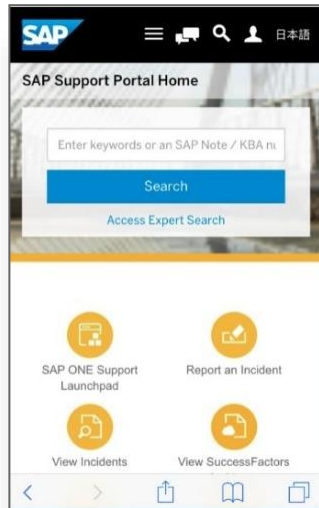
### ACCESS

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

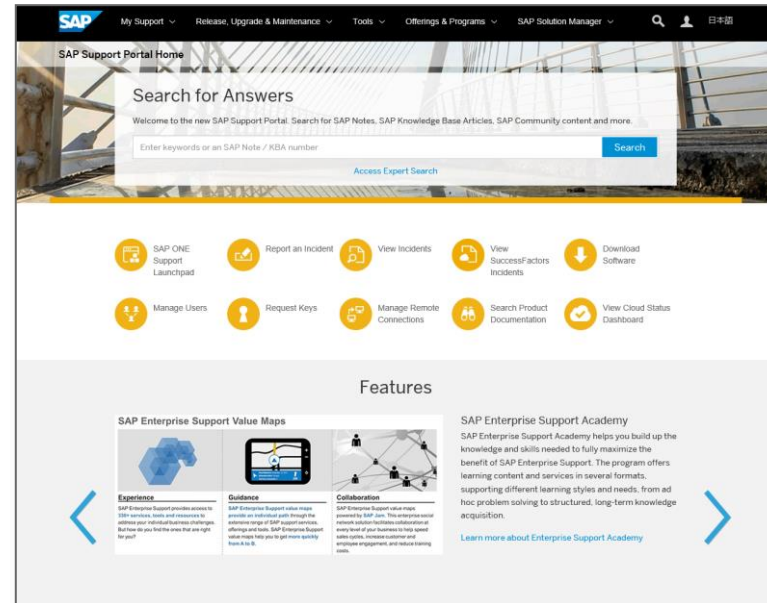


# Self-service and incident prevention

## 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 main 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. It is categorized as a "Problem" with a "Normal" priority and "Released to Customer" status. There are 0 customer ratings. The article content includes a "Symptom" section describing the issue: "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>](#)". Below the symptom, there is a navigation bar with tabs for "Agents", "Agent Connectivity", "Applications Viewer", and "Applications Management". The "Agent Connectivity" tab is active, showing a "Maintenance Mode" toggle set to "Off" and a "History" link. Below this, there are tabs for "Connected Agents", "Non-authenticated Agents", and "Connections Logs". The "Connected Agents" tab is active, displaying a table with columns for "Agent Table Size", "Full Host Name", and "More Details". The table is currently empty. Below the table, there is a section for "In SMDSystem X.log log file of the Diagnostics Agent logs there is the following error:" followed by a log entry: "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 ms. possible cause: com.sap.smd.server.util.concurrent.TimeoutException at com.sap.smd.server.exec.asio.AsioInvocationHandler.invoke(AsioInvocationHandler.java:140)". A "Read more..." link is provided at the bottom of the log entry.

# 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

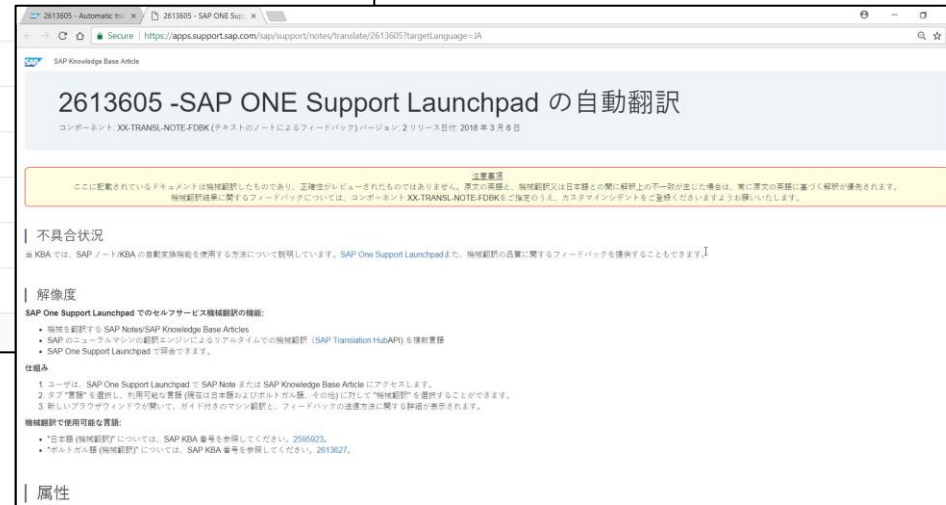
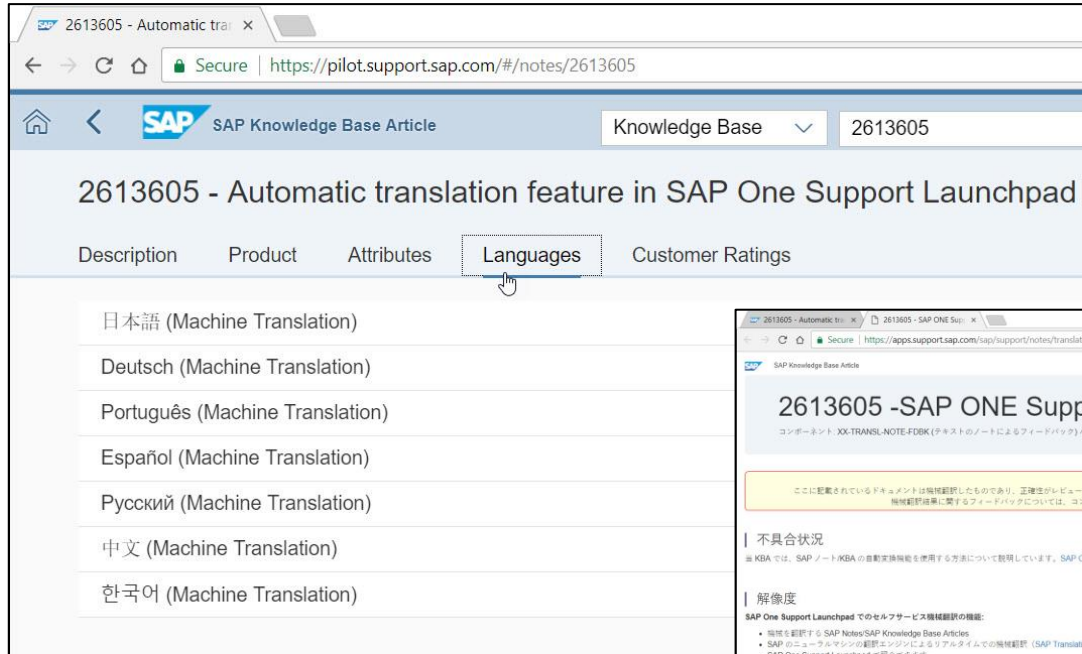
- Breaks through language barriers
- Offers fast access to machine-translated support content and the ability to interact with SAP support – in your preferred language – at no additional cost
- Works in real-time and at the click of a button
- Let's you obtain the right SAP technical information, in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

### SAP Guided Answers

Interactive documentation designed to help troubleshoot issues, navigate processes and guide through tasks.

Search

Guided Answers Trees 221 Products Components

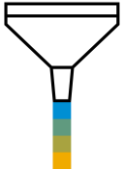
No filters currently applied.

- [Tutorial] How to select the right component for your incident**  
Product: SAP NetWeaver Component: BC-ABA Details
- Employee Central Standard Reports Troubleshooting in Advanced Reporting**  
*The purpose of this tree is to give you a guide on how to troubleshoot Employee Central Standards Reports.*  
Product: SAP SuccessFactors HCM Suite Component: LOD-SF-ANA-ODS Details
- Troubleshooting Report Schedule and Output**  
*The purpose of this tree is to give you a guide on how to troubleshoot scheduling reports.*  
Product: SAP SuccessFactors HCM Core Component: LOD-SF-ANA-ADH Details
- Agentry - Troubleshooting: SMP 3.0 - Error 14**  
*Agentry Error 14 is an error popular when the device transmits and cannot see the backend SMP 3.0 server.*  
Product: SAP Mobile Platform SDK Component: MOB-SYC-SAP Details
- How to setup and run the connector through SFTP server**  
*Connectors process through feed files*  
Product: SAP SuccessFactors Learning Component: LOD-SF-LMS-CON Details
- Not receiving Password reset E-Mails**  
*This Tree will help in troubleshooting the issue of not receiving Password reset E-Mails.*  
Product: SAP SuccessFactors HCM Suite Component: LOD-SF-PLT-NOT Details

Contact Us

# 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

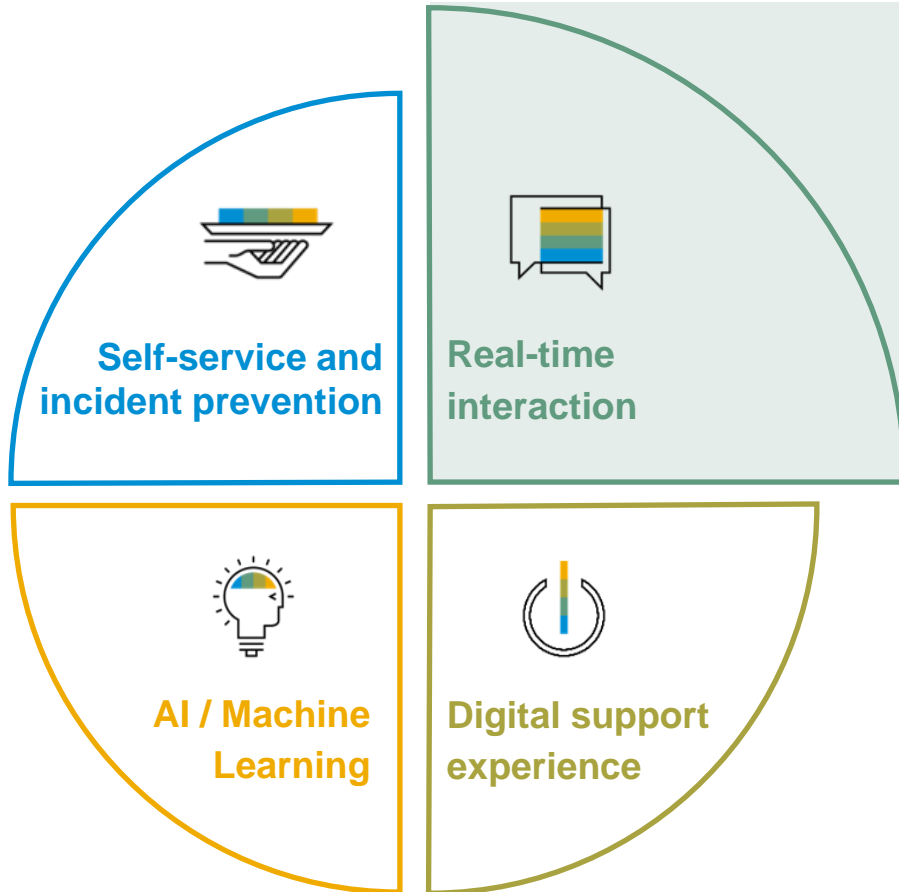
Tools:

- 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' form. The form is titled 'Create an Incident' and includes a 'Description' section with a text area containing 'Test Incident'. Below the text area, there are fields for 'Language' (English) and 'Category' (Product Function, Component). A red arrow points from the 'Expert Chat' button in the bottom right of the form to the 'Expert Chat' window. The 'Expert Chat' window is a chat interface with a search bar and a list of search results. The chat history shows a conversation between 'Marton@SAP' and an expert. The expert's response is: 'Welcome to SAP Expert Chat; this is Marton@SAP. Please wait a moment while I read the description you provided.' The user's question is: 'Yes, I don't see the reports in our BI system, can you help me please?'. The expert's response is: 'Sure, we can have a screensharing session. I will request via the chat tool to share your screen. Is this all right?'. The user's response is: 'Yes, please'. The chat window also has a 'Send' button and a text input field.

**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

Follow

Contact Us



# 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



A screenshot of the SAP 'Create Incident' web interface. The main form is titled 'Create an Incident' and has a 'Description' section with a text area containing 'Test Incident'. Below the text area, there are fields for 'Language' (set to English) and 'Category' (set to 'Product Function' and 'Component'). A red arrow points from the 'Schedule an Expert' button in the bottom navigation bar to a confirmation modal window. The modal window displays a blue checkmark icon and the text 'Confirmed March 07, 14:30'. Below the date, it says 'Add the meeting to your calendar and update the issue if you have more details before your session.' and has three buttons: 'Add to Calendar (10)', 'Add to Calendar (20)', and 'View Upcoming'. The background shows a list of search results for incident management webcasts. At the bottom of the page, there are social media icons and a footer with links like 'Contact Us', 'Share Your Feedback', 'About the Launchpad', 'Status', 'Terms of Use', 'Copyright and Trademarks', 'Legal Disclosure', and '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

1578 / 2018 "Failed to open the connection" error when scheduling Crystal Reports in the BI launchpad

System: WWW - TEST NAME for System  
Installation: 002089001 - ERP Standard Support  
Component: BI Services, Security & CrystalReports viewing in BI platform (BI-BIP-ADM)  
Customer: 1208906 - SAP Test Account - aPhail Pharma  
ID: 002075129200000115762018  
EU Data Processing

Access Data Missing  
Connection Closed

Latest Information

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 - tmp4b57638222a34535.rpt". The reports connect to DB2 database. The BI4.1 server is on Linux 7.

23.05.2018 20:48:59 CET

Reply to SAP:

View the FAQ for creating Schedule an Expert session for open Incidents.

Book a Session

Schedule an Expert Submit

1578 / 2018 "Failed to open the connection" error when scheduling Crystal Reports in the BI launchpad

System: WWW - TEST NAME for System  
Installation: 002089001 - ERP Standard Support  
Component: BI Services, Security & CrystalReports viewing in BI platform (BI-BIP-ADM)  
Customer: 1208906 - SAP Test Account - aPhail Pharma  
ID: 002075129200000115762018  
EU Data Processing

Access Data Missing  
Connection Closed

Latest Information

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 - tmp4b57638222a34535.rpt". The reports connect to DB2 database. The BI4.1 server is on Linux 7.

23.05.2018 20:48:59 CET

Edit



Confirmed  
May 28, 10:00  
PST

Add the meeting to your calendar and update the issue if you have more details.

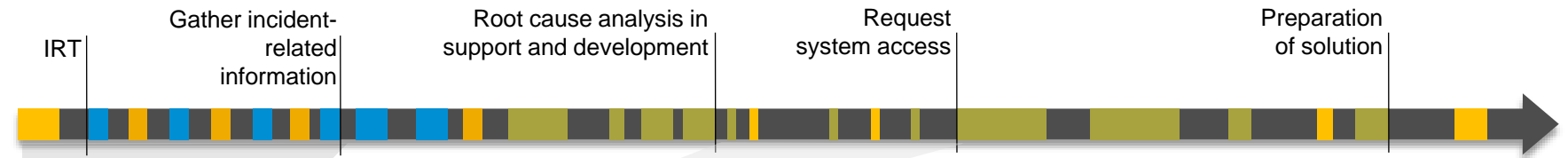
Add to Calendar (iCS) View Upcoming

# Live support with Expert Chat and Schedule an Expert

**ILLUSTRATIVE**

Optimizing the incident flow

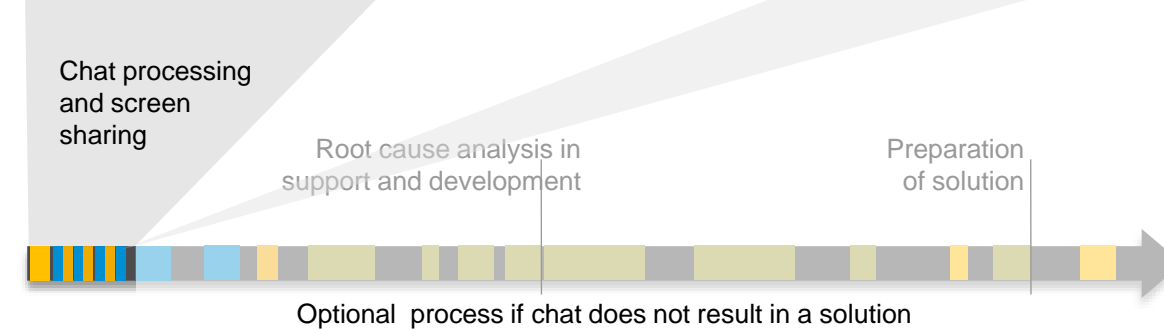
## Typical incident flow Traditional incident



Ø 6 replies to customer  
14-45 days processing time



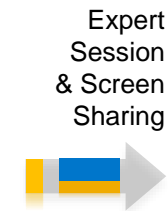
## Optimized incident flow with Expert Chat



~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

## 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**

<b>Summary of the SaM Request</b>	
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	<a href="#">Schedule a Manager FAQ</a>
------------------------------	--

Copyright/Trademark | Privacy | Impressum

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

Pflichtangaben/Mandatory Disclosure Statements: <http://www.sap.com/company/legal/impressum.epx>  
Diese E-Mail kann Betriebs- oder Geschäftsgeheimnisse oder sonstige vertrauliche Informationen enthalten. Sollten Sie diese E-Mail irrtümlich erhalten haben, ist Ihnen eine Kenntnisnahme des Inhalts, eine Vervielfältigung oder Weitergabe der E-Mail ausdrücklich untersagt. Bitte benachrichtigen Sie uns und vernichten Sie die empfangene E-Mail. Vielen Dank. [W71]

This e-mail may contain trade secrets or privileged, undisclosed, or otherwise confidential information. If you have received this e-mail in error, you are hereby notified that any review, copying, or distribution of it is strictly prohibited. Please inform us immediately and destroy the original transmittal. Thank you for your cooperation.

# 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

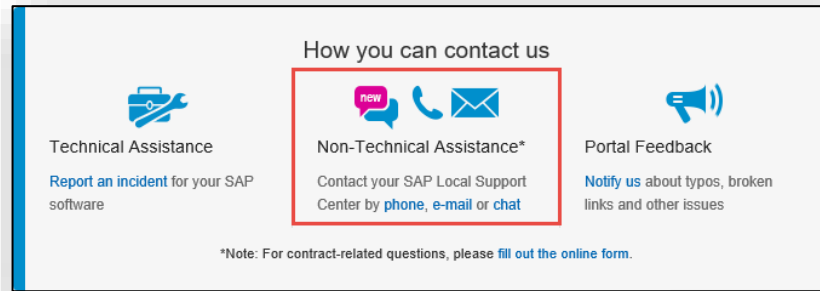
- CIC is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries
- Universal free-phone number for contacting SAP support
- Access to service menu to select a specific product area you require, now including SAP Ariba, 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

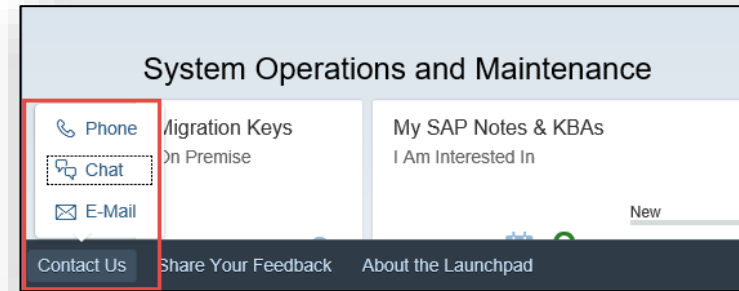
- You can access CIC from the SAP Support Portal or through SAP ONE Support Launchpad
- Direct access:
  - [Chat with CIC](#)
  - [Call CIC](#)
  - [E-mail CIC](#)
- Learn more here:
  - [SAP Support Portal](#)
    - [Reference Guide](#)
    - [Webcasts](#)
    - [#ASKCIC Support Videos](#)

# Real-time interaction

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



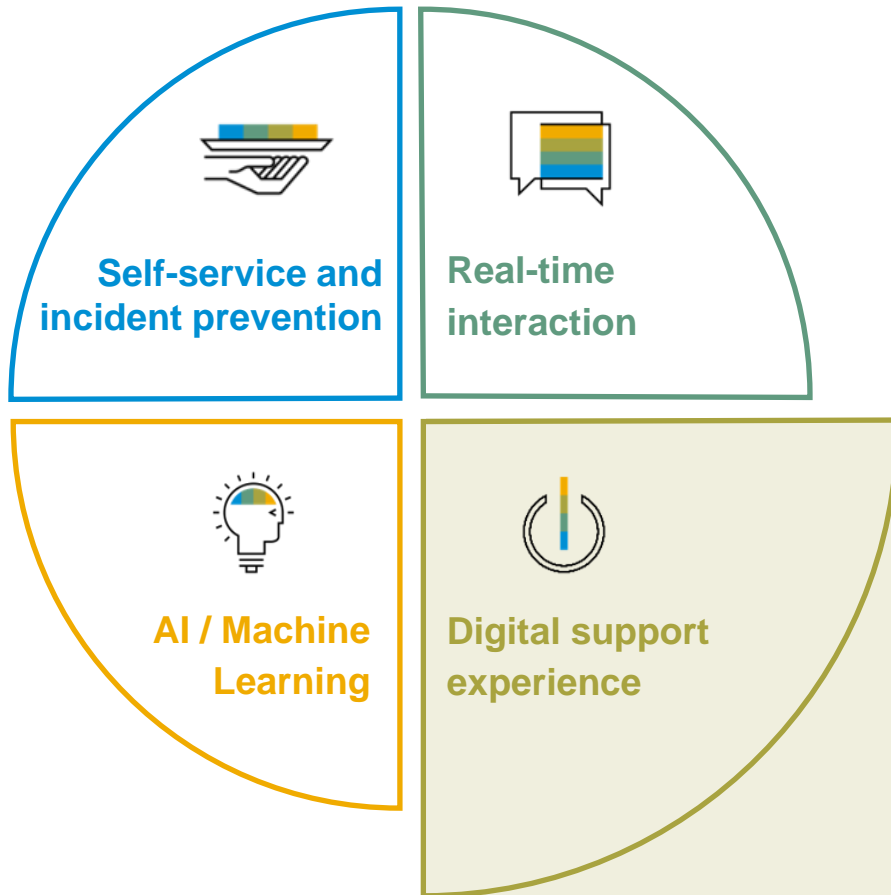
SAP Support Portal



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

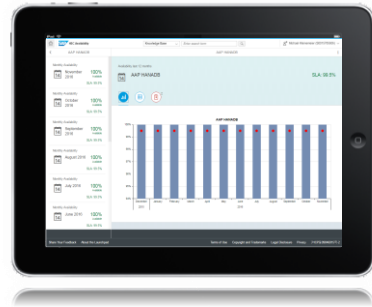
- Direct access through:  
<https://launchpad.support.sap.com>
- Access through the [SAP Support Portal](#)
- Access through QR code:



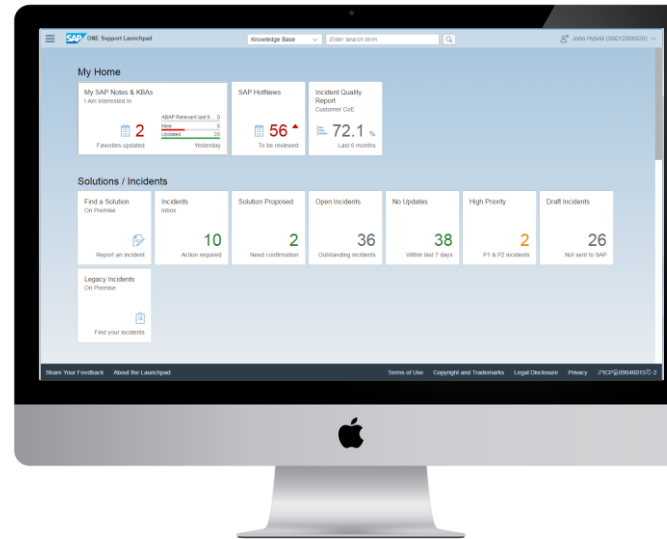
- To receive important notices through SMS, please go to your [launchpad notifications settings page](#) to choose your preferred notification method (launchpad, e-mail, SMS, or a combination).

# 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

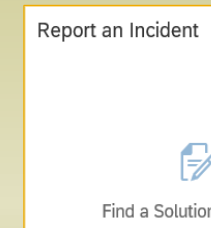
- The incident creation application provides a central user interface for several integrated Real-Time Support features
- It is used by over 50,000 unique visits daily
- Newly designed features are based on ~75 hours of customer feedback
- For detailed information also visit [here](#)

### 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

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](#).

**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

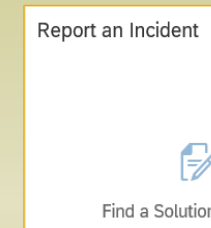
- Support assistant helps categorize your issue so that topic-specific content can be offered along the way
- Once the issue is categorized, you are asked specific questions that can help get your incident resolved faster
- At the end of your support assistant interaction, the details are captured and 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

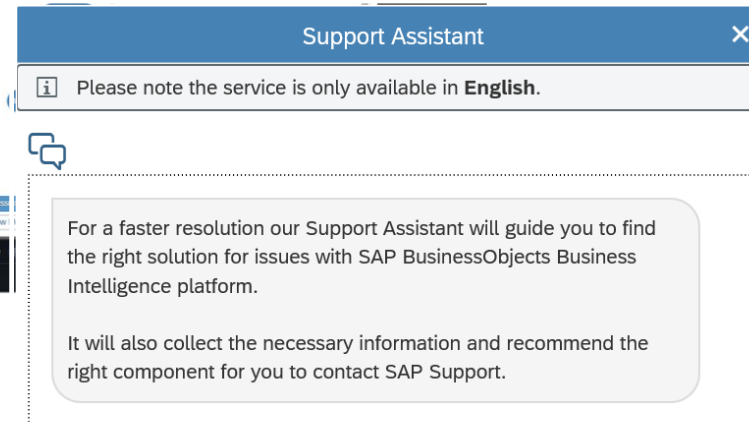
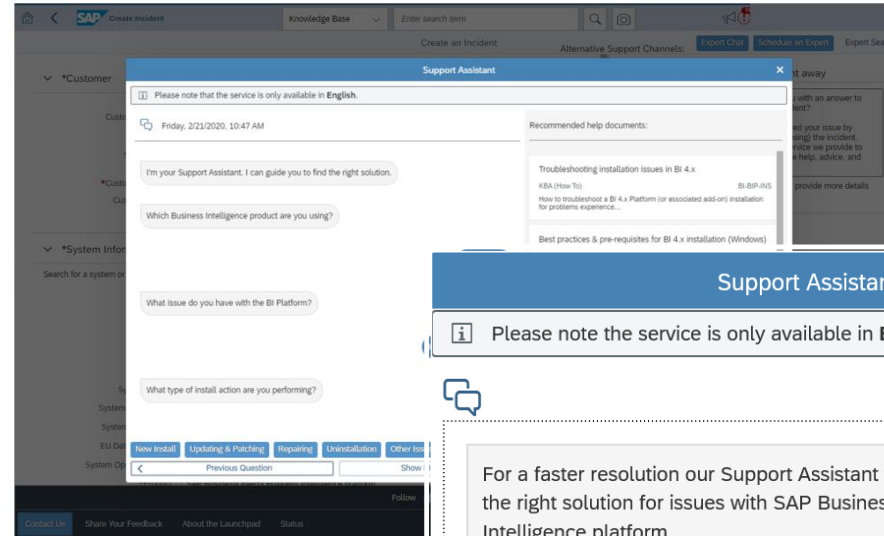
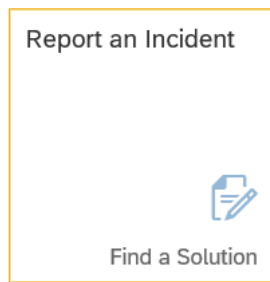
### ACCESS

- 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

## 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

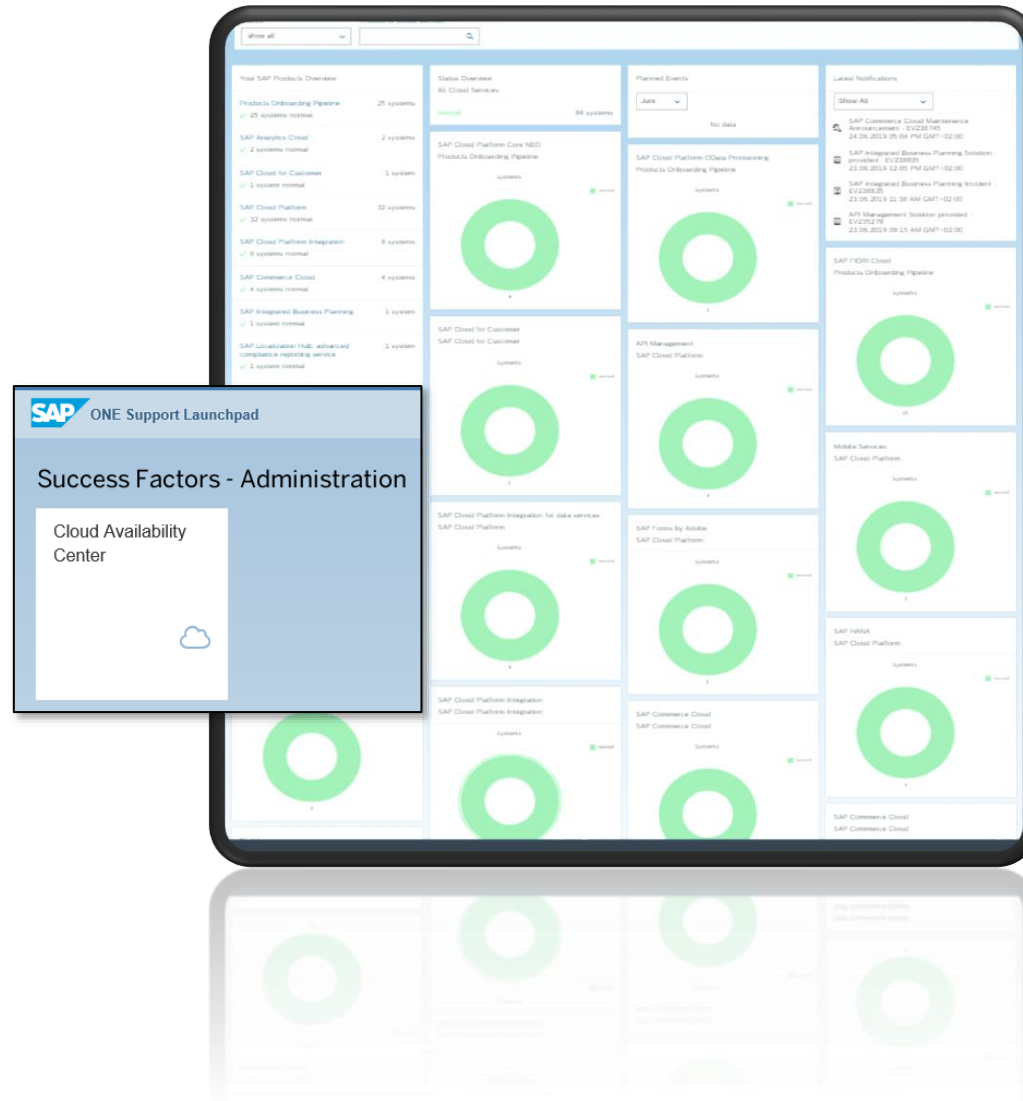
### ACCESS

- 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

## Cloud Availability Center preview



# 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](https://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

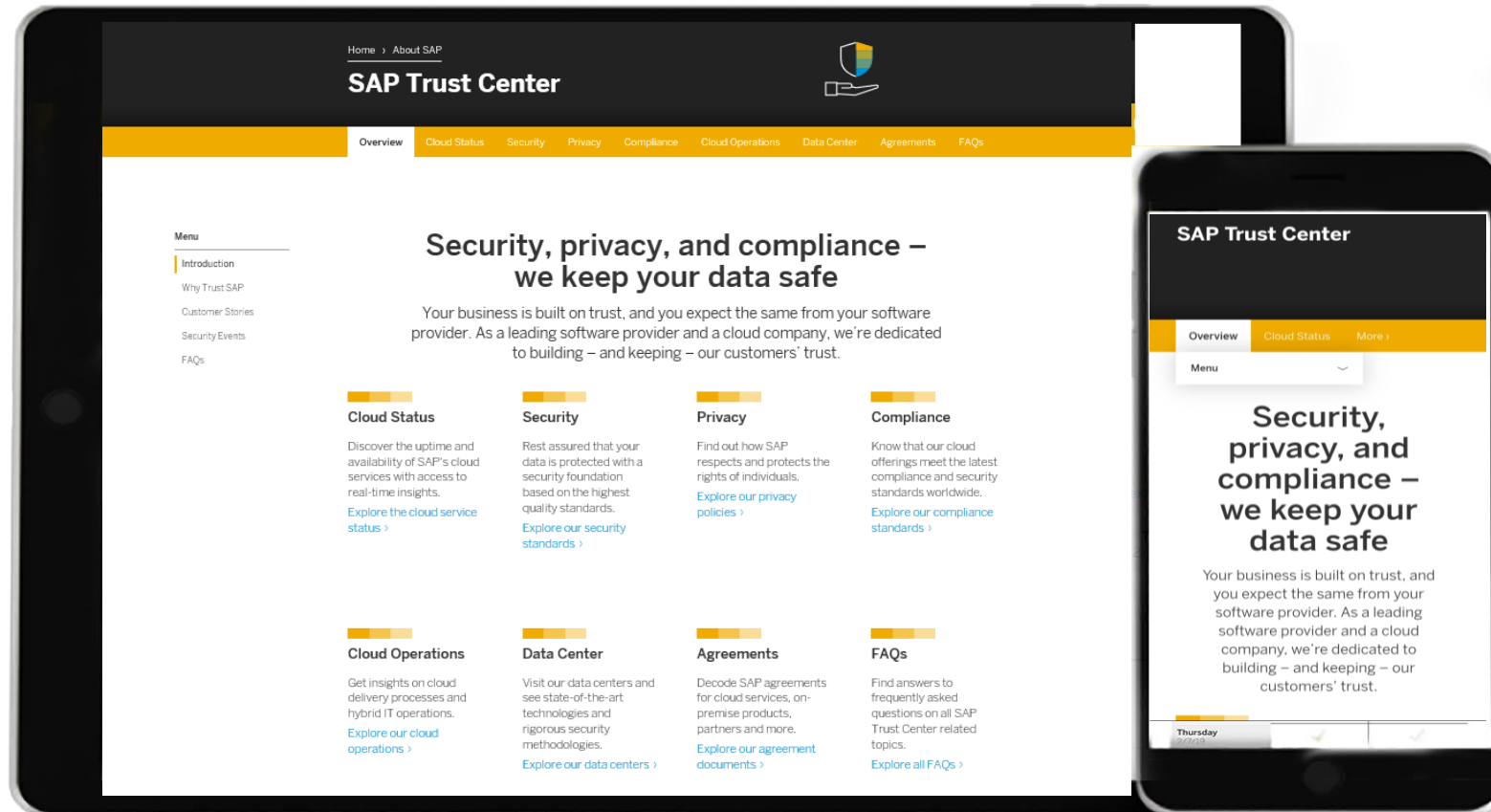
- **Cloud Service Status:** Availability data of cloud services
- **Security:** Information on product security, security offerings, and best practices for securing the Intelligent Enterprise
- **Privacy:** Learn how SAP respects and protects your rights
- **Compliance:** Shows variety of ISO/BS and 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](https://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

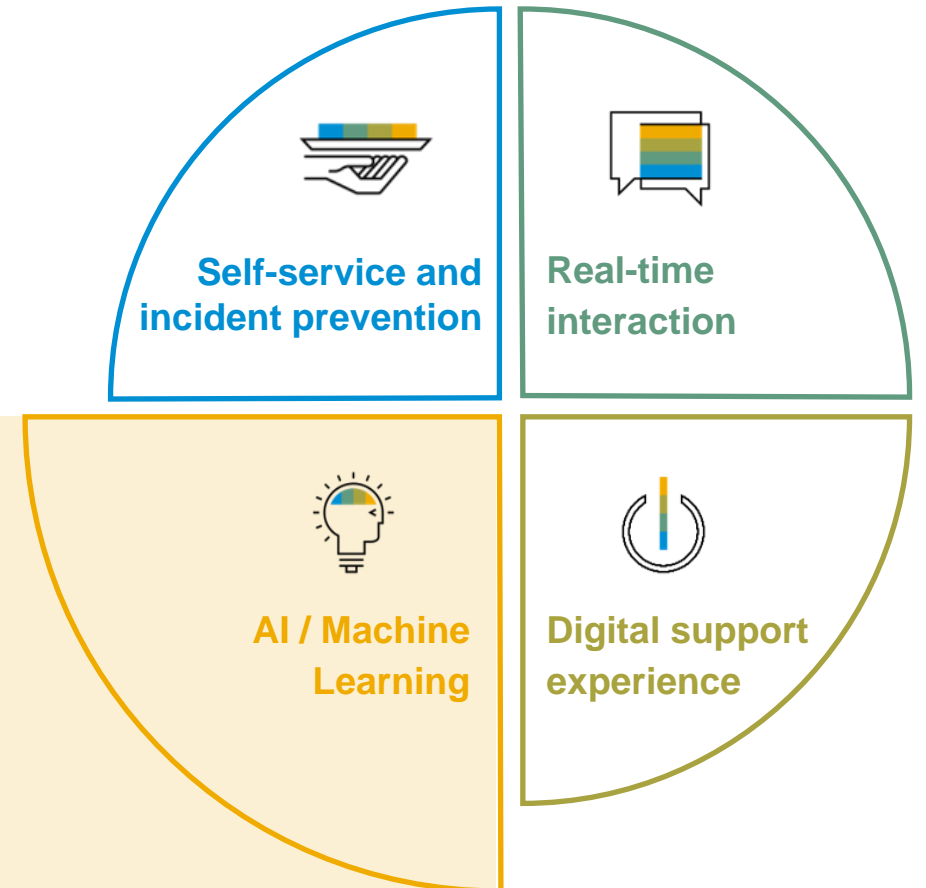


# Real-Time Support for the Intelligent Enterprise

## 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

## 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 article: 'How to fix quantity on stock in transit? (KBA 1618453)'. This article is linked to the incident.

On the right, a detailed view of the selected article is shown. It includes the title, system information (ABZ, SAP B3), and a description of the problem. A yellow box highlights the 'Problem Description' section, which matches the user's incident details. Below it, a 'Reply to SAP' section shows a response: 'After the posting of a goods movement with movement types 557 or 558, the stock in transit quantity is still displayed in the transaction MB5T.'

At the bottom right, a green box highlights a section titled 'This information might help you right away', which lists related articles and notes, including 'Stock in Transit not cleared with movement 557/558 in MBST (KBA 1727922)' and 'Movement types 557/558 for the stock in transit correction (Note 389484)'.

# 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

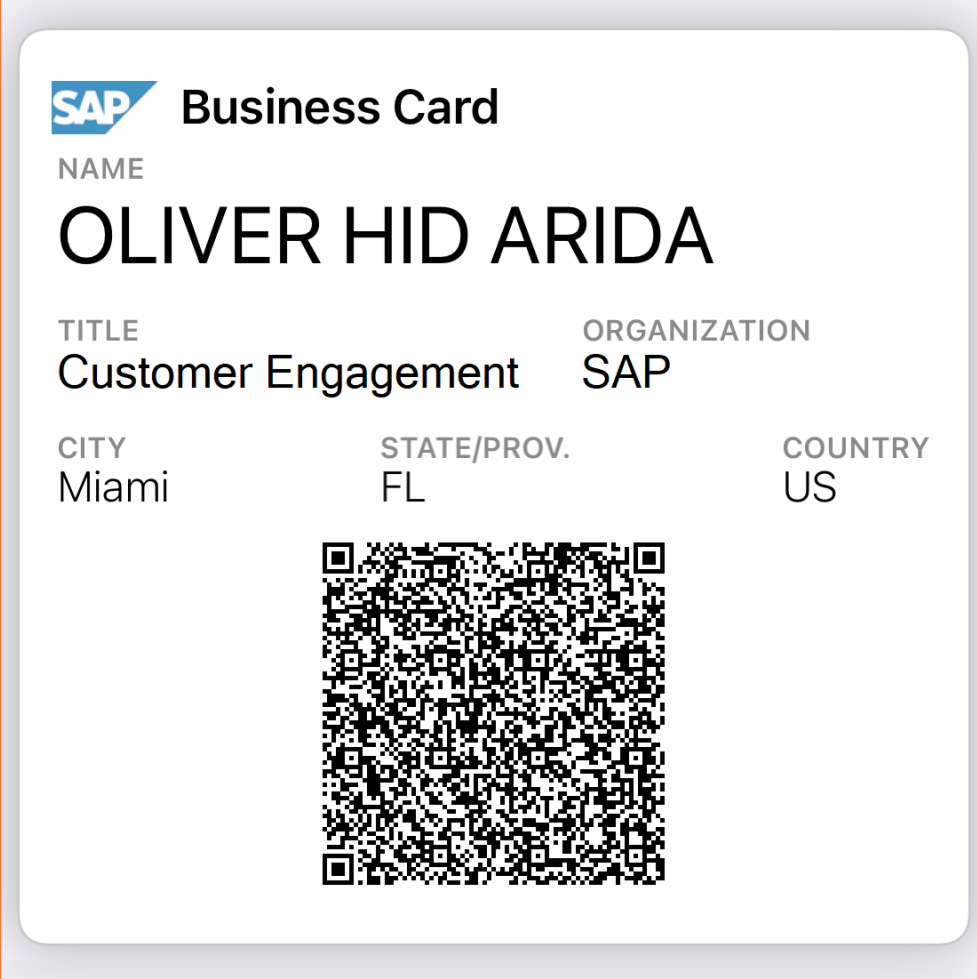
For questions after this session, contact:



**Oliver Hid Arida**  
Director  
Customer Engagement - U.S. Midwest

**SAP America, Inc.**

Mobile +1 (305) 776-5708  
E-Mail [oliver.hid.arida@sap.com](mailto:oliver.hid.arida@sap.com)



**SAP Business Card**

NAME  
**OLIVER HID ARIDA**

TITLE ORGANIZATION  
Customer Engagement SAP

CITY STATE/PROV. COUNTRY  
Miami FL US

