

Performance Assistant & Automatics Note Search

Next-Generation Support for the Intelligent Enterprise

Antonio Rubias Carreras , September 2019

PUBLIC

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What is Next-Generation Support?

Next-Generation Support

Support from SAP helps ensure the end-to-end safeguarding of our customers' investment in SAP solutions and is an integral part of the customers' experience. With the rise of digital technology trends such as cloud solutions, the Internet of Things, and real-time computing, support for business-critical processes in on-premise, cloud, and hybrid landscapes has become more important than ever for our customers.

SAP is reimagining support with [Next-Generation Support](#). Next-Generation Support focuses on effortless, anytime, anywhere support, leveraging the latest technology and tools to speed time to answers. In this presentation, you will learn more about our most recent improvements and innovations, with many more to come. Key areas of focus of Next-Generation Support include:

- Anywhere access through **mobile** and **built-in support**
 - **More channels** of access to SAP for help, and increased ease of access to expert help – seamlessly integrated
 - Easy-to-use and comprehensive **self-help tools and resources**
 - **Personalized** help and resources to speed time to answers
 - More interactive help through use of **social media**
 - New **cloud** product-specific **tools and dashboards**
- **All seamlessly integrated for an effortless support experience**

SAP's Next-Generation Support is about delivering an amazing support experience to our customers in which we anticipate customers' needs, accelerate their path to accurate answers when they need them, and offer expert help at their fingertips.

Our vision of the digital support experience



Anticipate

You should never have to ask a question.

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



Accelerate

If you have questions, it's quick and easy to get answers.

Access to SAP's comprehensive knowledge base notably **accelerates** your path to accurate answers when you need them.



Collaborate

Our support experts will provide you with solutions quickly.

Our highly skilled engineers **collaborate** with you to help ensure you are successful – providing fast, easy access to the answers you need.

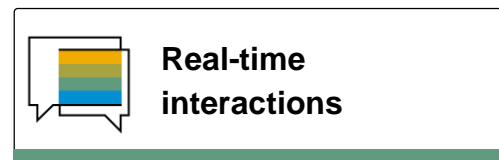
Live Business needs live support

Next-Generation Support for the intelligent enterprise



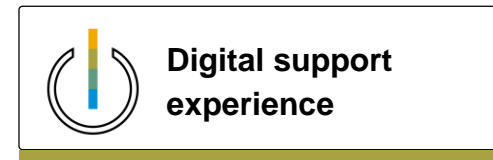
[Next-Generation Support](#) has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- [SAP Support Portal](#)
- [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](#)
- [Support by Product](#)



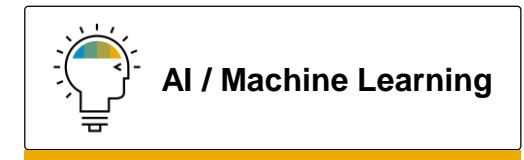
We offer real-time support channels with live and direct access to SAP's support experts.

- [Expert Chat](#)
- [Schedule an Expert](#)
- [Ask an Expert Peer](#)
- [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](#)
- [Social Media integration](#)
- [Built-in support](#)
- [Cloud Availability Center](#)
- [SAP Cloud Trust Center](#)



SAP constantly innovates to improve our products and provide you with a world-class support experience.

- Thought leadership
- Artificial Intelligence / Machine Learning
- [Incident solution matching](#)

Self-service and incident prevention

Automated search for SAP Notes



The **automated search for SAP Notes** is a tool that helps you to easily and quickly identify SAP correction notes for functional issues, your codes, and customizing tables (for standard processes).

Overview

- The automated search for SAP Notes works directly from the customer system where the issue occurs
- In order to obtain SAP relevant notes, customer code and customizing tables, start transaction 'ANST' and reproduce the issue
- Learn more:
 - Check the [FAQ](#), see the [video](#), and go to the [Help Portal](#)
 - Read the blogs: '[ANST](#)' and '[What is ANST](#)'

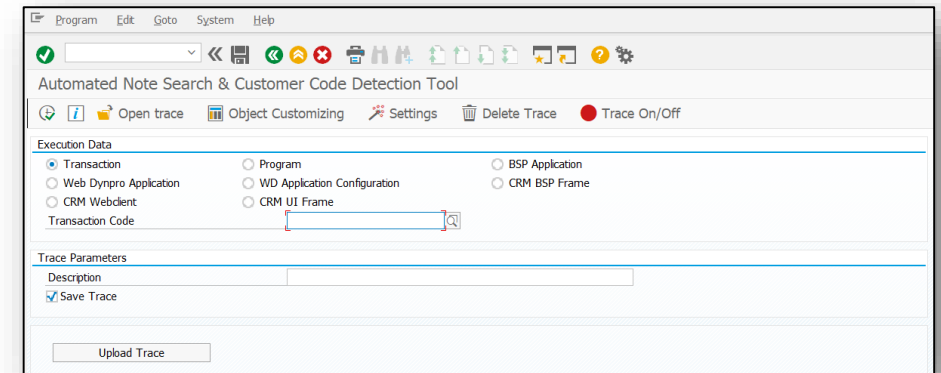
Benefits

- Only notes that are relevant for the respective issue are identified
- No need to choose search terms for the notes search: As opposed to notes search based on search terms you may choose, the automated search for SAP Notes tool bases note searches on the ABAP objects that are involved in the process
- The tool is for ABAP based systems: either running directly in the back end system or through a front end (SAP Fiori, portals)

Access

- Start a transaction 'ANST' from the back-end and reproduce the issue, learn more in [KBA 1818192](#)
- Watch the [video](#)
- Before you proceed, make sure the following notes are implemented in your system:
 - [2361155](#)
 - [2469123](#)
 - [2286869](#)

Preview



Self-service and incident prevention

Performance Assistant



The **Performance Assistant** notes and KBAs search tool searches for SAP Notes and Knowledge Base Articles for ABAP messages – based on the relevant message code (message class and number).

Overview

- The Performance Assistant helps you to easily and quickly search for SAP Notes and Knowledge Base Articles for ABAP messages – based on the relevant message code (message class and number).
- Check the [FAQ](#)
- See the [video](#) to learn more
- Read the [blog](#)

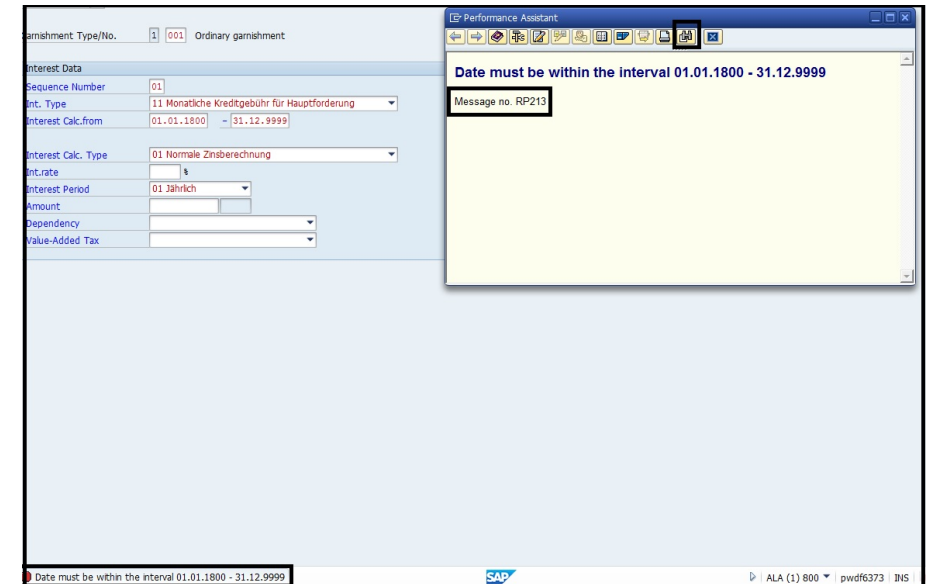
Benefits

- Receive real-time documentation updates
- If a new SAP Note is created and contains the ABAP message code, the Performance Assistant identifies it
- You benefit from immediate updates and information on SAP Notes

Access

- When you get an error message, double click on the error message then click on the binoculars/ search icon, learn more in [KBA 2096401](#)
- Watch the [video](#)

Preview



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 and analyst guidance

Article: SAP Personalizes Support and Services for the Intelligent Enterprise ([SAP News Center](#))

Press Release: Next-Generation Support from SAP Leverages Machine Learning and AI to Improve Customer Experience ([SAP News Center](#))

Article: Your Customer Support Experience Is Your Brand ([SAP News Center](#))

Article: The Ingredients of an Award-Winning Support Experience ([SAP News Center](#))

Article: Live Business Needs Live Support: SAP Support is Award Winning, ([SAP News Center](#))

Article: Award-winning SAP Support Portal and Next-Generation Support services, Interview with Andreas Heckmann, Head of Support Delivery ([SAP News Center](#))

Press Release: SAP Brings Built-In Support to SAP S/4HANA Cloud ([SAP News Center](#))

Press Release: Next-Generation Support Expansion ([SAP News Center](#))

Blogs

Article: How does SAP support work for hybrid platforms in the digital age? ([SAP Community](#))

Blog: Bringing Choice Beyond the Commute Through SAP's Omni-Channel Support ([LinkedIn](#))

Blog: Roadside Assistance for Your Digital Transformation ([LinkedIn](#))

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](#))

Blog: Start your Engines! Next-Generation Support for your Intelligent Enterprise Journey ([LinkedIn](#))

Podcast: SAP Customer Support Podcast ([SAP Community](#)) | Building support into the product ([iTunes](#))

Video resources

Videos from SAPPHIRE NOW 2019

[SAPPHIRE NOW 2019 update from Andreas Heckmann](#): Learn about SAP's new approach to customer success

[Head of Product Support Mohammed Ajouz](#): Enable Business Outcomes and Run Smoothly with Support from SAP

[Interview - SAP Mentor Ethan Jewett and Andreas Heckmann](#): Ongoing End-to-End Customer Success Services from SAP

[Interview - SAP Mentor Chris Kernaghan and Mohammed Ajouz](#): The Next Generation of Support

Videos from SAPPHIRE NOW 2018

[Keynote Andreas Heckmann](#) with customer STARA

[Interview Stara](#): Maximizing Value with Support from SAP Digital Business Services

[Head of Product Support Mohammed Ajouz](#): Embrace Next-Generation Support for the Digital Enterprise

Video from SAP TechEd Bangalore 2018: [Interview with SAP Mentor Krishna Kishor Kammaje: Next-Generation Support](#) – From Traditional Incident Handling to AI-Driven Support

Video DSAG Annual Conference 2018 keynote – [Next-Generation Support](#) at 46:45 (German)

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