Customer Interaction Center

Getting the Most from Your Support

SAP

Contents

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 case enquiries, e.g. status requests, speed up requests, escalation requests

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

- 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 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 for Me.

Chat with CIC

Call CIC

E-mail CIC

Learn more here:

- SAP Support Portal

- Webcasts

- CIC Support Videos

- CIC Blogs SAP Communities

SAP Support **Infrastructure**

SAP **Support Portal**

- Search for SAP Knowledge Base Articles and SAP Notes

- Product and maintenance information (Product Availability Matrix)

- Contact details for technical and non-technical assistance
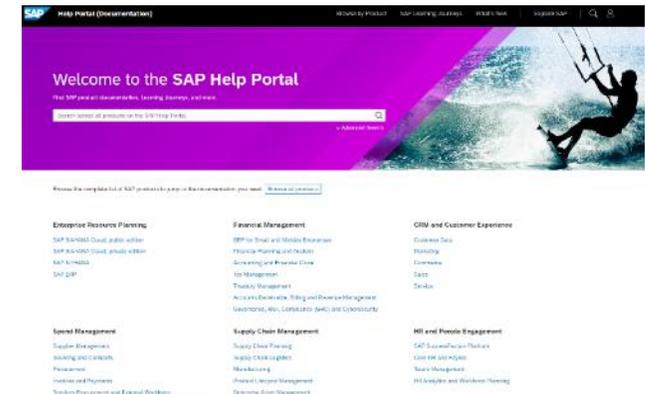
- Support by product – link (a-z)
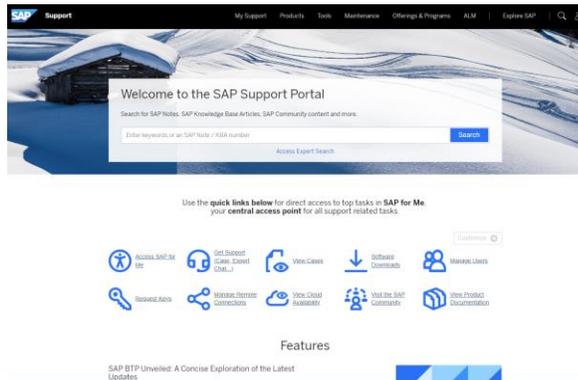
SAP **Community**

- Register & Create ID (S-user ID, public ID) Profile

- View blogs

- Find questions & answers

- Find & follow tags

- View SAP Wiki pages

SAP **Help Portal**

- Guides for support applications

- Find SAP product documentation

- SAP Learning Journey

SAP for Me

SAP for Me is the new central entry point to SAP support and makes managing support-related task simpler and more efficient.

Overview

- SAP for Me offers a user-friendly interface, improved functionality, and will be the harmonized digital touchpoint for all SAP solutions.

- Customers & partners will perform support related tasks including the step-by-step guided 'Get Support' application and benefit from personalized content in their preferred language.

- Intelligent search leveraging AI and machine learning to get the most relevant information to self-serve across a variety of knowledge sources.

Benefits

- Central entry point for all support-related topics and questions including case management.

- Integrated and auto-suggest most suitable support channels e.g. Case, Expert Chat, Ask an Expert Peer, SAP Community, etc.

- AI automatically recommends solutions during the interaction.

- Holistic view of SAP orders, licenses, invoices, consumption, and balance statements.
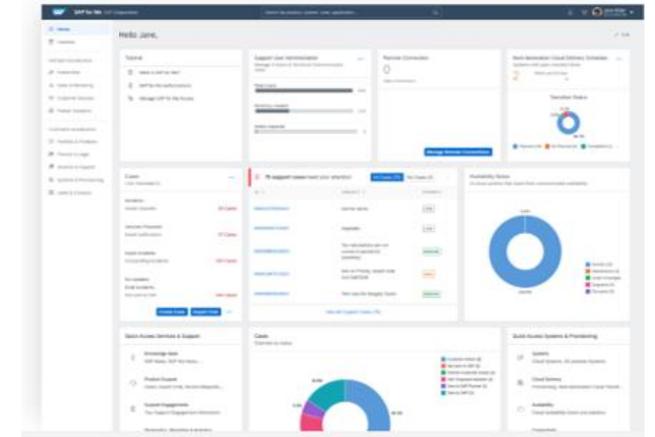
Access

- https://me.sap.com/home

- Download SAP for Me mobile application via Apple/Google Play Store

iOS	Android	Android For Chinese Market
Download on the App Store	GET IT ON Google Play	Tencent AppStore

Learn more:

- SAP for Me online user help

- SAP for Me Transition

- Support webcasts with live demos

- SAP for Me Community

- SAP for Me Landing Page

Preview

Available in English, German, Japanese, Chinese, French, Portuguese, Spanish

User Management

Super Administrator

A super administrator is responsible for maintaining authorizations for all S-user IDs in the company.

SAP creates the first S-user for new customers and assigns this user the authorizations.

Super administrators have all authorizations for all applications in SAP for Me at the highest possible level

Main tasks include:

Creating new S-user IDs

Deleting S-user IDs

Defining additional administrators

Granting authorizations for all applications on SAP for Me

Cloud Administrator

Cloud administrator applies to customers who have licensed an SAP cloud product.

Cloud administrators have all authorizations that are required to fulfill all tasks in SAP for Me at the highest possible level for selected cloud products from SAP.

SAP creates the first S-user for new customers and assigns this user the authorizations.

FAQs on user authorizations:

- https://support.sap.com/user-admin

- Learn about the user, authorization and the administrator concept

Useful Resources:

- 1271482- How does an administrator create or delete S-user IDs?

- 1511008 - How to add or change S-user ID authorizations

- 1614304 - How to use the Copy Authorization feature for S-user IDs

Software Downloads

Access to SAP software

Software licenses and S-user IDs are associated with a specific customer number. To download software from SAP for Me on the card "Download Software", you must use an S-user ID from the same customer number to which the license is assigned.

If you do not have the correct authorization: "Download Software" contact a super administrator in your company.

Software Download Center:
https://me.sap.com/softwarecenter

Have you encountered an issue with the Software Download Center?

If you encounter problems with the Software Download Center, please report a case.

Frequently Asked Questions as well as helpful SAP Notes and SAP Knowledge Base Articles are available from https://support.sap.com/swdc
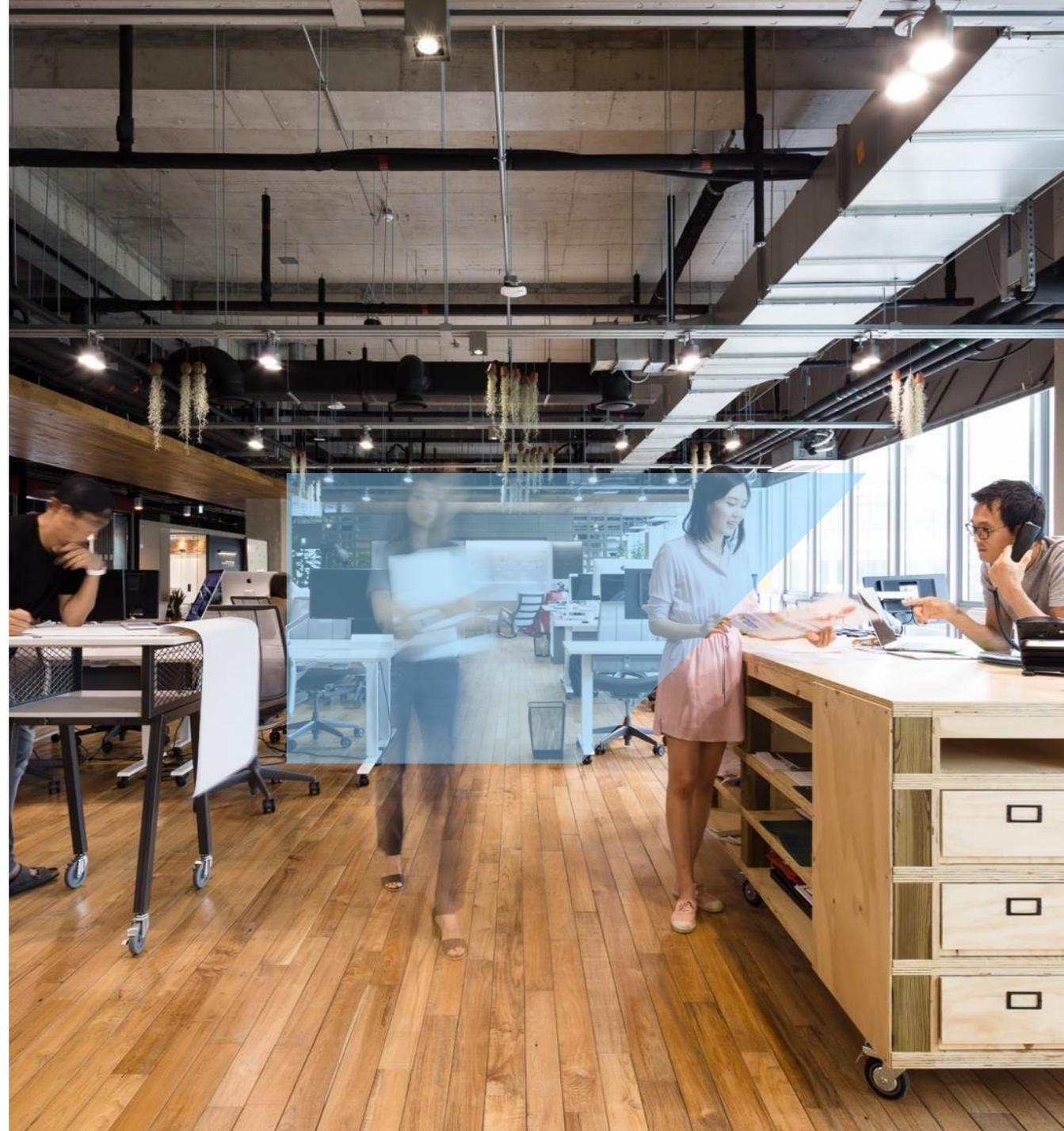
How to Request a License Keys

When requesting a license key you will be prompted to select the installation, then you will need to create a new system or select an existing one.

To request license keys your S-user ID will need the authorization "Request License Keys".

You can check your authorizations under "My Settings" - "Authorizations & Functions". To extend your authorization, please contact an SAP user administrator in your company.

Information on how to request license keys for specific products can be found on the SAP Support Portal at https://support.sap.com/licensekey.

Additional information is also available in SAP Notes:

- SAP Note 94998 - Business Suite Requesting license keys and deleting systems
- SAP Note 1251889 - License key request for SAP Analytics Solutions
- SAP Note 1686864 - License Keys for Sybase products

For common queries around requesting of license keys please visit us

 Help section on the SAP Support Portal.

Contact CIC if:

You need assistance with requesting a license key

You are unsure which installation to use

You need advice on how to create or delete systems

You need advice on how to purchase additional licenses/products

Click to Watch Video on How to Request License Key

System Administration

The following information is only applicable for on-premise installations.

- When you purchase an SAP product, a new installation is created.

- It contains one or more systems, which represents the computer on which you installed your SAP product.

- Most support applications rely on up-to-date system data to improve service quality. With quality system data, repeated data input becomes unnecessary.

Authorization Required: Edit System Data

Further documentation and help is available from
https://support.sap.com/system-data

How CIC can help:

S-user authorizations: We will verify your S-user and help you get the authorizations you need to use the application.

In case of any issues related to system data, please report a case using component: XX-SER-SAPSMP-SYS.

Support Offerings and Remote Services

Your company can purchase various support offerings from SAP. Depending on the support program your company has purchased, you are entitled to various services that aim to monitor your SAP landscape, and help prevent incidents from occurring.

To learn more about the scope of the different support offerings and the corresponding remote services please see:
https://support.sap.com/support-programs-services/offerings.html
https://support.sap.com/en/offerings-programs/enterprise-support/enterprise-support-academy/continuous-quality-check-improvement-services.html

Remote Services can be requested via the 'Get Support' application in SAP for Me.
When submitting your request, select 'Product' **Continuous Quality Check & Improvement Services** and in 'Product function' choose either:

- **Service Request for a Cloud Solution**
- **Service Request for an On-Premise Solution**

If you need assistance to submit your request, you can contact CIC

> ⚠ Please be advised that SAP recommends at least 8 weeks notice for SAP Standard Support and SAP PSLE customers and 3 weeks notice (5 weeks if SAP Solution Manager is not ready for deliver) for SAP Enterprise Support when requesting to book any service.

Please provide the following information when requesting a remote support service:

- customer number
- installation number
- type of service requested
- system ID
- project live date
- product
- contact person (phone number and email address)

SAP Solution Manager
SAP carries out the remote support services in the customer's SAP Solution Manager. During service delivery, the SAP support engineer has access to important project information in SAP Solution Manager which saves time and enables SAP to carry out the
service in a more efficient way.

In order to deliver support services, SAP strongly recommends that you update your SAP Solution Manager to the latest release and support package stack. This ensures that the latest service content is available and can be leveraged during service delivery.

- SAP Note 1170668 - The role of SAP Solution Manager in Remote Service Delivery
- SAP Note 2253047 - Technical prerequisites for service delivery in SAP Solution Manager 7.2

Service Preparation
- SAP Note 91488 - SAP Support Services - Central preparatory note
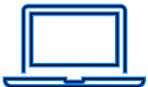
Case Management

Report a Case

If you experience a problem or an error with SAP software or third-party software licensed through SAP, SAP recommends that you first try the Solution Search which spans multiple repositories, including SAP Notes, SAP Knowledge Base Articles, SAP Community discussions and blogs, and more.

If you require further assistance, the new 'Get Support' application guides you through the case creation workflow and uses embedded AI services to recommend the most suitable support channel such as *Expert Chat*, *Schedule an Expert* or *Case* automatically in real-time.

To create a case you must have an S-user ID with appropriate authorizations

- Report a case
- Send cases to SAP
- Close cases
- Display cases

Make sure that you complete all fields when creating the case.

Register for live Case Management Support Webcasts or view On Demand: https://webinars.sap.com/sap-support/en/home

Support Accreditation This learning journey is targeted at end users, key users, partners, and SAP consultants on how best to leverage SAP's support channels and tools. It will also provide learning opportunities for SAP cloud solutions.

Application information and other useful links are available on the right side of the screen to provide further documentation and assistance.

Create one case per issue or problem. If you require further assistance, contact us at: https://support.sap.com/contactus

Speeding Up the Processing of a Case

After submitting a case, you can contact CIC to:

- Get additional information about the status of a case
- Speed up the processing of a case
- Change the priority of a case
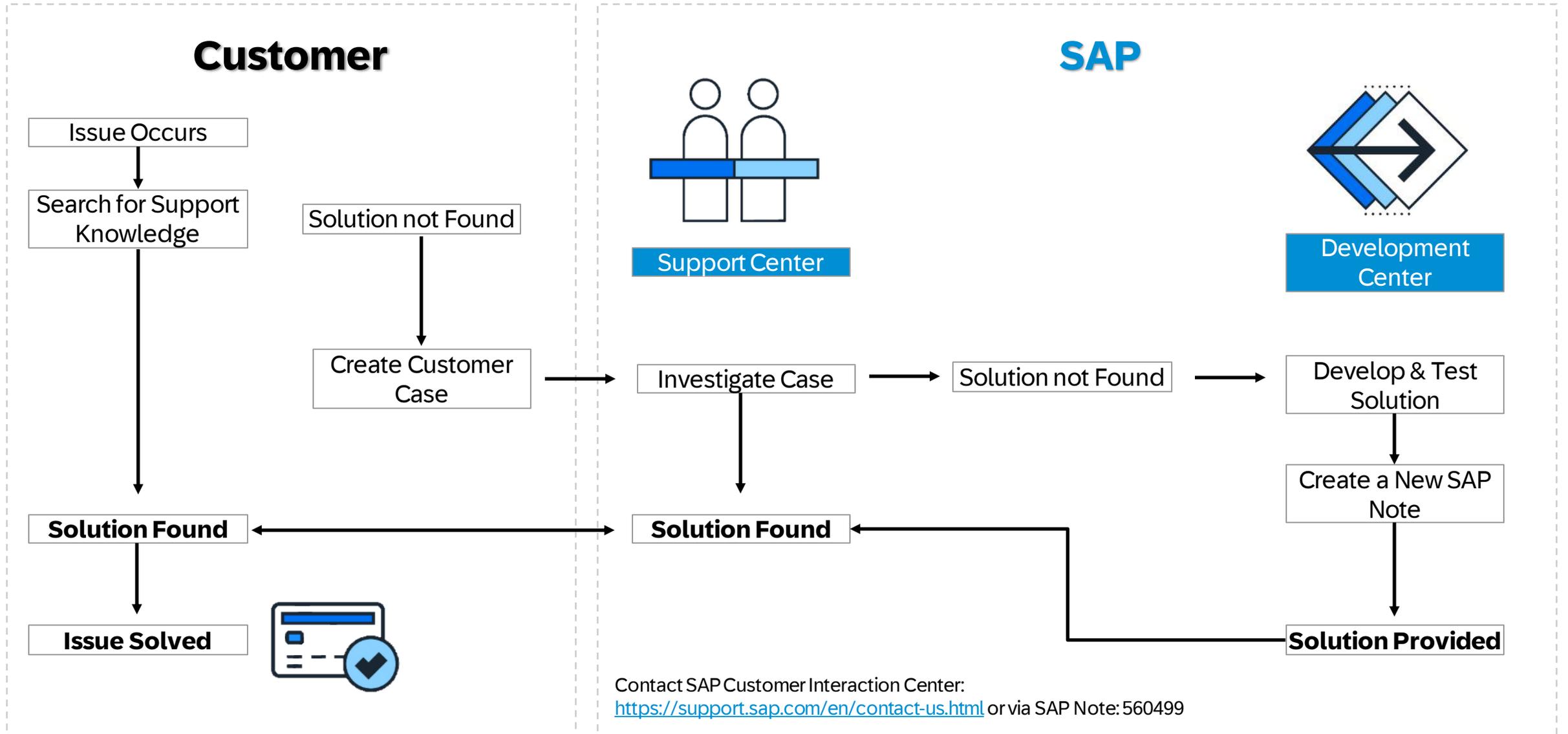- Request escalation of a case

We will ask you to describe the business impact.

SAP Note 1281633 - Speed Up Processing of a Customer Case outlines additional information required for the evaluation of the issue reported in the case from a business perspective.

> **Information about the non-technical or business impact is required for all requests:**
>
> - ✓ Is the production system down?
> - ✓ Are users affected? If yes, please explain.
> - ✓ What is the planned date for production to go live?
> - ✓ Which stage of the project are you working on?

Case Management

Customer

SAP

Issue Occurs

Search for Support Knowledge

Solution not Found

Support Center

Development Center

Create Customer Case

Investigate Case → Solution not Found → Develop & Test Solution

Create a New SAP Note

Solution Found ← **Solution Found** ←

Issue Solved

Solution Provided

Contact SAP Customer Interaction Center:
https://support.sap.com/en/contact-us.html or via SAP Note: 560499

System & Provisioning | Availability

System & Providing – Availability: Check system availability status, events & availability reporting

Availability Status Card:
List of unavailable cloud systems with status **Disrupted, Degraded, Maintenance or Under Investigation**

Events Card: System status and outage events, such as upcoming maintenance and service disruption with a start and end time.

Availability Reporting Card:
communicated availability of cloud services and systems

Report a Case: XX-SER-FORME

Cloud System Notification Subscriptions

Manage subscriptions for Cloud Availability Center (CAC) Notifications
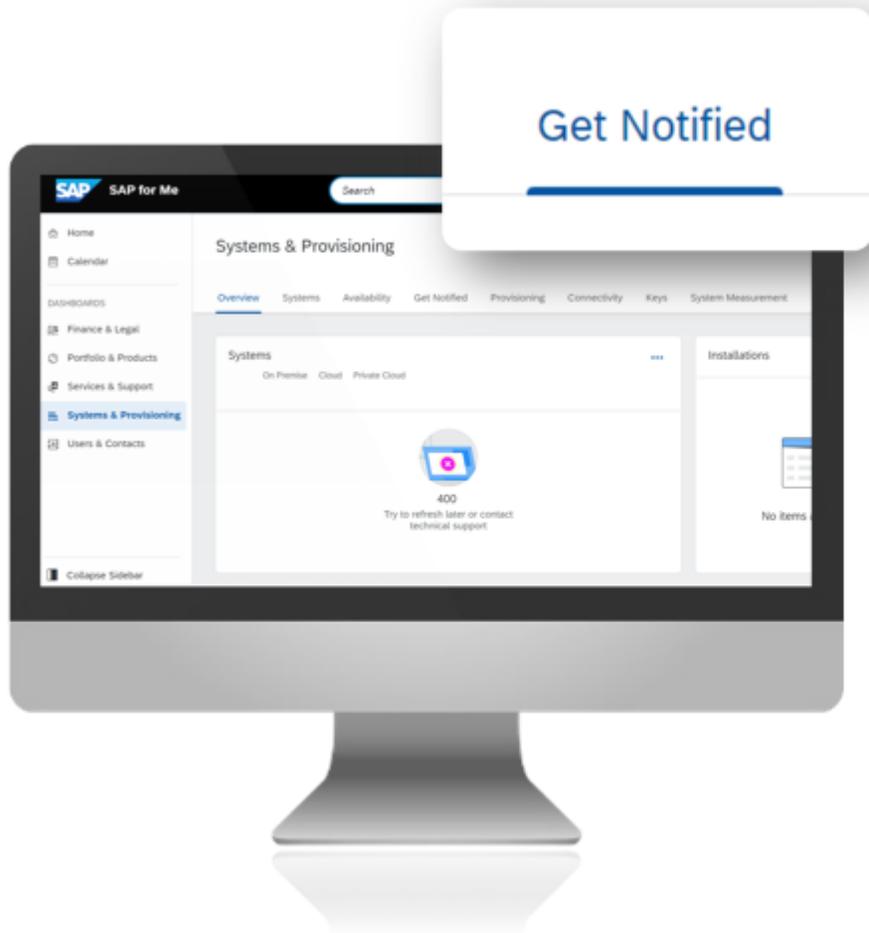
Subscription Overview
View your own subscriptions for Cloud Availability Center notifications in *My Subscriptions*, or subscriptions of other users (Super Administrator & Cloud Administrator access required).

Manage Subscriptions
Create, change, or delete subscriptions for Cloud Availability Center Notifications.

Set Preferences
Select the relevant notification types for each subscription: Customer Communication, Disruption/Degradation, or Maintenance.

Notification Center

Solution Brief

User Guide

Support Portal

Report a case:
XX-SER-FORME

Service Requests

Create **Service Request**

View open service requests that were created by you or your colleagues. Closed requests can be found via button **View Closed**

Get an overview of service requests and their status combined with other attributes of relevance

Drill down into individual service request

CIC Webcasts

Register for live Support Webcasts here:
https://webinars.sap.com/sap-support

Webcast Replays on Demand here:
https://webinars.sap.com/sap-support/en/home
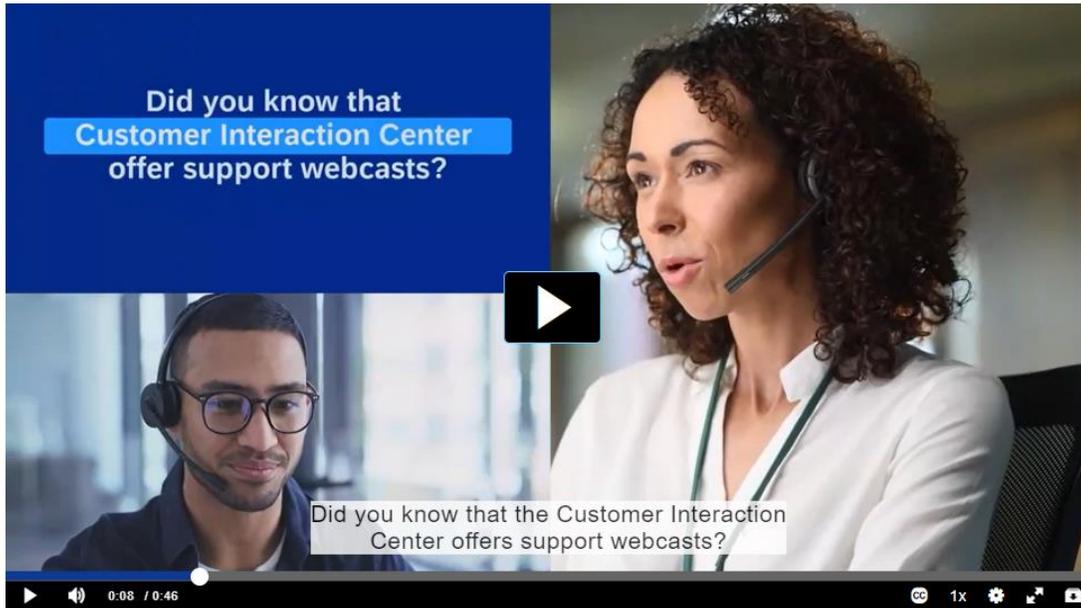
CIC Support Videos

Customer Interaction Support Videos guide you step by step through SAP support.
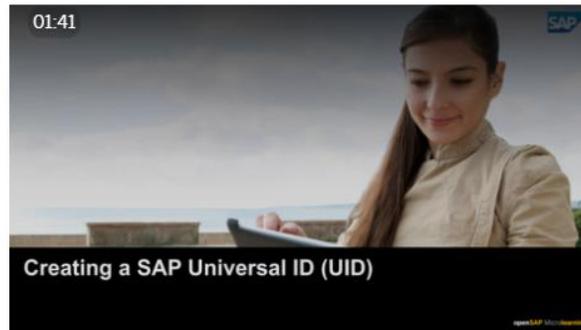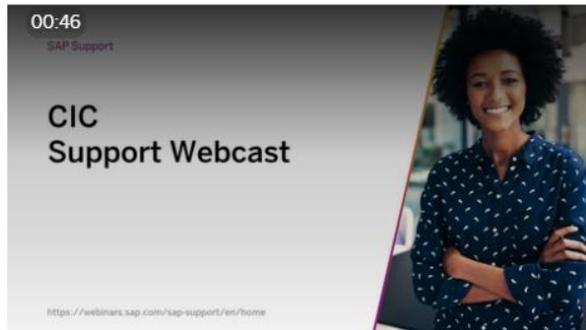
CIC Blogs on SAP Community

- **How to reset your S-user ID password** - [How to reset your S-user password | SAP Blogs](#)

- **SAP User ID's? What's the difference? Find out more here.** [SAP User IDs? What's the difference? Find out more here… | SAP Blogs](#)

- **Helpful Tips from the Customer Interaction Center – SAP Universal ID** - [Helpful Tips from the Customer Interaction Center – SAP Universal ID | SAP Blogs](#)

- **Learn All About S-user IDs** - [Learn All About S-user IDs! | SAP Blogs](#)

- **Are you interested in learning about Technical Communication Users?** [Are you interested in learning about Technical Communication Users? | SAP Blogs](#)

You can contact CIC by:

📞 **Phone:** https://support.sap.com/call1sap

✉️ **Email:** https://go.support.sap.com/contactus/#/email

💬 **Chat:** https://go.support.sap.com/contactus/#/chat

✖️ **Social:** https://twitter.com/sapsupporthelp