



# Live Business Needs Live Support

## Schedule an Expert for the Intelligent Enterprise

Laszlo Dobos, PhD, April 2019

PUBLIC

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**What is**

Schedule an Expert (SaE)?

# Real-time interaction

## Schedule an Expert



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

### Overview

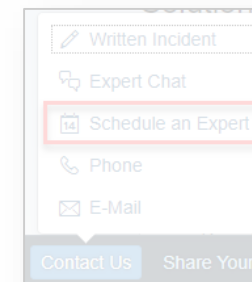
- One-to-one 30-minute call delivered remotely through Skype for Business
- Book an appointment at least three business days in advance to allow engineers to prepare
- Check out the [Schedule an Expert video](#)
- Visit [SAP Support Portal](#) to learn more
- Learn more on [how to join your Schedule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

### Benefits

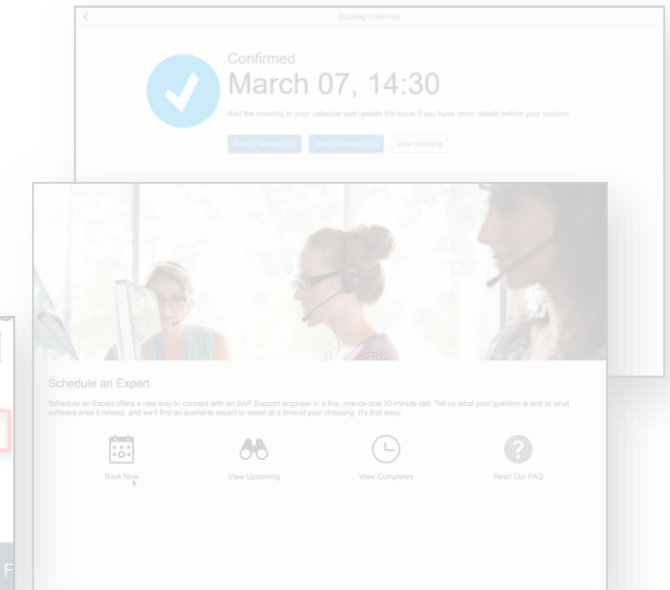
- Live channel option for you
- Interact one-to-one with a support engineer
- Get answers when and where you need them
- Get help and direct support for any technical question
- Have access to the same engineers that you would create an incident with
- Reduce your waiting time for response and resolution

### Access

- Access Schedule an Expert through the [SAP ONE Support Launchpad](#) (several entry options):
  - a. Access through the **Schedule an Expert** tile on 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

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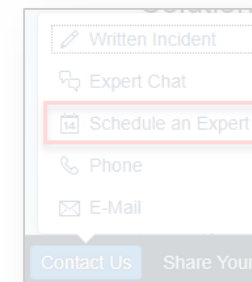
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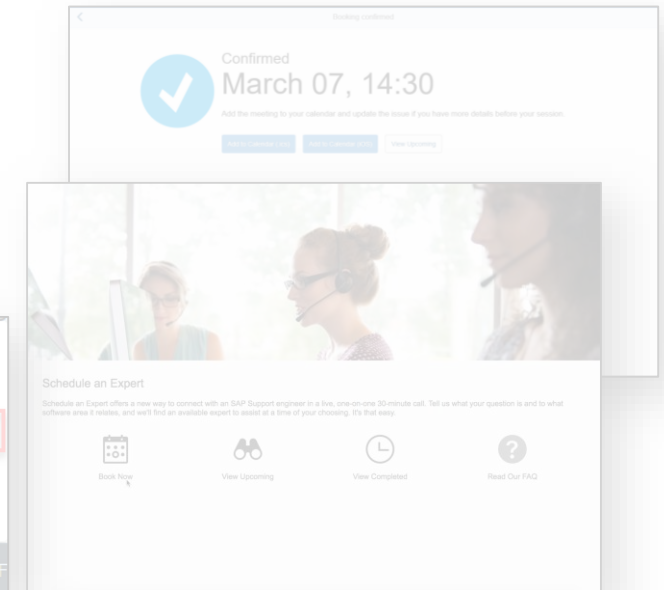
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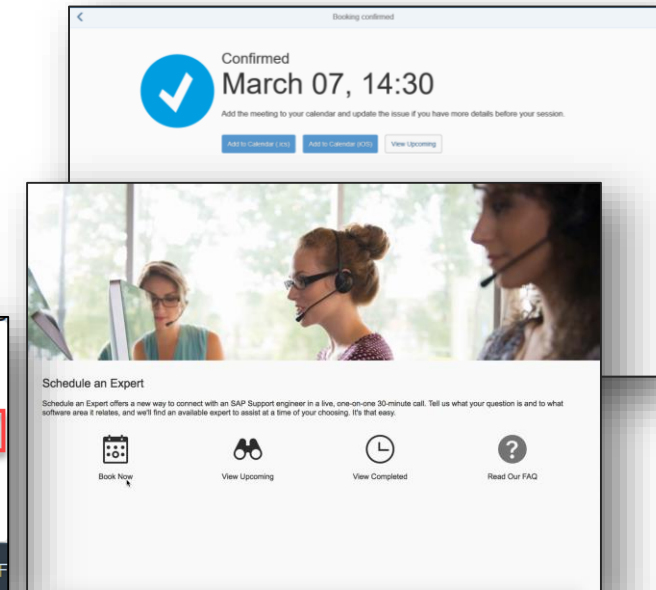
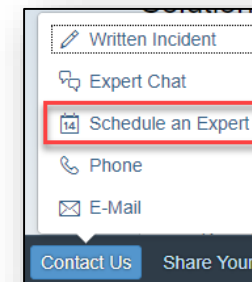
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# Where else can Schedule an Expert be reached?

Support.sap.com

### Schedule an Expert

#### Schedule an Expert for new issues

Schedule an Expert\* is best used for **Low or Medium priority** issues:

- Live, one-on-one 30-minute call
- Quicker resolution compared to an average Low/Medium incident created in the Launchpad
- Opportunity to screen share for a better understanding of the issue

Scheduled appointments require a **minimum of 48 hours notice** to allow engineers to prepare for the session.

See our [User Guide](#) and [FAQ](#) for more details about Schedule an Expert.

See [SAP Knowledge Base Article 2482688](#) for detailed steps on how to get started.

#### Schedule an Expert for open incidents

Schedule an Expert\* for open incidents is now available to our customers:

- Available for *high priority* incidents **within Product Support** only
- Live, one-on-one 30 minute call with the SAP incident processor
- Less ping pong and more efficient incident processing

Scheduled appointments require a **minimum of 24 hours notice** to allow engineers to prepare for the session.

See our [User Guide](#) and [FAQ](#) to learn more on how to get started with booking sessions for your open incidents.

See the video below to learn more about Schedule an Expert for open incidents.

\* Schedule an Expert is not yet available for all products, check to see if it is available for your product.

[Schedule an Expert](#) [Go to open incidents](#)

SAP OneSupport Launchpad

### My Home

<b>Incidents</b> Inbox  <b>222</b> Action required	<b>My SAP Notes &amp; KBAs</b> I Am Interested In  New <b>0</b> Updated <b>0</b> Within last 217 days	<b>System Data</b>  Favorite systems <b>6</b>	
<b>SAP Passport</b> Enable Single Sign-On  No certificate found	<b>My SAP EarlyWatch</b> Alert Reports  Cannot load tile	<b>Report an Incident</b> SuccessFactors  Find a Solution	<b>Schedule an Expert</b> Book a Live Session  Upcoming sessions <b>0</b>
<b>Service Partner</b> User Cockpit  Need confirmation	<b>SAP EarlyWatch</b> Alert Workspace	<b>Manage Service</b> Partner Users	<b>Service Requests</b> Cloud - Deactivated...  No valid Customer as...

# What can you expect from a Schedule an Expert session?

**Schedule an Expert session =**

Regular SAP product support incident

+

30 min Skype call

Same requests as for regular incidents

- Live communication to an Support Engineer is beneficial, e.g:
  - Clarifying complex requests, questions about KBA implementation
- Possibility to involve more parties (Basis, application expert, business expert) present at a same time
- Guidance to the correct channel in case PS cannot handle the case

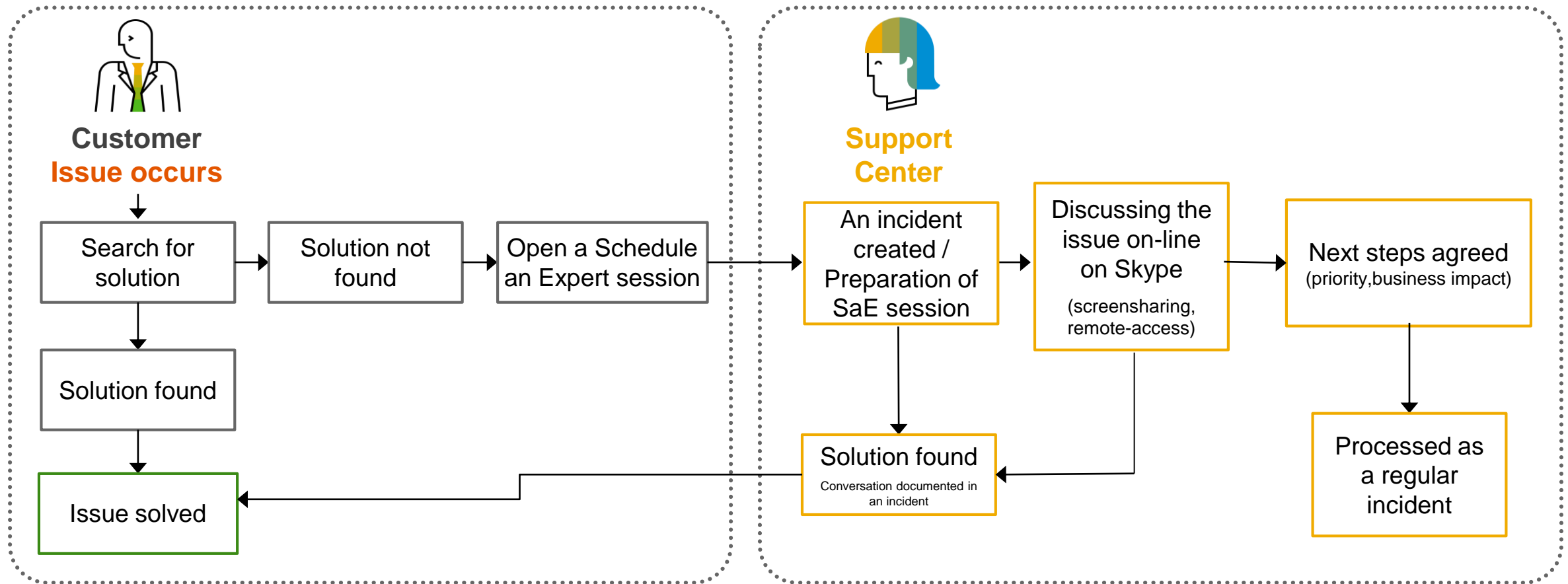


# DEMO

## How to book a Schedule an Expert Session

# What happens after a Schedule an Expert session?

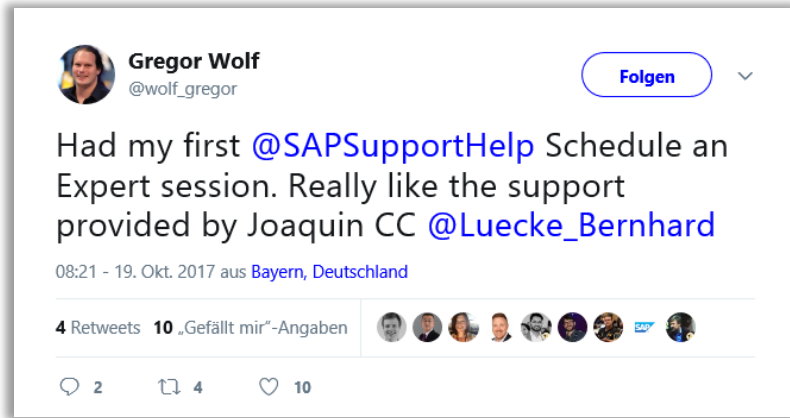
## Process at a Glance



**The same support expert is working on Schedule an Expert sessions as on incidents**

# Real time support with Schedule an Expert

## Customer feedbacks and objective metrics



“ It was great using the Schedule an Expert session. I was able to **talk directly with an expert** and explain the problem statement and he guided me to the steps to execute. ”

- Customer survey feedback

“ Schedule an Expert is an **excellent service**. We can get a lot of knowledge from SAP product support, it is **very easy to use** by phone and remote screen sharing. We think this tool will reduce incidents and **help us solve issues more quickly** by ourselves. ”

- Customer survey feedback

“ I'm very satisfied with this new possibility. It was very easy to book an appointment for the call. I had the feeling it is **much easier to talk** about a problem or functionality as writing a lot of messages until both sides are on the same page. It **saves a lot of time**. Thank you for this new possibility. I will definitely use it again. ”

- Customer survey feedback

# 8.8

highest customer satisfaction amongst support channels

# 52%

fewer interactions

# 76%

time and costs saved for customers when compared to written incidents

**That is handy!**

What if I have an open incident already?

# Real-time interaction

## Schedule an Expert for open incidents



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

### Overview

- One-on-one 30 minute call booked directly from an open incident with the assigned support engineer
- Available for *high priority* incidents with select support engineers
- Book an appointment minimum 2 business days in advance
- Sessions delivered remotely through *Skype for Business* (Learn more on [how to join your Schedule an Expert call](#))
- Check [User Guide](#) and [FAQ](#) to learn more

### Benefits

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

### Access

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

### Preview



# Real-time interaction

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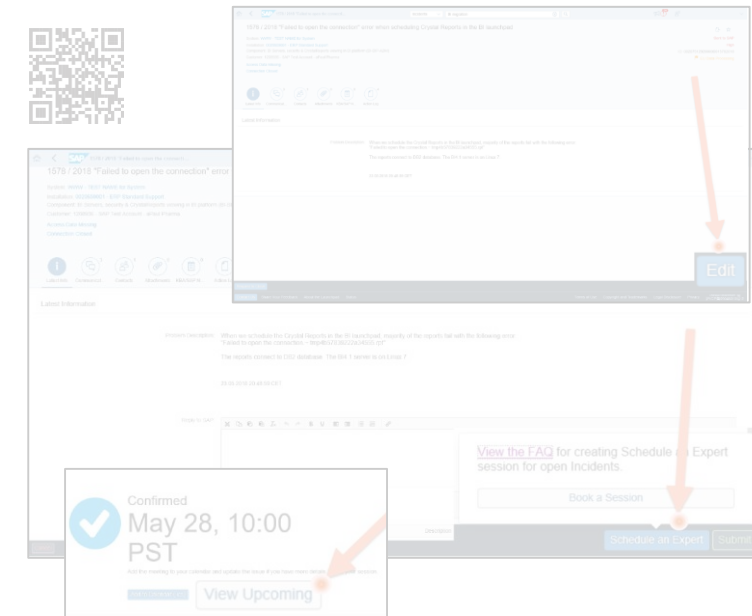
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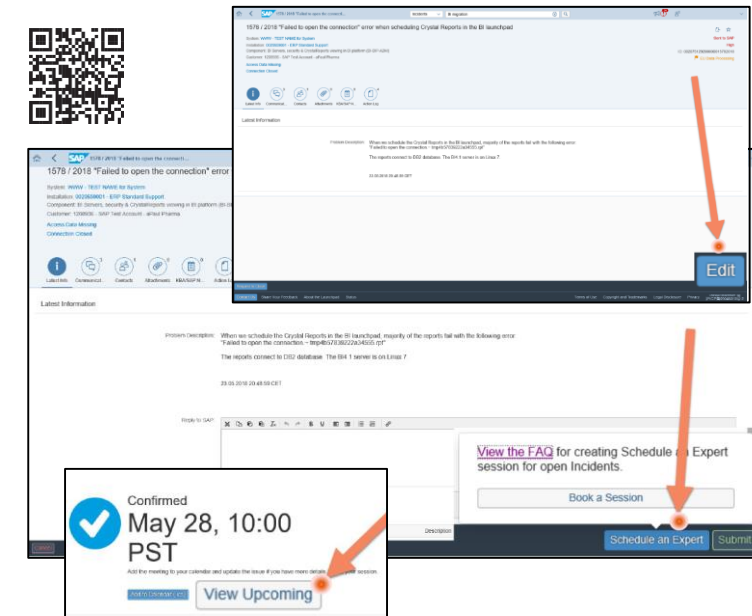
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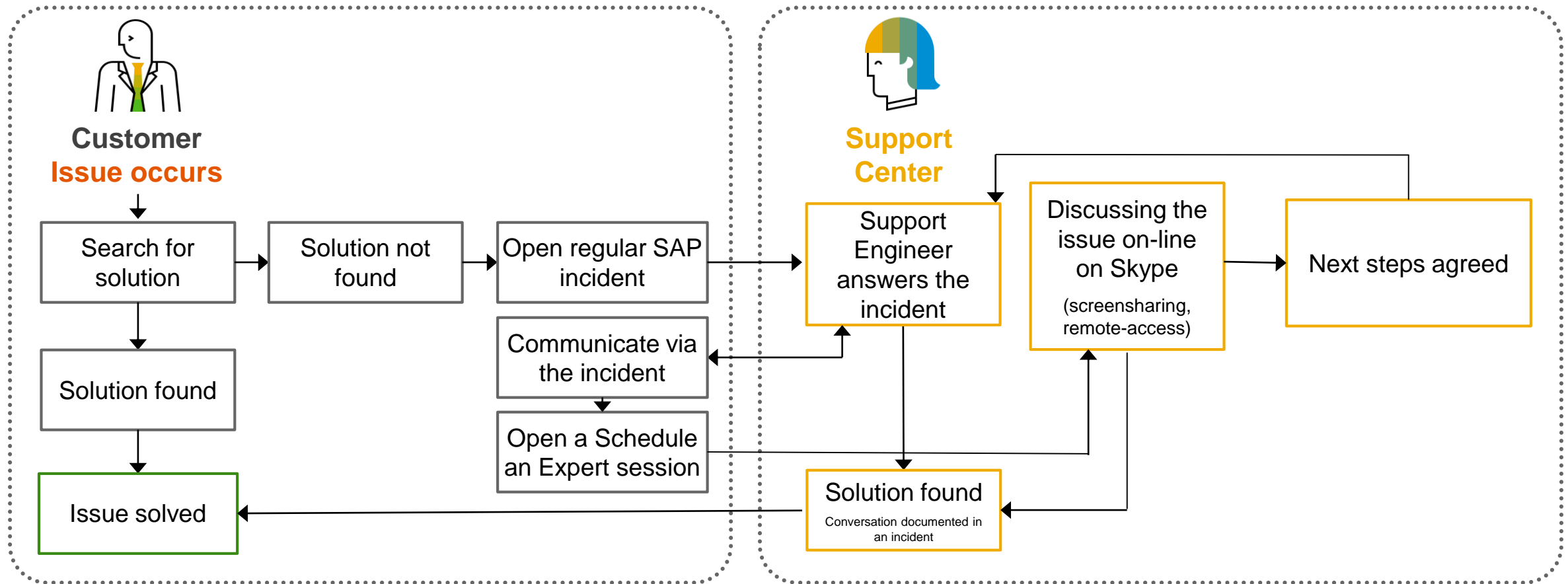
# DEMO

How to book a Schedule an Expert for open incidents Session



# What happens after a Schedule an Expert for open incidents session?

## Process at a Glance

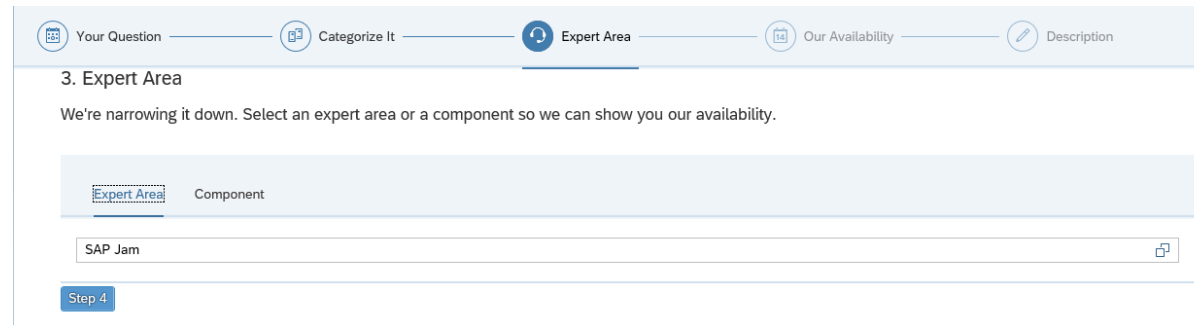


The same support expert is working on Schedule an Expert sessions as on incidents

# Ingredients to get the most out of a Schedule an Expert session

## How to be prepared?

- 1. Select as accurately as possible the SAP Product / SAP Component during session booking**



The screenshot shows a multi-step booking process. The current step is '3. Expert Area', which is highlighted in the progress bar at the top. The progress bar includes five steps: 'Your Question', 'Categorize It', 'Expert Area', 'Our Availability', and 'Description'. Below the progress bar, the text reads: '3. Expert Area' and 'We're narrowing it down. Select an expert area or a component so we can show you our availability.' There is a search bar with a dropdown menu. The dropdown is open, showing 'Expert Area' and 'Component' as options. Below the dropdown, the text 'SAP Jam' is visible in a search field. At the bottom of the form, there is a 'Step 4' button.

- 2. Describe your request as accurately as possible, add attachments**
- 3. Make sure that system connection to the affected SAP system is open and logon credentials are maintained in secure area**

# Ingredients to get the most out of a Schedule an Expert session

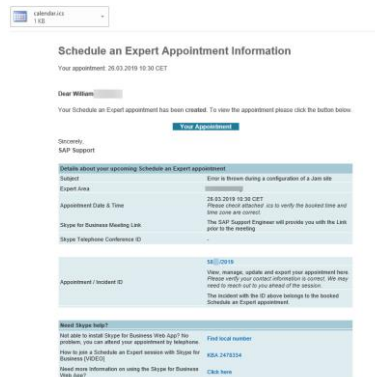
## How to be prepared?

### 1. Double check:

1. The contact details and share the actual ones
  1. PS engineer can call you beforehand
  2. Discuss the agenda of the SaE session
2. Double-check the timezone of the booking

Current Time Zone in User Profile: CET 

### 2. Import the .ics calendar file to your calendar



**Schedule an Expert Appointment Information**  
Your appointment: 26.03.2019 10:30 CET

Dear William,

Your Schedule an Expert appointment has been created. To view the appointment please click the button below.

[Your Appointment](#)

Sincerely,  
SAP Support

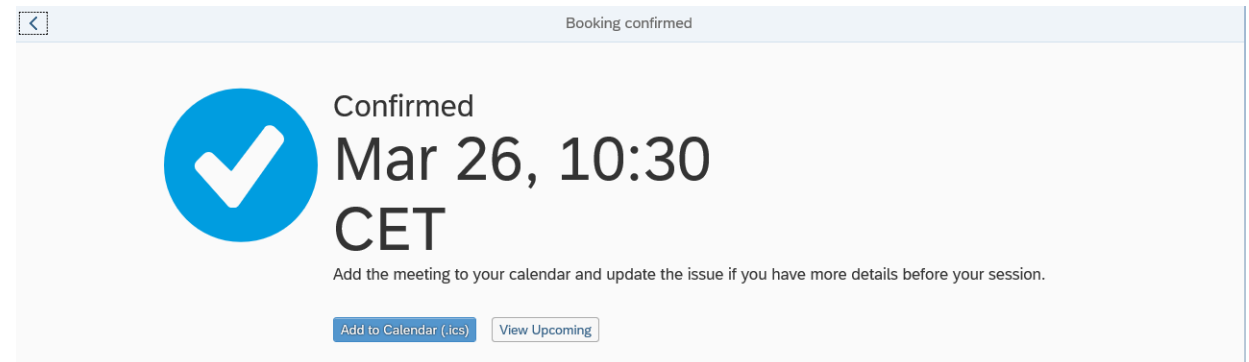
**Details about your upcoming Schedule an Expert appointment**

Subject	Event to be reviewed during a configuration of a Jam site
Expert Area	0000000000
Appointment Date & Time	26.03.2019 10:30 CET Please check attached file to verify the booked time and time zone are correct.
Steps for Business Meeting Link	The SAP Support Engineer will provide you with the Link prior to the meeting.
Steps: Telepresence Conference ID	-


Appointment / Incident ID: 0000000000  
View, manage, update and export your appointment here. Please notify your contact information in case. We may need to reach out to you ahead of the session. The incident will be in status pending to the booked Schedule an Expert appointment.

**Need Steps help?**  
Add steps to assist (Steps for Business Web App? For questions, you can attend your appointment by telephone. How to join a Schedule an Expert session with Steps for Business Web App? Need more information on using the Steps for Business Web App? [Click here](#)

Find local number: 024\_247324



Booking confirmed

 Confirmed  
**Mar 26, 10:30 CET**

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

[Add to Calendar \(.ics\)](#) [View Upcoming](#)

# Thank you.

Contact information:

**Laszlo DOBOS**

SaE Process owner

SAP Digital Business Services

[laszlo.dobos@sap.com](mailto:laszlo.dobos@sap.com)

# Questions and Answers

# 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](#)



## 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](#))

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