What a Customer Should Know About SAP Incident Management

Next-Generation Support for the Digital Enterprise

SAP Digital Business Service , May 2018

THE BEST RUN **SAP**

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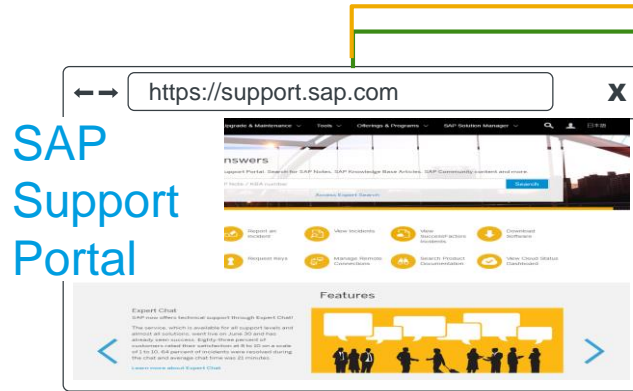
All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Agenda

1. **SAP support basics, Support Backbone, Live Business / Live Support Tools that support you in our own system to find solutions**

2. How to search for a solution in SAP One Support Launchpad

3. How to create a customer incident via SAP One Support Launchpad

4. Real Time Support
   How to use the Expert Chat
   How to use Schedule and Expert Session

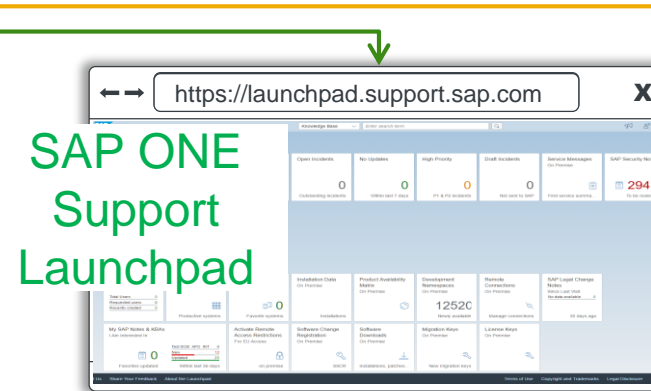5. How to speed up and escalate an incident and provide feedback to SAP
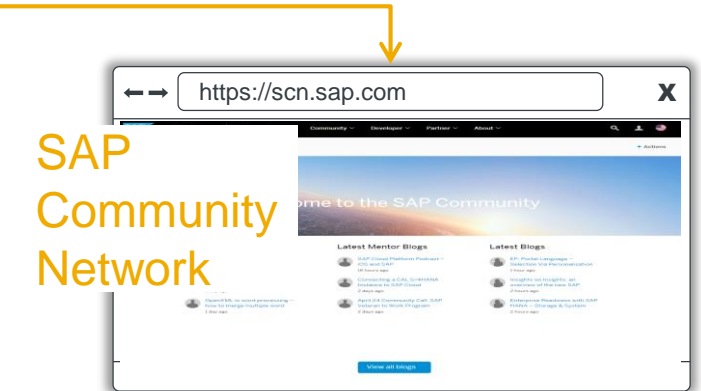
SAP support basics
Support Backbone

SAP Support Portal
`https://support.sap.com`

SAP ONE Support Launchpad
`https://launchpad.support.sap.com`

SAP Community Network
`https://scn.sap.com`

Contains a variety of target-group-specific Internet portals	Your one stop for all support and service-related needs	SAP's professional social network to get help, share ideas, and connect with others
• SAP One Support Launchpad	• SAP Notes search and incident wizard	• Discussion forums, blogs, and videos
• Help for SAP Support Application	• SAP software distribution center	• Quick access to expert advice
• Release, Upgrade & Maintenance	• Administration of remote connections	• Online trainings
• SAP Community Network	• License key and requests	• Software downloads
• Offerings & Programs	• SAP service and software catalog	
• SAP Solution Manager	• SAP HANA Enterprise Cloud, SuccessFactors and Support Partner	
• Access for SAP Ariba, SAP Fieldglass, SAP Hybris and SAP Concur Support Channels		

SAP support basics
What is support?

- There is a new error/defect in the software.

- An error/defect in the software causes new subsequent errors.

- When implementing corrections and following the correction instructions, problems occur.

- Unexpected results or other errors occur due to incorrect documentation.

- Custom code issues (applicable to Enterprise Support customers only, in a productive environment for emergent cases). As long as the custom code is documented in accordance with the applicable standards (http://Service.sap.com/supportstandards), SAP can support you in solving the problem.

- For custom code that was developed in an SAP Development environment and has met the SAP custom code standards (run support, no build support)

SAP support basics
What is consulting?

- Any question concerning implementation, including sizing, installation and upgrade, errors resulting from installation or upgrade, integration, and best practices

- Any question on configuration/customization/designing, including any configuration not mentioned in the SAP product documentation or third-party product documentation

- Any questions or issues due to incomplete customization

- Any question concerning the processing logic of the software or the business processes (questions regarding the transactions, programs, screens and the contents of screens, printouts, and so on)

- Any question concerning administration/optimization, including performance tuning, optimizing databases, load balancing, archiving, recovery, and any other third-party applications; any training questions including product use, best practices, and how-to questions

- Questions on errors that were caused by a modification to the system (for example, using user exits and so on)

- Any questions whether the solution is clear from the short text or from the help text of the system error.

Find out more: SAP note 83020 - What is consulting - What is support?

SAP support basics
SAP incident solving process at a glance

Customer	SAP

Incident occurs

↓

Search for solution

- Knowledge Base Articles (KBAs) via Google search
- Guided Answers
- SAP Community
- SAP Support Portal

- Support by Product

→ **Solution not found**

↓

Create customer incident

→ **Support Center**

Investigate the incident → **Solution not there** → Hand over incident → **Development Support**

Develop and test solution

↓

Create a new SAP Note

↓

Solution found

Solution found

↓

Incident solved

Solution provided

Contact SAP Customer Interaction Center:
https://support.sap.com/contactus or via SAP Note 560499

Live Business needs live support
Next-Generation Support for the digital enterprise

Self-service and incident prevention

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

- Knowledge Base Articles (KBAs) via Google search
- Guided Answers
- SAP Community
- SAP Support Portal
- Support by Product
- Proactive outreach through info sessions and WhatsApp
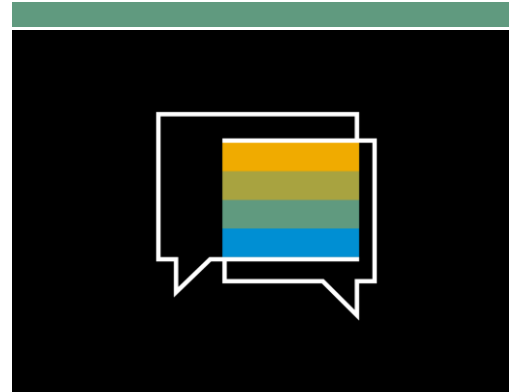
Real-time interactions

We offer real-time support channels with live and direct access to SAP's support experts, creating a faster and more direct route to issue resolution – anytime, anywhere, and from any device.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer (Feature Trial)
- Call-1-SAP & Customer Interaction Center (CIC)

Digital support experience

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

- SAP ONE Support Launchpad
- Built-in support
- Cloud Availability Center
- SAP Cloud Trust Center
- Social Media integration

Innovation engine

SAP constantly innovates to improve our products and provide you with a world-class support experience. As thought leaders, we aim to provide you with state-of-the-art support including machine learning and cognitive computing driven services.

- Thought leadership
- Cognitive computing

Next-Generation Support for the digital enterprise

Self-service and incident prevention

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

- Knowledge Base Articles (KBAs) through Google search
- Guided Answers
- SAP Community
- SAP Support Portal
- Support by Product
- Proactive outreach through info sessions and WhatsApp

Self-service and incident prevention
Knowledge Base Articles (KBAs) with Google 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
- **Preview available for external search engines**

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

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: 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 KBA # 2468675 to learn more.

Preview

Self-service and incident prevention
Guided Answers

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

Overview

- Helps you to find the answer through multiple channels

- Uses decision trees concept

- Content grows over time and helps to accommodate new or unforeseen scenarios

- Captures the workflows of support engineers

- Leads you to relevant content (KBAs, SAP Notes, wikis, and more) to address your issues

- Check out the Guided Answers video

Benefits

- Receive step-by-step guidance through a particular problem

- Learn how to use the product as well as troubleshoot it

- Select a scenario and be guided towards a solution without any further intervention from a support engineer

- Obtain faster resolution of problems

- Navigate through an easy-to-use interface

Access

- Guided Answers on SAP Support Portal

- Direct Access To Guided Answers

- Or access Guided Answers through the SAP Support Portal using the search

- Knowledge Base through header navigation

Preview

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.

Contact Us

Self-service and incident prevention
SAP Support Portal

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

Overview

- The SAP Support Portal is your central location for important support updates and tasks

- Easy navigation through simplified navigation structure with five key navigation areas

- Mobile-optimization allows you to access support from anywhere, at any time, and with any device

- Easy and fast access to information and applications on SAP ONE Support Launchpad

Benefits

- Expanded top tasks area for one-click-access to the things you do most – from reporting incidents to downloading software, managing users to viewing your cloud status dashboard

- Access to knowledge management, most up-to-date information, and helpful resources

- Quick and efficient search bar at the center of the home page

Access

- https://support.sap.com
- Check out the SAP Support Portal video
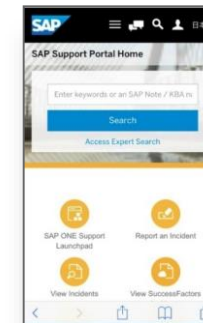
Preview

Mobile
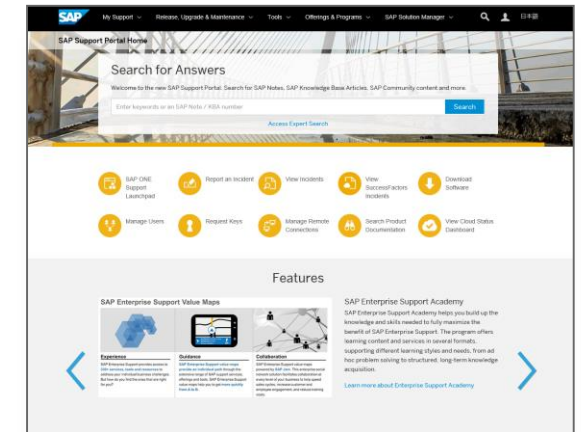
Desktop

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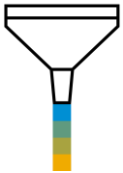
With **support by product pages,** you get an at-a-glance view of support-related content for products and product versions in the SAP ONE Support Launchpad and the SAP Support Portal.

Overview

- Find support information about your products faster and easier with support by product pages in the SAP ONE Support Launchpad and the SAP Support Portal

- Product pages in both major support properties contain all you need to know about your product (version) – or guide you to more helpful content if needed

- SAP ONE Support Launchpad offers a broader range of SAP products

- Read the FAQ or this news

Benefits

- On the support by product pages, you will have at-a-glance view and access to helpful content and resources for your product (version): KBAs, documentation, blogs, web pages, tutorials, release notes, and more

- Receive easier and faster access of product-related content relevant to you – all compiled on one web page

- On the product pages, you will find content from different resources consolidated for you

Access

SAP ONE Support Launchpad (S-user required):

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. Then easily navigate through the product pages

Preview

Example: Product page in launchpad

Example: Product page in SAP Support Portal

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SAP tools that support you in our own system to find solutions

Automated Note Search Tool (ANST)

Start the Program

Enter your Data and run your steps

The Automated Notes Search Tool (ANST) is an application that is intended to search for SAP Notes in order to solve problems, specifically those notes that have correction instructions.

There is no download for this tool. If you have installed Support Package 740 or later, ANST is installed to your computer.

SAP Note 1818192 - FAQ: Automated Note Search Tool

Read about ANST on the SAP Community

SAP tools that support you in our own system to find solutions
Performance Assistant Notes and KBAs Search (PANKS)

Performance Assistant Note and KBA Search (PANKS) consists of a new button added to the performance assistant that searches for SAP Notes and KBAs that are relevant to the incident. PANKS can be installed in customer's system by applying SAP Note 2020356. It has been included with Support Packages since Support Package 10 in 740.
Whenever you get an error message, the performance assistant is there to help you:
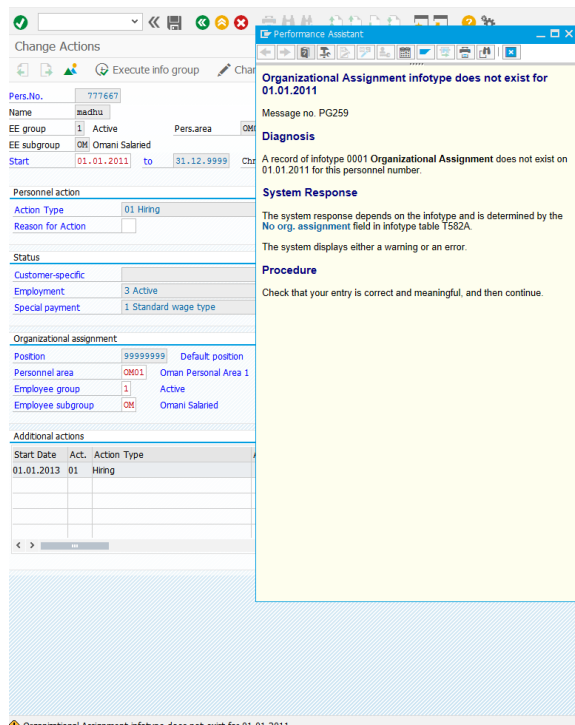
This is the famous performance assistant that comes along with ABAP error messages.
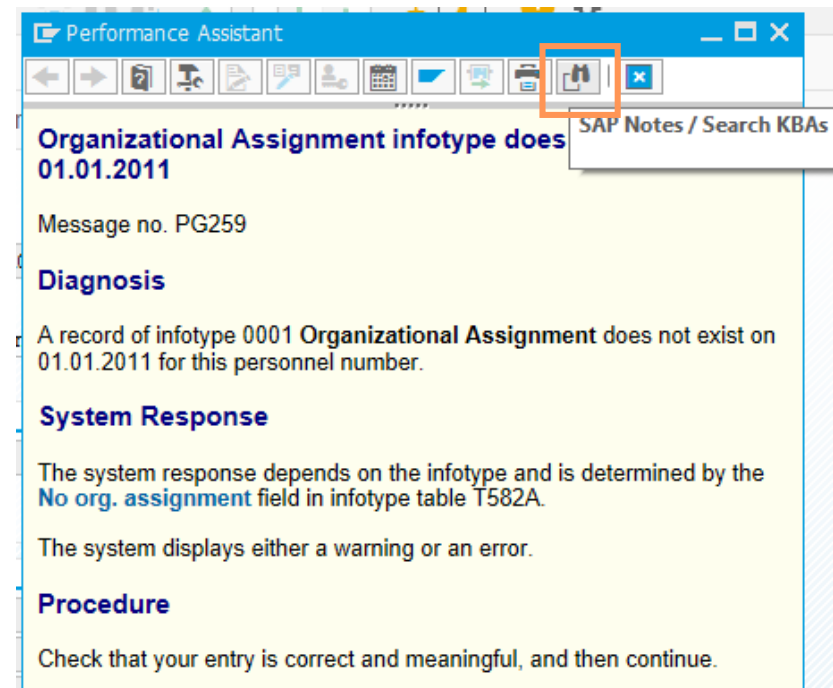
Looking more closely at the performance assistant, you will notice there is a new button.

SAP tools that support you in our own system to find solutions
Performance Assistant Notes and KBAs Search (PANKS)

Or the search parameter is shown if nothing is found
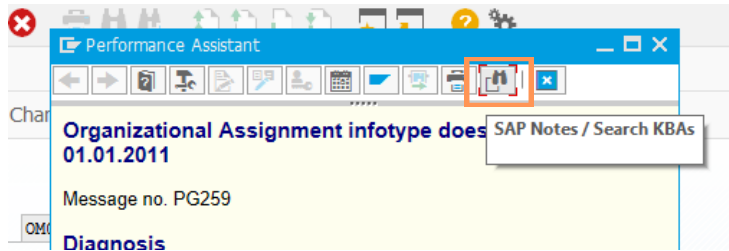
Click on it and you will get KBAs and SAP Notes related to the error code that are relevant to your **SAP NetWeaver** system. In the example, **PG 259**

SAP tools that support you in our own system to find solutions
Performance Assistant Notes and KBAs Search (PANKS) for Web UI
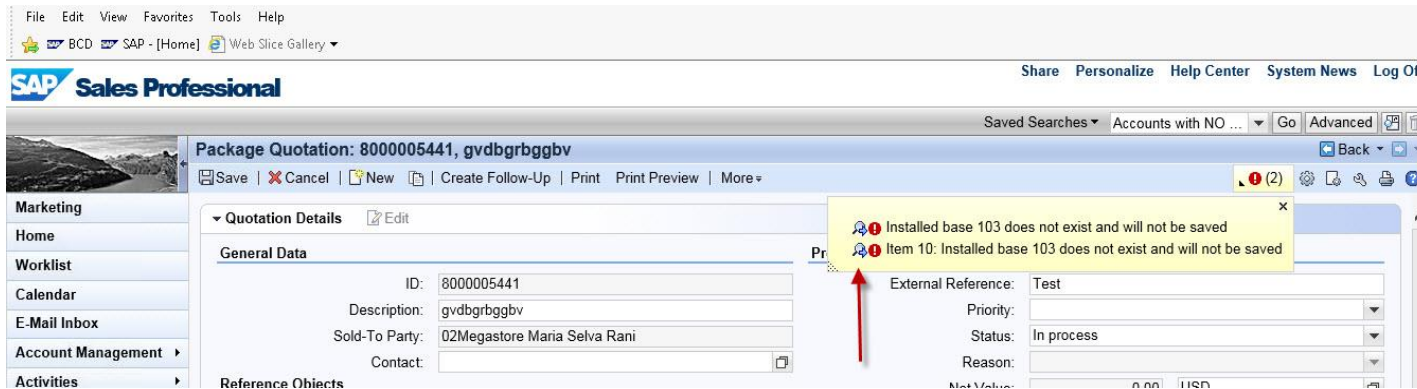
In order to implement PANKS for Web UI, you can have a look to the following note:

2337800 – PANKS Integration WUI

If you still don't have the PANKS for SAP GUI, you must implement first the following note:

2020356 – Search for SAP Notes in document viewers not possible

Read about PANKS on the SAP Community
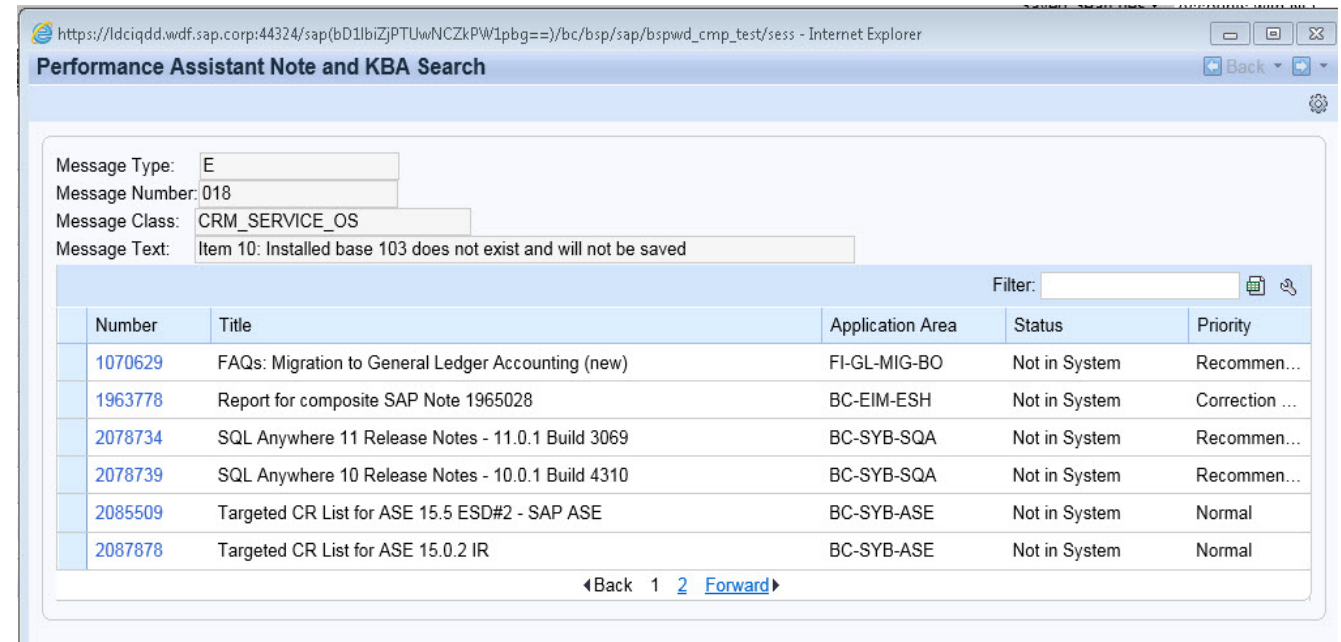
Other troubleshooting tools
SAP NetWeaver Java Support Tool, Note Assistant, and Landscape Analysis Utility (LAU)

SAP NetWeaver Java Support Tool

The SAP NetWeaver (NW) Java Support Tool connects to a NetWeaver AS
Java system and automatically collects the information required for you to
troubleshoot an issue before uploading such data to SAP Product Support.
It also provides guidance and assistance in the case of needing to apply a
patch and analyzing all patch dependencies.
Read about the SAP NW Java Support Tool on the SAP Community

Note Assistant
Easy and Continuous Improvement for your SAP Solution

Note Assistant is a powerful tool for rapidly implementing specific SAP Notes. Note Assistant
makes it easy to install specific corrections to SAP solutions. It also recognizes any dependencies
on SAP Notes, Support Packages, and modifications that have already been implemented, which
helps to ensure you implement all appropriate fixes for your SAP solutions. These capabilities
make Note Assistant a useful complement to SAP's support services.
Read more about Note Assistant

Other troubleshooting tools
SAP NetWeaver Java Support Tool, Note Assistant, and Landscape Analysis Utility (LAU)

Landscape Analysis Utility (LAU)

The Landscape Analysis Utility (LAU) is to be used by support engineers, consultants, and mobility product administrators. It is designed for supporting many aspects of the products and simplifies the process of reporting on the product and landscape configuration, and performing root cause analysis tasks.

Read about LAU on the SAP Community
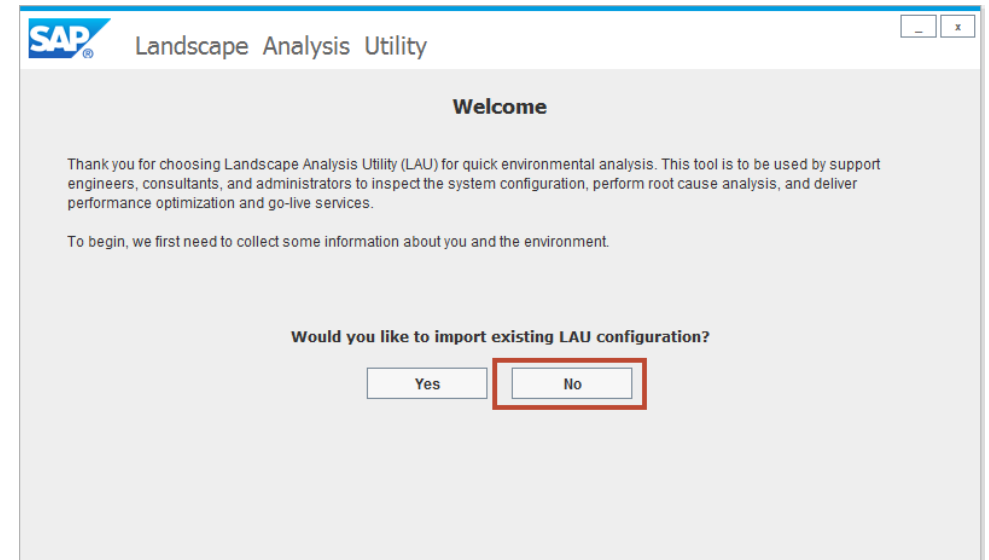
Purpose and Overview

The purpose of the Landscape Analysis Utility (LAU) for Afaria, a free of charge tool which will be maintained with enhancements and corrections for the foreseeable future. When a support engineer receives a new incident, first thing the engineer needs is an overview of how the product has been implemented in customer's environment. A considerable time sync is required to get the information, and usually repeated multiple times for details. This process usually leads to unorganized information and key pieces of information missing and ultimately longer incident processing time. Mobility customers need a simple and portable approach to gather, organize and analyze environment information. LAU is a standalone application, which can gather information from multiple servers in an environment; including settings, registry, and logs; and generate a report which a customer can view and also send to support engineer for quick analysis.

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How to search for a solution in SAP One Support Launchpad
SAP Notes and KBAs search – free text search

Repository objects

Enter your search term

Start the search

Change display List/Table view

Here you can set your filter

Reset your filter

Search In: SAP Notes & KBAs

SAP Notes & KBAs	255
SAP Community	193
SAP Community Wiki	24
SAP Support Portal	16
SAP Help Portal	204
SuccessFactors Community	79
Guided Answers	5

Filter By Clear

Component Select

BC-SYB-ASE* (Sybase ASE Database Platform (non Busi...	53
LOD-SF-EC* (Employee Central)	51
BC-UPG* (Upgrade - general)	34
BC-DB-SYB (SAP Business Suite on Sybase ASE Databa...	29
BW-SYS-DB-SYB (BW on Sybase ASE Database Platform)	26

Show More

Type Select

SAP Note	161
SAP Knowledge Base Article	94

Category Select

Problem	59
Program error	40
Upgrade information	37
How To	27
Installation information	23

Show More

Priority Select

255 Document(s) found   Sort By: Relevance

2413486 - Correct or Update Compensation Information record via Import in Full Purge or **Incremental Load**
How to Correct or Update Compensation Information record via Import in Full Purge or Incremental Load
LOD-SF-EC-CMP (Comp Info,Recurring & Non Recurring)   08.03.2017   SAP Knowledge Base Article   ★★★★★   Rating: 5.0 - 1 votes

2494885 - Correct or Update Pay Component Recurring or Pay Component Non Recurring Information record via Import in Full Purge or **Incremental Load**
Correct or Update Pay Component Recurring Information record via Import in Full Purge or Incremental Load ...Correct or Update Pay Component Non Recurring Information record via Import in Full Purge or Incremental Load
LOD-SF-EC-REP (Reporting Data)   30.06.2017   SAP Knowledge Base Article

2236949 - **Incremental load** behaves like Full Purge for Dynamic Role Foundation Object Import
Symptom: ...In the current scenario, when importing Dynamic Roles, the existing records are flushed out and replaced with the records that are being loaded while using the incremental load operation. This means that Incremental operation behaves as a Full
LOD-SF-EC (Employee Central)   30.10.2015   SAP Knowledge Base Article

... case of errors on ERP side
You integrate multiple PDS using transaction CFM2. At least one of them has erroneous master data in ERP. Incremental load business function (CA_CIF_INILOAD_01) was activated. The integration model is activated anyways, but no new integration model is cre
SCM-APO-INT-MD-PDS (Production Data Structure)   19.10.2015   SAP Note

2489526 - Correct or Update Job Relationships Information record via Import in Full Purge or **Incremental Load**
How to Correct or Update Job Relationships Information record via Import in Full Purge or Incremental Load
LOD-SF-EC-JOB (Job Information & Propagation XML)   14.06.2017   SAP Knowledge Base Article   ★★★☆☆   Rating: 2.0 - 1 votes

2470701 - "Composite Employee Data Import" job. in provisioning is set to run as **incremental load** but when saving job changes to full purge
When creating a new "Composite Employee Data Import" job in provisioning and setting this job to run as incremental load; after you click save you will see that the job get saves as a full purge instead of incremental load. ...
LOD-SF-EC (Employee Central)   09.05.2017   SAP Knowledge Base Article

1389487 - Inconsistency in CIF **incremental load** for material
When transfering materials with CIF and incremental load is activated inconsistency may occur during the data transfer.
SCM-APO-INT (Interfaces)   19.10.2009   SAP Note

1744247 - INT-PDS: **Incremental** data **load** is not working with SubCont.
You are using subcontracting PDS and activated incremental data transfer for PDS. You see that incremental data transfer is not working in this scenario. An error occurred on the SCM side which you can find in the application log. You notice that the numb
SCM-APO-INT-MD-PDS (Production Data Structure)   19.07.2012   SAP Note

2220918 - Analytics DataMart Cleanup and **Incremental** Scenario Submission (Improve Slow DataMart **Load** Performance) - EIS
When running the DM_LOAD or DM_LOAD_MANUAL job, performance decreases when there are too many scenarios in the DataMart tables (located in the DataStore Schema).
SCM-EIS (SAP Enterprise Inventory and Service-Level Optimization)   24.09.2015   SAP Knowledge Base Article

1115009 - SPP Alert Monitor: Download Excel - **Incremental load**
When the user would like to download the content of the SPP Alert Monitor Detailed View, the application copies only the visible rows, and not the whole content.
SCM-APO-SPP-SHA (Shortage Analysis)   15.11.2007   SAP Note

1302820 - PeopleSoft General Ledger Rapidmart DELTA **load** doesn't include **incremental** data
PeopleSoft General Ledger Rapid Mart DELTA load doesn't include incremental data ...DELTA load appears to use the global variables $G_SDATE and $G_EDATE, instead of AW_JOBEXECUTION table values EXTRACTLOW and EXTRACTHIGH ...
EIM-DI (Data Integrator, Composer)   13.02.2009   SAP Knowledge Base Article

2315276 - Employee Central Implementation - Data Imports FAQ
LOD-SF-EC (Employee Central)   26.07.2016   SAP Knowledge Base Article   ★★★★★   Rating: 5.0 - 1 votes

How to search for a solution in SAP One Support Launchpad
SAP Notes and KBAs Search – component filter usage

Here you can set a filter

Chat/SaE/Incident/Search

Select multiple Notes or KBAs

After the selection you can decide if you want to send the notes by e-mail or download it

How to search for a solution in SAP One Support Launchpad
SAP Notes and KBAs search – expert search

Click here to start using expert filter

Display notes directly

Using selected filter objects

Using already saved filters

Result list

How to search for a solution in SAP One Support Launchpad
SAP Notes and KBAs search – expert search

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The perfect customer incident
Content of an incident a must know!

CUSTOMER INCIDENT
Create customer incident with following content:

1. Choose installation and system number.

2. Select the correct component.

3. Enter S-user/person getting the error message.

4. Provide a meaningful short text description and a step-by-step description, including navigation and description of expected results.

5. Add a screenshot of error message and inform about any SAP Notes search that was done.

6. Open service connection and provide login data (*SAP Note 1773689 and 2281599*).

7. Carefully select the incident priority (*SAP Note 67739*).

8. Record only one issue per incident (*SAP Note 50048*).

9. Provision of valid and accessible contact data by e-mail and telephone

Additional Information

- SAP ONE Support Launchpad: https://launchpad.support.sap.com/

- Customer-specific dialog boxes with nondisclosure agreements: SAP Note 1671319

- Transaction SM59: see SAP KBA 1845010

- Screen Sharing only with Citrix GoToAssist or Netviewer: Please see KBA 2124588 for more Information

The perfect customer incident

Issue description and steps to reproduce – complete information provided

We are currently on ERP 6.0, Enhancement Pack 3 (EA-PS SAPK-60303INEAPS).

A budget document is created with a field status where the following fields are set to mandatory:
Header Text,
Text Name, and
Line Item Text.

When trying to copy this budget document from one version to another, using tcode FMCYDOC, the following errors occur:
FMKU138 (Enter a standard text)
FMKU143 (Enter a line text).

Please refer to the attached documentation, called Issue Description, for the step by step recreation of the problem.

Out of the 3 text fields set to mandatory, the program has NO problem with the Header Text (or Item Text). The issue only resides with the Text name (Standard Text) and the line item text, as shown in the attached document.

An OSS search was conducted with nil results.

Remote access is available for our environment N8D, client 040 with User ID REMOTE. The password has been set up in the <Maintain Access Data> section of this message.

Can SAP resolve these errors with the program?

Your support is greatly appreciated.

Best regards,

Scenario

Steps to reproduce

Connections opened

* More examples please check here the appendix

The perfect customer incident
SAP customer incident priority and criteria

SAP Note 67739 explains how to use the different incident priorities and provides information about what must be done to ensure prompt processing of incidents with the priority "very high".

Very High Priority Incident (P1)

- A productive system is completely down or
- The imminent go live or upgrade is jeopardized
- Core business processes are seriously affected and
- A workaround is not available!

High Priority Incident (P2)

- Normal business processes are seriously affected

Medium Priority Incident (Default Priority)

Low Priority Incident

Business impact required:
SAP Note 90835

Incident creation via SAP One Support Launchpad: very high/high priority
Incident – business impact

Business Impact: This is a very urgent issue seriously affecting our employees' ability to logon to the Portal. We are in the final week of benefits enrollment, which is due to be completed by August 4, 2016.

There is currently no workaround, and this is impacting about 7500 employees worldwide. Additionally, it will have an impact on our ability to calculate payroll deductions accurately if not completed on time.

Name	E-Mail	Role	
Max Mustermann	max.mustermann@sap.com	REPORTER	
Hannes Mustermann	hannes.mustermann@sap.com	24HOUR	🗑
		Contact description...	🗑
		Contact description...	🗑
		Contact description...	🗑

The perfect customer incident
Business impact: example of very high (production system down – portal)

Good Example

This is a very urgent issue seriously affecting our employees' ability to logon to the Portal. We are in the final week of benefits enrollment, which is due to be completed by August 4, 2016. There is currently no workaround, and this is impacting about 7500 employees worldwide. Additionally, it will have an impact on our ability to calculate payroll deductions accurately if not completed on time.

We have an issue on our system!

Bad Example

* For more examples please read the appendix

Line Opener Program
Process overview: semi-automatic opening

- Whenever SAP requests a service connection to your system, such a connection has to be opened from your side. The LOP helps to reduce the manual effort involved by automating parts of the process
- Customers can allow semi-automatic opening on system level for each system.
- Every time a service connection is opened, you are informed via e-mail and the action is stored in the log book.

Process steps
1. SAP employee requests access to customer system
2. Request is replicated to SAP Support Portal
3. LOP regularly checks the SAP Support Portal for requests
4. Upon receiving a request, LOP opens the network connection. (Email notification is sent out)
5. SAP Employee can now connect to your system via given SAProuter Infrastructure
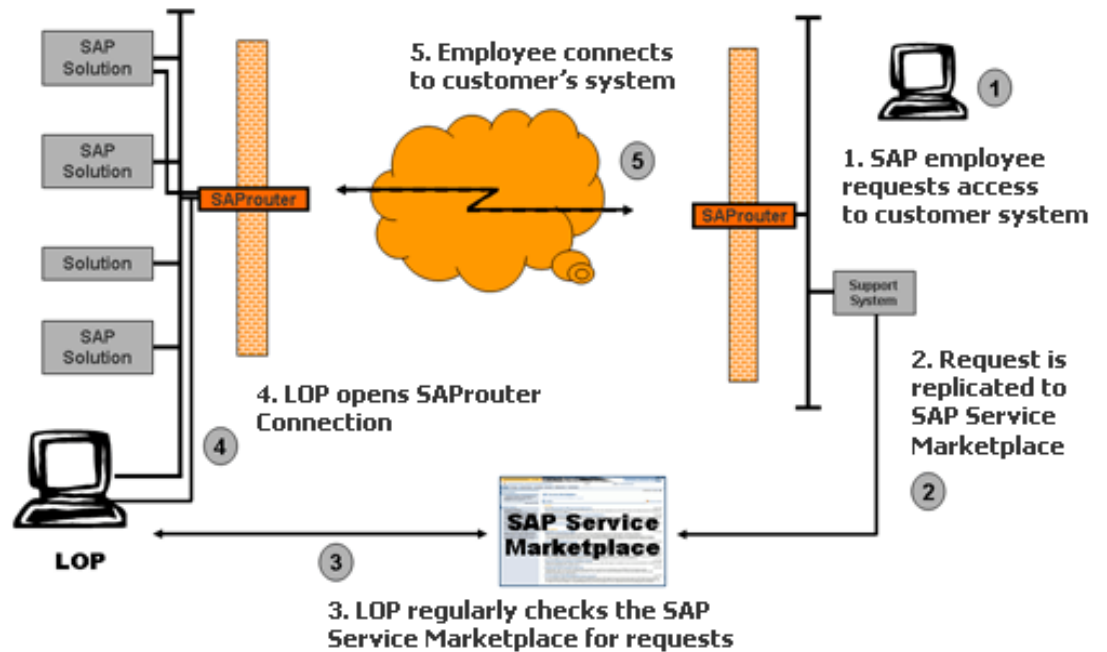
For more information, please read SAP Note 797124.
or use the link
https://support.sap.com/en/tools/connectivity-tools/line-opener.html

The perfect customer incident
How to create an incident (1/7)

The perfect customer incident
How to create an incident – Select your system(2/7)

your favorite systems

your last used systems

The perfect customer incident
How to create an incident (3/7)

The perfect customer incident
How to create an incident – Provide steps and business impact (4/7)

Business Impact in Detail

Attachment Upload (30 MB max)

Valid contact data 7x24Hr, Basis and Application

The perfect customer incident
How to create an incident (5/7)

Cancel | Save as Draft

Start Expert Chat | Submit

Contact Us | ...are Your Feedback | About the Launchpad | Terms of Use | Copyright and Trademarks | Legal Disclosure | Privacy | ...nese Government Ta... ...P备09046015号...

Save as draft but do NOT send to SAP

Start your Expert Chat instead of opening an incident

Send your incident to SAP

> Which of your systems or products is affected?

⚠ Connections are currently closed or System Access data has not been maintained for the selected Sy... Connections for the selected System. Please also ensure that correct user roles are provided and tha...

System/Product: CZO -

ⓘ Access Data Missing   🔌 Connection Closed

Remote Connections
On Premise

🔌
Manage connections

CZO ⌄

Customer Name:
Customer Number: 3234111

System Number: . 21312312
System Type: PROD
Installation Name: APO TEST
Installation Number: 324234

USERS | ROUTERS | SERVERS | CONTACTS | INFO | INCIDENTS | HISTORY LOG

User Entries   +

User ID	Password	Client	Expiration Date	Changed By	Changed On	
SAPSUPPORT Expiry date notification not set	Test	100	09.11.2017, 23:45	Super Admin	25.10.2017	⊗

The perfect customer incident
How to create an incident(6/7)

The perfect customer incident
How to create an incident (7/7)

Send reply to SAP

Latest Info

Communica... 3

Contacts 1

Attachments 0

KBA/SAP N... 1

Action Log 6

Latest Information

Reply: Test was succesfull.

Update only possible with status in customer action or solution proposed

17.11.2016 10:27:52 CET

Recommended KBA/SAP Note: 10 Your request has been completed

Update Priority: Medium
Business operations are affected.

Reply to SAP:

Add an Attachment: + Add Attachment

File Name	Description	File Type	File Size
	No data		

Send to SAP

Cancel   Save as Draft

Submit

Keeping track of incidents

Incident status
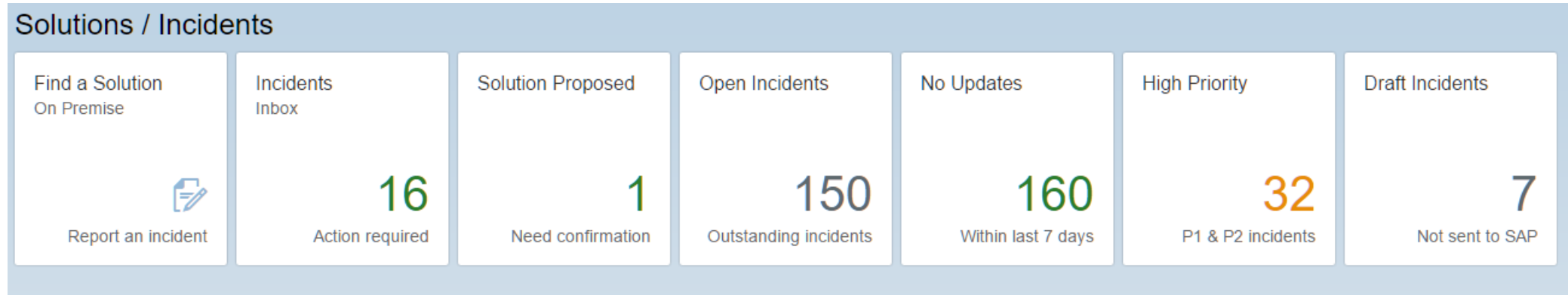
- **Not Sent to SAP** – An incident was created but not yet sent to SAP. This incident will be found in *Solutions / Incidents → Draft Incidents.*

- **Sent to SAP** – An incident was sent to SAP. This incident can be found in *Solutions / Incidents → Open Incidents.* Once you have sent the incident to SAP, you cannot change it but you can add further information and re-send the incident to SAP.

- **In Process at SAP** - The incident is in process at SAP. This incident can be found in *Solution / Incidents → Open Incidents.* You can add further information and re-send the incident to SAP.

- **Customer Action** - SAP asked the customer to take action or to provide more information. The incident will be found in *Solutions / Incidents → Incidents inbox.* Here you can check here your or all incidents that are currently on customer action.

- **Solution Provided** - SAP proposed the solution in the reply and in the attached SAP Notes. If you are not satisfied with the solution, you can send the incident back to SAP. The incident can be found in *Solutions / Incidents → Solution Proposed.*

- **Confirmed Incidents** - The incident was confirmed and, therefore, closed by the customer and can no longer be reopened. Confirmed incidents are no longer displayed in the Inbox but can be accessed using the Search option in *Status → Confirmed.*

Close incidents
Confirm and auto-confirm

Automatic Confirmation

Incidents of status *Customer action*, *In process by customer*, *Partner-Customer Action*, or *Solution proposed by SAP* are automatically confirmed after a certain period of time. The confirmation date depends on the priority of the incident.

Example: An incident with priority 1 (very high) is automatically confirmed if it has not changed within 14 days. You find the detailed periods of time for the automatic incident confirmation in the following table:

Priority	Period of time
Very High	14 days
High	21 days
Medium	45 days
Low	45 days

Customer satisfaction with SAP's incident handling
SAP proposed solution/confirm

When a solution has been provided for a customer incident and the solution is accepted by the customer, the incident-solving process is completed as follows:

- **SAP Proposed Solution**

If the support engineer is able to provide a qualified solution, the incident is put into status *SAP Proposed Solution*.

- **Confirmed**

The customer is able to manually confirm the incident by putting it into status *Confirmed*. Afterward, the PCC survey allows the customer to give feedback on the particular incident and support experience.

PCC is your direct feedback channel to SAP Support. When you confirm an incident, you can tell us what you liked about the service and what you think should be improved. SAP uses this information to refine and adapt the incident-solving process. In this way, you can influence SAP Support and benefit from SAP's improved service. More information is available via https://support.sap.com/kb-incidents/incident/help.html

Agenda

1. SAP support basics, Support Backbone, Live Business / Live Support
   Tools that support you in our own system to find solutions

2. How to search for a solution in SAP One Support Launchpad

3. How to create a customer incident via SAP One Support Launchpad

4. **Real Time Support**
   How to use the Expert Chat
   How to use Schedule and Expert Session

5. How to speed up and escalate an incident and provide feedback to SAP

The perfect customer incident

Real-time interaction

Real-time interaction.

We offer real-time support channels with live and direct access to SAP's support experts, creating a faster and more direct route to issue resolution – anytime, anywhere, and from any device.

- Expert Chat
- Schedule an Expert
- Call-1-SAP and Customer Interaction Center (CIC)

The perfect customer incident
Live Support with Expert Chat

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

Overview

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

Benefits

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

Access

- Access Expert Chat through the SAP ONE Support Launchpad (several entry options):

a. Add the **Expert Chat tile** to your SAP ONE Support Launchpad home screen. See this video to learn how to add the tile.

b. Carry out a search in the Launchpad's database. Click on the Expert Chat-button in the upper area.

c. Access Expert Chat while going through the incident submission process. Chat functionality is built into the incident form.

d. Access Expert Chat through the "Contact Us"-menu

Preview
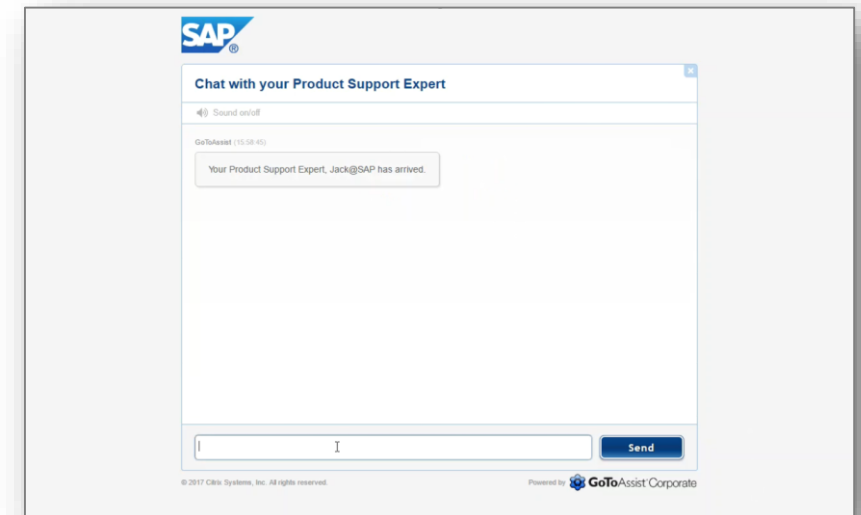
The perfect customer incident
Live Support – How do start an Expert Chat

During search

Before creating the incident

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

As a tile on the homescreen

The perfect customer incident
Starting the Expert Chat via the incident creation process

Simply begin the process of submitting an incident

1. Start "Find a Solution" in the Launchpad and enter all necessary information for the incident.

2. After the component has been entered the system checks if a SAP support engineer is ready for chat conversation on this specific component. If **yes**, the **"Start Chat"** button is shown if not then the **"Create Incident"** button.

3. The chat can be started by pushing the "Start Expert Chat" button.

The "Start Chat" button is disabled after you have chosen to avoid that multiple chat requests are received.

We are sorry, there is currently no expert available to live chat with you in the area you have selected. Would you like to submit this question to SAP and someone will contact you as soon as possible?

Create Incident

Expert Chat

Expert's Area ——————— Categorize It ——————— Description

1. Expert's Area

This Expert Chat feature is for contacting SAP Product Support about new issues. If you have an existing incident then please click here, Customer Interaction Center. Then press the Launch Chat button in the bottom right corner of the screen. Knowledge Base Article 2392095 describes all requirements for a successful Expert Chat session and Frequently Asked Questions can be found in KBA 2570790.

Select an expert area or a component so we can show you our availability.

Expert Area   Component

SCM APO Production Planning and Detailed Scheduling (PP/DS)

2. Categorize It

Great, now tell us what system your question is related to so we can start to find the right expert to you.

S4H - Defense (TEST)

3. Description

Time for the details. Please provide as much information as possible so our expert can start to help you straight away.

Planned order profile color change

Dear SAP,

we would like to change the display color of planned order and production orders in detailed scheduling board in your emb PPDS Solution.

Your Expert Chat Support Engineer will create an incident for you. You will be able to view this in the normal way through the SAP ONE Support Launchpad.

Start Expert Chat

Cancel

The perfect customer incident
Expert Chat

- The **SAP expert must create the incident** and it will be displayed afterwards in your inbox. Therefore there is **no need to create a new incident** by yourself.

- If the **support engineer** is unable to resolve the issue during the chat session, he/she will **continue the incident** submission process **for you**.

- The **chat transcript** captures the chat session between you and the SAP expert. This information will be visible within the incident as well.

- If there your inquiry was answered by the SAP expert and no questions exist anymore, you can close the chat.

- Please note if there is no response for approximately 10 minutes from your side, the chat will be closed.

1. Expert's Area

This Expert Chat feature is for contacting SAP Product Support about new issues. If you have an existing incident then please click here, Customer Interaction Center. Then press the Launch Chat button in the bottom right corner of the screen. Knowledge Base Article 2392095 describes all requirements for a successful Expert Chat session and Frequently Asked Questions can be found in KBA 2570790.

Select an expert area or a component so we can show you our availability.
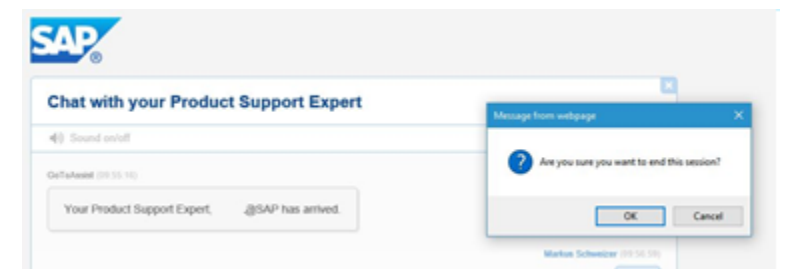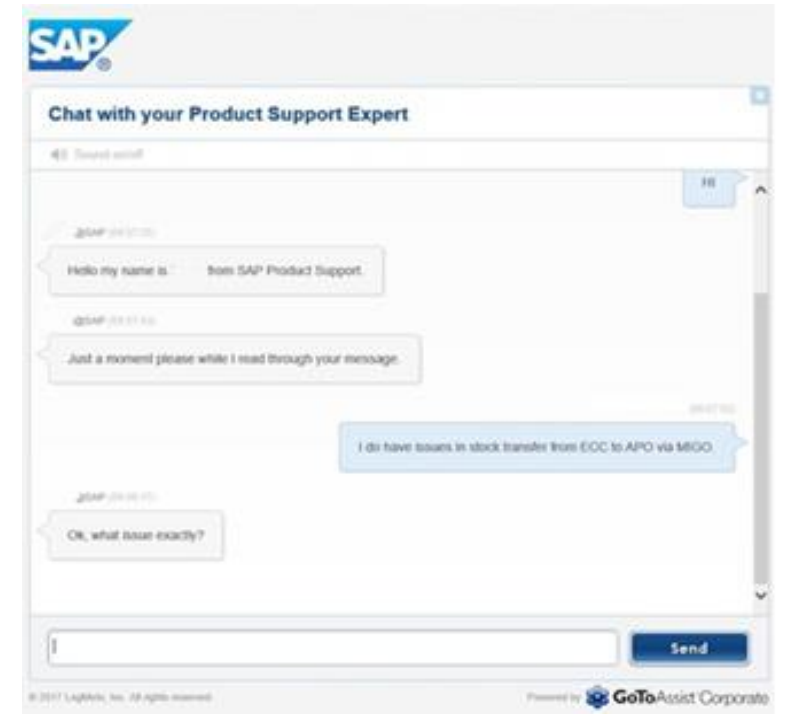
The perfect customer incident
When to use/not use the Expert Chat

What kinds of questions can I submit via chat?

Use the chat functionality to get assistance for any technical support related problem that cannot be answered by an SAP Note or Knowledge Base Article (KBA).

For what the expert chat is not intended:

Speed up requests:
- For speed up processing or escalate an existing incident contact the Customer Interaction Center (CIC)

Multiple Chats or Requests on the same topic:
- No limitation of using the support via chat, but it is recommended to start only one chat session per problem or question.

Complex scenarios where a lot of debugging is needed:

Agenda

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     How to use Schedule and Expert Session

5.   How to speed up and escalate an incident and provide feedback to SAP

The perfect customer incident
Schedule an Expert

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

Overview

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

Benefits

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

Access

- Access Schedule an Expert through the SAP ONE Support Launchpad (several entry options):

a. Add the **Schedule an Expert tile** to your SAP ONE Support Launchpad home screen.

b. Carry out a search in the Launchpad's database. Click on the Schedule an Expert-button in the upper area.

c. Access Schedule an Expert through the "Contact Us"-menu in SAP ONE Support Launchpad's footer bar

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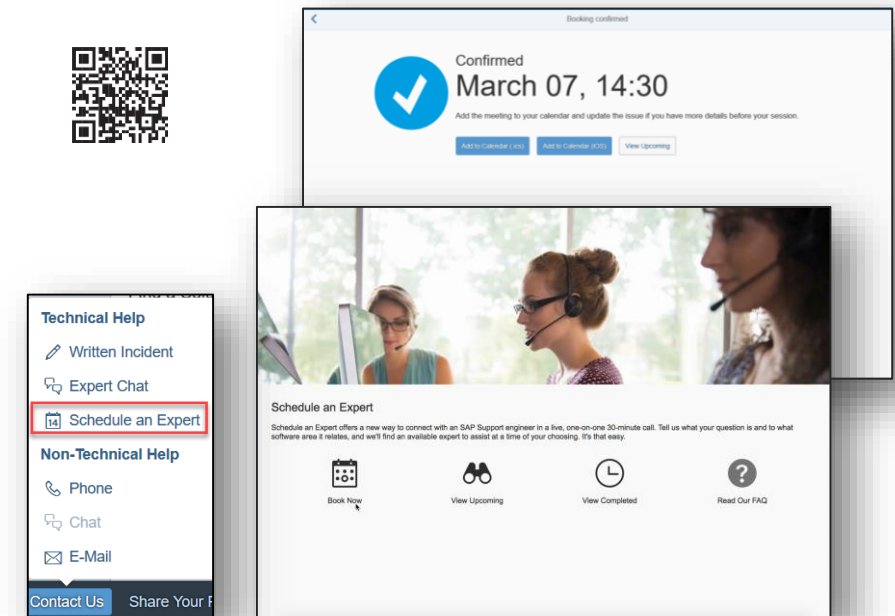
„Contact Us"-menu in SAP ONE Support Launchpad's footer bar

The perfect customer incident
Schedule an Expert - What is needed!

Create a Schedule an Expert meeting with following content:

1. Provide a meaningful short text

2. Choose installation and system number.

3. Select the correct component or expert area (check supported components)

4. Select a Day and Time for the Meeting (time zone of user profile is used)

5. A step-by-step description, including navigation and description of expected results.

6. Add screenshots to the error message and inform us about any SAP Notes search results.

7. Open the service connection and enter the logon data (SAP Notes 1773689 and 2281599) if we log on to your system.

8. Record only one issue per Session (30 mins max session time).

9. Provision of valid and accessible contact data by e-mail and telephone

Additional Information

- SAP ONE Support Launchpad:
  https://launchpad.support.sap.com/

- Customer-specific dialog boxes with nondisclosure agreements:
  SAP Note 1671319

- Transaction SM59:
  see SAP KBA 1845010

- Screen Sharing only with Citrix GoToAssist or Netviewer:
  Please see KBA 2124588 for more Information

Agenda

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The perfect customer incident
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, Concur, and SAP Fieldglass 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

How to connect!

SAP Support Portal
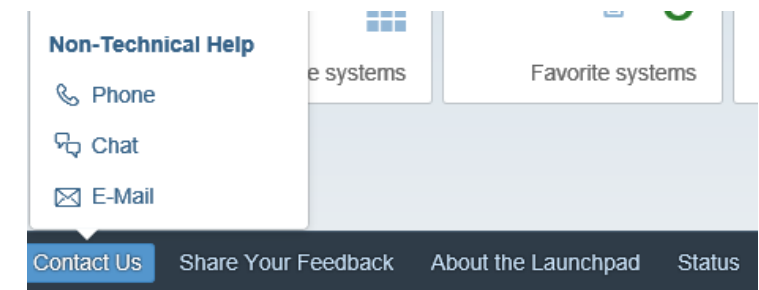
SAP ONE Support Launchpad

Accelerate an incident
When issues become more urgent

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.

What justifies an acceleration?

- To avoid negative business impact, the problem solving becomes more urgent
- See SAP Note 67739 for more information on priorities of problem incidents.

What can you do?

- Call the SAP Customer Interaction Center (CIC).
- Local CIC numbers (available 24x7) can be found via: SAP Note 560499 or SAP Support Portal
- Ask to speed up the incident by explaining the business impact.

What you can expect!

Customer Interaction Center (CIC) takes care of:

- Analysis of the options to speed up the incident

How to connect!

How you can contact us

Technical Assistance
Report an incident for your SAP software

Non-Technical Assistance*
Contact your SAP Local Support Center by phone, e-mail or chat

Portal Feedback
Notify us about typos, broken links and other issues

*Note: For contract-related questions, please fill out the online form.

SAP Support Portal

Non-Technical Help
- Phone
- Chat
- E-Mail

e systems
Favorite systems

Contact Us   Share Your Feedback   About the Launchpad   Status

SAP ONE Support Launchpad

Send an Info to SAP in your incident is not an acceleration!

Escalate an incident
Incident escalation via Customer Interaction Center (CIC)

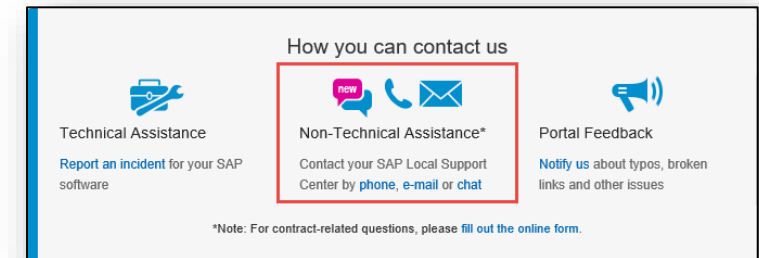**CIC** is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

What justifies an acceleration?

- To justify an escalation, you need to explain the business impact!
  Find more information in SAP Note 90835

- Criticality has changed:
  Go-live now imminent and jeopardized - Business impact now severe

What can you do?

- Contact SAP's Customer Interaction Center

  Please be prepared to provide the following information:
- 1. Productive system:
  - Is the core business severely affected (financial loss)?
  - Is there an extensive manual workaround?
  - How many users are affected?
  - How long has the problem been going on?

- 2. Test/development system:
- Which project?
- Live date, product, and release?
- Showstopper: yes/no
- Is the go-live date affected?

- 3. Point of contact:
- Work phone number (no 800x)
- Cell phone number and e-mail address

What you can expect

- SAP incident escalation team ensures:

- Intensified attention and additional activity of support resources

- Increased coordination of internal incident handling

- Involvement of SAP Development or back office, if needed

- Execution of action plan and frequent feedback

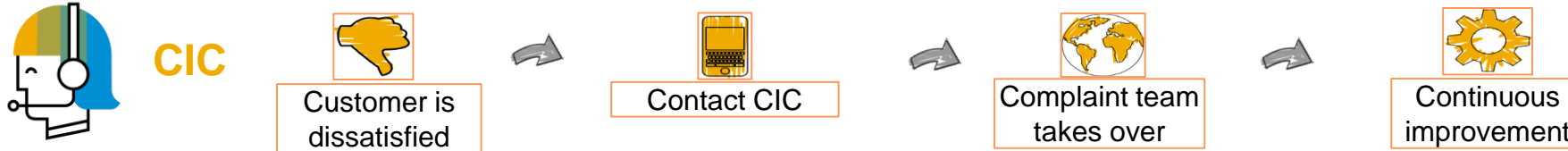*Send an Info to SAP in your incident is not an escalation!*

Give feedback to SAP
Complaints about support or a product

CIC

| Customer is dissatisfied | → | Contact CIC | → | Complaint team takes over | → | Continuous improvement |

What justifies a complaint?

After the confirmation of an incident , the customer wants to reach SAP about his or her dissatisfaction with:

- Any of SAP's support services (incident solving, remote services)
- SAP products in general

What can you do?

Contact SAP's Customer Interaction Center

- Please provide a detailed description of the issue (complaints must be in a written form).

What you can expect

SAP takes care of the issue:

- Acknowledgement of complaint receipt within 24 hours and analysis of complaint reasons
- Involvement of responsible manager and processor for a detailed technical analysis
- Establishment of necessary steps to avoid such incidents in the future
- Provision of final statement
- Recording and categorization of all complaints to detect weakness tendencies in quality of product and support provided
- Based on these findings, management ensures continuous improvement

More Information on SAP Support and the Next-Generation Support approach

Next-Generation Support

SAP Support Portal

Next-Generation Support landing page (SAP Support Portal)

Press Release: Next-Generation Support Expansion (press release)

Blog: Vision and Strategy (LinkedIn)

Blog: The Future of Support (Digitalist)

Blog: Next-Generation Support (SAP News Center)

Blog: Next-Generation Support (LinkedIn)

Blog: When support tickets can talk (LinkedIn)

Blog: What intelligent enterprises can expect from SAP Support in 2018 (SAP News Center)

Video: SAPPHIRE NOW 2016 interview on Next-Generation Support

SAPPHIRE NOW 2016

Videos from SAPPHIRE NOW 2017

    Interview on Next-Generation Support

    Keynote BillMcDermott – featuring support topics at 1:59

    Keynote Andreas Heckmann – with demo of built-in support

    Interview: Live Support for Live Business

    Next-Generation Support – Update

Video DSAG Annual Conference 2017 keynote Built-in support, Expert Chat, Schedule an Expert – at 45:30 (German)

Schedule an Expert

Schedule an Expert landing page (SAP Support Portal)

Blog: SAP Expands Schedule an Expert Again (SAP Community)

Blog: How to access SAP's live support channels (SAP Community)

Video: Schedule an Expert

Video: SAP TechEd 2017, Next-Generation Support, demo on Schedule an Expert

Expert Chat

Expert Chat landing page (SAP Support Portal)

Blog: Expert Chat (LinkedIn)

Blog: Live Expert Chat Services (LinkedIn; Digitalist)

Blog: Real-Time Support (LinkedIn)

Video: Expert Chat

Video: SAP TechEd 2016, Next-Generation Support, demo on Expert Chat

Press release and analyst guidance:

Expert Chat (press release)

Expert Chat (Gartner note)

Expert Chat in Gartner Note (press release)

More information on SAP Support and the Next-Generation Support approach

Incident Prevention and Self-Service

Blog: Getting Support Your Way: Self-Service (LinkedIn)

Video: Guided Answers

Video: Cloud Availability Center for SAP SuccessFactors Solutions

Video: SAP Cloud Trust Center

Video: SAP TechEd 2016, finding answers, demo on Google search for Knowledge Base Articles

Video: SAP TechEd 2016, Support and social media, demo on "guided answers"

Video: SAP TechEd 2017 interview on self-service and community

SAP ONE Support Launchpad

Blog: Tips and Tricks for SAP ONE Support Launchpad (SAP Community)

Video: SAP ONE Support Launchpad

Social media

SAP Support Help on Twitter

SAP Cloud Support on Twitter

Thank you.

Appendix

The perfect customer incident
Issue description and steps to reproduce – complete information provided

We are performing OS migration for our IR4 system (pi7.0) using SAP
standard export/import system copy method.
We have migrated IR4 system to create IZ4 system as part of our trial
migration.

Problem :

Post migration, while adjusting connectivity, we are adjusting
communication channels in Integration directory. We were able to
successfully adjust most of the communication channels and activate
them.

However we are facing problem for below mentioned four communication
channels while activation after adjustments.

 JDBC_Inbound_BP_DWN_DEV_ORACLE_SCDB_001_CustData_OLAC_BP_1
 JDBC_Inbound_BP_DWN_DEV_ORACLE_SCDB_001_CustData_OLAC_LG_1
SOAP_Sender_MDM_IB_webservices
 File_Outbound_BP_DWN_DEV_CMDM_USFUELS_001_CustMod_OLAC_CM_1

Specific error message we are getting is :

The following objects have previous versions that are no longer
active: Communication Channel | DWN_PRD_CMDM_USFUELS_001 |
SOAP_Sender_MDM_IB_webservices Open these objects in the editor and
perform a conflict resolution

Please suggest any solution to this for us to move forward.

Attached is the screenshot of the error we are getting while activating

Scenario

Issue description

Screenshots

The perfect customer incident

Business impact: example of very high (critical core business process not working)

Business impact provided on August 2

Good Example

This is a very urgent issue seriously affecting our ability to complete our Financial Close and file quarterly taxes, which are due on August 4, 2016. If not resolved, this could have severe financial impact from a regulatory compliance perspective. Delays could result in fines of approximately $100,000/day. There is currently no workaround and 25 people are impacted from our controller's organization.

Bad Example

Financial Closing not working

The perfect customer incident

Business impact: example of very high (go live endangered)

Business impact provided on August 2

Good Example

Pending GoingLive is at risk. Going live to production on August 5.Going live with SCM 7.13 SP11. Issue is a showstopper with no workaround in place. Project is at standstill. Without this support pack upgrade, we will lose the ability to create packing lists and bills of lading for the trucks. In some of our locations, an accurate bill of lading is a legal concern. 2 internal and 10 external consultants are at standstill. If the GoLive is missed, it will cause a financial impact of $2 million per day as a result.

During testing, we found a bug in the display of long text. Only 80 characters are shown, but we have long texts with up to 100 Character. This issue is stopping our go live in 3 month. 5 Consultants are effect Go-Live endangered.

Bad Example

Further Information for SolMan 7.2
IT Service Management

EKT

IT Service Management – Guided Discovery Tutorials (GDT)
IT Service Mgmt – Incident Management
https://service.sap.com/sap/bc/bsp/spn/esa_redirect/index.htm?gotocourse=X&courseid=70305474

IT Service Mgmt – Master Data Management
https://service.sap.com/sap/bc/bsp/spn/esa_redirect/index.htm?gotocourse=X&courseid=70315390

IT Service Management – Learning Map
https://support.sap.com/ekt-solutionmanager > SAP Solution Manager 7.2 Learning Maps > IT Service Management

SAP Solution Manager Expert Knowledge (SAP Solution Manager WIKI)

IT Service Management
https://wiki.scn.sap.com/wiki/display/SAPITSM/ITSM+Wiki+-+IT+Service+Management+and+ChaRM+Wiki+Homepage

Application Help

IT Service Management
http://help.sap.com/saphelp_sm72_sp03/helpdata/en/d6/b729db0a2a41589e9fa8f25eba7fcb/content.htm

SAP Notes

2188112 - FAQ: ST720 IT Service Management Frequently Asked Questions

Useful SAP Notes

SAP Note #	Description
Report issue to SAP	
560499	Customer Interaction Center: Hotline Numbers & E-mail Addresses
38373	Support Center: Phone/fax numbers
67739	Priority of problem incidents
36677	Structure of components for customer incidents
1773689	How to add logon credentials securely to an incident - SAP ONE Support Launchpad
2281599	SAP Remote Support Guideline
83020	What is consulting - What is support?
873046	Processing customer messages in English
797124	LOP - Line Opener Program
50048	Several queries in an incident
Trouble with an incident	
90835	SAP Message Escalation Procedure
984434	How to speed up customer incident processing
1281633	Speed Up Processing of a Customer Incident
1292299	How to get notified via e-mail or SMS when incidents are updated by SAP
1228776	How to efficiently report a problem
Missing Function	
357732	Entering development requests
Feedback to SAP	
736045	Feedback on SAP SE Service & Support

Useful SAP links

Topic	Quick Link
SAP ONE Support Launchpad	https://launchpad.support.sap.com
SAP ONE Support Launchpad in 3 mins	https://www.youtube.com/watch?v=9RutFZ1Qoag
Create Customer Incident	https://launchpad.support.sap.com/#/incident/create
How to get the fastest incident resolution	https://www.youtube.com/watch?v=R-ox1CK8Bo8
SAP Community Network	http://scn.sap.com
SAP Notes Search	https://launchpad.support.sap.com/#/mynotes
SAP Support Journey	http://go.sap.com/support.html
Line Opener Program New Version	https://support.sap.com/remote-support/saprouter/lop.html
PANKS	http://scn.sap.com/community/abap/blog/2014/11/28/got-an-error-message-the-new-tool-panks-is-here-to-help-you
SAP Note display via SAP ONE Support Launchpad	https://launchpad.support.sap.com/#/notes/note number/language Example: https://launchpad.support.sap.com/#/notes/2281599/E

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