



SAP Customer Experience

Case Management

SAP

Public

Agenda



Support Basics

SAP Support Infrastructure
Self-Enablement Tools
Contacting the Product
Experts



Reporting a Case

Report a Case
Selecting a System
Product Area
Case Priorities and
Business Impact
Business Impact
Examples & CIC tips and
recommendations
Customer Contact
Information
Perfect Case Checklist



Case Management



Appendix

Product Support
Accreditation Program

Support Basics

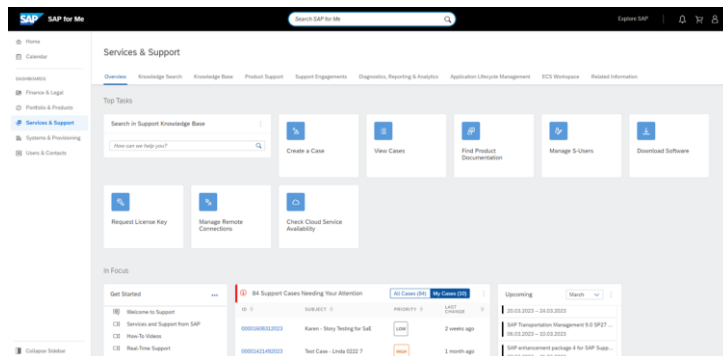


SAP Support Infrastructure

SAP for Me

- Access to support resources in a single, intuitive interface.
- Seamless omnichannel support experience across SAP for Me portal and mobile app.
- Support applications such as Incident Management, License Keys, Software Download and many more!

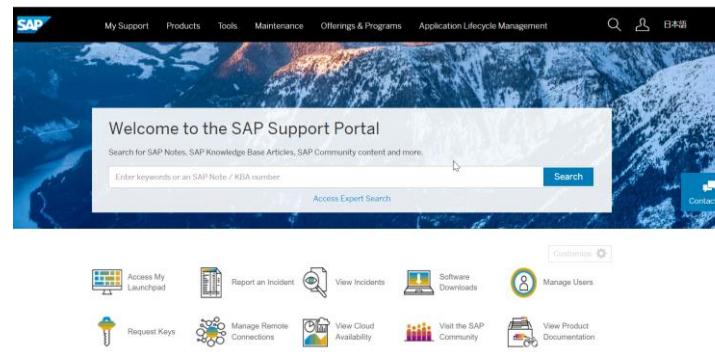
Access: [SAP for Me](#)



SAP Support Portal

- 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
- Guides for support applications via the SAP Help Portal (<https://help.sap.com>)

Access: <https://support.sap.com>

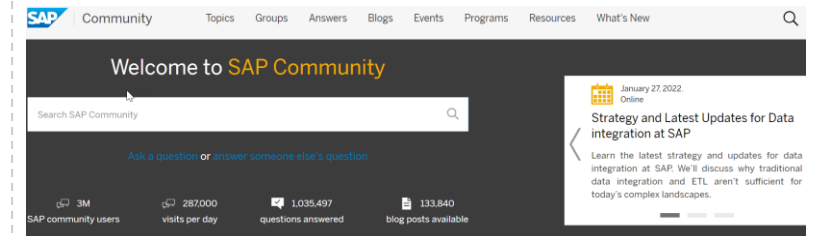


SAP Community

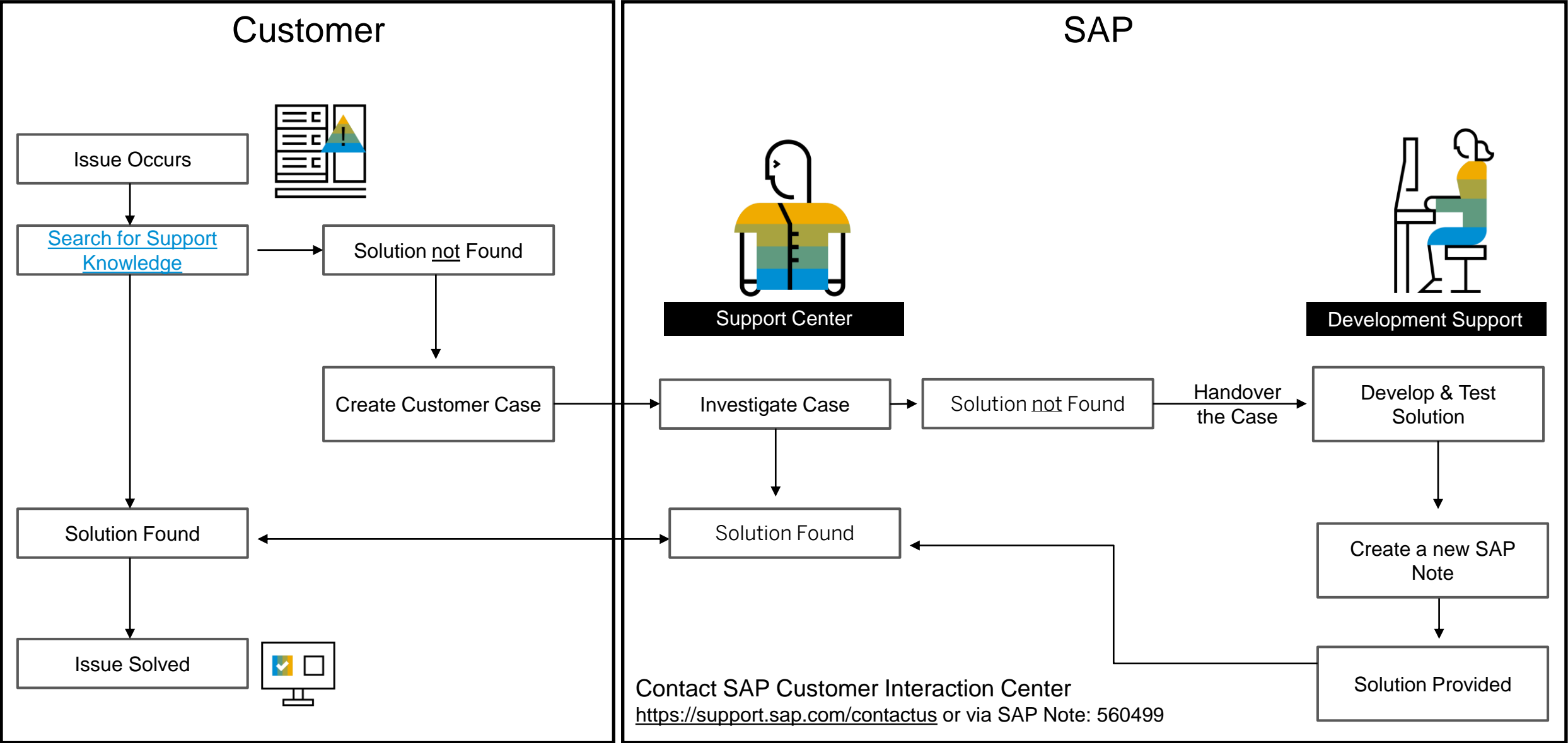
- Review Blogs
- Questions and Answers section
- Quick access to expert advice
- Online Trainings
- Community Wiki

<https://blogs.sap.com/tag/customerinteractioncenter/>

Access: <https://community.sap.com>



SAP Case Solving Process at a Glance



Support Applications Key Features

Get instant solutions to solve your product issues or engage with us using the 'Get Support' application.

Describe Your Issue

Issue Categorization and
Prioritization

Support Channel
Recommender

Auto-proposed
Solutions

Personalized
Case Management

Omnichannel
Support

AI Predictor
Services

Best Action

Top Suggested
Knowledge

New
Case List

- Cross platform support interactions. e.g. start on SAP for Me portal and pick up on your mobile

- Product & Product Function categorization for faster routing
- Business impact guidance and definition

- Based on your issue the most suitable support channel will be recommended (Expert Chat, Ask an Expert Peer, Schedule an Expert, SAP Community, Case)

- Improved search and suggested knowledge (combine hot and trending solutions, and new search engine)

- Easy to use tabular lists (My Cases, Open Cases, Sessions, Drafts etc)
- Personalized filters and sorting

Digital Support Experience

Support Applications



The '**Get Support**' application provides a step-by-step guided support experience by using Artificial Intelligence to predict the right product categorization and recommends the most suitable support channel.

Overview

- SAP for Me is the central-entry point for SAP support.
- Optimized and improved '*Get Support*' application.
- Get instant solutions to solve your product issue or avail of the guided support experience to define your issue
- Allow the embedded artificial intelligence services to recommend most suitable support channel (Expert Chat, Schedule an Expert, Ask an Expert Peer, SAP Community, Case)

Benefits

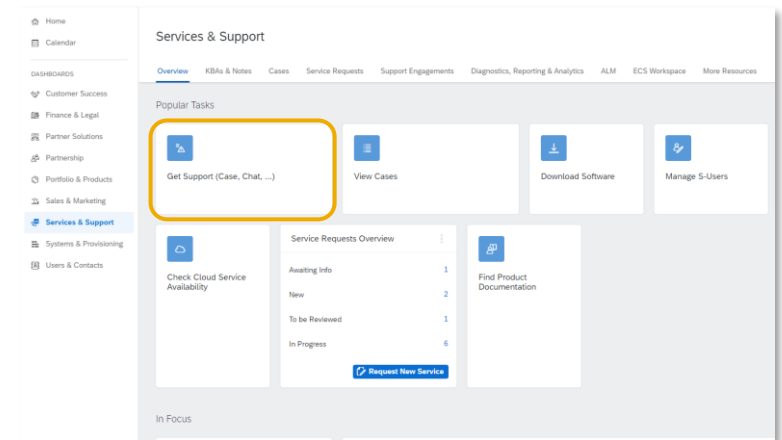
- Simplified and intuitive user-led design to get faster and more efficient product support
- Seamless omnichannel support experience across SAP for Me portal and mobile app.
- Tailored business impact to report very high issues effectively.
- AI-enabled product predictor and support channel recommender for an effortless experience.
- Integrated support decision trees to help you narrow down the problem area.

Access

- <https://me.sap.com/home>
- '[Service and Support](#)' [dashboard](#) → '**Get Support**' application in SAP for Me your customer portal
- Direct link QR Code



Preview



Reporting a Case

🏠 Home

📅 Calendar

DASHBOARDS

💰 Finance & Legal

📦 Portfolio & Products

🖨️ **Services & Support**

⚙️ Systems & Provisioning

👤 Users & Contacts

Demo: Services & Support

Overview

KBAs & Notes

Cases

Service Requests

Support Engagements

Diagnostics, Reporting & Analytics

ALM

ECS Workspace

More Resources

Popular Tasks



Get Support (Case, Chat, ...)

Service Requests Overview

New	2
To be Reviewed	1
In Progress	6

[Request New Service](#)



View Cases

Contact the Customer Interaction Center (CIC)

- 🗣️ Chat
- 📞 Phone
- ✉️ E-Mail



Find Product Documentation



Manage S-Users



Download Software



Request License Keys



Manage Remote Connections



Check Cloud Service Availability

In Focus

Get Started

- 📖 Welcome to Support
- 📖 Services and Support from SAP
- 📖 How-to Videos



Spotlight News

Services & support-related articles from the [SAP News Center](#)

Forrester Consulting Study Shows How SAP MaxAttention Supported Better, Faster Cloud ...

The study concluded that SAP MaxAttention delivered an impressive three-year financial impact throughout the cloud journey.

Feedback

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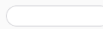
[Services & Support](#) / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Exit

Customer:   S-User: 

 Basic Information

 0/2

 Best Action


Short Description*

Please enter a short description

System*

Please select a system

Recommended Solutions

 Find More




No Recommended Solutions

You can view recommended solutions related to your issue here.


Continue


Select a System


 **SAP** for Me

Search SAP for Me

Explore SAP

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Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Exit

Customer: [Redacted] S-User: [Redacted]

Basic Information

Best Action

Short Description *

Consolidated reporting column heading not displaying with the correct offset


System *

Please select a system

Continue

Recommended Solutions

Find More



No Recommended Solutions

You can view recommended solutions related to your issue here.

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Partner

Partners

Portfolio

Sales &

Services

Systems

Users &

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System List

Search by system ID, number, name, installation, product, or system URL.

Recently UsedFavoriteAll

CLO - C0012552195T3 (TEST)
System Number: 740164789
Leading Product: SAP SuccessFactors HXM Core

A31 (PROD)
System Number: 850641080
Leading Product: SAP ERP 6.0

AAA - AAA (PROD)
System Number: 800064267
Leading Product: SAP Adaptive Server Enterprise 16.1

DDD (PROD)
System Number: 850042348
Leading Product: SAP BusinessObjects Business Intelligence platform 4.0

A11 (BACKUP)
System Number: 311834471
Leading Product: SAP NetWeaver 7.3

AAA (PROD)
System Number: 800025935
Leading Product: SAP BusinessObjects Business Intelligence platform 4.2

AS5 - test for demo (DEVELOP)
System Number: 850200612

Cancel

40

Exit

Select a System

Cases are created for SAP systems that have been set up under installations. The first step of creating a case, is selecting the system that is affected.

The Case Wizard will remember

- Recently used systems
- Favourite systems
- All systems

Must Know!

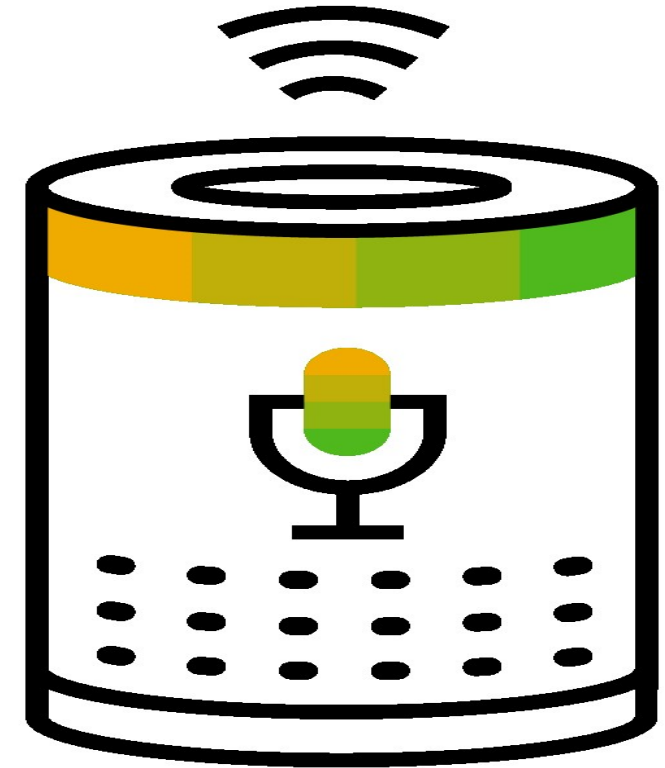
[Why choosing the right system and product will help resolve your product issue faster](#)

Good to know:

- A system is required to create a case; systems are created when you request a license key (for on premise). Cloud systems/tenants are created by SAP
- To be able to create a case for a particular system; your S-User ID needs to have the incident authorizations for that installation
- Note: Cases for Cloud products, such as SuccessFactors require the Display Cloud data authorization for that installation

[2598170 - What is the Display Cloud Data authorization? - SAP for Me](#)

- Any authorization issues can usually be solved by the company's administrator



Product & Product Function



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Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 


-  Basic Information
-  Best Action

Short Description*

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System Details:

[Open the system data](#)

System Access Data:

 The access data has not been maintained. - [Click to maintain](#)

System Connection:

 Connections are closed - [Click to maintain](#)

Product*

SAP BusinessObjects Business Intelligence platform

Product Function*

Semantic Layer

Priority*

Medium - Business Operations are affected but core business task flow continues.

Continue

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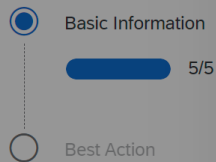
Users & Contacts

Collapse Sidebar

Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Customer: 1208936 - SAP Test Account



Select a Product Function

Search by Product Function Name or Component ID/Name

Recently Used **Suggested** All

Semantic Layer

Semantic Layer

Web Intelligence

Web Intelligence

.NET

SDK > .NET

Publishing and Scheduling

Publishing and Scheduling

Java

SDK > Java

Cancel

Continue

Exit

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High

A case should be categorized with the priority "high" if normal business transactions are seriously affected and necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the SAP System that are immediately required. The case must be processed as soon as possible: if the malfunction persists, the entire productive business transaction may be seriously affected.



Medium

A case should be categorized with the priority "Medium" if normal business transactions are affected. The problem is caused by an incorrect or inoperable function in the SAP system.



Low

A case should be categorized with the priority "Low" if the problem reported has few or no effects on normal business transactions. The problem is caused by an incorrect or inoperable function of the SAP system that is not required daily or only used very rarely.

Very High Priority



A case should be categorized with the priority "very high" if the problem reported has very serious consequences for normal business transactions and if necessary, tasks cannot be executed.

Very High priority should be used only if the situation is causing your production system to be down completely (or a core business process not working) or there is an imminent go-live for a production system which is endangered.



Important for Very High Priority cases

- Provide a detailed problem description and how to reproduce the issue
- The affected system/s should be open when applicable, and Access Data maintained
 - Secure Logon Data, SAP Note [1773689](#)
- At least one, preferably two, contact persons available 24 x 7, to:
 - Provide information on the issue
 - Provide logon data depending on the system type
- Give information for contact persons:
 - Full name and company
 - Phone number (including country code)
 - Mail-address

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Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 


-  Basic Information
-  Best Action

Short Description *

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System Connection:

 Connections are closed - [Click to maintain](#)

Product *

SAP BusinessObjects Business Intelligence platform

Product Function *

Semantic Layer

Priority *

Medium - Business Operations are affected but core business task flow continues.

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Get Support (Case, Chat, ...)

Exit

Customer: S-User:

- Basic Information
- 5/5
- Best Action

Short Description *

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System Details:

Open the system data

System Access Data:

The access data has not been maintained. - Click to maintain

System Connection:

Connections are closed - Click to maintain

Product *

SAP BusinessObjects Business Intelligence platform

Product Function *

Semantic Layer

Priority *

Medium - Business Operations are affected but core business task flow continues.

Low - The problem has little to no influence on Business Operations and does not hinder daily tasks.

Medium - Business Operations are affected but core business task flow continues.

High - Necessary Business Operations and tasks are seriously affected and cannot be executed.

Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability.

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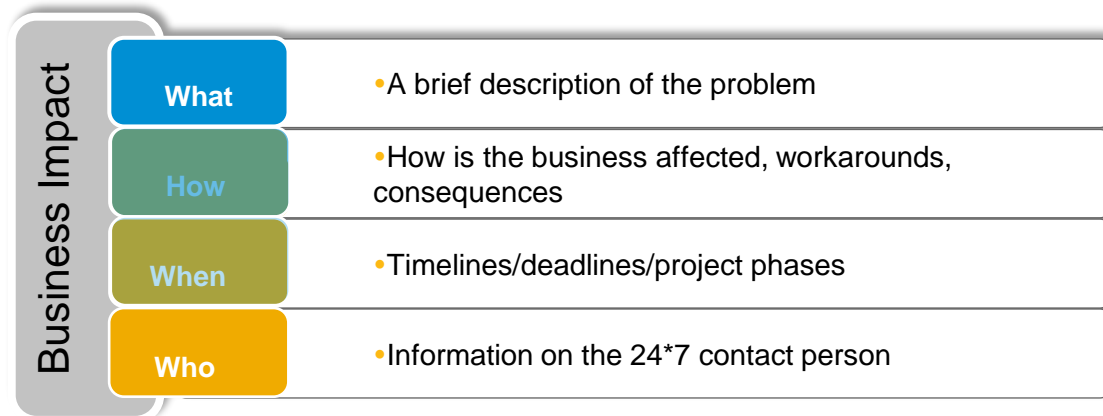
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Business Impact

Information about how the business is affected is key to ensuring your case is treated with the correct priority.

- The effect on your economic activities from a non-technical perspective.
- Every business is individual, and the impact of every issue varies depending on the business you are in.
- Business Impact is requested by all departments involved with customer cases.
- See SAP Notes [1281633](#) and [90835](#) for more details.



Productive System:

- ✓ Is the core business severely affected?
- ✓ Is there any workaround available?
- ✓ How many users are affected?
- ✓ How long has the problem been going on?
- ✓ What are the consequences if the issue continues?
- ✓ Is there any possible financial loss? Under what circumstances?

Test/Development System:

- ✓ What project is affected?
- ✓ When is your productive go-live date?
- ✓ Is this a showstopper for go-live? Why?
- ✓ What is the most immediate deadline?
- ✓ How many project team members are affected?
- ✓ What are the consequences if go-live cannot be completed on time?



Business Impact – Samples of Insufficient Business Impact

Quote in the case - *'Daily business process affected'* - Does not tell us anything about the criticality

Quote in the case - *'Shopping Carts Approval recalculation is not happening'*

Questions we have about the impact on the business:

- What does it mean for the company if the recalculation is incorrect?
- Can the shopping carts still be approved?
- Will this cause issues with accounting e.g. month-end closing?
- Is there a workaround?
- Is it affecting all shopping carts or only certain carts?
- What is the main serious consequence from a business point of view for the company?



Example of a good business impact for production related issues:

We are having an issue with Shopping Carts Approval that are re-calculated in our production system.

That means that the approval will go to the incorrect approver causing general delays.

There is a workaround by forwarding the shopping cart to the correct approver manually but there are 10 – 20 of these cases daily so that is quite an effort.

The shopping carts are used internally / externally (customers / vendors).

The additional manual work causes an estimated financial value of 500 GBP per day (if known).

CP: Mr. Support contact +91 123 456 7890



Business Impact - Samples of Insufficient Business Impact

Quote in the case - *'Because of this issue, Golive project is getting impacted and delayed.'*

Questions we have about the impact on the business:

- What date is the Go-Live for production?
- What product are you going live with?
- Do you have a Go/No-Go decision date?
- If not resolved, would the situation lead to a project showstopper?
- Details on any upcoming major milestones/timelines.
- Do you have a workaround?
- When is the testing phase due to be completed?
- Is the project at a standstill?
- Financial impact, please quantify if possible. Other serious Business consequences.
- Contact person (name and phone number)



Example of a good business impact for project related issues:

We are planning to go productive with SAP SuccessFactors on 1st Oct. Currently we are stuck in the user testing phase that needs to be finished by 20th Sep. 2023. There are 5 project members that cannot continue to work until this issue is resolved. This issue will be a showstopper for the project and there is no workaround. We need to have the issue resolved by 18th Sep. 2023. If the go-live date miss, it will have a financial impact (if known) / onboarding will be affected.

CP: Mr. Support Contact +1 123 456 789



Business Impact - Sample of Good Business Impact

Quote in the case - *Customer are facing an inordinate delay while trying to submit Freelancer bookings. This delay is observed for the PAYE group of Freelancers and any delays in booking, will have a direct impact leading up to failure to meet payroll deadlines. These Freelancers get paid via payroll and need to have their payment information up and ready on time for payroll processing, failing which, there would be heavy financial repercussions, not to mention, the credibility of the company being affected due to delayed payments'*

Good business impact in general. Possible things to add is:

- How many Smartbook users are affected?
- Is there any kind of workaround?
- Can the affected users still get paid in the next payroll?
- When is the next payroll deadline?



Improved Business Impact:

50 users from the company are facing an inordinate delay while trying to submit Freelancer bookings. This delay is observed for the PAYE group of Freelancers and any delays in booking, will have a direct impact leading up to failure to meet payroll deadlines. There is no workaround. These Freelancers get paid via payroll and need to have their payment information up and ready on time for payroll processing, failing which, there would be heavy financial repercussions, not to mention, the credibility of the company being affected due to delayed payments. The deadline for the next payroll run is 20.08.2019. If the issue is not resolved by then, the affected employees will not receive the correct salaries.

CP: Mr. Customer contact +91 123 456 7890

Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 

Basic Information

4/5

Best Action

Priority*

Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability.

We require some additional information for Very High cases in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.

Primary Contact*

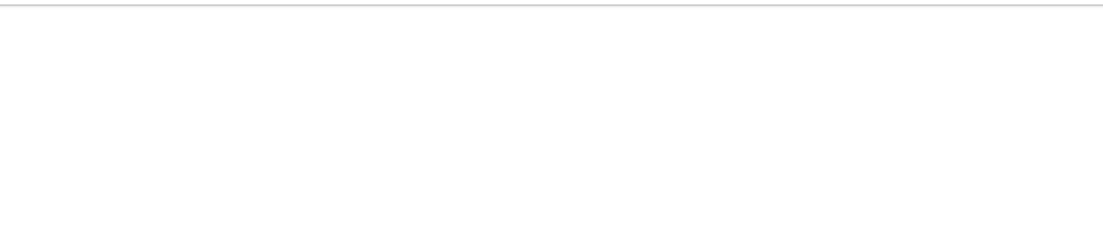
Secondary Contact

Select a business impact category from the dropdown menu* 

-- Please select a business impact category --

Business Impact*





Save

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Get Support (Case, Chat, ...)

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Customer:   S-User: 

 Basic Information

 4/5

 Best Action

Priority*

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Primary Contact*






Secondary Contact





Select a business impact category from the dropdown menu* 

-- Please select a business impact category -- 

-- Please select a business impact category --

A productive Service/System is completely down.

Core business processes affected.

Go-live impacted.

Security issue.

Save

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Exit

Customer:  S-User: 

Basic Information

4/5

Best Action

Priority*

Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability.

We require some additional information for Very High cases in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.

Primary Contact*





Secondary Contact





Select a business impact category from the dropdown menu* 

A productive Service/System is completely down.

Is there a workaround?*

☐ Yes ☐ No

Is there financial loss?















☐ Yes ☐ No

Number of Users Affected

Since when is Production down?



Business Impact*

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Get Support (Case, Chat, ...)

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-  Best Action

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Product *

SAP BusinessObjects Business Intelligence platform

Product Function *

Semantic Layer

Priority *

Medium - Business Operations are affected but core business task flow continues.

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KBA (How To)

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Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 


 Basic Information


 Best Action

Customers with the issue you are reporting usually find a solution quicker when they choose the following Channel:

 **Expert Chat**

Alternative Channels:

 Schedule an Expert Session

 **Create a Case**

 Open a Community Question

 Ask an Expert Peer

Recommended Solutions

 Find More

TRENDING

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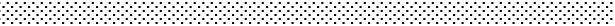

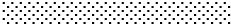
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Get Support (Case, Chat, ...)

Exit


Customer:   S-User: 

 Basic Information

What are you having an issue with?

 Best Action

Create a Case

 Detailed Information

0/1

 Attachments

No File

 Contacts

 Submit

Continue

Recommended Solutions

 Find More

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Get Support (Case, Chat, ...)

Exit

Customer: S-User:

- Basic Information
- Best Action
 - Create a Case
- Detailed Information
 - 0/1
- Attachments
 - No File
- Contacts
- Submit

What are you having an issue with?

Connections

Universe

Other

Continue

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Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information

 Best Action

Create a Case


 Detailed Information

0/1

 Attachments

No File

 Contacts

 Submit

What are you having an issue with?

Universe 

Please categorize your issue by choosing the option below that best fits your scenario.

Universe Design tool (UDT) Unv universe 

Please specify the specific driver and version used

ODBC driver version 8.6.4

This is a new Universe or existing?

Existing

Detailed Description *

|

Steps to Reproduce

Continue

Recommended Solutions

 Find More

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Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information

 Best Action

Create a Case


 Detailed Information

1/1


 Attachments

No File


 Contacts

 Submit

What are you having an issue with?

Universe 

Please categorize your issue by choosing the option below that best fits your scenario.

Universe Design tool (UDT) Unv universe 

Please specify the specific driver and version used

ODBC driver version 8.6.4

This is a new Universe or existing?

Existing

Detailed Description *



The existing universe has been in place for a considerable time but recent updates have caused the issue.

Steps to Reproduce



Continue

Recommended Solutions

 Find More

[SAP GUI Desktop office Integration: Column heading is missing for one column while changing the view from ALV to Excel Inplace.](#)

In SAP GUI Desktop office Integration, column heading is missing in the "Format" worksheet tab while changing the...

BC-FES-OFFI

Note (Program error)

[Nonsensical columns on "Composition" tab](#)

Component: Product Safety Module: Specification Management You open the ALV-based tab for compositions ...

EHS-BD-SPE

Note (Program error)

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Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP BusinessObjects Enterprise...

BI-BIP-INS

KBA (How To)

[Web Intelligence report column headings are truncated when exported to PDF format](#)

Web Intelligence report column headings are truncated when exported to PDF format

BI-RA-WBI

Note (Program error)

[SAP Query: Using queries](#)

ABAP reports are used at various points within the R/3 system

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Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information


 Best Action

Create a Case

 Detailed Information

 Attachments

No File

 Contacts

1/1

 Submit

Reporter*



 Test Hybrid  CET 

Primary Phone: 



Secondary Phone: 

Email: 



Secondary Contact

 Select a Contact 

Primary Contact

 Select a Contact 

System Opener

 Select a Contact 

Add New Contact

Continue

Recommended Solutions

 Find More

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Get Support (Case, Chat, ...)

Customer:

Basic Information

Best Action

Create a Case

Detailed Information

Attachments

No File

Contacts

1/1

Submit

Reporter*

Test Hybrid
S0018132425 | CET

Primary Phone: +86-800551210

Secondary Phone: +49-5555555555

Email: arno.helmeling@sap.com

Secondary Contact

Select a Contact

Add New Contact

Select a Contact

Test AS 01

RD02 2023

email exists 3

Tommaso AAAAAAA

Cancel

Exit

Recommended Solutions

Find More

SAP GUI Desktop office Integration: Column heading is missing for one column while changing the view from ALV to Excel Inplace.

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
Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Customer: 


- ✓ Basic Information
- ✓ Best Action
Create a Case
- ✓ Detailed Information
- ✓ Attachments
No File
- **Contacts**
1/1
- Submit

Reporter*

 Test Hybrid
S0018132425 |  CET

Primary Phone: +86-800551210
Secondary Phone: +49-5555555555
Email: arno.helmeling@sap.com

Secondary Contact

 Select a Contact

Add New Contact

Select a Contact

John Bowley 

Test AS 01

RD02 2023

email exists 3

Tommaso AAAAAAA

Cancel

Exit

Recommended Solutions

 Find More

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Get Support (Case, Chat, ...)

Exit

Customer: S-User:

Basic Information

Best Action

Create a Case

Detailed Information

Attachments

No File

Contacts

1/1

Submit

Reporter*

Test Hybrid CET

Primary Phone:
Secondary Phone:
Email:

Secondary Contact

Select a Contact

Primary Contact

John Bowley UK

Primary Phone:
Secondary Phone:
Email:

System Opener

Select a Contact

Recommended Solutions

Find More

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Note (Program error)

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Add New Contact

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Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 

Basic Information

Best Action

Create a Case

Detailed Information

Attachments

No File

Contacts

1/1

Submit

Reporter

Test S00

Primary P

Seconda

Email: a

Seconda

Sele

Add New Contact

Please make sure the contact details are correct, Any changes made to other contacts will be stored at case level only.

Name

Design Team



Role

Primary Phone

Secondary Phone

Email

design-team2@myorg.co.uk

Time Zone

Cancel

Submit

Add New Contact

Continue

Recommended Solutions

Find More

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Get Support (Case, Chat, ...)

Exit


Customer:  S-User: 

 Basic Information

 Best Action

Create a Case

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 Attachments

No File

 Contacts


1/1

 Submit

Reporter*

 Test Hybrid   CET

Primary Phone: 

Secondary Phone: 

Email: 

Secondary Contact

 Select a Contact

Case Contact

 Design Team 


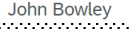

Primary Phone:

Secondary Phone:


Email: design-team2@myorg.co.uk

Add New Contact

Primary Contact


 John Bowley   UK

Primary Phone: 

Secondary Phone: 

Email: 

System Opener

 Select a Contact

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Note (Program error)

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ABAP reports are used at various points within the R/3 system

Continue

Customer Contact Information

- You can add a 24*7 Contact (mandatory for very high cases), System Opener and other contacts with an S-User ID
- Note: The case reporter cannot be changed

Contact Details +				
Name	Role	Phone Number	E-Mail	Time Zone
	Reporter			
	24h Contact			✕
	System Opener			✕

- When the case is sent to SAP or in Customer Action

Details	Communication (3)	Contacts (2)	Attachments (0)	Solutions (2)	Action Log (9)
+					

[2213199 - How to add/remove additional contacts in an existing case - SAP for Me](#)

[1271545 - How to update S-user ID contact settings \(phone number, e-mail address, time zone, language, etc\) - SAP for Me](#)



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Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information

 Best Action


Create a Case

 Detailed Information

 Attachments

No File

 Contacts

 Submit

The component shown is based on the information you have provided. You can change it if you think it is incorrect.

Component* BI-BIP-DF 

Top Suggested Content

SAP Support engineers have used the below content to resolve similar issues in the past.

[SAP GUI Desktop office Integration: Column heading is missing for one column while changing the view from ALV to Excel...](#)

In SAP GUI Desktop office Integration, column heading is missing in the "Format" worksheet tab while changing the vie...

BC-FES-OFFI

Program error

[Nonsensical columns on "Composition" tab](#)

Component: Product Safety Module: Specification Management
You open the ALV-based tab for compositions to display...

EHS-BD-SPE

Program error

[Best practices & pre-requisites on Windows while Install/Update/Patching BI](#)

Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP BusinessObjects Enterprise (...)

BI-BIP-INS


How To

Alternative Support Channels

You can also get a solution by choosing from the following other available support channels.

 [Open a Community Question](#)

 [Expert Chat](#)

 [Schedule an Expert Session](#)

 [Ask an Expert Peer](#)

Submit Case

Perfect Case Checklist



- ✓ 1 problem per Case
- ✓ Document client analysis and SAP Note search
- ✓ Remote connection details
- ✓ A “meaningful” short text (error-related information)
- ✓ Detailed steps to reproduce the problem in your system
- ✓ Appropriate priority, product area or component
- ✓ Business impact of problem on your operations
- ✓ Customer Contact Information

Case Management

After you submit a Case

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🖨️ **Services & Support**

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Demo: Services & Support

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Cases

Service Requests

Support Engagements

Diagnostics, Reporting & Analytics

ALM

ECS Workspace

More Resources

Popular Tasks



Get Support (Case, Chat, ...)

Service Requests Overview

New	2
To be Reviewed	1
In Progress	6

[Request New Service](#)



View Cases

Contact the Customer Interaction Center (CIC)

- 🗨️ Chat
- 📞 Phone
- ✉️ E-Mail



Find Product Documentation



Manage S-Users



Download Software



Request License Keys



Manage Remote Connections



Check Cloud Service Availability

In Focus

Get Started

- 📖 Welcome to Support
- 🔖 Services and Support from SAP
- 🔖 How-to Videos



Spotlight News

Services & support-related articles from the [SAP News Center](#)

Forrester Consulting Study Shows How SAP MaxAttention Supported Better, Faster Cloud ...

The study concluded that SAP MaxAttention delivered an impressive three-year financial impact throughout the cloud journey.

Feedback

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Services & Support

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- Product Support
- Cases**
- Service Requests
- Support Engagements
- Diagnostics, Reporting & Analytics
- Application Lifecycle Management
- ECS Workspace
- Related Information

Support & Maintenance

Get Support (Case, Chat, ...)

- Open Cases**
- My Open Cases
- Closed Cases
- Drafts
- Sessions

Standard

Status:

3 Items

Priority:

Last Update:

Within last 4 Weeks

System:

Select System(s)...

Created On:

dd.MM.yyyy - dd.MM.yyyy

Changed On:

dd.MM.yyyy - dd.MM.yyyy

Installation:

Select Installation(s)...

Reporter:

Select Reporter(s)...

Customer:

Select Customer(s)...

Go

Adapt Filters (1)

Cases (162) Updated at 14:32:27 Filter

ID	SUBJECT	STATUS	PRIORITY	INSTALLATION	SYSTEM / PRODUCT	COMPONENT	REPORTER	CUSTOMER	CREATED ON	UPDATED ON	AUTO CONFIRM DATE
4344727 / 2023	ATF Test Case (STRY0169157)	Customer Action	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Onboarding (LOD-SF-OB)	SAP		15.04.2023 at 01:30:11	15.04.2023 at 01:37:07	14.05.2023
4344621 / 2023	ATF_Test	SAP Proposed Solution	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Analytics & Reporting (Ad Hoc, YouCalc, ORD) (LOD-SF-ANA)	Tester A HCSM		14.04.2023 at 22:30:38	14.04.2023 at 22:32:57	14.05.2023
4344608 / 2023	ATF_Test	Customer Action	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Analytics & Reporting (Ad Hoc, YouCalc, ORD) (LOD-SF-ANA)	Tester A HCSM		14.04.2023 at 22:23:56	14.04.2023 at 22:24:39	14.05.2023

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Support & Maintenance

Get Support (Case, Chat, ...)

- Open Cases**
- My Open Cases
- Closed Cases
- Drafts
- Sessions

Standard

Status:3 Items

Priority:

Last Update:Within last 4 Weeks

System:Select System(s)...

Created On:dd.MM.yyyy - dd.MM.yyyy

Changed On:dd.MM.yyyy - dd.MM.yyyy

Installation:Select Installation(s)...


Reporter:Select Reporter(s)...


Customer:Select Customer(s)...

Go


Adapt Filters (1)


Cases (162) Updated at 14:32:27 Filter											
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4344608 / 2023	ATF_Test	Customer Action	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Analytics & Reporting (Ad Hoc, YouCalc, ORD) (LOD-SF-ANA)	Tester A HCSM		14.04.2023 at 22:23:56	14.04.2023 at 22:24:39	14.05.2023


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
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
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- Diagnostics, Reporting & Analytics
- Application Lifecycle Management
- ECS Workspace
- Related Information

Support & Maintenance

Get Support (Case, Chat, ...)

- Open Cases
- My Open Cases
- Closed Cases
- Drafts
- Sessions

Standard

My Views

Standard

My High cases

My Very High cases

Save As

Manage

Last Update: Within last 4 Weeks

System: Select System(s)...

Created On: dd.MM.yyyy - dd.MM.yyyy

Changed On: dd.MM.yyyy - dd.MM.yyyy



Installation: Select Installation(s)...

Go

Adapt Filters (1)

Updated at 14:50:11

Filter

	STATUS	PRIORITY	INSTALLATION	SYSTEM / PRODUCT	COMPONENT	REPORTER	CUSTOMER	CREATED ON	UPDATED ON	AUTO CONFIRM DATE
	Customer Action	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Onboarding (LOD-SF-OB)	SAP		15.04.2023 at 01:30:11	15.04.2023 at 01:37:07	14.05.2023
 4344621 / 2023	ATF_Test	SAP Proposed Solution	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Analytics & Reporting (Ad Hoc, YouCalc, ORD) (LOD-SF-ANA)	Tester A HCSM	14.04.2023 at 22:30:38	14.04.2023 at 22:32:57	14.05.2023
 4344608 / 2023	ATF_Test	Customer Action	Medium	SFSF - Edit	SAP SuccessFactors Learning 2211 / MyProduction CLOUD	Analytics & Reporting (Ad Hoc, YouCalc, ORD) (LOD-SF-ANA)	Tester A HCSM	14.04.2023 at 22:23:56	14.04.2023 at 22:24:39	14.05.2023

ATF Test Case () CUSTOMER ACTION

Case ID: 4344727 / 2023

Component: Onboarding () Priority & Business impact

Customer: () Medium

Created at: 15.04.2023, 02:30:11 AM

Last update at: 15.04.2023, 02:37:07 AM

Reporter: ()

Export Case Close Case

Overview Attachments Solutions Contacts Action Plan Appointments

Schedule An Expert Schedule a Session

There are currently no items in this section.

Past Sessions

Schedule A Manager

No SAM sessions found

Your product does not offer the Schedule a Manager service



After you submit a Case to SAP: Best Practices

When you have submitted a case you should:

- Monitor the case for updates on a daily basis on the SAP for Me or change notification settings to [receive alerts](#).
- Monitor more frequently for Very High and High priority cases.
- Respond quickly to all requests for supporting information.
- Send the case back to SAP after you have provided your response.
- When an case is in "Customer Action", SAP is waiting for your response and cannot continue with the investigation.
- If the case remains in "Customer Action" status for too long, it will be [closed automatically](#). You can update a customer case at any time by sending "Info for SAP".

[1929454](#) - What is the time for automatic closure of support incidents? - SAP ONE Support Launchpad

Change the status or priority of a customer case

- When a case is in "Customer Action", you can change the priority yourself
- If you would like to change the priority of a case that is in process with SAP, contact CIC [here](#)
- For more information about priority justification, see
- [SAP Note 67739 - Priority of problem cases](#)

When a customer case is resolved:

Ensure that the resolution meets your requirements, confirm the case in a timely manner or return the case to SAP for further processing

[1239839](#) - How to close a support case - SAP for Me

[2331471](#) - How to provide Feedback on Case/Incident handling via SAP Support Interaction Survey - SAP ONE Support Launchpad / SAP for Me [VIDEO]

[2899770](#) - How to provide feedback (SAP Support Interaction Survey) for automatically closed cases - SAP for Me

Customer Interaction Center Overview



Customer Interaction Center (CIC) is one of the main interfaces between customers and the SAP support organization. We are available **24 hours a day, 7 days a week, 365 days a year**, and provide a central point of contact for assistance with non-technical queries.

Overview

A contact channel for non-technical questions, such as:



Existing customer cases enquires, e.g. status requests, speed up request, escalation requests



SAP for Me and SAP Support Portal navigation and applications, e.g. user management, license key request



S-User and SAP Universal ID administration, e.g. unlocking users, authorization help, and password reset



Remote service requests

Benefits

CIC offers customers assistance in the following ways:

- ✓ Available 24 hours a day, 7 days a week, 365 days a year
- ✓ Service menu to select a specific product area, including SAP Ariba, SAP Concur, SAP Fieldglass, SAP Qualtrics SAP Success Factors
- ✓ 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

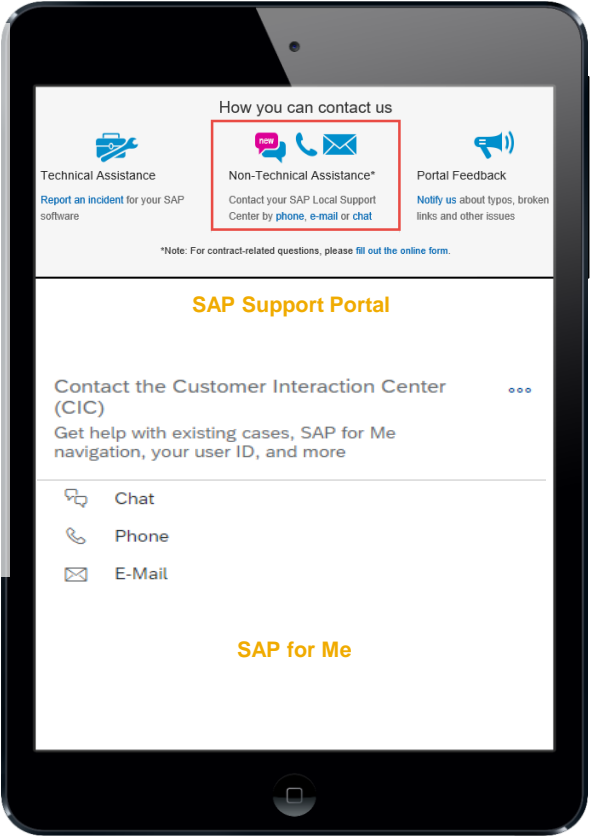
- [Chat with CIC](#)
- [Call CIC](#)
- [E-mail CIC](#)

Direct Access

Learn more here:

- [Explore SAP Support: Customer Interaction Center](#)
- [SAP Support Portal](#)
- [Reference Guide](#)
- [Webcasts](#)
- [#ASKCIC Support Videos](#)
- [CIC Blogs SAP Communities](#)

Preview

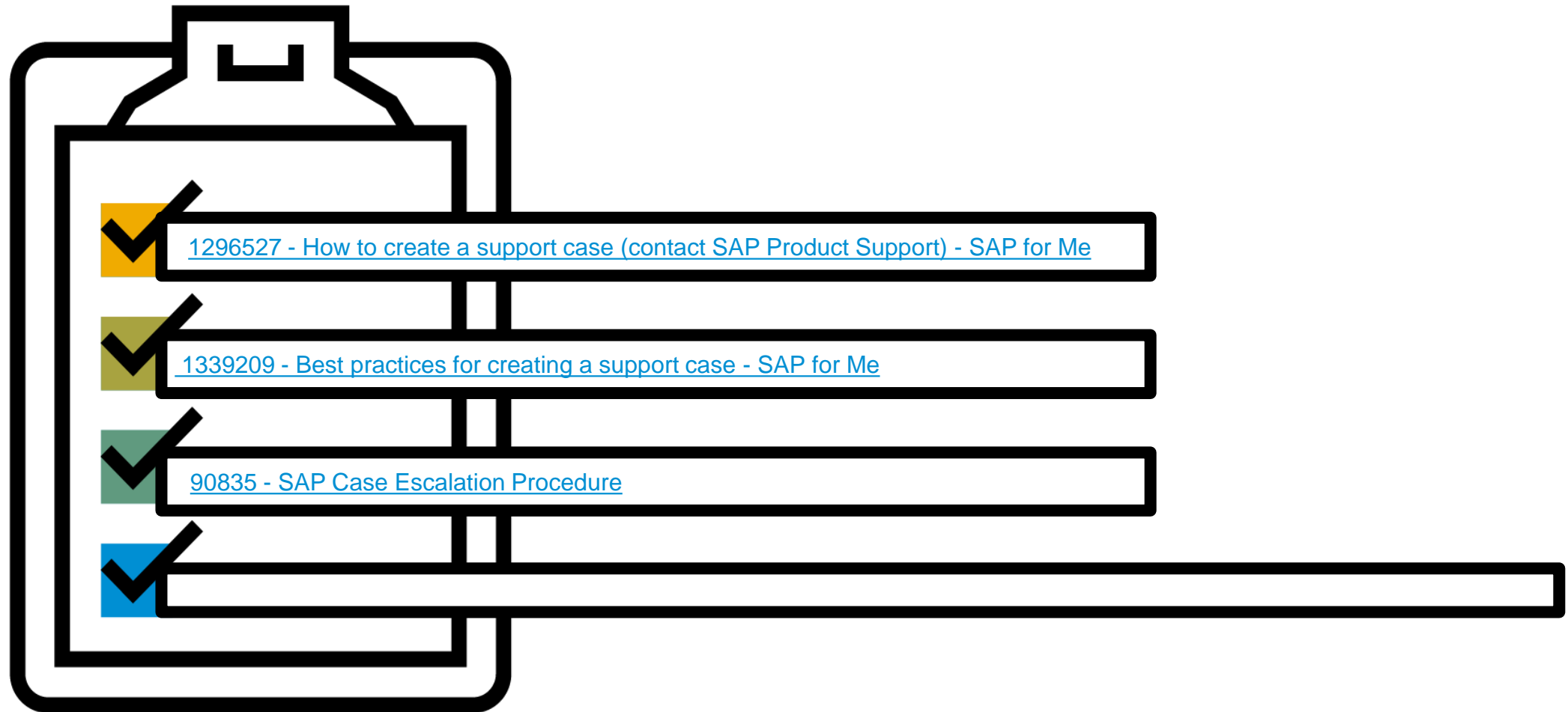


Thank you.

Contact information:

Appendix:

Helpful notes for **working with cases**



Product Support Accreditation



Make the best out of SAP's product support tools and Next-Generation Support offerings!

- Available to all SAP Customers and Partners with an S-User at no additional cost
- Gain empowerment and awareness to all the available resources from Product Support
- Consists of 3 modules and a final assessment, which can be taken at your own pace and time
 - incident prevention offerings
 - real-time interactions
 - digital support experience
- Product Support Accreditation badge is awarded once the final assessment is completed, which can be shared on social media

- [Product Support Accreditation welcome video](#)
- [SAP News Center: Make the Best Out of Interactions with Product Support](#)
- [Access the Product Support Accreditation program](#)

Product Support Accreditation

Welcome

ABOUT THIS PROGRAM

Product Support Accreditation allows customers to become familiar with the accurate ways to interact with Product Support from SAP.

By completing the accreditation all customers and partners are enabled and empowered to interact with Product Support in the most efficient way.

Accreditation can be completed within a short time. The course consists of 3 modules, each containing a short, interactive video and a PDF document. At the end of each module a short quiz is taken to ensure full understanding of the presented material.

On successful completion of the final assessment, the Accreditation is then awarded.

BENEFITS

- 1. Empowerment** - Awareness to all the available resources from Product Support, resulting in improved response time, better support interactions & increased efficiency and productivity.
- 2. Badge** - Acclaim badge shareable on social media.
- 3. Entry pass for SAPPHIRE NOW 2020*** - A chance to receive a SAPPHIRE NOW 2020 complimentary pass for the event held in Orlando, FL, with the opportunity to meet with Product Support Leadership.

***Disclaimer:**

- These benefits will be awarded for a limited time to limited users ONLY
- Once the benefits with limited quantities are distributed, they will be discontinued
- Some exclusions apply, please contact ps_accreditation@sap.com for more details

Subscription is required to receive the benefits [Subscribe](#)

HOW DOES IT WORK?

Training Modules

- Self-service and Incident Prevention**
0%
Est.Time: 25 min
- Real-time Interactions**
0%
Est.Time: 25 min
- Digital Support Experience**
0%
Est.Time: 15 min
- Assessment**
Not Started
[Certificate](#)

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