New Product Support Channel

Ask an Expert Peer for SAP SuccessFactors

Customer Success Services, SAP Digital Business Services
September 17, 2019

PUBLIC

THE BEST RUN SAP

Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP’s intentional or gross negligence.

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

© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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. 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.

© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Live Business needs live support

Next-Generation Support for the intelligent enterprise

Traditional SAP support

Industry-leading proactive and preventive support across all deployment scenarios

Next-Generation Support

Groundbreaking support for the intelligent enterprise

Self-service and incident prevention

to avoid incidents

Real-time interaction

to speed your time to issue resolution

Digital support experience

to seamlessly integrate with built-in support

Artificial intelligence and machine learning

to accelerate paths to relevant answers

© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

How does Ask an Expert Peer fit into the Next Generation Support offering?

Live Business needs live support

Next-Generation Support for the intelligent 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.

- 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

Real-time interactions

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)

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

AI / Machine Learning

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

© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Real-time interaction

Ask an Expert Peer

Ask an Expert Peer lets you collaborate on your technical, product-related questions, one-on-one, with a qualified and approved expert **outside** of SAP.

Overview

- New support channel option available for all SAP SuccessFactors Solutions*
- Privately interact one-on-one with a qualified and approved expert **outside** of SAP
- Peer-to-peer collaboration
- Visit the Ask an Expert Peer landing page
- Check out the video
- Read the FAQ to learn more

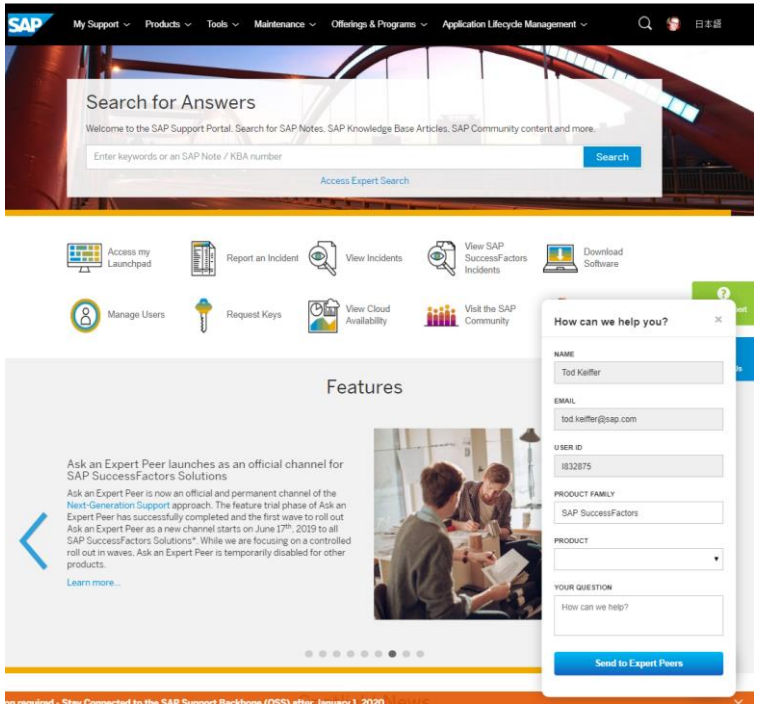
Benefits

- Fast issue resolution for your basic inquiries and low to medium priority incidents
- Reduce your waiting time for response and resolution
- Benefit from industry insights along with an experienced perspective about your question
- Private conversations, issue resolution through chat or e-mail

Access

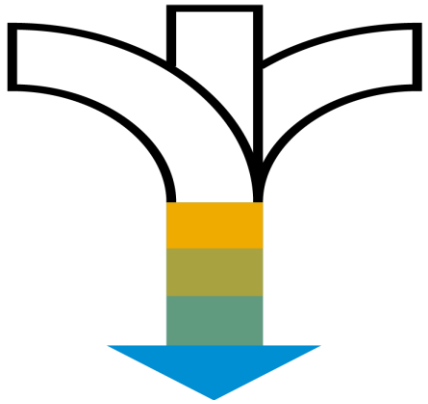
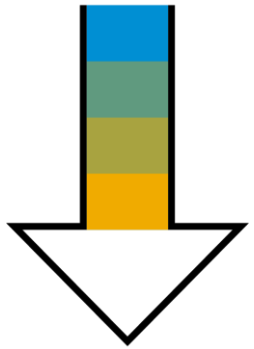
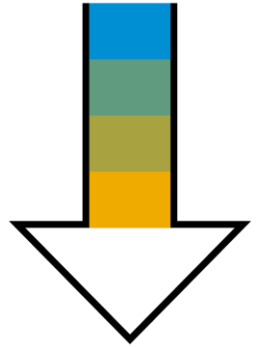
- Access Ask an Expert Peer directly from the landing page
- Or by clicking the green button on the home page of SAP Support Portal
- ***Limited availability**: This service is only available for SAP SuccessFactors Solutions.

Preview



© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

How does Ask an Expert Peer work?

	Traditional Incident	Schedule an Expert	Expert Chat	SAP Community	Ask an Expert Peer
Channel					
Question Routing					
Expert Pool	SAP Support Engineers			Volunteer Community Contributors	Tested & Approved Expert Customers*

*Customer experts could be SFX accredited customers, Mentors, Partners, expert customers

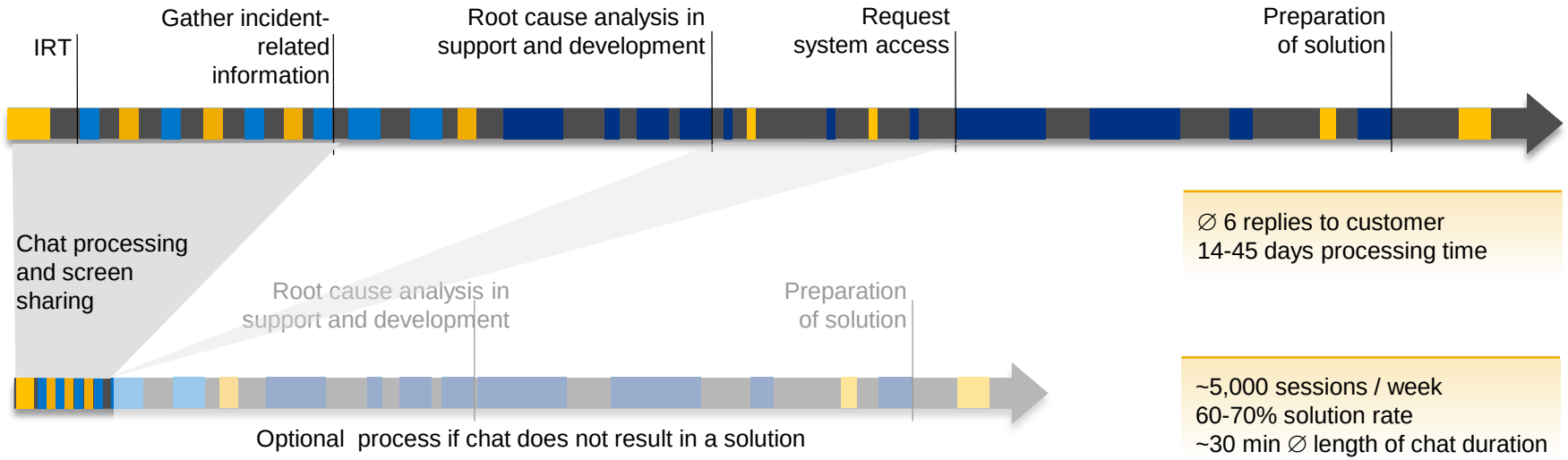
© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Live support channels flow

Status as of 09/16/2019

Illustrative

Typical incident flow
Traditional incident

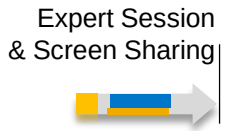


Expert Chat

∅ 6 replies to customer
14-45 days processing time

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

Schedule an Expert



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

Ask an Expert Peer*

500 Questions / month
88% solution rate
Median IRT 4.5 Mins
Median Processing Time 80 mins

*****illustration uses chat scenario.
Interaction also possible via e-mail

Incident in process at support

Incident in process at customer

Incident in process at development (SAP)

Question in process at external expert

Incident waiting time

© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

When to use live support channels

	Schedule an Expert	Incident	Expert Chat	Ask an Expert Peer
Low & Medium Priority	✓	✓	✓	✓
High Priority	✗	✓	✓	✗
Very High Priority	✗	✓	✗	✗
Technical & Functional Issues	✓	✓	✓	✓
Possible Defect	✓	✓	✓	✓
Analysis may require remote access	✓	✓	✓	✗
Desire real-time response	✗	✗	✓	✓
Desire industry-experienced insight				✓

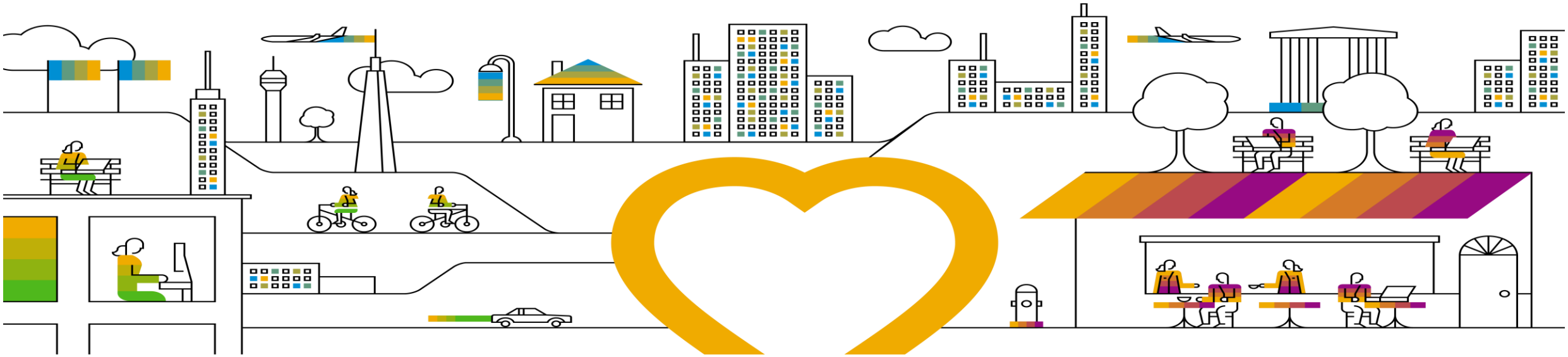
© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Summary of Benefits

- The channel lets you collaborate on your technical, product-related questions through private interactions with qualified and approved expert outside of SAP.
- With Ask an Expert Peer, SAP has enabled a great new way to get your questions answered by an expert peer in your field.
- Ask an Expert Peer is a connection program that fosters peer-to-peer collaboration.
- When you submit your question, a qualified and approved expert works with you to resolve your issue through e-mail or chat. Conversations with your expert are private.
- Ask an Expert Peer provides you with fast answers. Chatting with the expert peer provides you answers in real-time.
- Fast issue resolution for your basic inquiries and low to medium priority incidents.
- Benefit from industry insights along with an experienced perspective about your question.
- Quick Assess from the SAP ONE Support Portal or the SAP ONE Support Launchpad

© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

What products is Ask an Expert Peer offered for?



SAP SuccessFactors Learning (LMS) Module

SAP SuccessFactors Employee Central

SAP SuccessFactors Recruiting

SAP SuccessFactors Onboarding

SAP SuccessFactors Succession and Development

SAP SuccessFactors HCM Suite Platform Tech

SAP SuccessFactors Performance and Goals

SAP SuccessFactors Recruiting Posting

SAP SuccessFactors WFA & Reporting

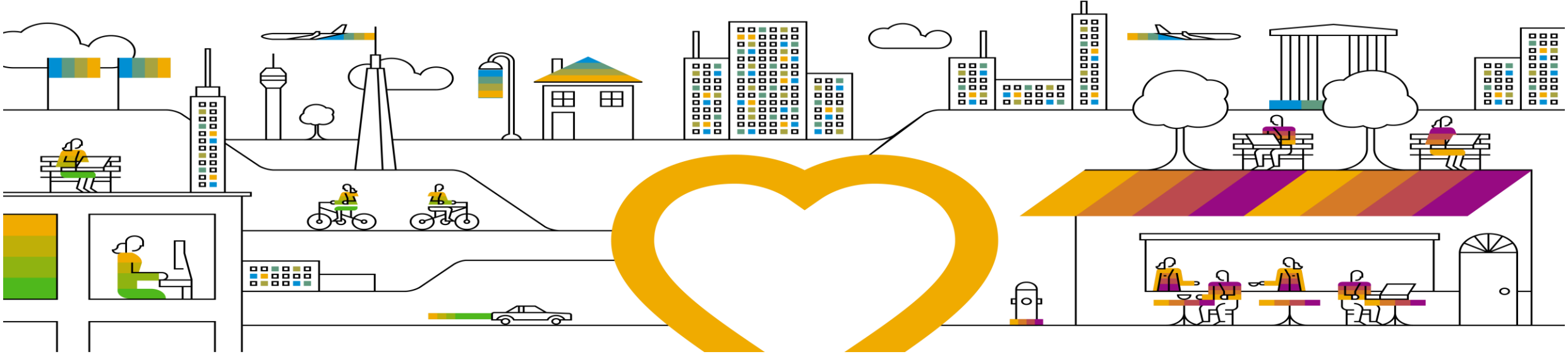
SAP SuccessFactors Compensation

SAP SuccessFactors Integrations

New 9/18

© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Sample questions



Can we add a custom column into LMS Certificate syntax tags?

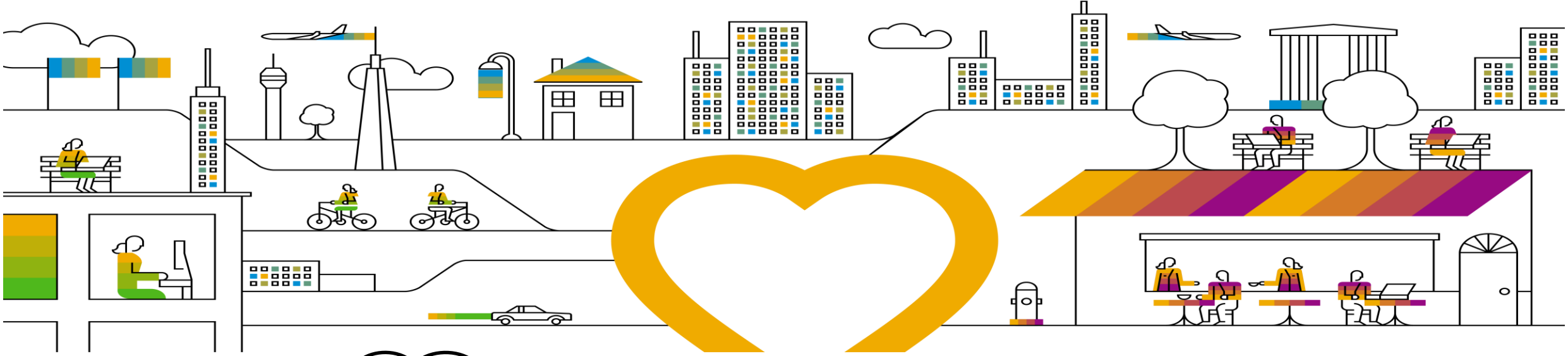
Can Event Notification Subscriptions work with external data interfacing through BizX platform?

SAP SuccessFactors Learning (LMS) Module

We are experiencing an issue with scheduled offerings where if a SO is booked in conflict with...

I want to inactivate an item in LMS but when I try it gives me an error saying

© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC



I am trying to build a business rule to dynamically trigger by the change of fields

Adhoc reports option is not appearing in report center

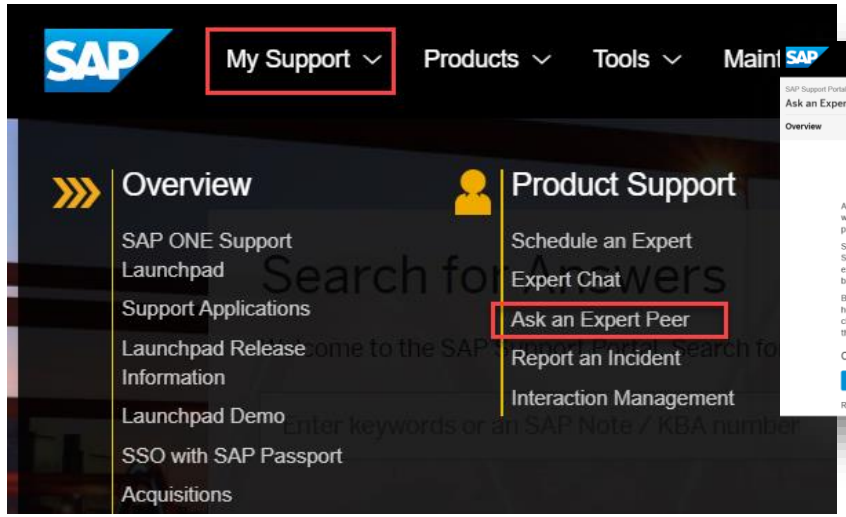
SAP SuccessFactors Employee Central

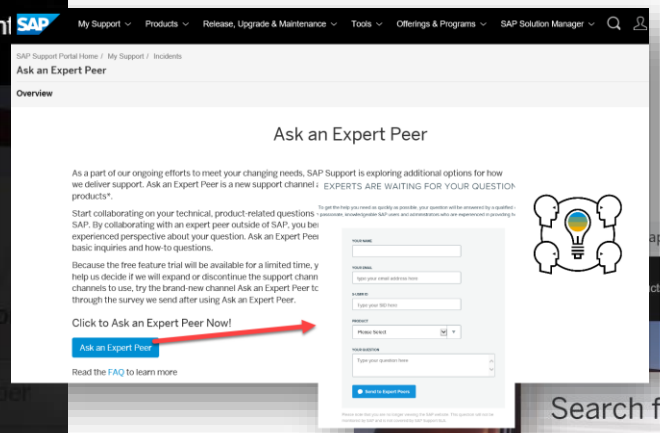
Can we sync people profile from dev to Production.

Analytics page is throwing error

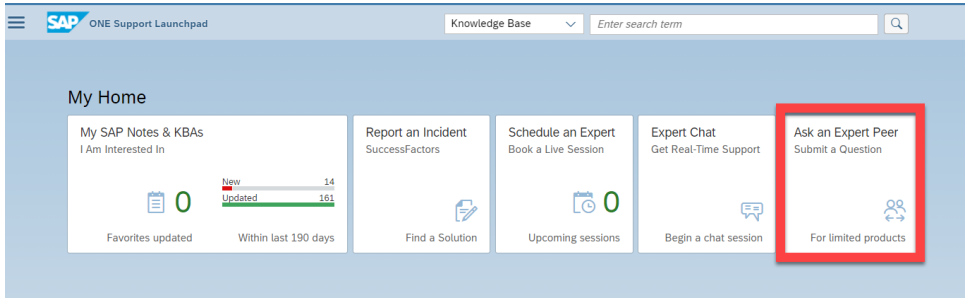
© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

How to access

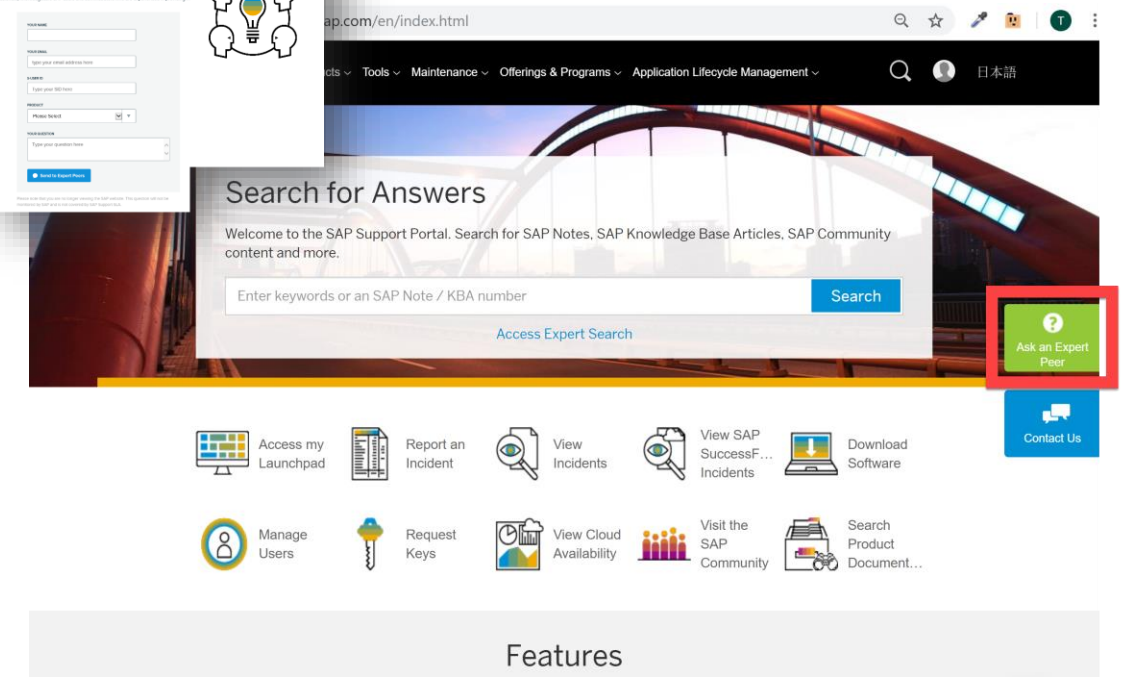




Ask an Expert Peer portal page in the SAP Support Portal



SAP ONE Support Launchpad

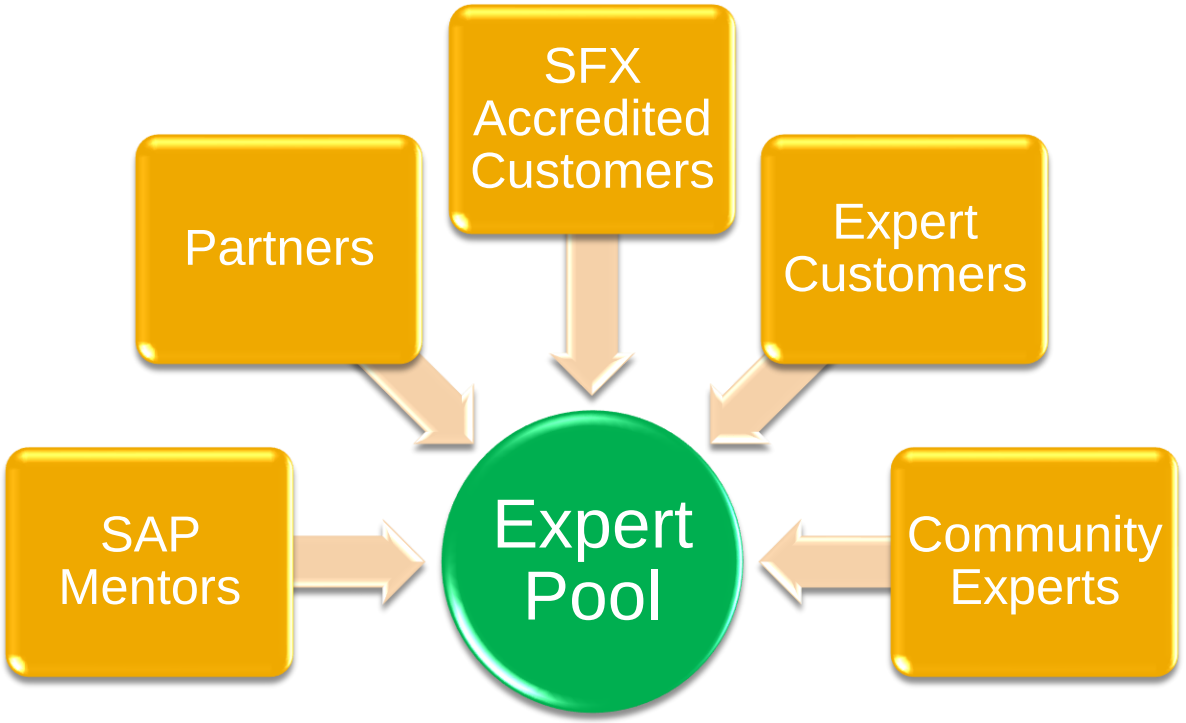


SAP Support Portal home page

© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Who are the Ask an Expert Peer experts?

- Expert candidates are hand-chosen and go through testing
- The strongest candidates are selected for each product area
- Questions are routed to, and visible only to experts within the product area the question is routed to



© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

“I like that I got three answers, that way I could be sure that it was correct. It only took a few hours.”

“I rated my satisfaction with 10 because I was really happy with not only the solution but also the importance the Expert put into my question.”

“I had two experts answering my question. They both successfully helped me in no more than a day.”

“By understanding the SAP Worldwide market, involving more expertise is better option for success.”

Customer quotes

© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

More information on Ask an Expert Peer and helpful resources

Ask an Expert Peer

Ask an Expert Peer landing page (SAP Support Portal)

Video: Ask an Expert Peer

Article: Crowdsourcing Customer Service: How Ask an Expert Peer is Changing Real-Time Support

Blog: How to leverage industry experience and knowledge for your technical support questions (SAP Community)

Ask an Expert Peer FAQ

Next-Generation Support Strategy Overview (SAP Support Portal)

SAP SuccessFactors Help (Twitter)

© 2019 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Demo

Any questions?

Thank you.

Tod Keiffer

SAP Digital Business Services
SAP SE

THE BEST RUN SAP®

Follow us

www.sap.com/contactsap

© 2019 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.

THE BEST RUN SAP®