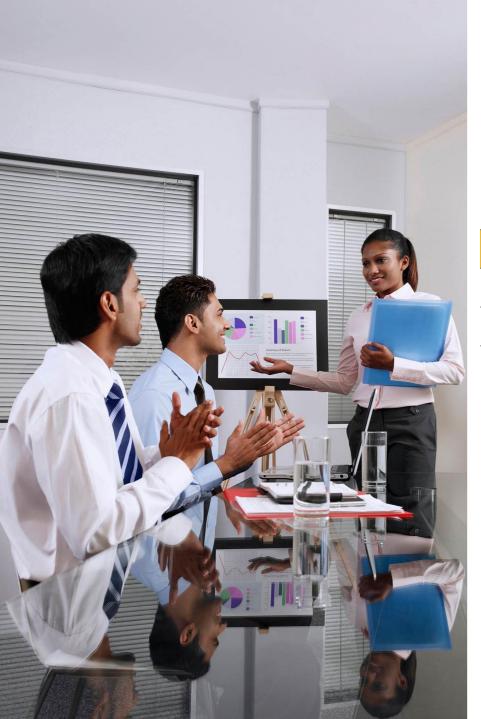


Support Webcast: Introduction to SAP for Me and Get Support Application

Ryan Kristopher Gacute & Herms Valeza November 29, 2023



Public



Agenda

Introduction to SAP for Me and Get Support application

□ Introduction

DEMO: Walkthrough – SAP for Me framework & support applications

🛛 Q & A



Your digital companion on the journey to the intelligent enterprise.

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

YOUR DASHBOARDS

Capabilities

Benefits YOUR ADVANTAGES

Access YOUR EXPERIENCES

Knowledge YOUR EXPERTISE

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Products	Legal	Support	Provisioning	Contacts	Learning
Get a 360- degree view of your products, including road maps and innovations.	Review your SAP orders, licenses, invoices, consumption, and balance statements.	Review support cases and manage maintenance and support topics across your company.	Manage your cloud and on- premise systems, as well as their availability and status.	Access SAP contacts and manage roles in your company with self-service tools.	Explore opportunities to enhance your product skills.

Log in to SAP for Me with your S-User and experience the benefits of the portal in supporting you with daily challenges on the journey to the intelligent enterprise. The portal is also accessible via tablet or mobile phone:

iOS link in Apple Store

Android link in Google Play

SAP for Me Landing Page

SAP for Me Community

SAP ONE Support Launchpad Transition to SAP for Me

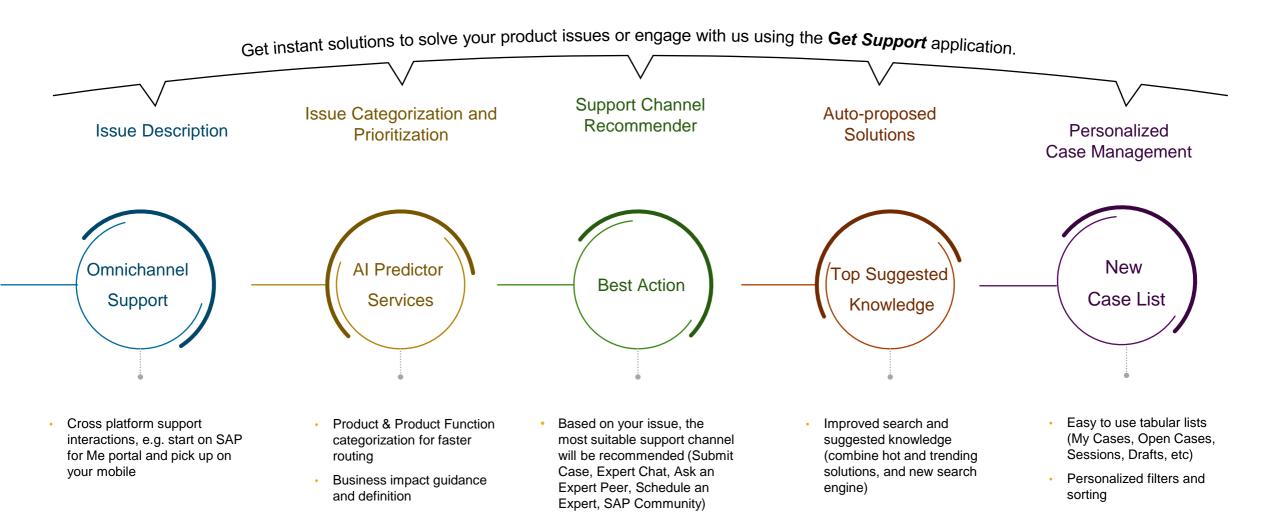


SAP for Me is now available in 7 languages: English, German, Japanese, Simplified Chinese, French, Portuguese, and Spanish.



SAP for Me now speaks your language | SAP Blogs

Support Applications Key Features



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 an 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

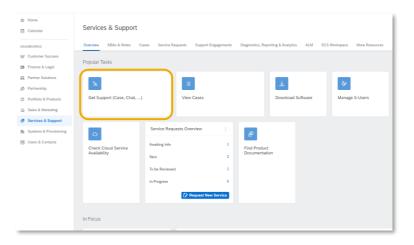
- Simplified and intuitive user-led design to get faster and more efficient product support
- Seamless omnichannel support experience across SAP for Me portal and mobile app.
- Tailored business impact to report very high issues effectively.
- Al-enabled product predictor and support channel recommender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

Access

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



Preview







Introduction of **SAP for Me** and how to use the **support applications**

□ Introduction

□ Walkthrough – SAP for Me framework & support applications

🛛 Q & A







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In today's 24/7 business environment, time is an organization's most precious resource. SAP for Me is your digital companion to easily interact with SAP and get immediate guidance to the best





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In today's 24/7 business environment, time is an organization's most precious resource. SAP for Me is your digital companion to easily interact with SAP and get immediate guidance to the best

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This is what we found!

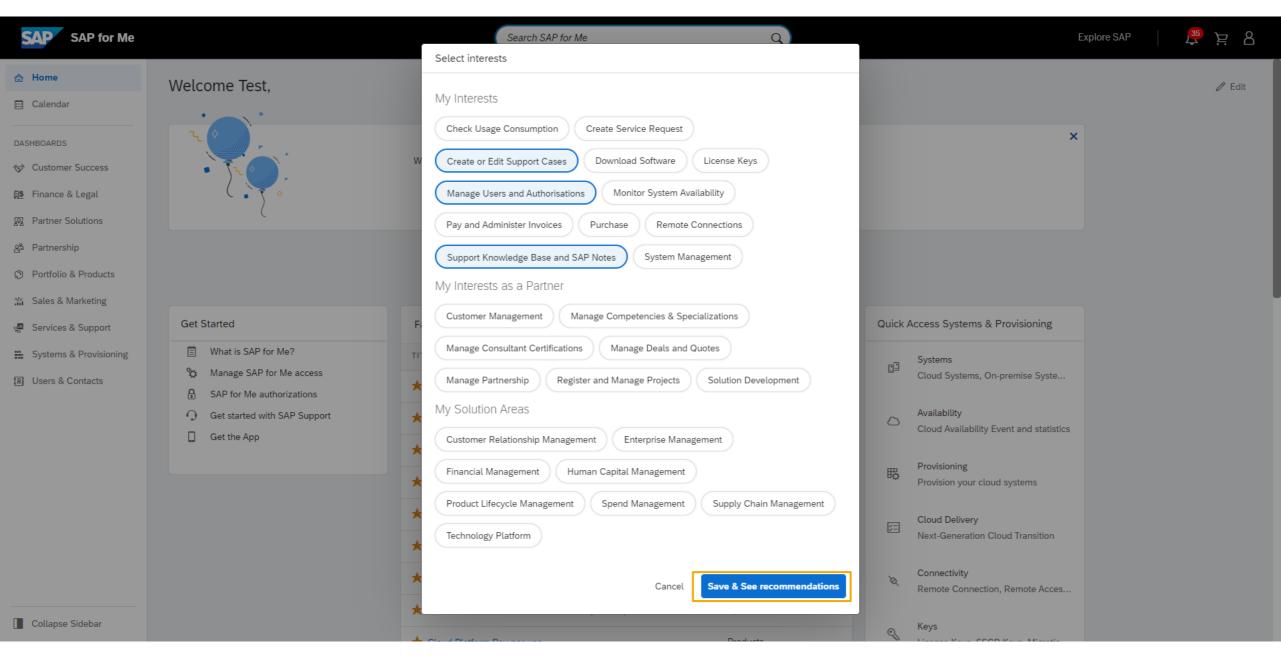
We believe that the following topics might interest you. Feel free to select as many topics as you want to setup your **SAP for Me Home Page.**

My Solution Areas

Customer Relationship Management Enterprise Management Financial Managemen	it
Human Capital Management Product Lifecycle Management Spend Management)
Supply Chain Management Technology Platform	
My Interests	
Create or Edit Support Cases Manage Users and Authorisations Purchase	
Check Usage Consumption License Keys Pay and Administer Invoices Downlo	oad Software
Support Knowledge Base and SAP Notes Remote Connections Monitor System Available	ilability
Create Service Requests System Management	
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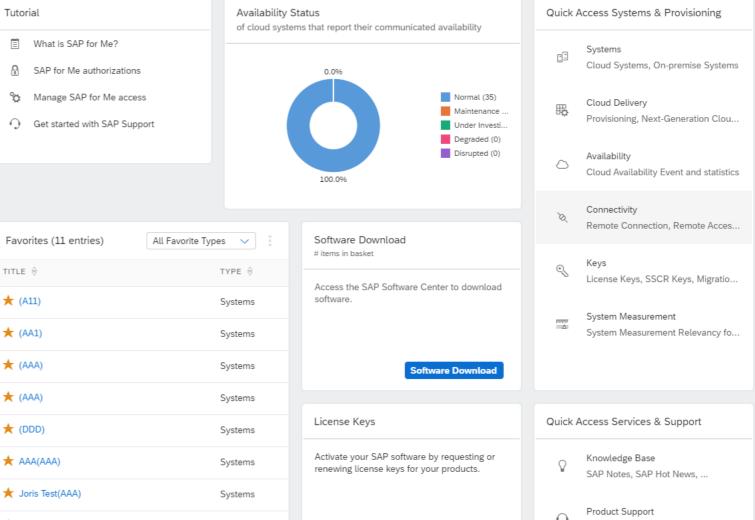
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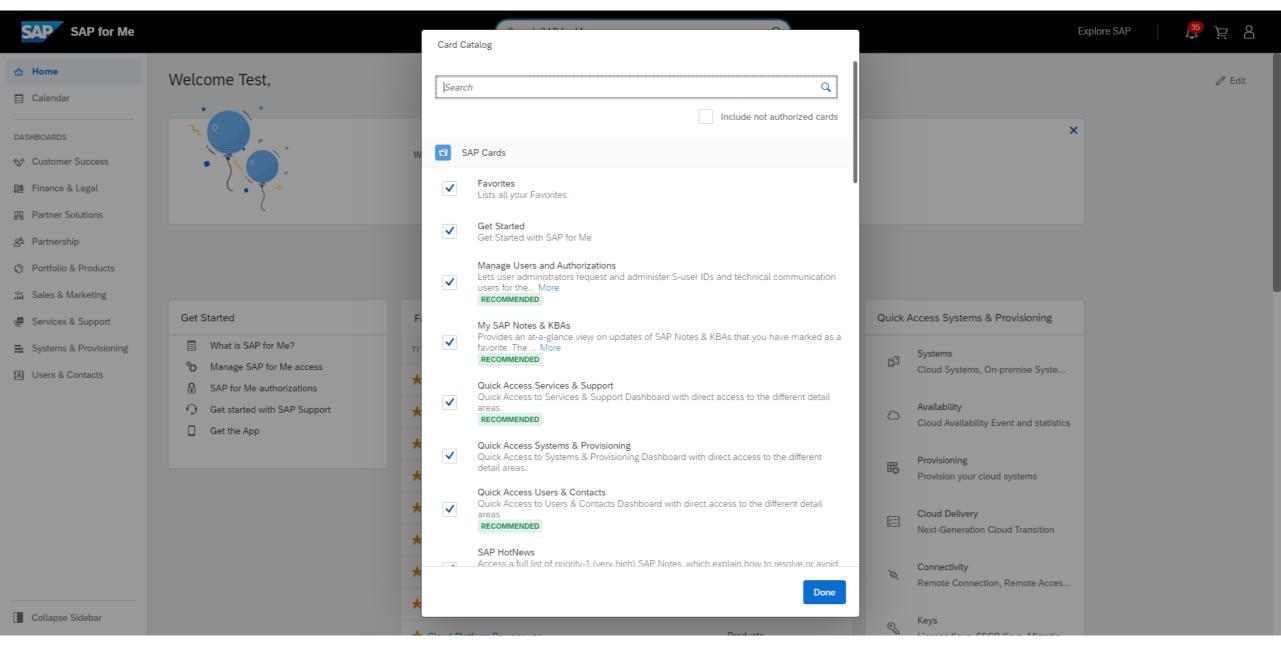
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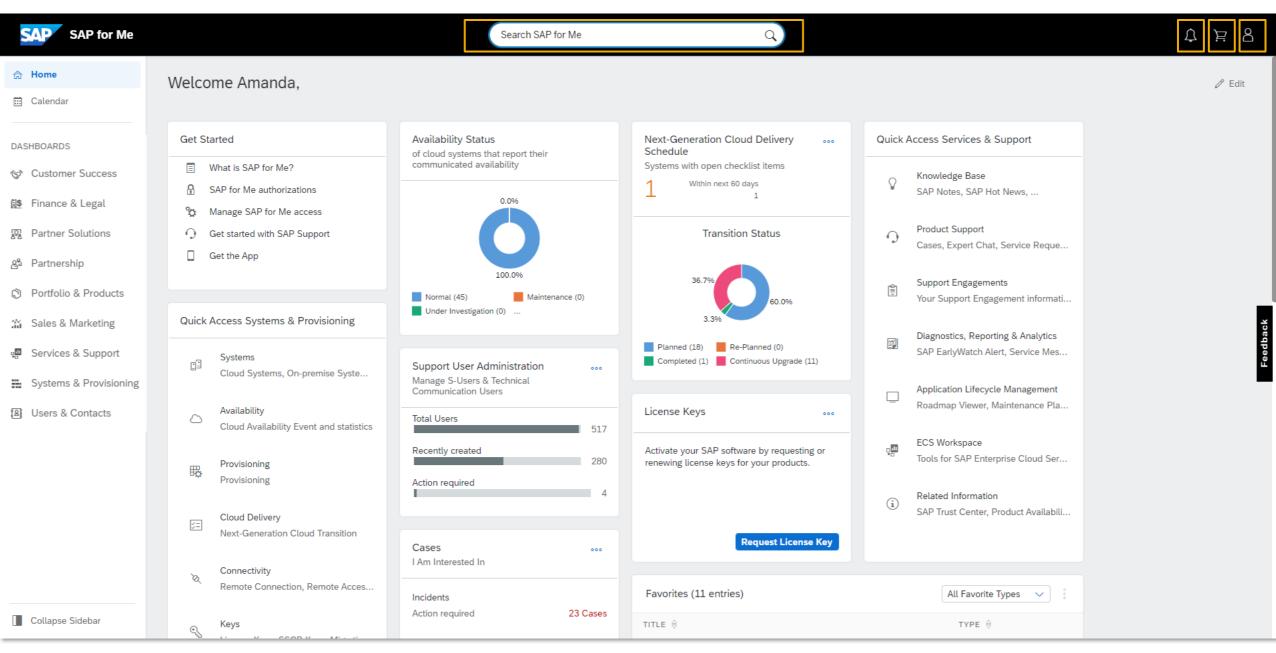


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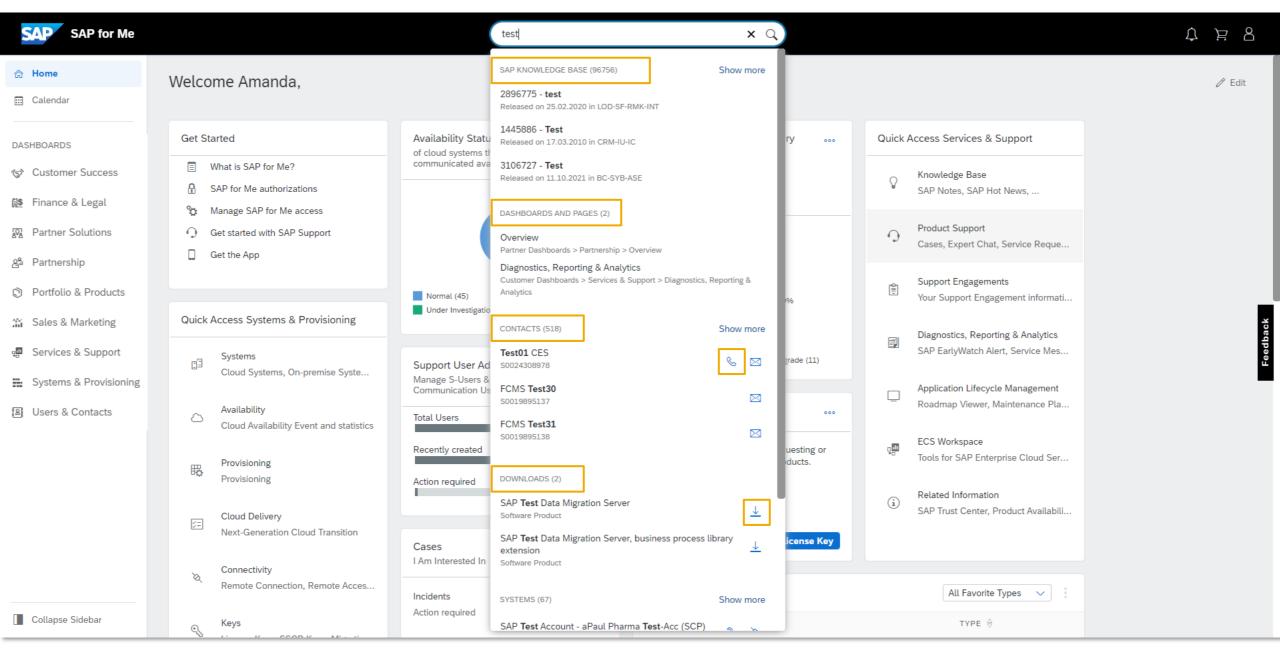


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	SV-SMG* (SAP Solution Manager) 5435	1657731 - How to find Cookbook "Settlement Control" / How to test a clearing variant in transactions FP06/FPCJ Where can I find additional information about clearing control?
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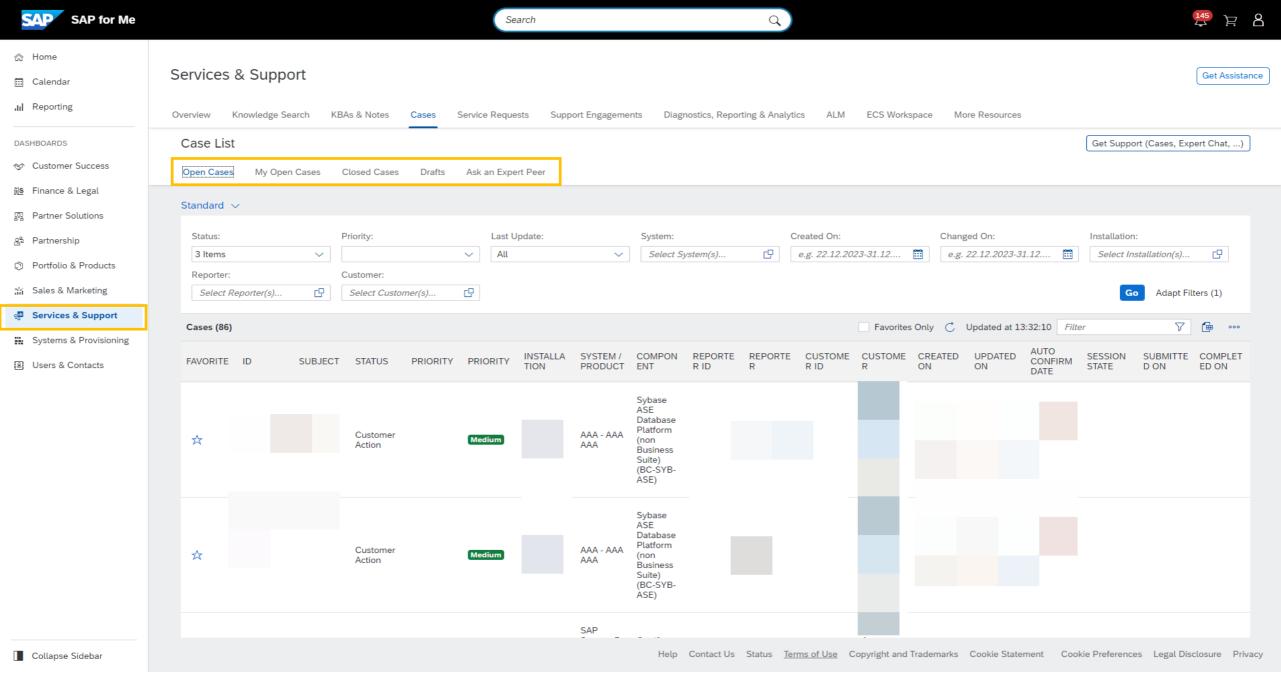
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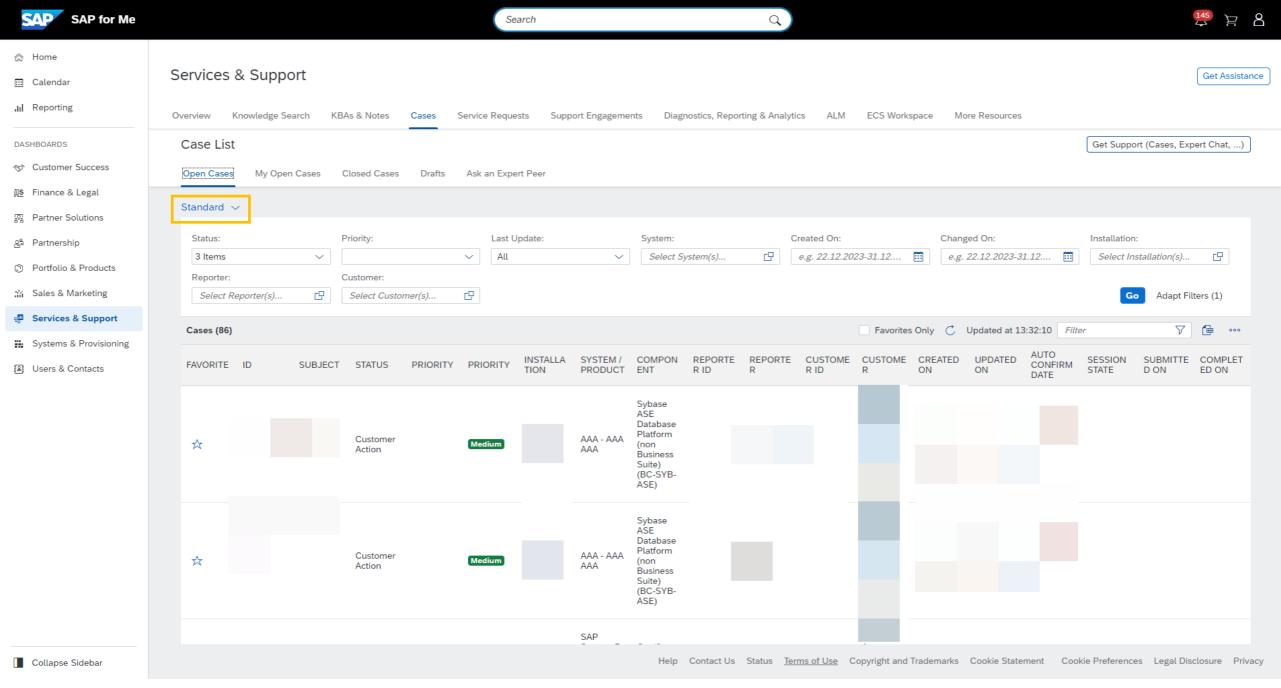
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		Email: design-team2@myorg.co.uk		Web Intelligence report column headings are truncated when exported to PDF format Web Intelligence report column headings are truncated when exported to PDF format BI-RA-WBI Note (Program error)
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쪐 Partner Solutions ஃ Partnership	628	Enterprise Cloud Services		Assisted Service for BUILD phase	Awaiting Info		20.10.2023, 15:43:00	HEC Standard		
Portfolio & Products	601	Enterprise Cloud Services		Assisted Service for BUILD phase	To be Reviewed		16.10.2023, 14:21:00	HEC Standard		
 Sales & Marketing Services & Support 	608	Enterprise Cloud Services		Migrate Physical Database Server to New Hardware	To be Reviewed		30.09.2023, 11:32:00	HEC Optional	YES	
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 Partnership Portfolio & Products Sales & Marketing Services & Support Systems & Provisioning Users & Contacts 	Installed Software Product (Version) (1 entry) Standalone SAP BusinessObjects Business Intelligence platform 4.1	Administration Created On: Created By: Last Changed Or Last Changed By	24.07.2014 : 20.09.2017

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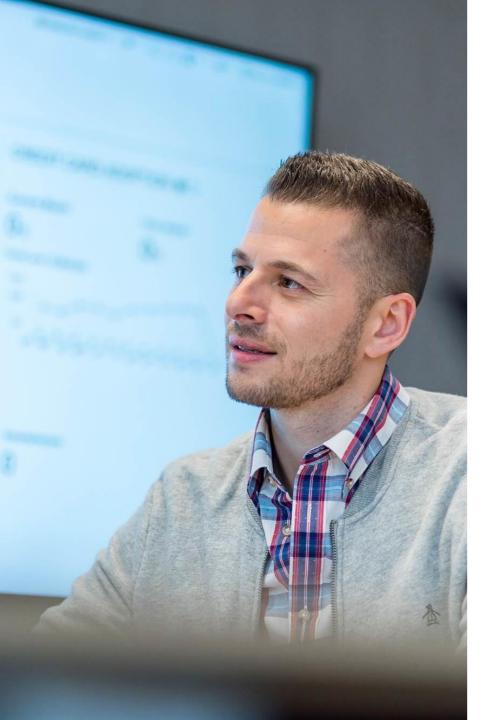


Customer Interaction Center (CIC) is one of the main interfaces between customers and the SAP support organization. We are available 24 hours a day, 7 days a week, 365 days a year, and provide a central point of contact for assistance with non-technical queries.

	Overview	Benefits	Acces	S	Preview				
A contact channel for non-technical questions, such as:		CIC offers customers assistance in the following ways:	You can access CIC t through SAP ONE Su	from the SAP Support Portal or upport Launchpad	• How you can contact us				
	Existing customer case 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	 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 		Direct Access	Technical Assistance Report an incident for your SAP software	Contact your SAP Local Support Center by phone, e-mail or chall intract-related questions, please fill out the online form.			
	S User and SAP Universal ID administration, e.g. unlocking users, authorization help, and password reset Remote service requests	 Toll-free number accessible in most countries through landline phones and some mobile providers 	 SAP Support Port Reference Guide Webcasts #ASKCIC Suppor CIC Blogs SAP C 	t Videos	Pontolio & Products Pontolio & Products Pontolio & Products Systems & Provisioning Users & Contacts	Popular Tasks Search Support Knowledge Tow can we help you? Contact the Customer Interaction ••• Pg Chait % Phone B Phone B Table			



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Thank you.

