

Use Expert Chat

To solve your technical problems

PUBLIC

SAP Product Support, April 4th, 2019

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Topics for Today

Expert Chat benefits include:

- Time savings: Businesses that implement Expert Chat begin to experience significant increases in value from their maintenance and support agreements with SAP.
- Reduced downtime: Expert Chat can reduce the amount of time businesses spend supporting SAP products, including resolving incidents and issues.
- Efficient issue resolution: Through the Expert Chat service, SAP optimizes support process by consolidating all necessary information at an early stage to solve an issue during the interaction. For more complex issues, a follow-up will take place as an incident.



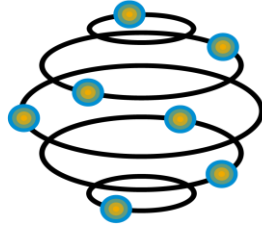
Overview

Product Support – Our General tasks



Incident Solving

- Incident solving for SAP direct customers
- Incident Support for SAP VAR partners (indirect customers)
- First and second level support for 3rd party products



SAP Community Questions and Answers

- 300 PS Contributors (200 PS Moderators)
- 13 SAP Community Masters
- 2,8 Million unique visitors per month



SAP Community WIKIs & Blogs

- Blogs (< 100.000)
- 56 PS WIKI spaces* with > 4 Million views per month
- 95 PS Moderators
- Community Projects
- FAQs as well as Hints and Tips for SAP Products



KBA/SAP Notes Creation

- Specific troubleshooting documents
- Effective solving of recurring issues
- Knowledge sharing with SAP Partners and Customers
- FAQ SAP Notes creation for multi layer problems
- Knowledge source for SAP Partners and Customers



Next Generation Support

- **Expert Chat**
- **Schedule an Expert**
- Guided Answers
- Built-in Support
- Cloud Availability Center
- Ask an Expert peer
- Launchpad notifications
- Social Media Channels

Overview

The Next Generation Support

Live Business needs live support

Next-Generation Support for the intelligent enterprise



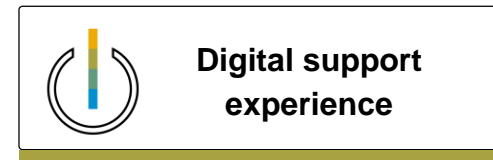
[Next-Generation Support](#) has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

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



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 \(CIC\)](#)



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](#)



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 AI-driven services.

- Thought leadership
- AI/ Machine Learning

Interact with SAP Product Support

Choosing the correct channel

Product Support channels



Schedule an Expert

Best suited for [Low or Medium priority](#) issues:

- Schedule a 30 minute live call
- Connect with an SAP Support Engineer - who's an expert in the topic
- Get your issue resolved, and an opportunity to deepen your knowledge

Learn more about [Schedule an Expert](#)



Expert Chat

Best suited for [Medium or High priority](#) issues:

- Get your issues resolved during a live support session
- For more complex issues, a follow-up will take place with an incident

Learn more about [Expert Chat](#)



Traditional Incident

Best suited for [High or Very High priority](#) issues:

- Create an incident for SAP Product Support using the [SAP ONE Support Launchpad](#)
- Work closely with an SAP Support Engineer

Learn more about [Reporting an Incident](#)

Quick Tips:

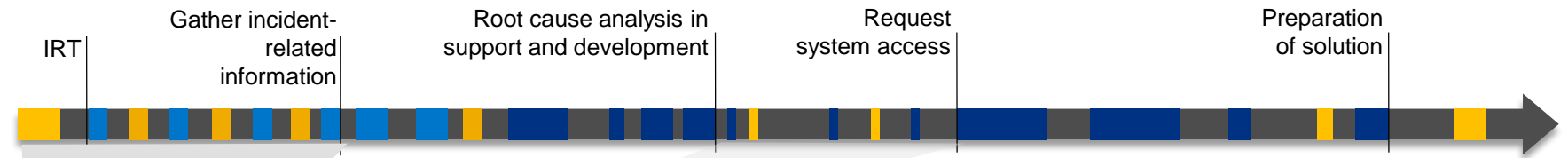
- Always start by searching for an answer in the [knowledge base](#) (for SAP Notes) and Google for (SAP KBAs)
- If you still need help, and your issue is specific to **the standard functionality of your SAP solution**, contact SAP Product Support using the channel listed below which best suits your business impact.
- For other types of inquiries, use the [SAP Community Questions & Answers](#), or access [other resources](#) at SAP.
- These channels should only be used for technical/functional issues with an SAP product, as described in [SAP Knowledge Base Article 83020 - "What is consulting - What is support?"](#) and [SAP Knowledge Base Article 2706322 - "What is Support - What is Consulting: Cloud Solutions"](#).
- To help you choose the most appropriate channel [SAP Knowledge Base Article 67739 - "Priority of problem incidents"](#) provides a detailed explanation of each priority level.

Live support with Expert Chat and Schedule an Expert

Optimizing the incident flow

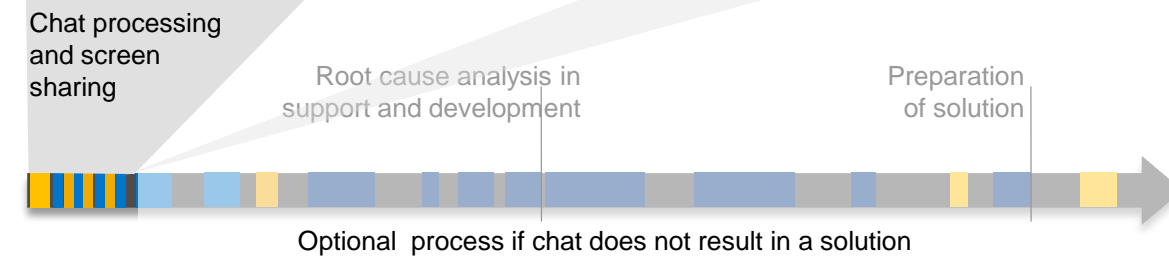
ILLUSTRATIVE

Typical incident flow Traditional incident



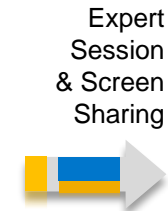
Ø 6 replies to customer
14-45 days processing time

Optimized incident flow with Expert Chat



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

Optimized incident flow with Schedule an Expert



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

Real-time interaction

Expert Chat

Real-time interaction

Expert Chat



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

Overview

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

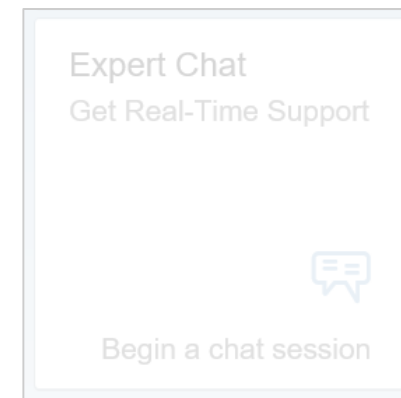
Benefits

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

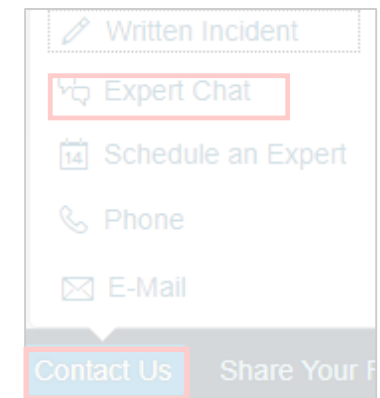
Access

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

Preview



Expert Chat tile on My Home in SAP ONE Support Launchpad



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



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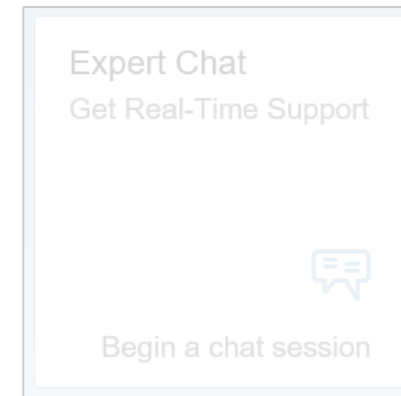
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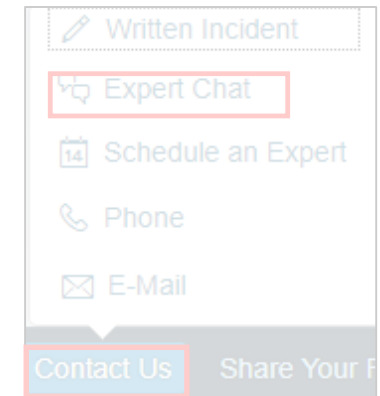
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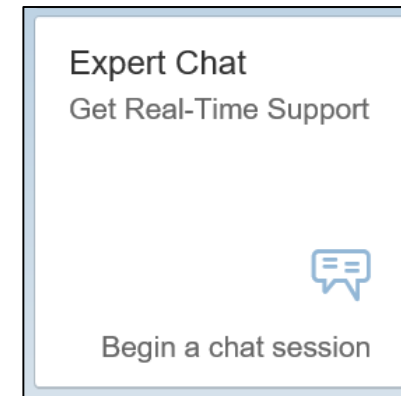
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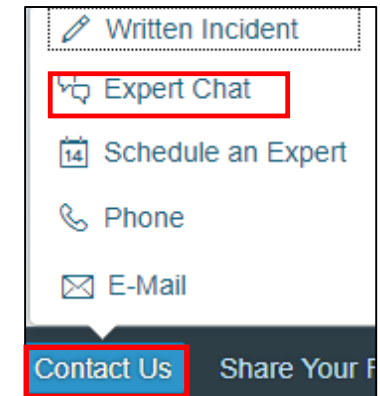
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Real-time interaction

Expert Chat



Chat in 3 steps

Overview

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

Benefits

- Connects you real-time with SAP support
- Offers screen-sharing option
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Preview



Expert Chat tile on My Home in SAP ONE Support Launchpad

Prepare **Expert Chat** – in 3 steps

1

SAP KBA 2392095 - Requirements for a successful Expert Chat

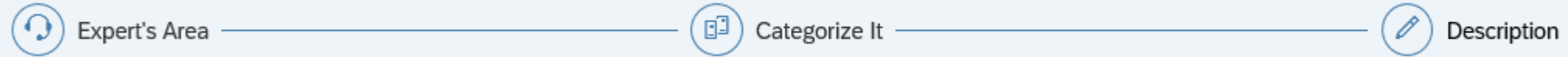
2

SAP KBA 2570790 - Expert Chat Frequently Asked Questions

3

SAP KBA 2213344 - Starting an Expert Chat with SAP Support
SAP Support Portal Home / My Support / Product Support

Workflow on Expert Chat tile



1

2

3

Selection of Expert Area/
Component

Selection of system

Description of the technical
problem

Availability check executed on the chat
queue belongs to Area / Component

SAP technical expert is available

Start Expert Chat

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

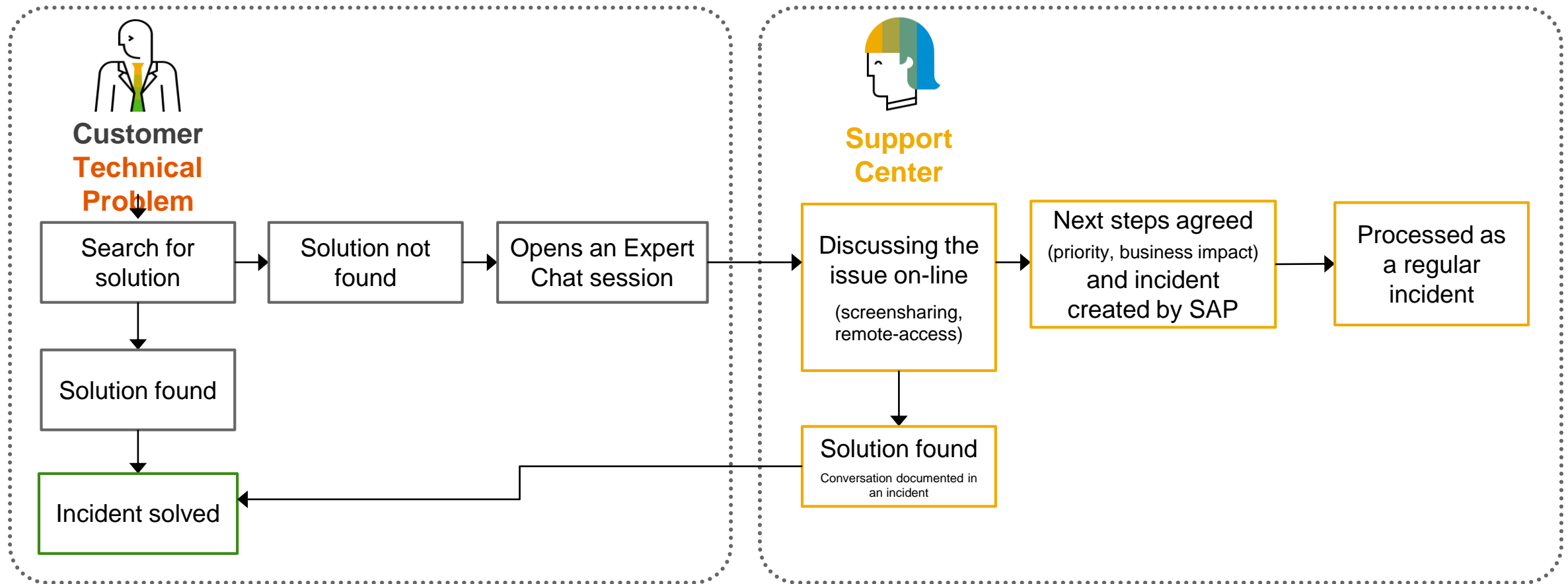
Create Incident

DEMO

How to start a Expert Chat

What happens after Expert Chat?

Process at a Glance



Same support expert is working on Expert Chat as on incidents

Real-time interaction

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

Real-time interaction

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



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

Overview

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

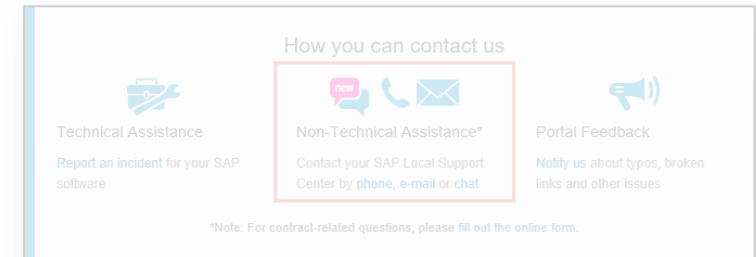
Benefits

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

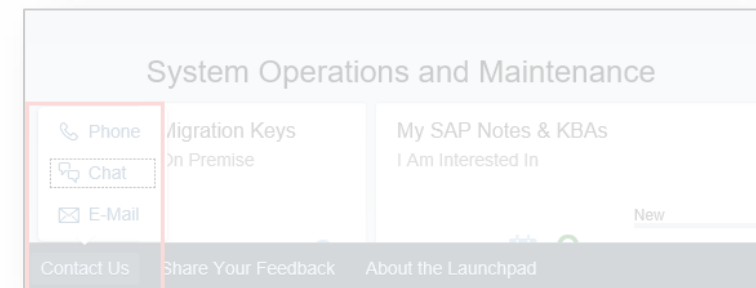
Access

- 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](#)

Preview



SAP Support Portal



SAP ONE Support Launchpad

Real-time interaction

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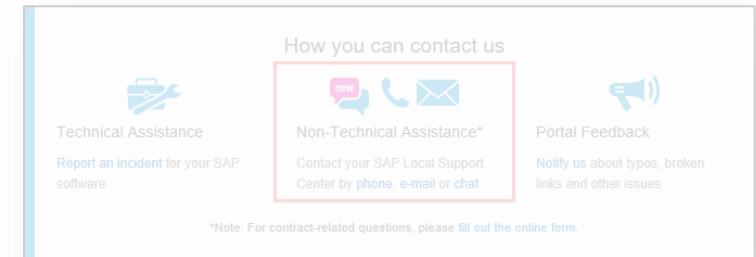
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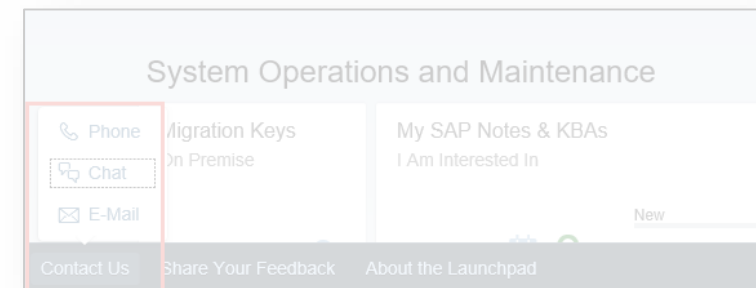
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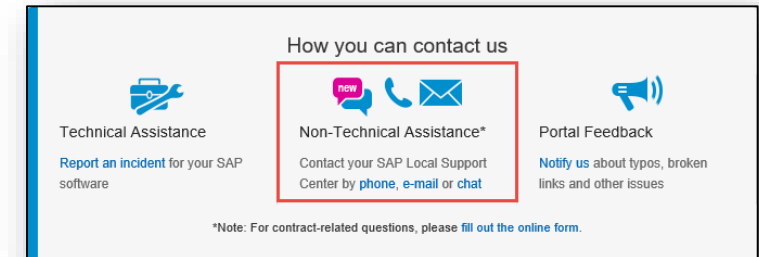
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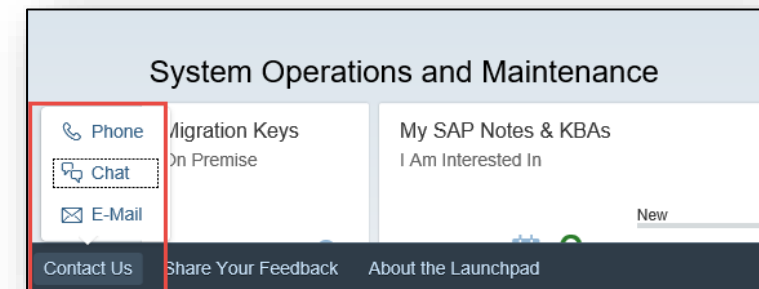
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Preview



SAP Support Portal



SAP ONE Support Launchpad

DEMO

Chat with CIC

Questions and Answers

Summary

Notes, links and more

Upcoming sessions

Use Expert Chat to Solve Your Technical Problems

Date: April 04, 2019 - 3 pm (CET)

Discover the SAP's Next-Generation Support real-time channel Expert Chat and how it can help you implement and operate your SAP solutions, in any deployment model.

Expert Chat is a live chat service best suited for new medium or high priority issues. It instantly connects you to SAP technical support experts. Real-time interaction with screen sharing creates a faster and more direct route to issue resolution, which improves customer satisfaction while reducing project and operational costs. It's available for all support levels and almost all solutions – at no additional cost.

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- Time savings: Businesses that implement Expert Chat begin to experience significant increases in value from their maintenance and support agreements with SAP.
- Reduced downtime: Expert Chat can reduce the amount of time businesses spend supporting SAP products, including resolving incidents and issues.
- Efficient issue resolution: Through the Expert Chat service, SAP optimizes support process by consolidating all necessary information at an early stage to solve an issue during the interaction. For more complex issues, a follow-up will take place as an incident.



Register at <https://webinars.sap.com/sap-user-groups-k4u/en/ccoe>

Key take aways

Choose the correct channel to get your issue resolved faster

**Choose the Right
Next-Generation Support Tool
for Your SAP® Solutions**

Live business needs live support. SAP offers the Next-Generation Support approach for the Intelligent Enterprise – anywhere, anytime, and on any device.

Seeking Guidance on Incident Resolution
Explore our channels for Next-Generation Support.

Expert Chat
Start an

The infographic features a dark background with white and yellow text. Below the main text, there are several icons: a laboratory flask on a stand, a staircase, a potted plant, a person holding a tablet, a person pointing at a screen displaying a circular progress indicator, a person at a desk with a computer, and a person at a desk with a laptop. At the bottom, there are two circular buttons: one labeled 'Expert Chat' and another labeled 'Start an'.

Direct URL to infographic: [PDF](#) or [HTML](#) format.

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



Incident Prevention and Self-Service

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

Blog: Self-Service Machine Translation for SAP Notes and Knowledge Base Articles in the SAP ONE Support Launchpad ([SAP Community](#))

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](#)



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: [Schedule an Expert for open incidents](#)

Video: SAP TechEd 2017, Next-Generation Support, [demo on Schedule an Expert 2482688 - *** MASTER KBA *** Schedule an Expert.](#)

[2476729 - How to book a Schedule an Expert session](#)

[2705707 - How and why to use Schedule an Expert for open incident \[VIDEO\]](#)

[2478334 - How to join a Schedule an Expert session with Skype for Business \[VIDEO\]](#)

[2475939 - How to cancel or reschedule a Schedule an Expert session](#)

[2651981 - Schedule an Expert - Frequently Asked Questions](#)

[2651182 - Schedule an Expert for Open Incidents - Frequently Asked Questions](#)



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 Mentor Karin Tillotson and Andy Cobbold on continuous improvements on the Next-Generation Support Portfolio](#) – from SAP TechEd Las Vegas 2018

Press release and analyst guidance:

Expert Chat ([press release](#))

Expert Chat in Gartner Note ([press release](#))

[2213344 - Starting an Expert Chat with SAP Support \[video\]](#)

[2392095 - Requirements for a successful Expert Chat Session with SAP Product Support](#)

[2570790 - Expert Chat Frequently Asked Questions - SAP Product Support](#)



SAP ONE Support Launchpad

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

Blog: How to manage your launchpad notifications settings ([SAP Community](#))

Video: [SAP ONE Support Launchpad](#)

Video: [SMS Notifications for SAP ONE Support Launchpad](#)



Social media

SAP Support Help on [Twitter](#)

SAP Cloud Support on [Twitter](#)

WhatsApp landing page ([SAP Support Portal](#))

Thank you.

Contact information:

Janos NAGY

Real-Time Support Program Manager

SAP Digital Business Services

janos.nagy@sap.com

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