

# What a Customer Should Know About SAP Incident Management

## Next-Generation Support for the Digital Enterprise

SAP Digital Business Service , May 2018

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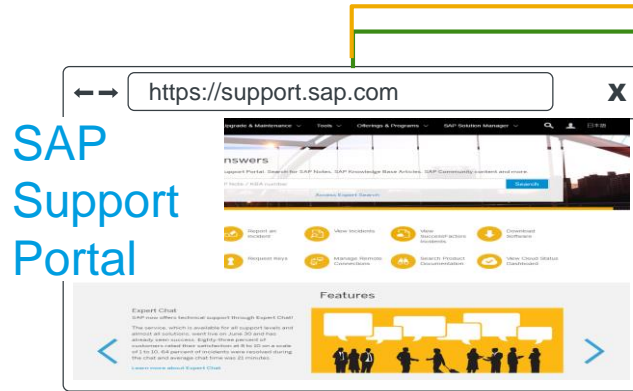
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# Agenda

- 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

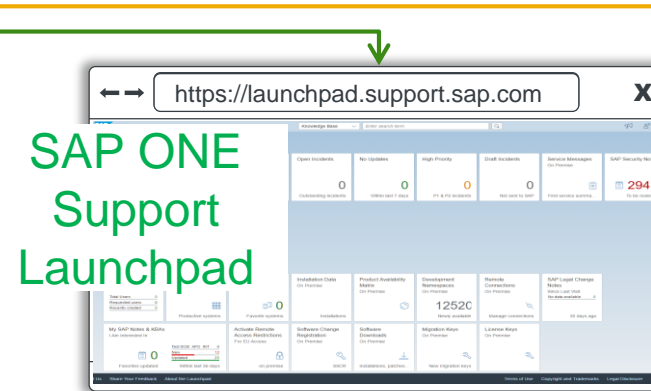
# SAP support basics

## Support Backbone



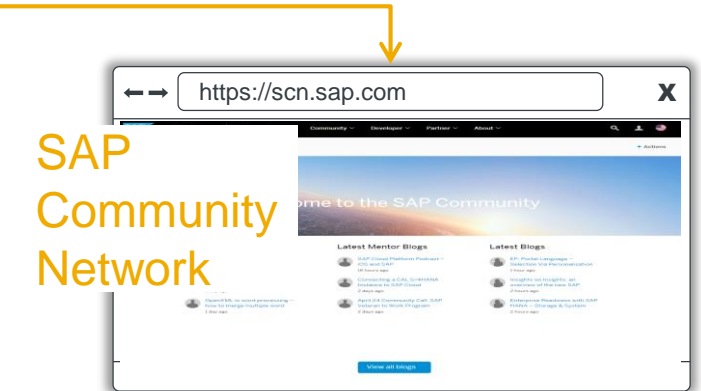
Contains a variety of target-group-specific Internet portals

- **SAP One Support Launchpad**
- Help for SAP Support Application
- Release, Upgrade & Maintenance
- **SAP Community Network**
- Offerings & Programs
- SAP Solution Manager
- Access for SAP Ariba, SAP Fieldglass, SAP Hybris and SAP Concur Support Channels



Your one stop for all support and service-related needs

- SAP Notes search and incident wizard
- SAP software distribution center
- Administration of remote connections
- License key and requests
- SAP service and software catalog
- SAP HANA Enterprise Cloud, SuccessFactors and Support Partner



SAP's professional social network to get help, share ideas, and connect with others

- Discussion forums, blogs, and videos
- Quick access to expert advice
- Online trainings
- Software downloads

# 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

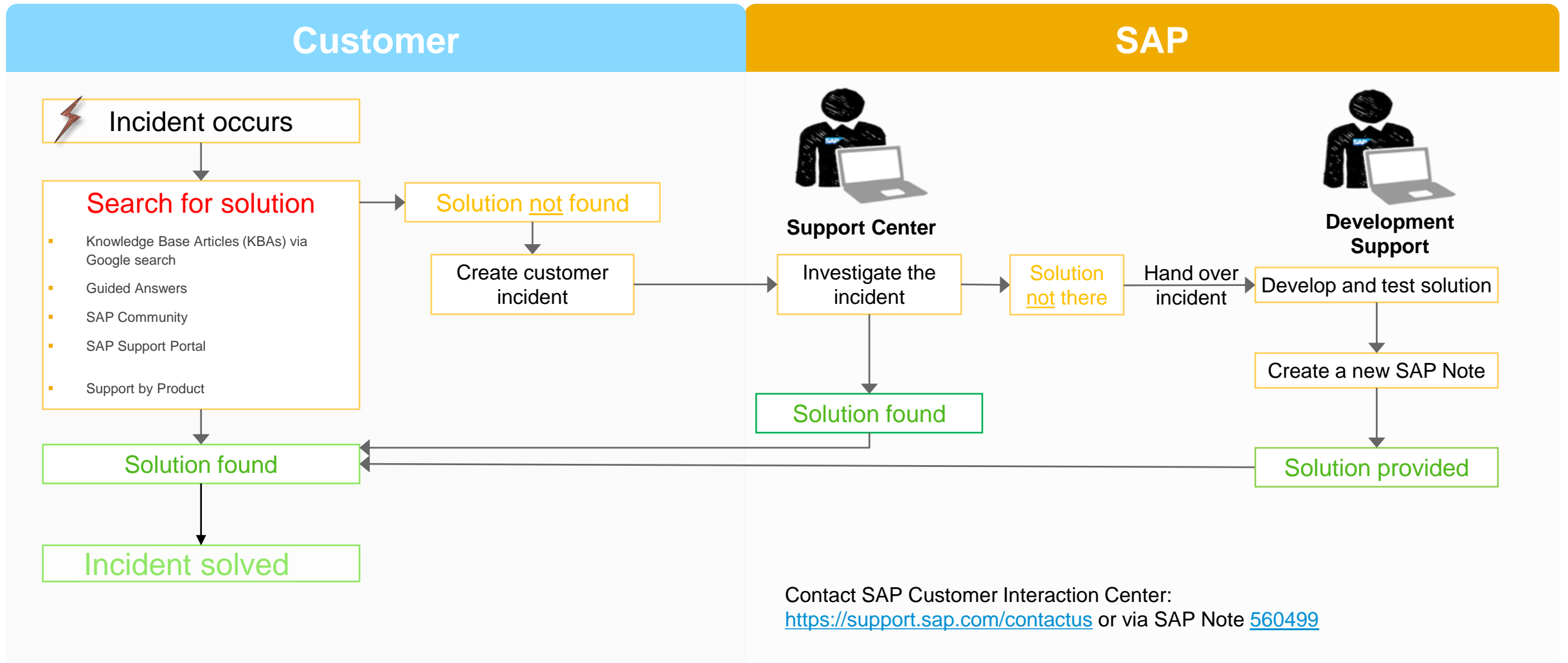
## What is consulting?

- 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



Contact SAP Customer Interaction Center:  
<https://support.sap.com/contactus> or via SAP Note [560499](#)

# Live Business needs live support

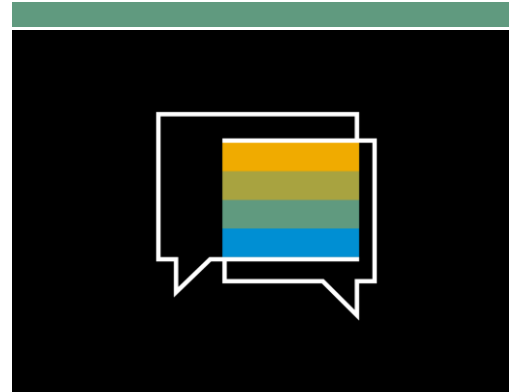
## Next-Generation Support for the digital enterprise



### 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



### Self-service and incident prevention.

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# 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

SAP Knowledge Base Article | Kno... | Enter search ter

#### 1842840 - Diagnostics Agent disconnecting from Solution Manager System - Solution Manager 7.1

Version 4 from 18.09.2015 in English

Show Changes | ☆ | ...

★★★★★  
0 customer ratings

#### Symptom

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>-cp>

Agents | Agent Connectivity | Applications Viewer | Applications Management | App

Enables you to start, stop, and restart registered agents

Maintenance Mode:  On  Off | History

Connected Agents | Non-authenticated Agents | Connections Logs

Agent Table Size: auto | More Details | Auto-refresh on | Export to Microsoft Excel

Full Host Name
[REDACTED]
[REDACTED]
[REDACTED]

In SMDSystem X log file of the Diagnostics Agent logs there is the following error:

```
Mar 20, 2013 2:41:34 PM [Thread[Connector,5,main]] Error [ms://chost-8113/P4] Ping failed (com.sap.smd [EXCEPTION] Time out occurred when calling method 'ping' on object [com.sap.smd.api.ISMDServerHandle_Stub@522912ff] after 30001 possible cause: com.sap.smd.server.util.concurrent.TimeoutException at com.sap.smd.server.exec.asio.AsioInvocationHandler.invoke(AsioInvocationHandler.java:140)
```

Read [more...](#)

# 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

# Self-service and incident prevention

## SAP Support Portal



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

### Overview

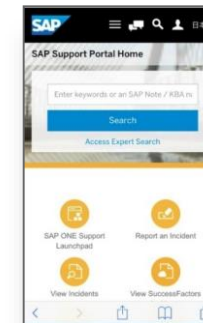
- The SAP Support Portal is your central location for important support updates and tasks
- Easy navigation through simplified navigation structure with five key navigation areas
- Mobile-optimization allows you to access support from anywhere, at any time, and with any device
- Easy and fast access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

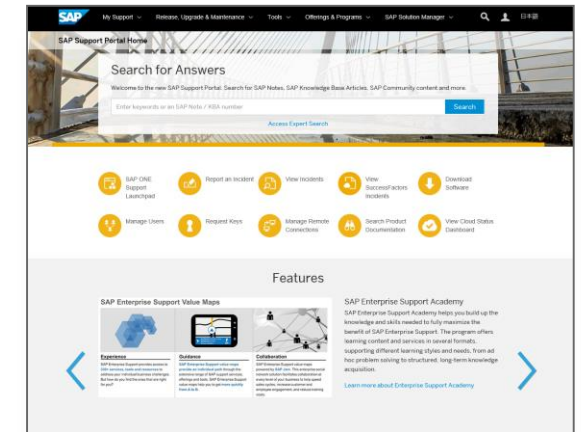
### Access

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



Mobile

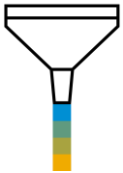
### Preview



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):

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

SAP Support Portal:

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

### Preview

The image shows two screenshots. The left screenshot is from the SAP ONE Support Launchpad, displaying a product page for 'SAP enhancement package 6 for SAP ERP 6.0'. It includes a search bar, product details, and a list of 12673 documents with columns for Number and Title. The right screenshot is from the SAP Support Portal, showing a product page for 'SAP enhancement package 2 for SAP NetWeaver 7.0'. It features a 'What's New' section, recommended articles, related pages, and a 'Stay Connected' section with various support resources.

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)

The screenshot shows the SAP Easy Access menu. The path is: Favorites > SAP Menu > Office > Cross-Application Components > L > A. The 'Start the Program' button is highlighted with a red box and a callout box.

Enter your Data and run your steps

The screenshot shows the 'Create Integration Model' dialog box. The 'Model Name' is 'SAP\_TEST', 'Logical System' is 'Q2ICLINT001', and 'APO Application' is 'SAP\_TEST'. The 'Material Dependent Objects' section has several options checked, including 'Materials', 'PDS (ERP)', and 'Storage Loc.Stk'. The 'General Selection Options for Materials' section has 'Material' set to 'ZMS\*'. The 'Production Data Structure' section has 'PDS Type' set to 'PP/DS' and 'Routing Select.' set to 'Detailed plng'.

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](#)

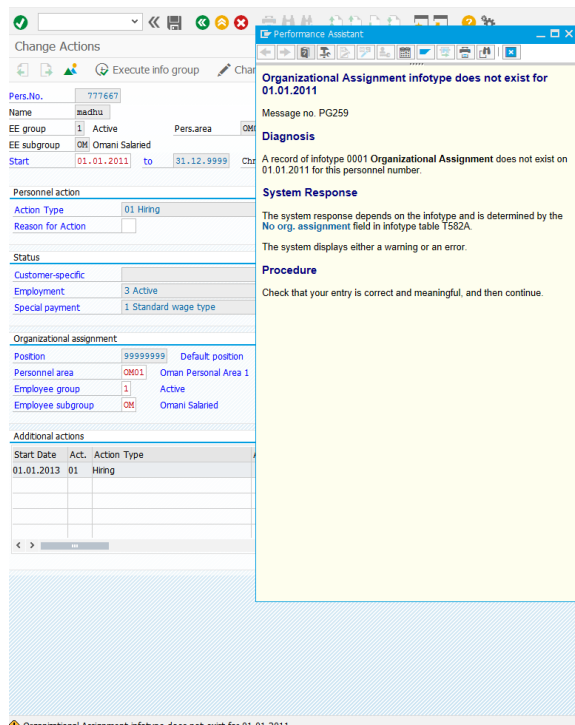
[Read about ANST on the SAP Community](#)

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

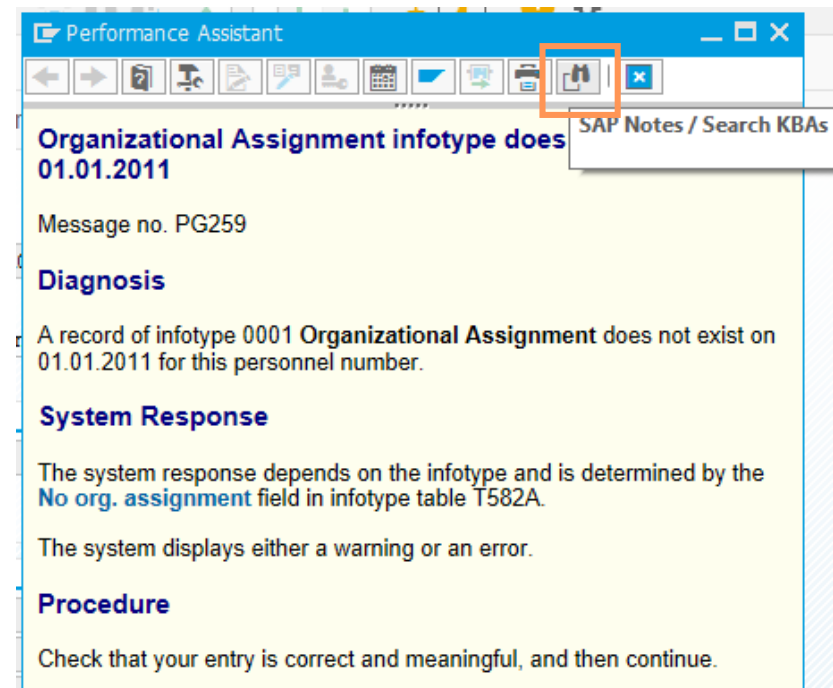
## Performance Assistant Notes and KBAs Search (PANKS)

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.

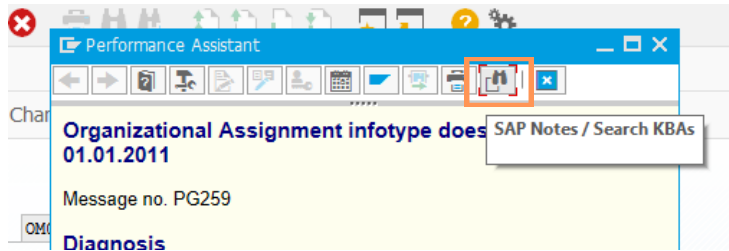


Looking more closely at the performance assistant, you will notice there is a new button.



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

## Performance Assistant Notes and KBAs Search (PANKS)



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**

Automatic Search Display: Notes

The system has searched for existing solutions with this error signature:

Transaction PA41 Message: PG 259

Following 1 Notes Match Error Signature:

Impl. Status	Number	Component	Prio.	Title
Not in System	2113436	LOD-EC-GCP-PY	Recommendations / Additional Info	You want to change the hire date of an employee which is replicated from Employee Central to the ERP system.

**No matching SAP Note/KBA found?**

How to get best results from an SAP search

Or the search parameter is shown if nothing is found

Q63(1)/002 Search for Notes & Knowledge Base Articles (KBA)

Parameter for searches done

*Transaction:*  
CFC3 / -

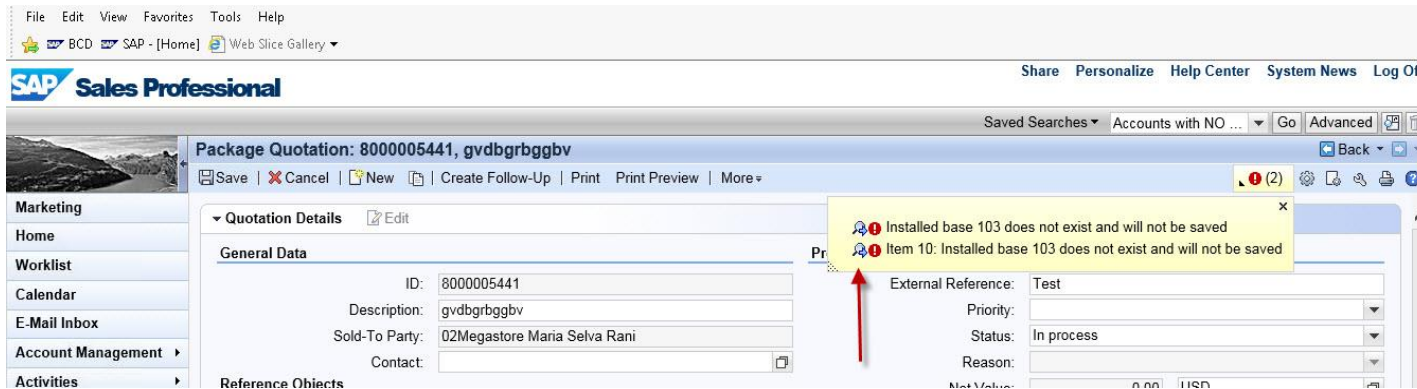
*Program(s):*  
SAPMSVMA  
SAPLCIFC  
SAPLSVIM

*Message:*  
SV 117

No relevant Notes/ KBAs found

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

## Performance Assistant Notes and KBAs Search (PANKS) for Web UI



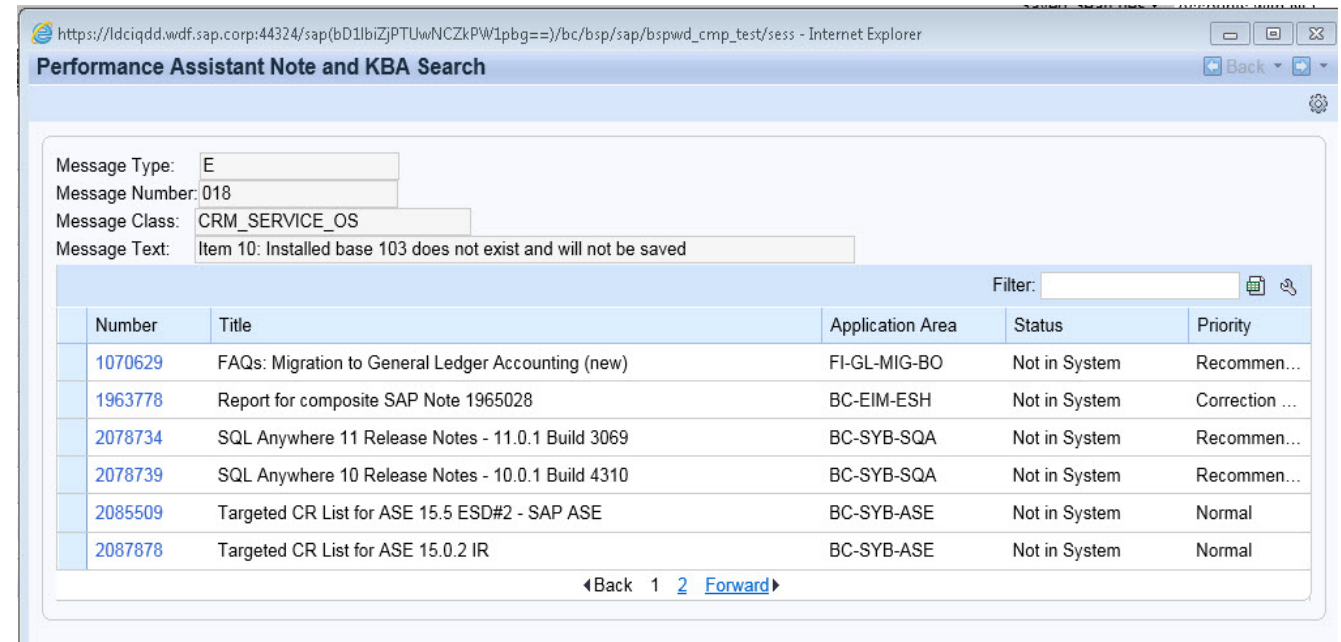
In order to implement PANKS for Web UI, you can have a look to the following note:

[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](#)

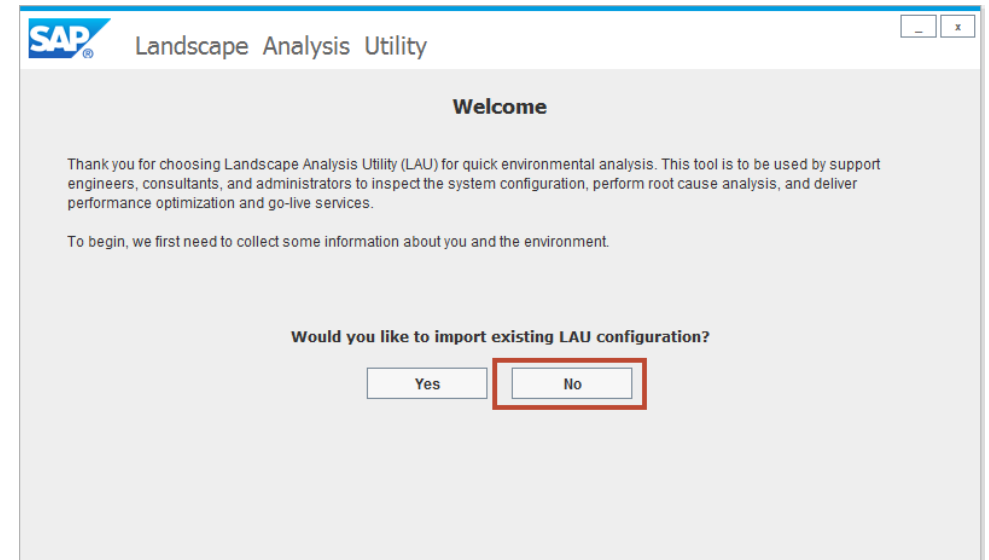
# Other troubleshooting tools

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

The screenshot shows the SAP Knowledge Base Search interface. At the top, there is a search bar with the text 'incremental load' and a search icon. To the right of the search bar are buttons for 'Expert Chat', 'Schedule an Expert', 'Submit an Incident', and 'Expert Search'. Below the search bar, there are three callouts: 'Repository objects' pointing to the search bar area, 'Enter your search term' pointing to the search input field, and 'Start the search' pointing to the search icon.

On the left side, there is a sidebar with two sections: 'Search In: SAP Notes & KBAs' and 'Filter By'. The 'Search In' section lists various sources with their respective counts: SAP Notes & KBAs (255), SAP Community (193), SAP Community Wiki (24), SAP Support Portal (16), SAP Help Portal (204), SuccessFactors Community (79), and Guided Answers (5). The 'Filter By' section has three sub-sections: 'Component', 'Type', and 'Category'. Each sub-section has a list of options with checkboxes and counts. A callout 'Here you can set your filter' points to the 'Filter By' section.

The main content area shows a list of search results. At the top of this area, it says '255 Document(s) found'. To the right of this text is a 'Sort By:' dropdown menu set to 'Relevance', and icons for list and table views. A callout 'Change display List/Table view' points to these icons. The search results list includes titles, descriptions, and metadata for various SAP documents. A callout 'Reset your filter' points to a 'Clear' button in the 'Filter By' section.

At the bottom of the page, there is a footer with links for 'Contact Us', 'Share Your Feedback', 'About the Launchpad', 'Status', 'Terms of Use', 'Copyright and Trademarks', 'Legal Disclosure', 'Privacy', and 'Chinese Government Reg'.

# How to search for a solution in SAP One Support Launchpad

## SAP Notes and KBAs Search – component filter usage

The screenshot shows the SAP Knowledge Base Search interface. On the left, there are two filter panels. The top panel, titled 'Search In: SAP Notes & KBAs', lists various sources with their respective counts. The bottom panel, titled 'Filter By', includes filters for Component, Type, Category, and Priority. A callout points to the 'Search In' panel with the text 'Here you can set a filter'.

The main search results area displays a list of 255 documents. A callout points to the '255 Documents' header with the text 'Select multiple Notes or KBAs'. The table columns include Number, Version, Title, Category, Priority, and Released On. A callout points to the top right of the search results area with the text 'Chat/SaE/Incident/Search', highlighting buttons for 'Expert Chat', 'Schedule an Expert', 'Submit an Incident', and 'Expert Search'.

On the right side, a callout points to the 'Sort By: Number' dropdown menu with the text 'After the selection you can decide if you want to send the notes by e-mail or download it'.

Search In	Count
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

Component	Count
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

Type	Count
SAP Note	161
SAP Knowledge Base Article	94

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

Priority	Count
Normal	161
High	10
Medium	10
Low	10
Very Low	10

Number	Version	Title	Category	Priority	Released On
2543260	1	SuccessFactors OData upsert error "Sorry, you should provide only one main payment method"	Problem	Normal	04.10.2017
2528698	1	Database SAP ASE could not come online as it skips undo pass for an offline database that is dumped	Problem	Normal	02.09.2017
2527623	1	Compound delete functionality	How To	Normal	
2524747	1	Application error when importing data for correcting contingent worker end date	Problem	Normal	
2518415	1	Incremental loads for contingent worker - data that is imported gets wiped out from the end contingent worker record	Bug Filed	Normal	
2508637	8	Targeted CR List for ASE 16.0 SP03 PL02	Problem	Normal	
2507243	3	Incremental initial data transfer with batch job: No information when not all data is processed successfully at APO	Program error	Correction with medium priority	31.08.2017
2502682	6	Targeted CR List for ASE 16.0 SP02 PL07	Problem	Normal	05.10.2017
2502605	3	Targeted CR List for ASE 16.0 SP03 PL01	Problem	Normal	24.08.2017
2499025	1	Improving Relay Server performance by adding RSOEs	Problem	Normal	04.07.2017
2498980	1	Personal Information import file error "[0] is a required field and cannot be blank"	How To	Normal	04.07.2017
2496315	1	Application Error on View of Job Relationships	Problem	Normal	28.06.2017
2494885	1	Correct or Update Pay Component Recurring or Pay Component Non Recurring information record via Import in Full Purge or Incremental Load	Problem	Normal	30.06.2017
2491227	4	SAP IBP OD 1705 - Release Restriction Note	Release planning information	Recommendations / Additional Info	25.10.2017
2489526	1	Correct or Update Job Relationships Information record via Import in Full Purge or Incremental Load	Problem	Normal	14.06.2017
2475181	4	Business Configuration: An Application Error occurs when selecting a Country Specific element - 1705	Problem	Normal	17.05.2017
2470701	1	"Composite Employee Data Import" job. In provisioning is set to run as incremental load but when saving job changes to full purge	Problem	Normal	09.05.2017
2464855	6	HRIS Sync stopped working for certain mappings after MDF Picklist Migration	Problem	Normal	28.04.2017
2459452	2	How to restore master database using Sybstore utility -- SAP ASE	How To	Normal	18.04.2017
2456122	3	Timeslice reported in preprev() - SAP ASE	Bug Filed	Normal	23.08.2017
2453887	7	SAP IBP OD 1705 - Release Restriction Note	Release planning information	Recommendations / Additional Info	25.10.2017
2445789	5	Targeted CR List for ASE 16.0 SP03	Problem	Normal	24.08.2017
2445100	7	Targeted CR List for ASE 15.7 SP139	Problem	Normal	22.08.2017
2418924	11	Central Note - Software Update Manager 1.0 SP21 [int_007]	Upgrade information	Correction with high priority	16.10.2017
2413486	1	Correct or Update Compensation Information record via Import in Full Purge or Incremental Load	Problem	Normal	08.03.2017
2411208	2	Employee Central Data Import Operations	How To	Normal	31.03.2017
2403961	2	Changing predefined LMDB settings or user parameters	FAQ	Recommendations / Additional Info	10.03.2017
2403134	3	SAP IBP OD 1702 - Release Restriction Note	Release planning information	Recommendations / Additional Info	08.03.2017

# How to search for a solution in SAP One Support Launchpad

## SAP Notes and KBAs search – expert search

System Operations and Maintenance

User Management  
Active Users

Total Users 0  
Requested users 0  
Recently created 0

Landscape  
On Premise

Productive systems

System Data

Favorite systems

Installation Data  
On Premise

Installations

Product Availability  
Matrix  
On Premise

Newly available

12521

Development  
Namespaces  
On Premise

Manage connections

SAP Legal Change  
Notes

Since Last Visit  
No data available 0

30 days ago

Click here to start using expert filter

Display notes directly

Using already saved filters

Using selected filter objects

Result list

My SAP Notes & KBAs  
I Am Interested In

Test SCM APO INT 0

New 14

Updated 25

Favorites updated Within last 56 days

Activate Remote Access Restr For EU Access

Standard \*

Search Terms:  Fuzzy Threshold:  Components (Start with):

System:  Soft Comp. Version:  Support Package (Greater Than):  Product Version:  Released On (Pre-Defined):  Released On (Free):  Category:

Release Status:  Document Type:  SAP Security Patch Day:

84 document(s) found

SAP Component	Number	Version	Title	Category	Priority	Released On
SCM-APO-INT-MD-PDS	2385616	2	INT-PDS: Yet another endless loop	Program error	Correction with medium priority	24.10.2017
SCM-APO-INT-MD-PDS	2539849	4	INT-PDS: Erweiterung des Selektionsbildschirms für die PDS Übertragung um Minutenangabe	Program error	Correction with medium priority	19.10.2017
SCM-APO-PPS-ERP	2500099	1	Planned order: component is added on S/4	Program error	Correction with medium priority	18.10.2017
SCM-APO-PPS-ERP	2496856	2	Restrictions and Implementation Recommendations for Production Planning and Detailed Scheduling for SAP S/4HANA 1709	Release planning information	Recommendations / Additional Info	16.10.2017
SCM-APO-PPS-ERP	2382787	17	Restrictions and Implementation Recommendations for Production Planning and Detailed Scheduling for SAP S/4HANA 1610	Release planning information	Recommendations / Additional Info	16.10.2017
SCM-APO-INT-MD-PDS	2538640	2	INT-PDS: No PDS change pointer	Program error	Correction with medium priority	05.10.2017
SCM-APO-INT-MD-PDS	2538340	3	INT-PDS: locking PDS in case of integration error (SCM/SCMAPO and S/4)	Program error	Correction with medium priority	05.10.2017
SCM-APO-INT-MD-PDS	2534182	9	INT-PDS: locking PDS in case of integration error (SAP_APPL and S/4)	Program error	Correction with medium priority	05.10.2017
SCM-APO-PPS-ERP	2518497	6	PPDS for S/4HANA: Subcontracting	Program error	Correction with medium priority	05.10.2017
SCM-APO-INT-MD-PDS	2536880	1	INT-PDS: Changes to material classification not adopted to derived class node item	Program error	Correction with high priority	20.09.2017
SCM-APO-INT-MD-PDS	2530791	1	INT-PDS: Changes to material classification not adopted to derived class node item	Program error	Correction with high priority	07.09.2017
SCM-APO-PPS-ERP	2520005	2	PPDSonS4: PDS/BOM transfer using automatic transfer BADI	Program error	Correction with medium priority	07.09.2017
SCM-APO-PPS-ERP	2470248	1	Added a log message for PDS report error handling	Program error	Correction with medium priority	06.09.2017
SCM-APO-INT-MD-PDS	2528589	1	INT-PDS: PDS_MAINT changes to operations not transferred	Program error	Correction with high priority	04.08.2017
SCM-APO-INT-EXT	2527631	2	BAPI_PDSRVAPS_SAVEMULTI - CTM PDS can not be created after second execution	Program error	Correction with high priority	31.08.2017
SCM-APO-INT-IMG	2507243	3	Incremental initial data transfer with batch job: No information when not all data is processed successfully at APO	Program error	Correction with medium priority	31.08.2017
SCM-APO-PPS-ERP	2499461	4	PPDSonS4: Components not getting transferred for WBS and order BOM	Program error	Correction with medium priority	30.08.2017
SCM-APO-INT-MD-PDS	507025	42	Examples for customer enhancements II	Consulting	Recommendations / Additional Info	28.08.2017
SCM-APO-INT-EXT	2514589	1	PDS BAPI: Runtime error 'MOVE_CAST_ERROR' when called in sequence	Program error	Correction with medium priority	04.08.2017
SCM-APO-INT-EXT	2513186	1	BAPI_PDSRVAPS_SAVEMULTI: Dump GETWA_NOT_ASSIGNED when creating CTM PDS	Program error	Correction with medium priority	02.08.2017
SCM-APO-INT-EXT	2509900	1	BAPI_PDSRVAPS_SAVEMULTI: Creation of CTM PDS results in dump	Program error	Correction with medium priority	27.07.2017
SCM-APO-PPS-ERP	2508337	1	DP, SNP, CTM fields needs to be removed from PDS deletion report	Program error	Correction with medium priority	26.07.2017
SCM-APO-INT-MD-PDS	2509162	1	INT-PDS: Capacity requirement which is not SNP relevant transferred during PDS initial transfer	Program error	Correction with medium priority	25.07.2017
SCM-APO-INT-EXT	2499369	2	BAPI_PDSRVAPS_GETLIST does not return location for SNP PDS	Program error	Correction with medium priority	17.07.2017



# How to search for a solution in SAP One Support Launchpad

## SAP Notes and KBAs search – expert search

The screenshot shows the SAP One Support Launchpad expert search interface. The search term is "SCM emb.PPDS". The search results show 39 documents found. The filters panel is open, showing the search term and various filters. The "Save Variant" dialog is also open, showing the variant name "SCM emb.PPDS" and the "Execute on Select" checkbox checked.

**Technical support package name**

**Filters**

**Save Variant**

**Name**: SCM emb.PPDS

Set as Default  Execute on Select

Notification

**OK** **Cancel**

SAP Component	Number	Version	Title	Category	Priority
SCM-APO-INT-MD-PDS	2529849	4	INT-PDS: Erweiterung des Selektionsbildschirms für die PDS Übertragung um Minutenangabe	Program error	Correction with medium priority
SCM-APO-PPS-ERP	2550099	1	Planned order: component is added on S/4	Program error	Correction with medium priority
SCM-APO-PPS-ERP	2382787	17	Restrictions and Implementation Recommendations for Production Planning and Detailed Scheduling for SAP S/4HANA 1610	Release planning information	Recommendations / Additional info
SCM-APO-INT-MD-PDS	2538540	2	INT-PDS: No PDS change pointer	Program error	Correction with medium priority
SCM-APO-INT-MD-PDS	2538340	3	INT-PDS: locking PDS in case of integration error (SCM/SCMAPO and S/4)	Program error	Correction with medium priority
SCM-APO-INT-MD-PDS	2534182	9	INT-PDS: locking PDS in case of integration error (SAP_APPL and S/4)	Program error	Correction with medium priority
SCM-APO-PPS-ERP	2519497	6	PPIDS for S/4HANA: Subcontracting	Program error	Correction with medium priority
SCM-APO-INT-MD-PDS	2536880	1	INT-PDS: Changes to material classification not adopted to derived class node item	Program error	Correction with high priority
SCM-APO-INT-MD-PDS	2530761	1	INT-PDS: Changes to material classification not adopted to derived class node item	Program error	Correction with high priority
SCM-APO-PPS-ERP	2520005	2	PPIDsonS/4: PDS/BOM transfer using automatic transfer BADI	Program error	Correction with medium priority
SCM-APO-PPS-ERP	2470248	1	Added a log message for PDS report error handling	Program error	Correction with medium priority
SCM-APO-INT-MD-PDS	2525989	1	INT-PDS: PDS_MAINT changes to operations not transferred	Program error	Correction with high priority
SCM-APO-INT-EXT	2527531	2	BAPL_PDS_SRVAPS_SAVEMULTI - CTM PDS can not be created after second execution	Program error	Correction with high priority
SCM-APO-INT-IMO	2507243	3	Incremental initial data transfer with batch job: No information when not all data is processed successfully at APO	Program error	Correction with medium priority
SCM-APO-PPS-ERP	2499461	4	PPIDsonS/4: Components not getting transferred for WBS and order BOM	Program error	Correction with medium priority
SCM-APO-INT-EXT	2514989	1	PDS BAPI: Runtime error 'MOVE_C	Program error	Correction with medium priority
SCM-APO-INT-EXT	2513186	1	BAPL_PDS_SRVAPS_SAVEMULTI	Program error	Correction with medium priority
SCM-APO-INT-EXT	2509900	1	BAPL_PDS_SRVAPS_SAVEMULTI	Program error	Correction with medium priority
SCM-APO-PPS-ERP	2506337	1	DP_SNP: CTM fields needs to be n	Program error	Correction with medium priority
SCM-APO-INT-MD-PDS	2509162	1	INT-PDS: Capacity requirement wh	Program error	Correction with medium priority

# 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

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



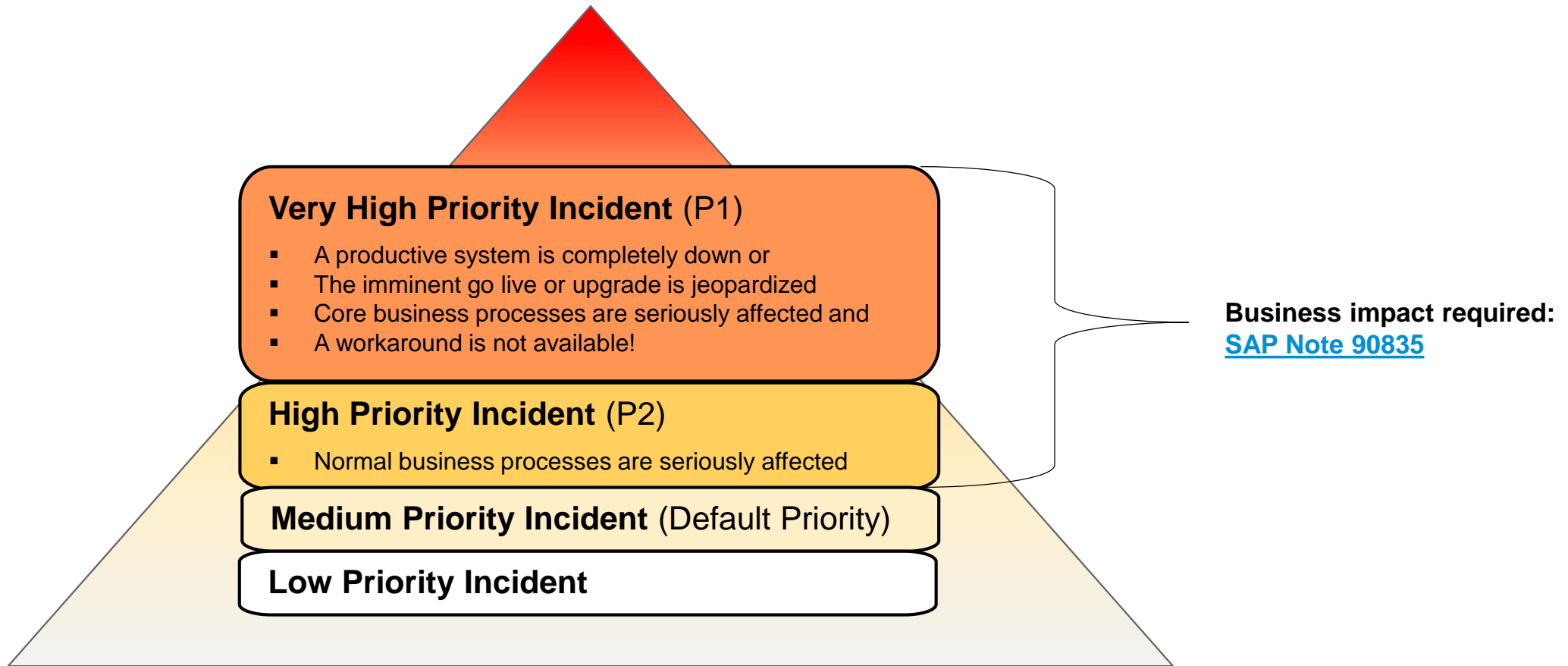
Connections opened

\* 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”.



# 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...

Knowledge Base | select

Contact SAP Support

Priority: Very High

Subject: CFM

Description: CFM is not selecting the materials that are used in the variant

Installation: 900138760 - APO TEST

System: API - (PROD)

Component: SCM-APO-INT-IND

Steps to Reproduce: Run CFM add variant Sdp Test

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 March 5, 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.

Would you like to share a document with SAP?

+ Add Attachment

File Name	Description	File Type	File Size
	No data		

Additionally - with whom can we get in contact?

Name	E-Mail	Role
	@sap.com	REPORTER
	@sap.com	24HOUR
		Contact description...
		Contact description...
		Contact description...

Credential

# 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

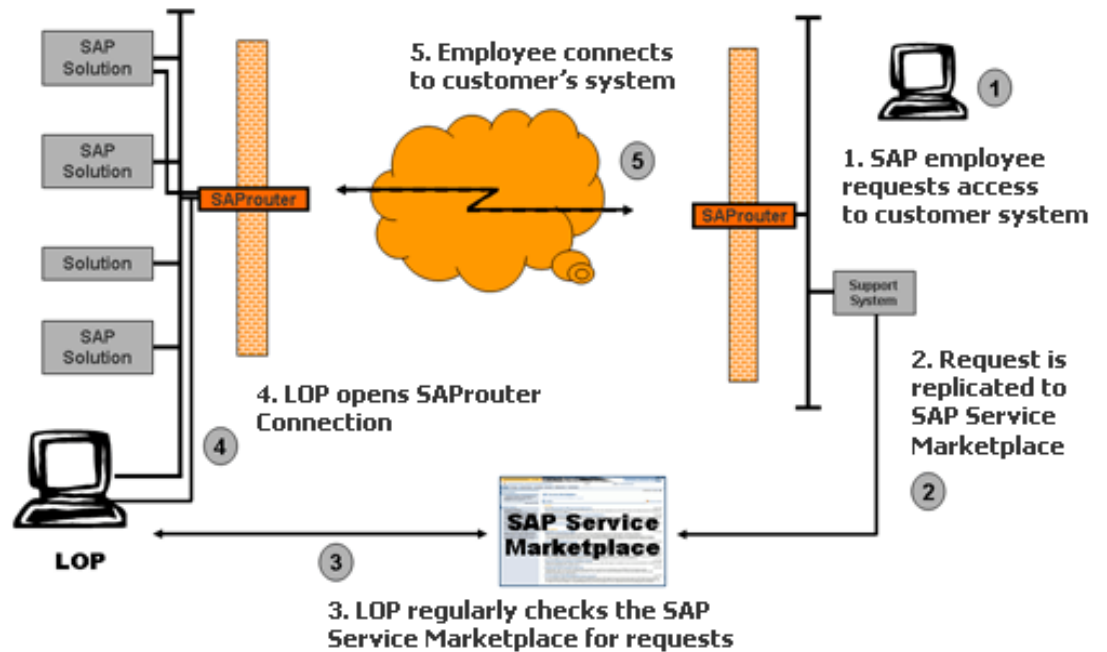
# Line Opener Program

## 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)

Solutions / Incidents

Find a Solution  
On Premise



Report an incident

Incidents  
Inbox

16

Action required

Solution Proposed

1

Need confirmation

Open Incidents

150

Outstanding incidents

No Updates

160

Within last 7 days

High Priority

32

P1 & P2 incidents

Draft Incidents

7

Not sent to SAP

Knownled... incremental load scm

Enter your search text

**Step 1** – To find an answer for a technical or non-technical issue, we recommend that you carry out a search using the search box above.

**Step 2** – Use the filter criteria offered on the result list to narrow down your search results to those that are relevant to you.


**Step 3** – Notify SAP Support about a technical problem with your SAP product using the *Submit an Incident* button on the result page. The *Create Incident* form will be launched and guide you through the process.

For non-technical support through telephone, chat or e-mail, click the *Contact Us* button in the lower-left corner.

If you have a "How to" question, visit the [SAP Community](#) or [SAP SuccessFactors Community](#) where you can post questions to knowledgeable users and share ideas, opinions and information about SAP products and services.


### Did you know ...

SAP now offers two new alternative channels to contact SAP Support and get an answer to your technical questions:



**Expert Chat**

You need immediate support help? **Expert Chat** instantly connects you to live, technical experts. This channel helps you resolve incidents nearly twice as fast as traditional SAP support channels.



**Schedule an Expert**

**Connect with an SAP Support engineer** in a live, one-on-one 30-minute call. The scheduled appointments require a 3-day notice to allow engineers to prepare for the session. Tell us your question and the product area that you want to discuss. We'll find an available expert to assist you at a time of your choice.

For even faster access, [enter the tile catalog](#) and add the *Expert Chat* and *Schedule an Expert* tiles to your home screen so you can start the applications straight from there.

Knownled... incremental load scm

[Expert Chat](#)
[Schedule an Expert](#)

[Submit an Incident](#)

[Expert Search](#)

36 Document(s) found Sort By: Relevance

<input type="checkbox"/>	SAP Component	Number	Version	Title	Category	Priority	Released On
<input type="checkbox"/>	SCM-APO-INT-MD-PR	1693806	4	Queue stops with error when transferring material to SCM	Program error	Correction with medium priority	28.03.2012
<input type="checkbox"/>	BC-UPG-RDM	2371752	15	Central Note - Software Update Manager 1.0 SP20 [Int_006]	Upgrade information	Correction with high priority	11.09.2017
<input type="checkbox"/>	SCM-BAS-INT-MD	1266809	3	FAQ:Incremental Initial Data transfer	FAQ	Recommendations / Additional Info	03.12.2014
<input type="checkbox"/>	SCM-APO-INT-MD-PDS	1669458	1	INT-PDS: Only warning messages while incremental transfer II	Program error	Correction with high priority	03.01.2012
<input type="checkbox"/>	SCM-IBP-DM	2133072	17	SAP IBP 5.0: Release Restrictions Note	Release planning information	Recommendations / Additional Info	14.09.2016
<input type="checkbox"/>	SCM-IBP-DM	2403134	3	SAP IBP OD 1702 - Release Restriction Note	Release planning information	Recommendations / Additional Info	08.03.2017
<input type="checkbox"/>	SCM-APO-INT-MD-PDS	1744247	2	INT-PDS: Incremental data load is not working with SubCont.	Program error	Correction with high priority	19.07.2012
<input type="checkbox"/>	SCM-APO-INT-MD-PDS	1639711	1	INT-PDS:Only warning messages while Incremental Data Transf.	Program error	Correction with high priority	07.10.2011
<input type="checkbox"/>	SCM-IBP-RM	2289228	1	SAP IBP 6.1: Release Restriction Note	Release planning information	Recommendations / Additional Info	22.04.2016
<input checked="" type="checkbox"/>	SCM-IBP-DM	2491227	4	SAP IBP OD 1708 - Release Restriction Note	Release planning information	Recommendations / Additional Info	25.10.2017
<input type="checkbox"/>	SCM-BAS-INT-MD	1387707	2	Enhanced initial data transfer issues	Program error	Correction with medium priority	19.11.2009
<input checked="" type="checkbox"/>	SCM-APO-INT-IMO	2507243	3	Incremental initial data transfer with batch job: No information when not all data is processed successfully at APO	Program error	Correction with medium priority	31.08.2017
<input type="checkbox"/>	SCM-APO-INT-MD-PR	1649980	3	Incremental data transfer->only warning messages in log	Program error	Correction with medium priority	27.12.2011
<input type="checkbox"/>	SCM-IBP-DM	2453887	7	SAP IBP OD 1705 - Release Restriction Note	Release planning information	Recommendations / Additional Info	25.10.2017

# The perfect customer incident

## How to create an incident – Select your system(2/7)

Which of your systems or products is affected?

For guidance on the correct selection of product/installation for Cloud incidents, please refer to [KBA 2379404](#)

Your recently used systems/products

- SY1 - (PROD)  
SAP ERP 2004
- KW6 - (TEST)  
SAP KW 6.0

Your favorite systems/products ★

- HDB - Ingo's HANA (TEST)  
SAP HANA PLATFORM EDIT. 1.0
- S01 - S01 (TEST)  
SAP ERP 6.0
- OLI - (DEMO)  
SAP SCM 7.0

your last used systems

your favorite systems

Product: SAP APO

Installation: - Select a product

System/Product: SAP R/3  
SAP BW  
SAP SEM  
SAP APO  
SAP NETWEAVER  
SAP KW  
SAP WEB AS  
SAP ENTERPRISE PORTAL  
SAP CRM  
SAP SRM  
SAP SOLUTION MANAGER  
SAP ERP  
SAP BusinessObjects  
Sybase

Or search for another system or product for which you are authorized

Customer: SAP

Product: SAP APO

Installation: APO TEST

System/Product: Enter optional search term (for example, CRM, learning, ...)

Search Reset

System ID	System Number	system_list_col_sys_type	Description	Installation	Customer
AP1		PROD	SAP APO	APO TEST	SAP
CZO		PROD	SAP APO	APO TEST	SAP
SMF		TEST	SAP	APO TEST	SAP

Or search for another system or product for which you are authorized

Customer: SAP

Product: SAP APO


Installation: - Select an installation


System/Product: - Select an installation

APO TEST



# The perfect customer incident

## How to create an incident (3/7)


> Which of your systems or products is affected? 

 Connections are currently closed or System Access data has not been maintained for the selected System. To speed up incident processing, please correctly maintain your Remote Connections for the selected System. Please also ensure that correct user roles are provided and that these roles are identical to where the reported error occurred.

System/Product: CZO -

 Access Data Missing  Connection Closed


Provide Incident Details

\*Language: English (user profile language) 

\*Priority: Medium


**Business operations are affected.**

\*Subject: Stock transfer for subcontracting stock is not working after upgrade



\*Description: 

Dear SAP,

we have done an upgrade from ECC 605 SP2 to ECC 618 SP03 and SCM 700 SP15 to SCM 714 Sp03.  
We are facing issues in subcontracting stock transfer via online transfer.  
The initial load is working well.

\*Component: SCM-APO-INT-STK 

Select a Component

scm-apo-int  

8 Personalized 67 All Components 60 Search Result

- SCM-APO-INT-MD  
Master Data
- SCM-APO-INT  
Interfaces
- SCM-APO-INT-CC  
CIF-Cockpit
- SCM-APO-INT-CCR  
CIF Compare and Refresh
- SCM-APO-INT-CCR-CDS  
Sales Scheduling Agreement Processing
- SCM-APO-INT-CCR-CON  
Configuration
- SCM-APO-INT-CCR-EP  
Purchasing
- SCM-APO-INT-CCR-FRW  
Framework
- SCM-APO-INT-CCR-IP

Cancel

# The perfect customer incident

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

Steps to Reproduce:

Please provide step-by-step instructions on how to reproduce your issue:  
Step 1: Logon on ECC System EC1/100 with user SAPSUPPORT1  
Step 2: run transaction MIGO for material MAT1 in plant 0001 with movmentype 562 and enter there for the storage location 0001 a qty of 15 PC.  
Step 3: post then the stoc by pressing the button post.  
Step 4: Logon on AP1/100 and check then in SCM APO system via transaction /SAPAPO/RRP3 for the same product and location the stock situation.  
Step 5: Compare this with the results in EC1/100 in TX MMBE or run report /SAPAPO/CCR with variant SAP\_TEST on AP1/100

Business Impact

This is effecting the planning situation in our APO system as all our subcontracting stock in not updated any more online. We do have tried to resend the stock via deltareport and it does not find any error. Initial transfer for stock can correct the issue for some time until next posting.  
Financial loss is around 2mil. \$ in the next 24hr. 20 Production planners and 150 shop floor worker are effected as well as 15 subcontractor.

Would you like to share a document with SAP?

+ Add Attachment

File Name	Description	File Type	File Size
Fehlerbeschreibung.docx	Steps in detail	DOCX	1418.84 KB

Additionally, with whom can we get in contact?

Application User	Primary Phone: +32 12432 432423
Reporter	Secondary Phone:
	Email: jeff.helper @sap.com
	Time Zone: CET
Test ---TECH-USER---	Primary Phone: +32 3242 432434
24h Contact	Secondary Phone:
	Email: basis @sap.com
	Time Zone: CET
Max Fast (ON-PREM SUPER)	Primary Phone: +32 1232 4325324
System Opener	Secondary Phone:
	Email: max.fast @sap.com
	Time Zone: CST

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)

The screenshot shows the SAP incident creation process. At the top, there are buttons for 'Cancel', 'Save as Draft', 'Start Expert Chat', and 'Submit'. Callouts point to these buttons with instructions: 'Save as draft but do NOT send to SAP' for 'Save as Draft', 'Start your Expert Chat instead of opening an incident' for 'Start Expert Chat', and 'Send your incident to SAP' for 'Submit'. Below the buttons is a navigation bar with links like 'Contact Us', 'Share Your Feedback', 'About the Launchpad', 'Terms of Use', 'Copyright and Trademarks', 'Legal Disclosure', and 'Privacy'. The main content area shows a question 'Which of your systems or products is affected?' and a warning message: 'Connections are currently closed or System Access data has not been maintained for the selected System. Please also ensure that correct user roles are provided and that the system is accessible for the selected System. Please also ensure that correct user roles are provided and that the system is accessible for the selected System.' Below this, the system/product is identified as 'CZO -' with status indicators for 'Access Data Missing' and 'Connection Closed'. A callout points to the 'Access Data Missing' status, which is linked to a 'Remote Connections On Premise' box containing a 'Manage connections' button. To the right, a detailed view for 'CZO' is shown, including system number, type, customer name, and installation details. Below this, there are tabs for 'USERS', 'ROUTERS', 'SERVERS', 'CONTACTS', 'INFO', 'INCIDENTS', and 'HISTORY LOG'. The 'USERS' tab is active, showing a table of user entries.

Cancel Save as Draft Start Expert Chat Submit

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

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 System. Please also ensure that correct user roles are provided and that the system is accessible for the selected System. Please also ensure that correct user roles are provided and that the system is accessible for the selected System.

System/Product: CZO -

Access Data Missing Connection Closed

Remote Connections On Premise Manage connections

CZO System Number: 21312312 System Type: PROD Customer Name: Customer Number: 3234111 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	Test	100	09.11.2017, 23:45	Super Admin	25.10.2017

Expiry date notification not set

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# The perfect customer incident

## How to create an incident(6/7)

The screenshot displays the SAP Incident Management interface for a specific incident. The header shows the incident ID '6922' and title '2016 Master ticket for alerts that got genera'. Key details include System: BOD - BOD, Installation: - R3 TEST SUPPORT, Component: TEST ONLY - SAP Global Partner Support (XX-PART-TST-GPS-003), and Customer: [redacted]. The status is 'Access Data Missing' and 'Connection Closed'. A 'Status, Priority' callout points to a box showing 'Sent to SAP Partner' and 'Very High' priority. Below the header is a navigation bar with icons for Latest Info, Communications (3), Contacts (1), Attachments (0), KBA/SAP N... (0), and Action Log (7). An 'Incident „elements“' callout points to this bar. The main content area shows 'Latest Information' with a detailed description: 'Info for Customer from Partner: Action Log: Incident Description Master ticket for alerts that got generated for "SMDA98 exists but process instance SMDA98". As per Monitoring team, this is a new requirement which got recently implemented as per request from Neil Langford. Action Log: informed pradeep. Action Log: Waiting for Neil Langford advise. Action Log: Assigned to Catalin Anton.' The date and time are '19.10.2016 16:41:09 CET'. At the bottom, a callout 'Change into edit mode for incident creation' points to an 'Edit' button. Another callout 'Close incident / request to Close' points to a 'Request to Close' button, and 'Create location PDF File' points to an 'Export as PDF' button.

# The perfect customer incident

## How to create an incident (7/7)

The screenshot shows the SAP incident management interface. At the top, a navigation bar contains several icons: 'Latest Info' (highlighted with an orange box and a callout 'Send reply to SAP'), 'Communication' (3), 'Contacts' (1), 'Attachments' (0), 'KBA/SAP Note' (1), and 'Action Log' (6). Below this, the 'Latest Information' section displays a reply: 'Reply: Test was successful.' Below the reply, the date '17.11.2016 10:27:52 CET' and a 'Recommended KBA/SAP Note: 10 Your request has been completed' are shown. The 'Update Priority' dropdown is set to 'Medium' and is highlighted with an orange box and a callout 'Update only possible with status in customer action or solution proposed'. Below the priority, the text 'Business operations are affected.' is visible. The 'Reply to SAP' text area is empty and has a callout 'Send to SAP'. At the bottom, there is an 'Add an Attachment' section with a table showing 'No data'. The bottom bar contains 'Cancel', 'Save as Draft', and 'Submit' buttons, with the 'Submit' button highlighted by an orange box.

Send reply to SAP

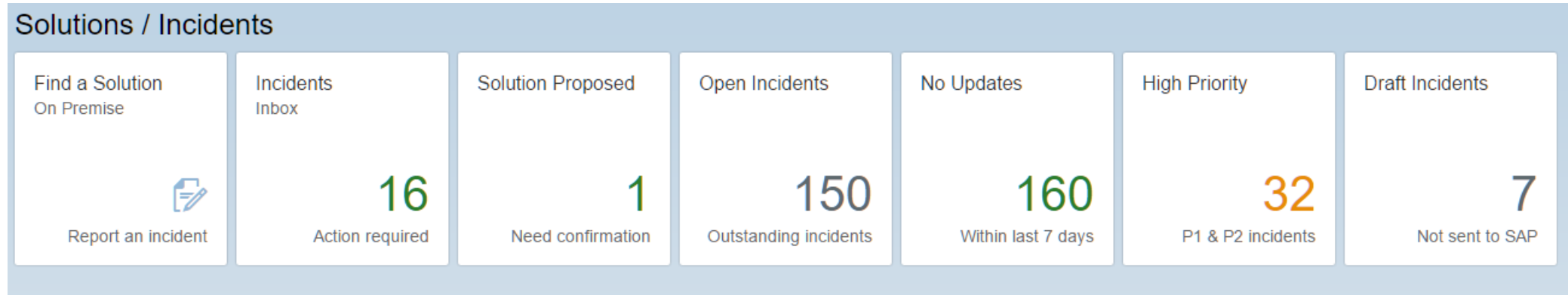
Update only possible with status in customer action or solution proposed

Send to SAP

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.

The screenshot shows the SAP Positive Call Closure Survey interface. At the top, there is a navigation bar with the SAP logo, a dropdown menu for 'Positive Call Closure', a search bar with 'Knowle...' and 'Enter search term', and user profile icons. The main heading is 'Positive Call Closure Survey'. Below this, the survey is titled 'Your Feedback to SAP Support'. It contains several rating questions, each with a green progress bar and a '10' in a circle. The questions are: 'Processing times for this Incident - How satisfied are you ... with the initial reaction time from SAP?', '... with the time it took SAP to solve the issues?', 'SAP employee who solved the issue - How satisfied are you ... with his/her experience and knowledge?', '... with his/her friendliness and behavior?', 'Support for this Incident - How satisfied are you ... overall with the support you received concerning this Incident?', and 'Product satisfaction - How satisfied are you ... with the product you opened this Incident for?'. The last question, 'Has your problem been solved?', has a 'Yes' button selected. Below the survey is a 'Further Comments' section with a text area and the question 'Do you have any comments or suggestions? How did you benefit from our service?'. At the bottom, there are 'Abbrechen' (Cancel), 'Save', and 'Reset' buttons.

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](#)

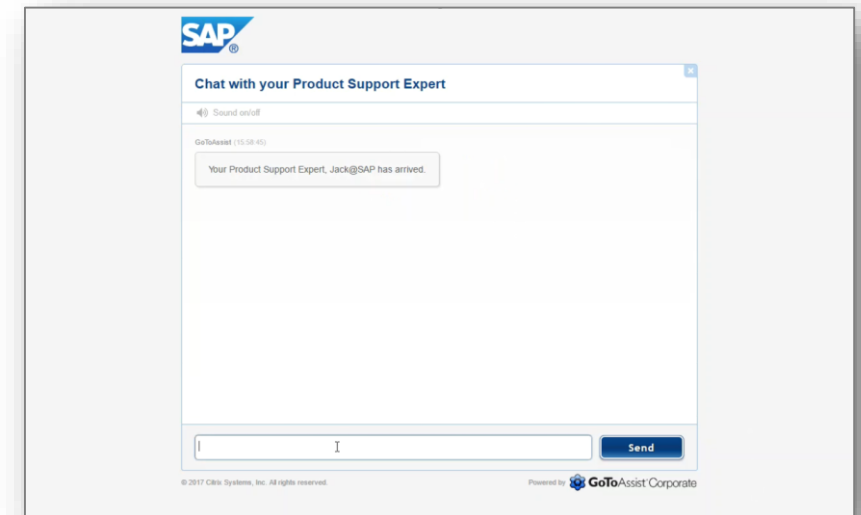
### Benefits

- 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

Knownled... incremental load scm

日本語 Deutsch

**Step 1** – To find an answer for a technical or non-technical issue, we recommend that you carry out a search using the search box above.

**Step 2** – Use the filter criteria offered on the result list to narrow down your search results to those that are relevant to you.

**Step 3** – Notify SAP Support about a technical problem with your SAP product using the *Submit an Incident* button on the result page. The *Create Incident* form will be launched and guide you through the process.

For non-technical support through telephone, chat or e-mail, click the *Contact Us* button in the lower-left corner.

If you have a "How to" question, visit the [SAP Community](#) or [SAP SuccessFactors Community](#) where you can post questions to knowledgeable users and share ideas, opinions and information about SAP products and services.

**Did you know ...**

SAP now offers two new alternative channels to contact SAP Support and get an answer to your technical questions:

**Expert Chat**

You need immediate support help? **Expert Chat** instantly connects you to live, technical experts. This channel helps you resolve incidents nearly twice as fast as traditional SAP support channels.

**Schedule an Expert**

Connect with an SAP Support engineer in a live, one-on-one 30-minute session. Scheduled appointments require a 3-day notice to allow engineers to prepare for the session. Tell us your question and the product area that you want to discuss. We'll find an available expert to assist you at a time of your choice.

For even faster access, [enter the tile catalog](#) and add the *Expert Chat* and *Schedule an Expert* tiles to your home screen so you can start the applications straight away.

Before creating the incident

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

Expert Chat Schedule an Expert Submit an Incident Expert Search

Sort By: Relevance

Released On

Correction with medium priority 28.03.2012

During search

**Schedule an Expert**  
Contact SAP

**Chat With An Expert**  
Get Real-Time Support

Upcoming sessions 0

Begin a chat session

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

The screenshot displays the SAP Expert Chat interface. At the top, there are three tabs: "Expert's Area", "Categorize It", and "Description". The "Expert's Area" tab is active, showing a section titled "1. Expert's Area" with instructions on how to use the chat and a text input field containing "SCM APO Production Planning and Detailed Scheduling (PP/DS)". Below this is the "2. Categorize It" section with a text input field containing "S4H - Defense (TEST)". The "3. Description" section has a text area with the text "Planned order profile color change" and "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." At the bottom of the interface, there are two buttons: "Create Incident" (highlighted with an orange box) and "Start Expert Chat" (highlighted with an orange box). A "Cancel" button is also visible at the very bottom left.

# The perfect customer incident

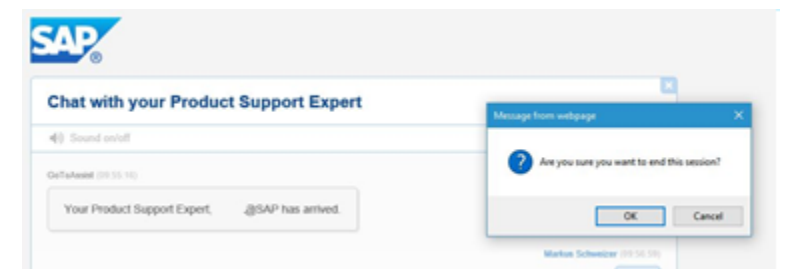
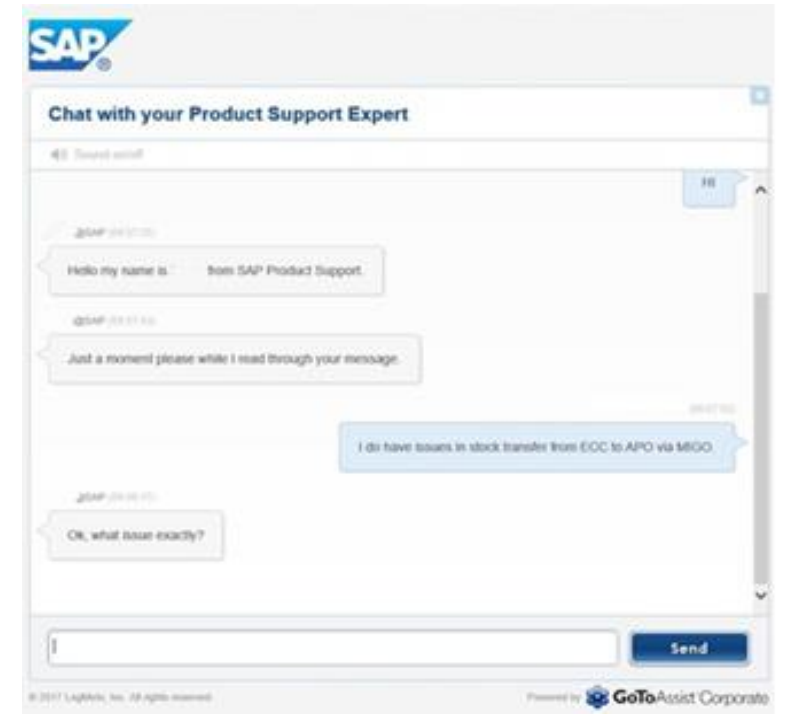
## Expert Chat

- 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](#)

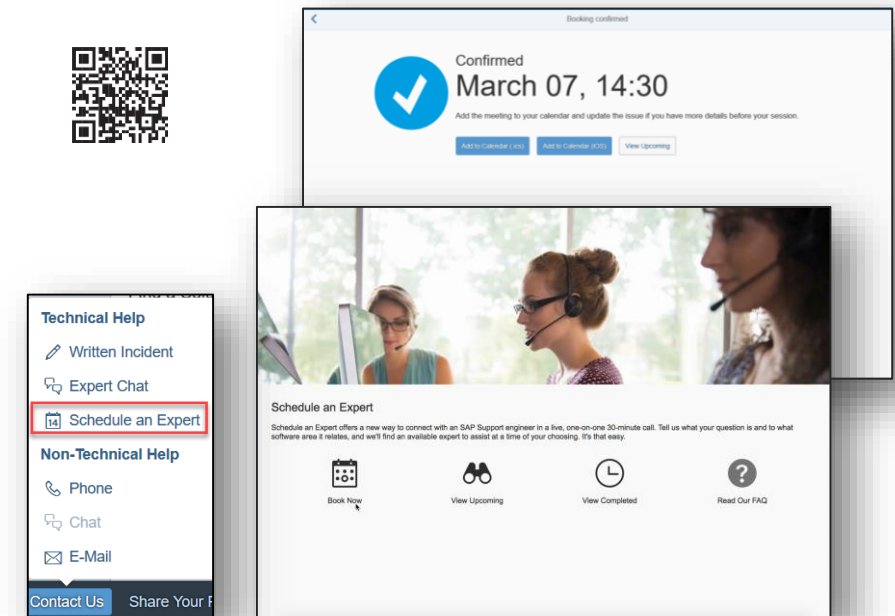
### Benefits

- 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

1. SAP support basics, Support Backbone, where can I find information  
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

## 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

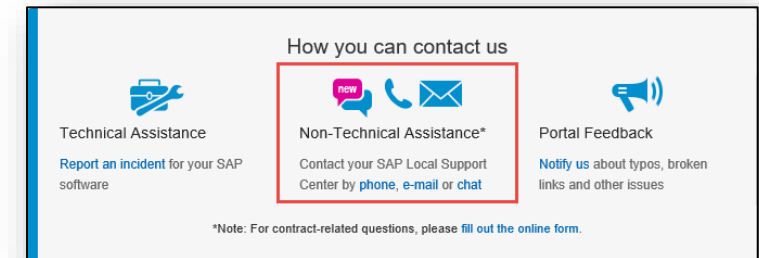
### Benefits

- 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

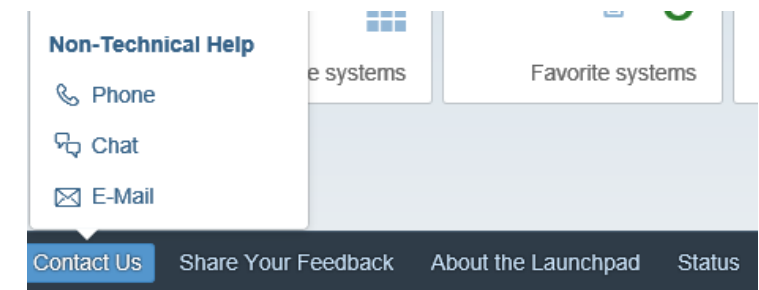
### Access

- 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?

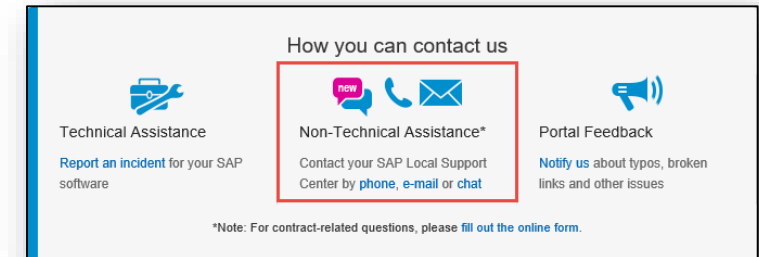
- Call the SAP Customer Interaction Center (CIC).
- Local CIC numbers (available 24x7) can be found via: [SAP Note 560499](#) or [SAP Support Portal](#)
- Ask to speed up the incident by explaining the business impact.

### What you can expect!

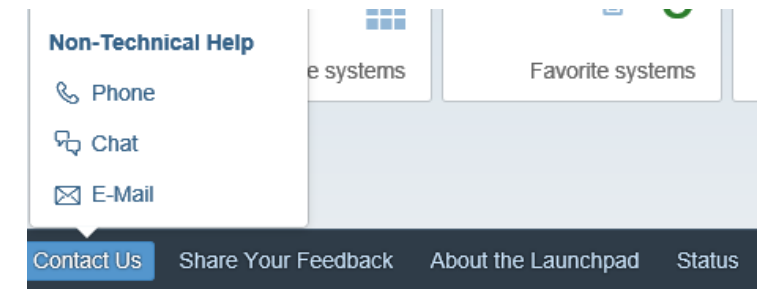
Customer Interaction Center (CIC) takes care of:

- Analysis of the options to speed up the incident

### How to connect!



SAP Support Portal



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

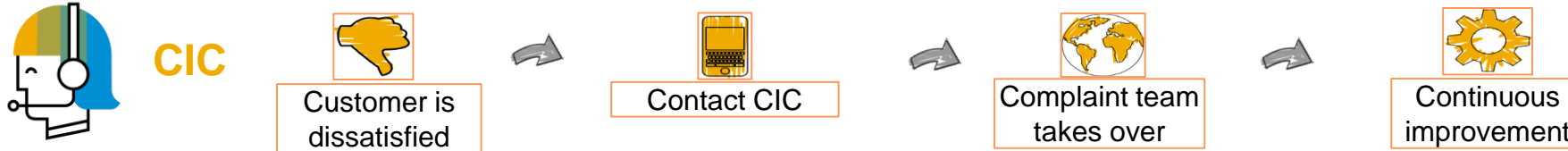
- SAP incident escalation team ensures:
- Intensified attention and additional activity of support resources
- Increased coordination of internal incident handling
- Involvement of SAP Development or back office, if needed
- Execution of action plan and frequent feedback

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



# Give feedback to SAP

## Complaints about support or a product



### 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 SAPHIRE 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](#)



## Social media

SAP Support Help on [Twitter](#)

SAP Cloud Support on [Twitter](#)



## SAP ONE Support Launchpad

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

Video: [SAP ONE Support Launchpad](#)

**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

*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.*

Good Example

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

*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.*

Good Example

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

# Useful SAP links

Topic	Quick Link
SAP ONE Support Launchpad	<a href="https://launchpad.support.sap.com">https://launchpad.support.sap.com</a>
SAP ONE Support Launchpad in 3 mins	<a href="https://www.youtube.com/watch?v=9RutFZ1Qoag">https://www.youtube.com/watch?v=9RutFZ1Qoag</a>
Create Customer Incident	<a href="https://launchpad.support.sap.com/#/incident/create">https://launchpad.support.sap.com/#/incident/create</a>
How to get the fastest incident resolution	<a href="https://www.youtube.com/watch?v=R-ox1CK8Bo8">https://www.youtube.com/watch?v=R-ox1CK8Bo8</a>
SAP Community Network	<a href="http://scn.sap.com">http://scn.sap.com</a>
SAP Notes Search	<a href="https://launchpad.support.sap.com/#/mynotes">https://launchpad.support.sap.com/#/mynotes</a>
SAP Support Journey	<a href="http://go.sap.com/support.html">http://go.sap.com/support.html</a>
Line Opener Program New Version	<a href="https://support.sap.com/remote-support/saprouter/lop.html">https://support.sap.com/remote-support/saprouter/lop.html</a>
PANKS	<a href="http://scn.sap.com/community/abap/blog/2014/11/28/got-an-error-message-the-new-tool-panks-is-here-to-help-you">http://scn.sap.com/community/abap/blog/2014/11/28/got-an-error-message-the-new-tool-panks-is-here-to-help-you</a>
SAP Note display via SAP ONE Support Launchpad	<a href="https://launchpad.support.sap.com/#/notes/note%20number/language">https://launchpad.support.sap.com/#/notes/note number/language</a> Example: <a href="https://launchpad.support.sap.com/#/notes/2281599/E">https://launchpad.support.sap.com/#/notes/2281599/E</a>

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[www.sap.com/contactsap](http://www.sap.com/contactsap)

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