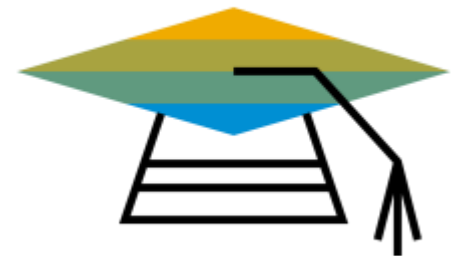




# Next-Generation Support Support for the Digital Enterprise

Bernhard Luecke, Senior Director Product Support, Head GSC Spain  
SAP NOW April 2018

PUBLIC



# Agenda

**Vision of the digital support experience**

**Overview**

**Selected services available**

**What's new and outlook**

**Summary**

**Sources for more information**

# 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.**

Improvements in our Product Support group knowledge notably **accelerates** your path to accurate answers when you need them.



Collaborate

**Our support experts will provide you with solutions quickly.**

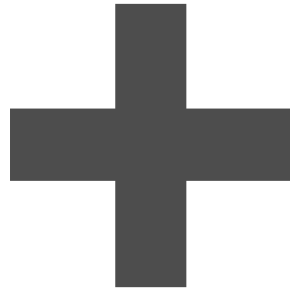
Our highly skilled engineers **collaborate** with you to help ensure you are successful – providing fast, easy access to the answers you need.

# Live business needs live support

Next-Generation Support for the digital enterprise

## SAP support today

Industry-leading, proactive, and preventive support across all deployment scenarios



## Next-Generation Support

Groundbreaking support for the digital enterprise



**Self-service and incident prevention**



**Real-time interaction**

Expert Chat, Schedule an Expert



**Digital support experience**

Seamless integration with built-in support



**Machine learning and cognitive computing**

# Self-service and incident prevention

## SAP Support Portal



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

### Overview

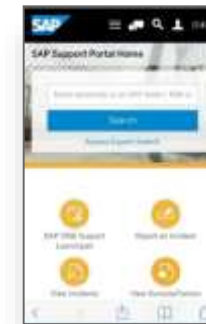
- The SAP Support Portal is your central location for important support updates and tasks
- Easy navigation through simplified navigation structure with five key navigation areas
- Mobile-optimization allows you to access support from anywhere, at any time, and with any device
- Easy and fast access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

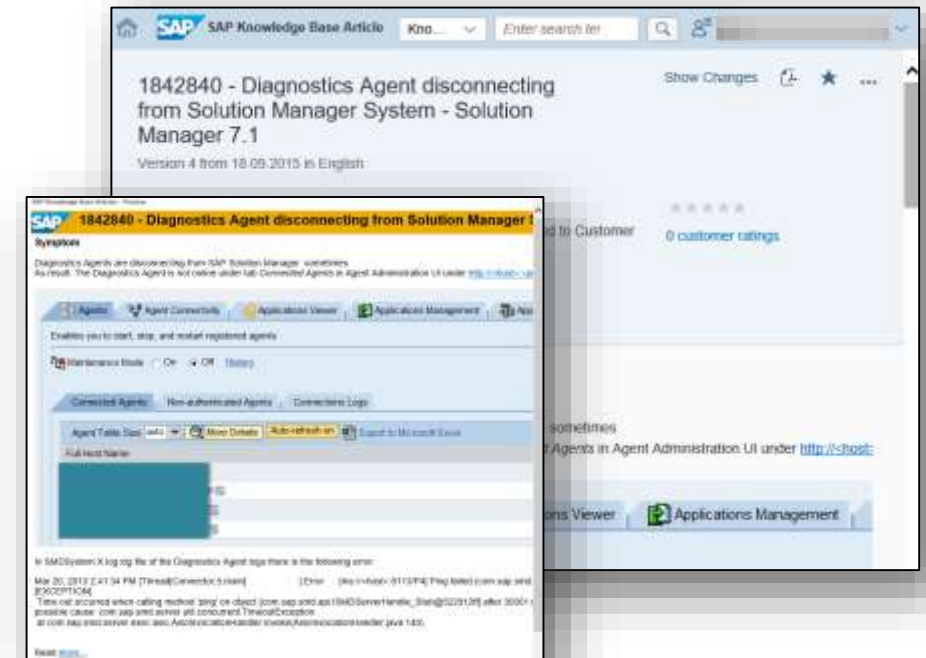
### Benefits

- 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



# 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](#)

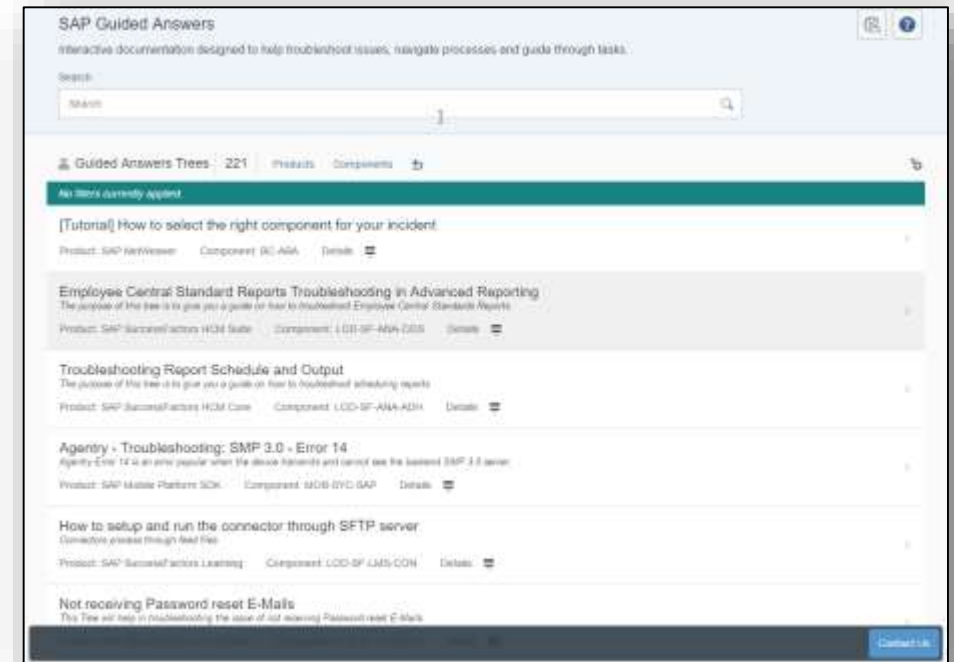
### Benefits

- 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



# 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](#)

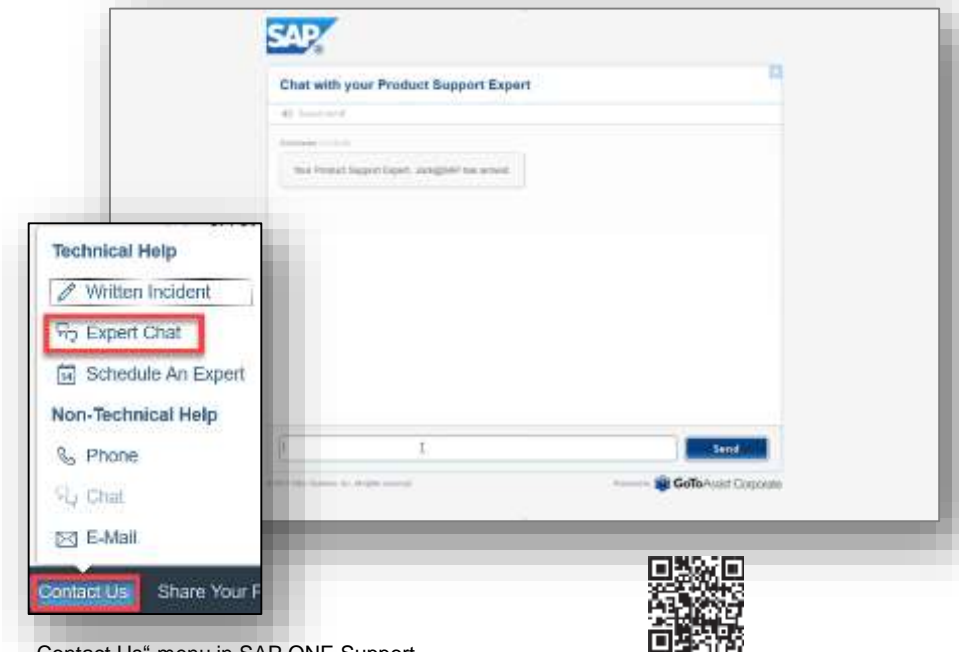
### Benefits

- 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 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

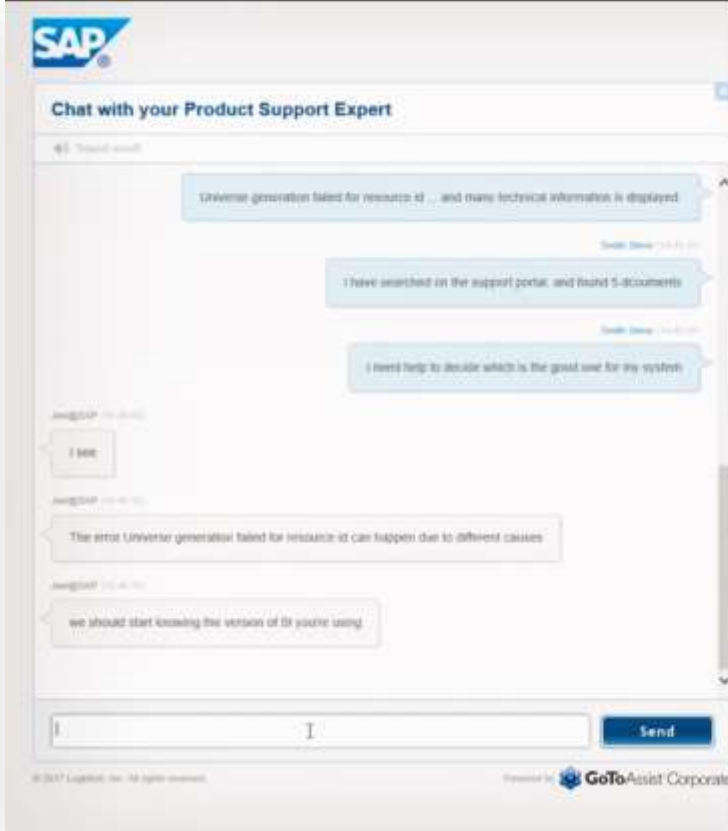


„Contact Us“-menu in SAP ONE Support Launchpad's footer bar



# Live support with Expert Chat

Interactive dialog (including Screen Sharing) with the SAP Support Engineer



The screenshot shows a chat window titled "Chat with your Product Support Expert". The chat history includes:

- System message: "Universe generation failed for resource id ... and more technical information is displayed"
- User: "I have searched on the support portal, and found 5 documents"
- User: "I need help to decide which is the good one for my system"
- Assistant: "The error Universe generation failed for resource id can happen due to different causes"
- Assistant: "we should start knowing the version of BI you're using"

The chat interface includes a search bar, a "Send" button, and a footer with "© 2017 SAP SE or an SAP affiliate company. All rights reserved." and "Powered by GoTo-Assist Corporate".

## Expert Chat

**ASK**  
Technical Questions

**ACCESS** the Same  
Engineers as in the  
Incident Channel

Optimized incident flow  
with Expert Chat

**4000**  
chats per week

**65%**  
solves on chat

**60 seconds**  
wait time

# 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](#)

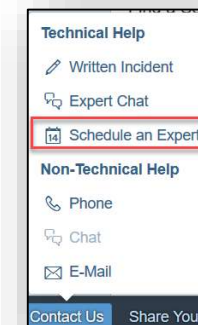
### Benefits

- 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

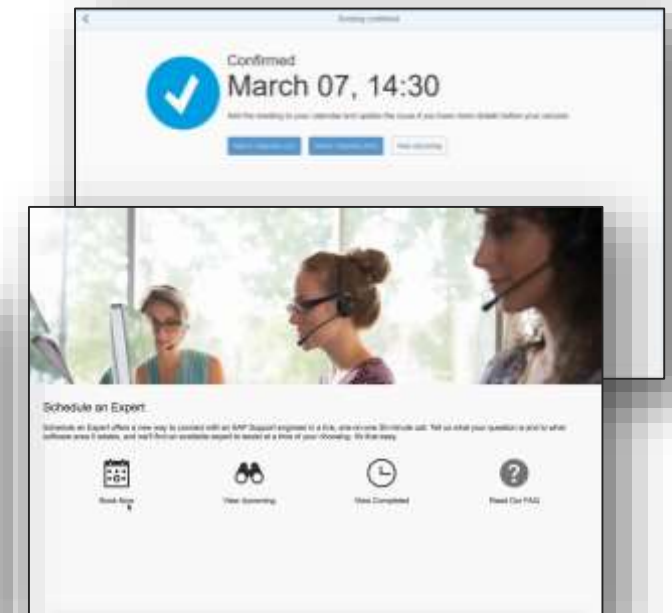
### Access

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

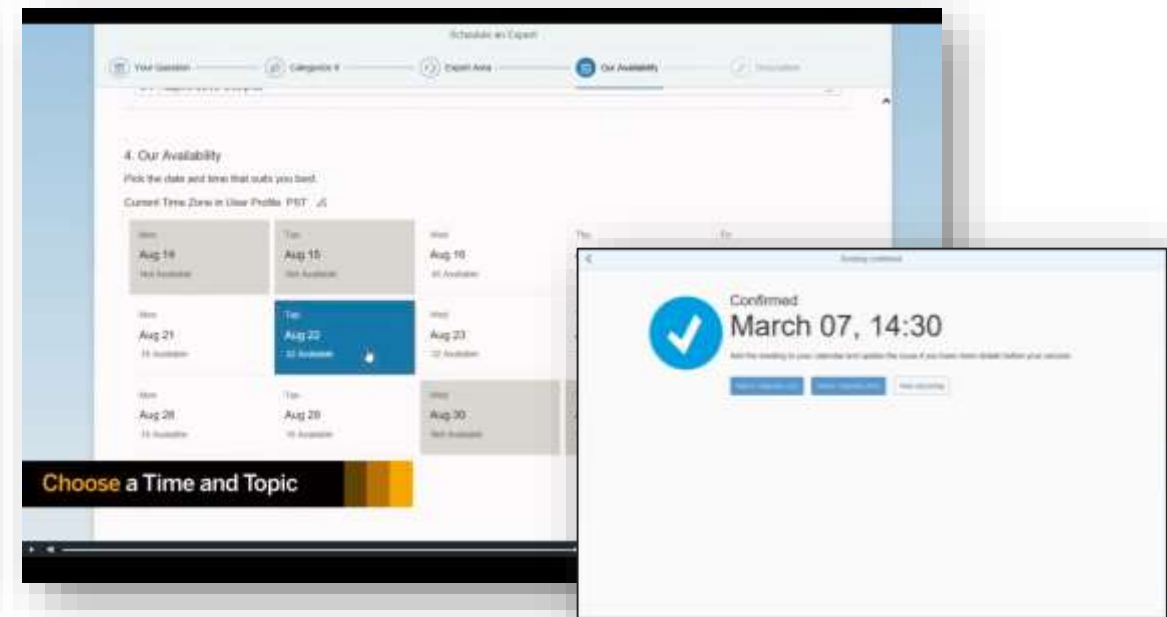
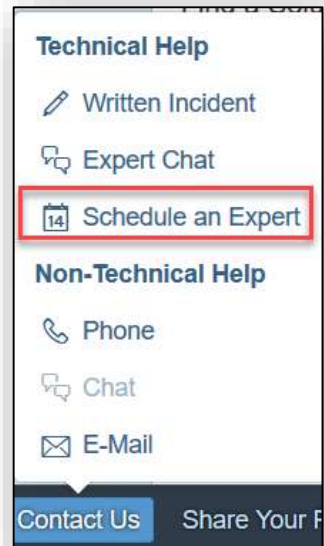


„Contact Us“-menu in SAP ONE Support Launchpad's footer bar



# Live support with Schedule an Expert

Optimizing the incident flow – Solving with ONE prepared session



Optimized incident flow  
with Schedule an Expert

200

Sessions per week

60%

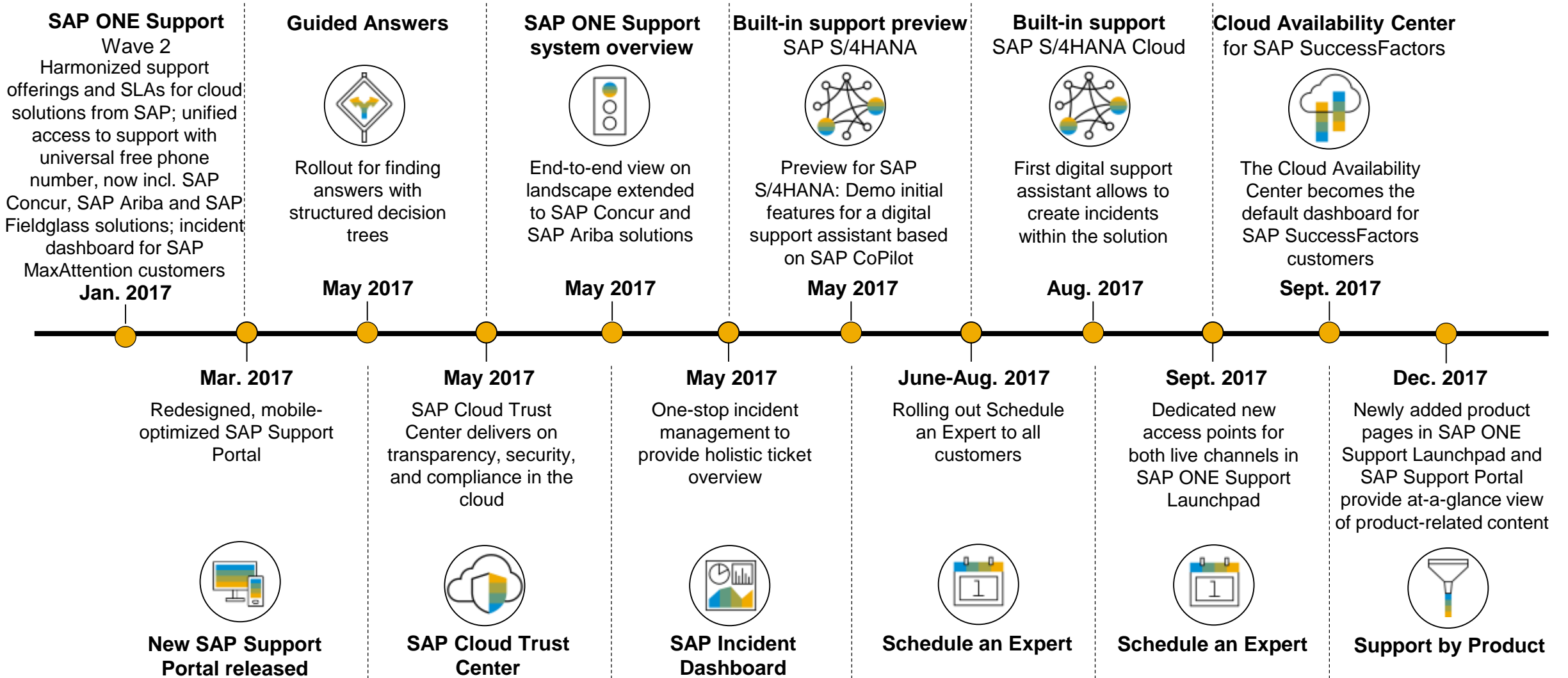
solved on day of  
session or next day

30 minutes

session duration

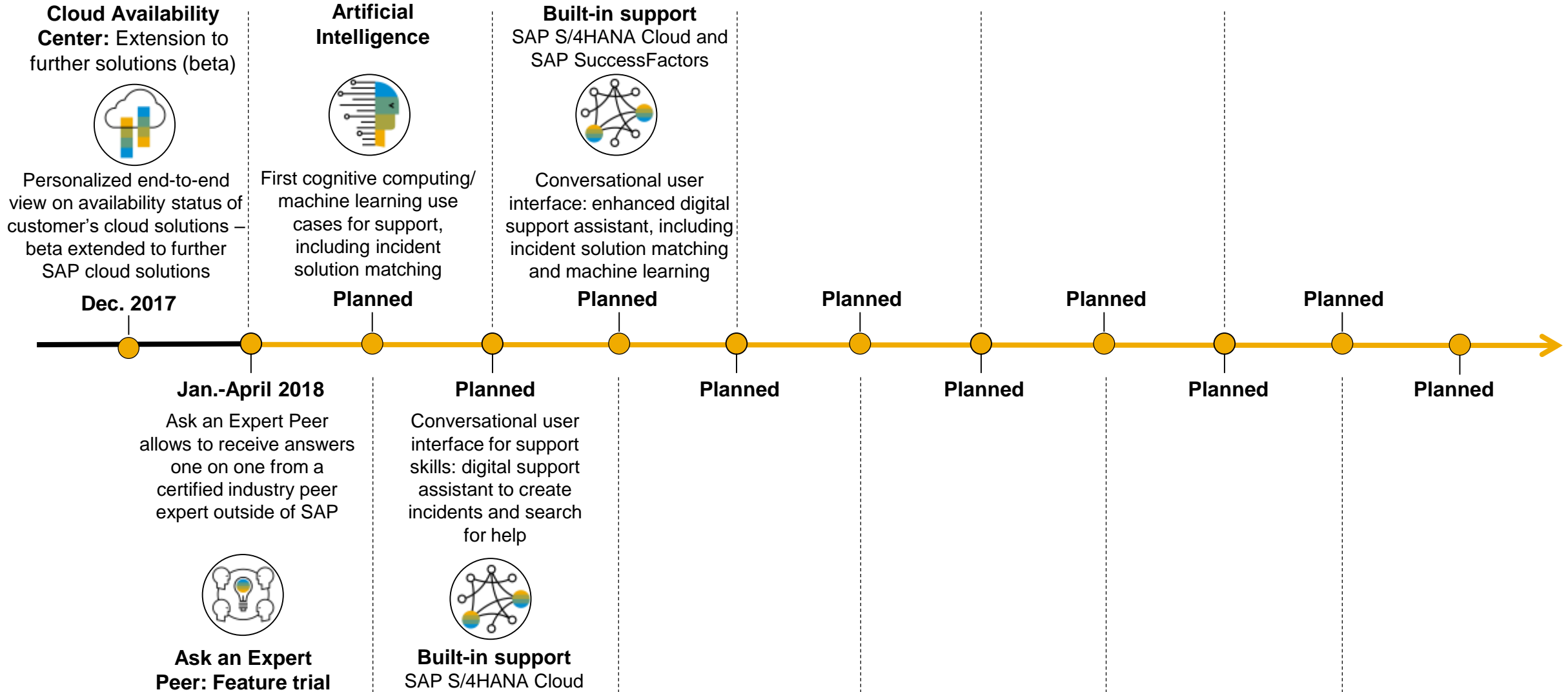
# Next-Generation Support: extending the value of support

## Channels and technology



# Next-Generation Support: extending the value of support

## Channels and technology



# Digital Support Experience

## Social Media



Follow Product Support on **Social Media** for real-time support updates and helpful product-specific resources

### Overview

SAP's social customer product support includes the following accounts for Product Support:

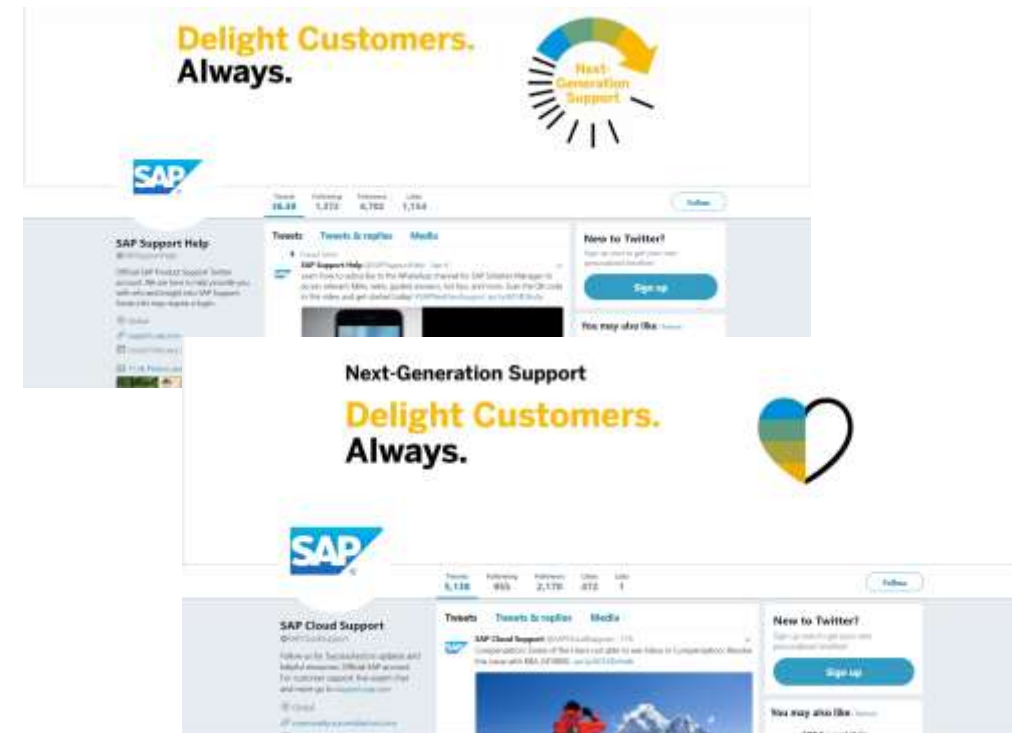
- Twitter @SAPSupportHelp
- Twitter @SAPCloudSupport
- WhatsApp Product Support Channels
- WeChat (SAP Daily) & Weibo
- YouTube & Facebook (DBS)

### Benefits

- Gain the benefit of new channels for community and peer-to-peer knowledge sharing and information exchange
- Ask questions and get answers quickly
- Get timely notice of critical and trending issues
- Get expert tips and advice from SAP and peers

### Access

- Twitter:  
[SAP Support Help](#)  
[SAP Cloud Support](#)
- YouTube:  
[SAP Support YouTube](#)
- WhatsApp  
[SAP Support WhatsApp Channels](#)



# Live business needs live support

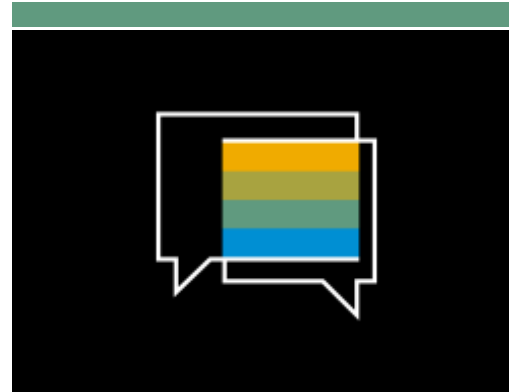
## Next-Generation Support for the digital enterprise



### 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 search engines
- Guided Answers
- SAP Community
- SAP Support Portal
- Support by product information
- 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
- 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
- SAP Cloud Trust Center / Cloud Availability 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: First machine learning use cases for support

# What to do next?

## Participate in a **Product Support Workshop** at GSC Spain in Madrid!

### Workshops

- Planned Dates  
26.4., 22.5., 18.9., 13.11.
- Register  
[AUSAPE Eventos](#)  
[secretaria@ausape.es](mailto:secretaria@ausape.es)
- Or contact your Account Executive w/ reference to this presentation!
- More info:  
[Revista AUSAPE, página 6](#)

### Se fijan las fechas para nuevas visitas al Centro de Soporte SAP de Madrid

AUSAPE y SAP han fijado las fechas en las que se llevarán a cabo las visitas al Global Support Center (GSC) de SAP en Madrid. Iniciativa conjunta puesta en marcha por primera vez en septiembre de 2015 y que se ha ofrecido en la programación anual de la Asociación por el valor que aporta. Esta es un acción pensada para que las empresas que son clientes de la multinacional puedan conocer las diferentes herramientas que tienen a su disposición para resolver incidencias, además de conocer al equipo de trabajo de SAP en un momento especialmente importante en el que la compañía está tratando de evaluar desde un concepto clásico de soporte a uno más ágil al que el cliente puede tener acceso en cualquier momento, desde cualquier lugar e independientemente del dispositivo desde el que se conecta.



El ciclo de este año estará compuesto por cuatro visitas, de las cuales dos son para miembros de empresas asociadas de Madrid y Barcelona y dos para asociados de fuera de estas dos localizaciones. Por un lado, las visitas para Asociados de Puro Derecho de fuera de Madrid y Barcelona están programadas para los días 26 de abril y 13 de noviembre y AUSAPE se hará cargo de la mitad del coste del traslado. Por otro, las organizadas para los Asociados de Madrid y Barcelona serán los días 22 de mayo y 18 de septiembre. En lo que respecta a la agenda, esta será común a todas las visitas. Tras una breve recepción con vistas al área de experiencia de clientes, habrá una presentación sobre las acciones que se están produciendo en este ámbito bajo el título "Next Generation of

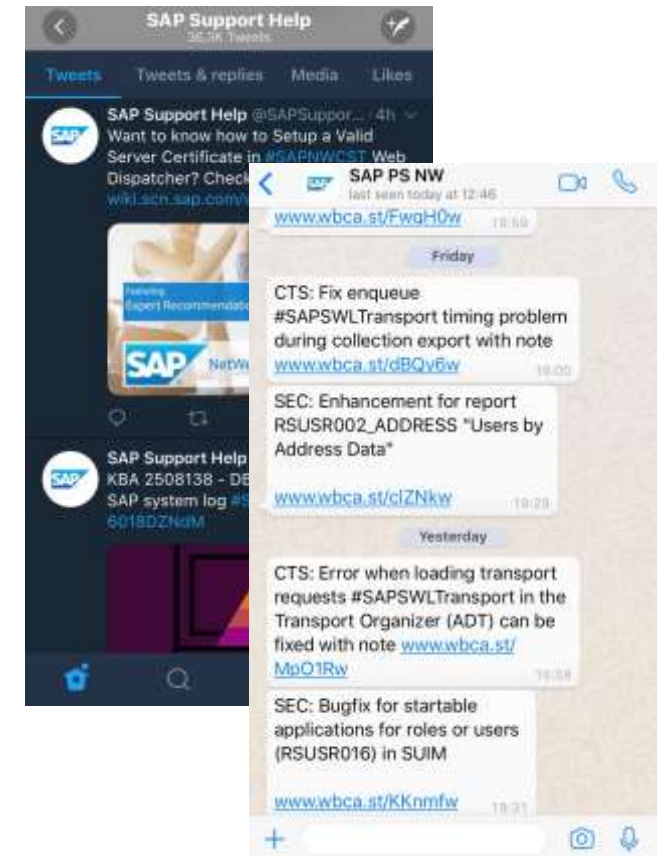
Support", que estará acompañada por otra exposición centrada en los recursos en redes sociales y las actuales herramientas de soporte de productos. A continuación, se llevará a cabo la visita a las instalaciones del centro, donde los asistentes podrán conversar con los miembros del equipo responsable de las diversas áreas de soluciones. La sesión concluye con una comida informal en la zona de catering. El límite máximo por visita es de 16 personas y solo podrá asistir una por empresa. En el caso de superarse este límite, se programará otra visita para más adelante.

Más información en [www.ausape.com/eventos](http://www.ausape.com/eventos)

## Subscribe to SAP Product Support on **Social Media!**

### Access

- Twitter:  
[SAP Support Help](#)  
[SAP Cloud Support](#)
- YouTube:  
[SAP Support YouTube](#)
- WhatsApp  
[SAP Support WhatsApp Channels](#)





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



## Central point of information for customers

[SAP Support Portal](#)

Next-Generation Support landing page ([SAP Support Portal](#))

Expert Chat landing page ([SAP Support Portal](#))

Schedule an Expert landing page ([SAP Support Portal](#))



## Social media

SAP Support Help on [Twitter](#)

SAP Cloud Support on [Twitter](#)

Product Support on [Facebook](#)



## Blogs

Vision and Strategy ([LinkedIn](#))

Real-Time Support ([LinkedIn](#))

Expert Chat ([LinkedIn](#))

The Future of Support ([Digitalist](#))

Live Expert Chat Services ([LinkedIn](#); [Digitalist](#))

Next-Generation Support ([SAP News Center](#))

Next-Generation Support ([LinkedIn](#))

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

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

SAP Expands Schedule an Expert Again ([SAP Community](#))

How to access SAP's live support channels ([SAP Community](#))

When support tickets can talk ([LinkedIn](#))

What intelligent enterprises can expect from SAP Support in 2018 ([SAP News Center](#))



## Press release and analyst guidance

Expert Chat ([press release](#))

Expert Chat ([Gartner note](#))

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

Next-Generation Support Expansion ([press release](#))



## Video resources

[SAP ONE Support Launchpad](#)

[SAP Support Portal](#)

[Expert Chat](#)

[Schedule an Expert](#)

[Guided Answers](#)

[Cloud Availability Center for SAP SuccessFactors Solutions](#)

SAPPHIRE NOW 2017

[Keynote Bill McDermott](#) – 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

[Built-in support, Expert Chat, Schedule an Expert](#) (DSAG keynote) – at 45:30 (German)

[SAPPHIRE NOW 2016](#)

### Interviews with SAP Mentors (video):

SAP TechEd 2017 interview on [self-service and community](#)

SAPPHIRE NOW 2017 interview on [Next-Generation Support](#)

SAPPHIRE NOW 2016 interview on [Next-Generation Support](#)

SAP TechEd 2017, Next-Generation Support, [demo on Schedule an Expert](#)

SAP TechEd 2016, Next-Generation Support, [demo on Expert Chat](#)

SAP TechEd 2016, finding answers, [demo on Google search for Knowledge Base Articles](#)

SAP TechEd 2016, Support and social media, [demo on “guided answers”](#)

# Thank you.

**Bernhard Luecke**

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**SAP España**

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