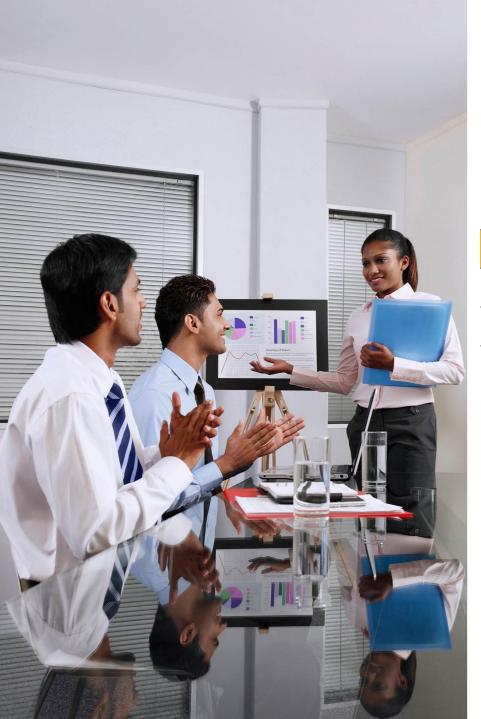


# Support Webcast: Introduction to SAP for Me and Get Support Application

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

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Capabilities

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Portfolio &	Finance &	Services &	Systems &	Users &	Knowledge &
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

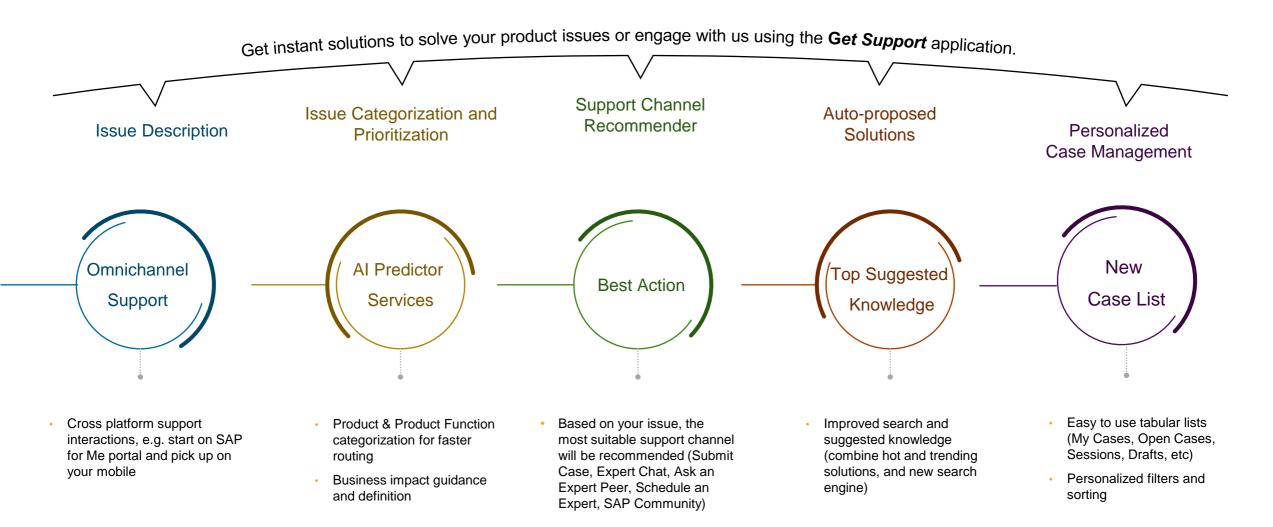


# SAP for Me is now available in 7 languages: English, German, Japanese, Simplified Chinese, French, Portuguese, and Spanish.



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### 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

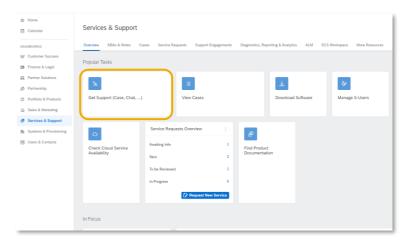
- Simplified and intuitive user-led design to get faster and more efficient product support
- Seamless omnichannel support experience across SAP for Me portal and mobile app.
- Tailored business impact to report very high issues effectively.
- Al-enabled product predictor and support channel recommender 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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### It's made for you

# Comprehensive transparency about your SAP product portfolio, in one place.

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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# Comprehensive transparency about your SAP product portfolio, in one place.

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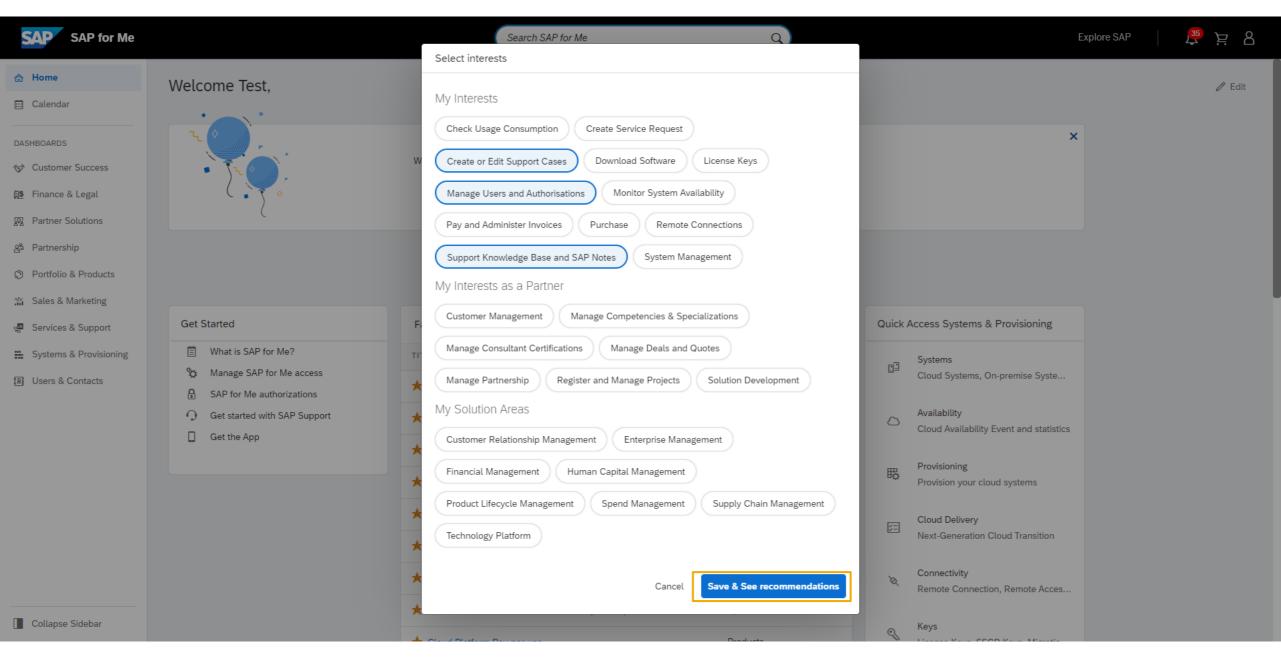
We believe that the following topics might interest you. Feel free to select as many topics as you want to setup your **SAP for Me Home Page.** 

My Solution Areas

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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
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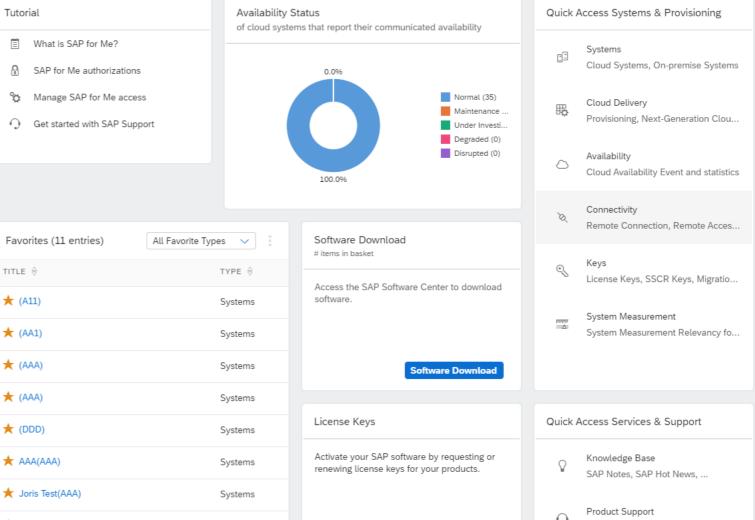
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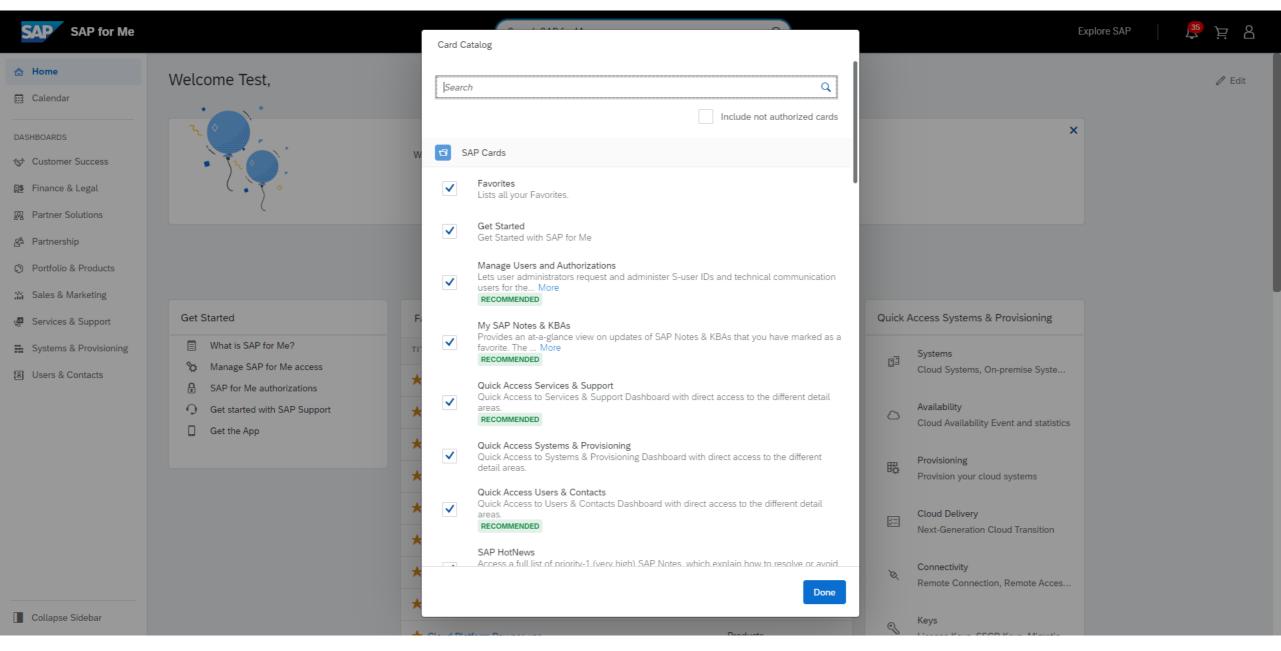
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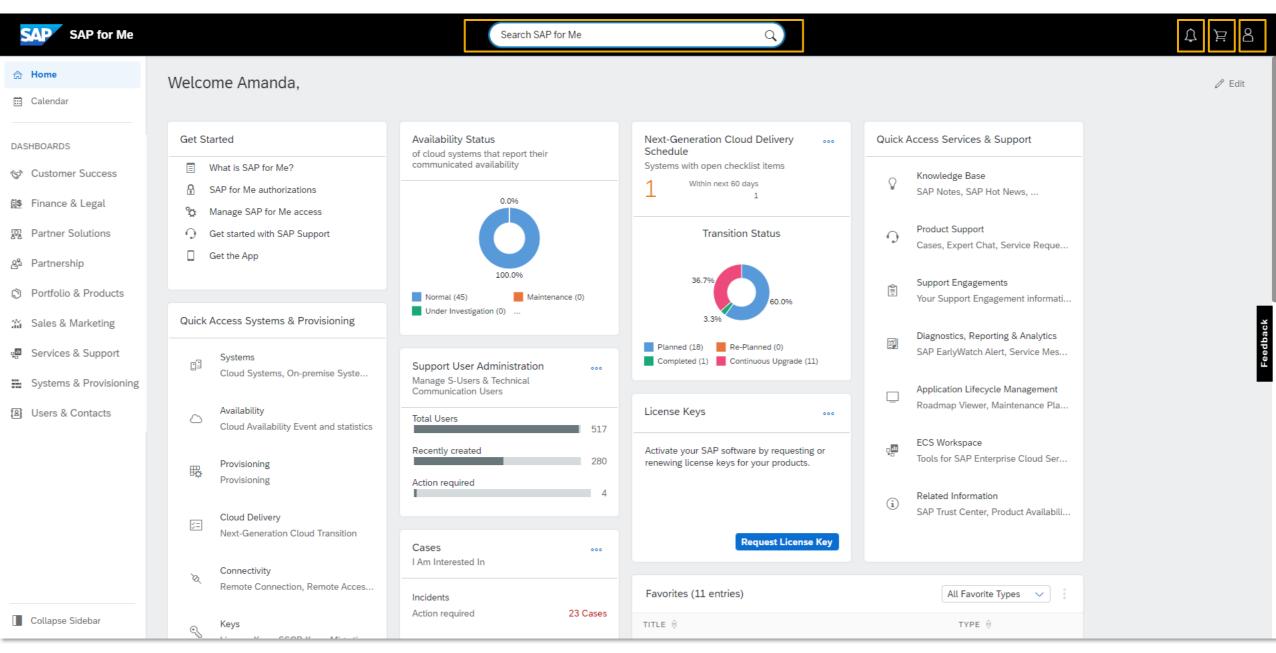


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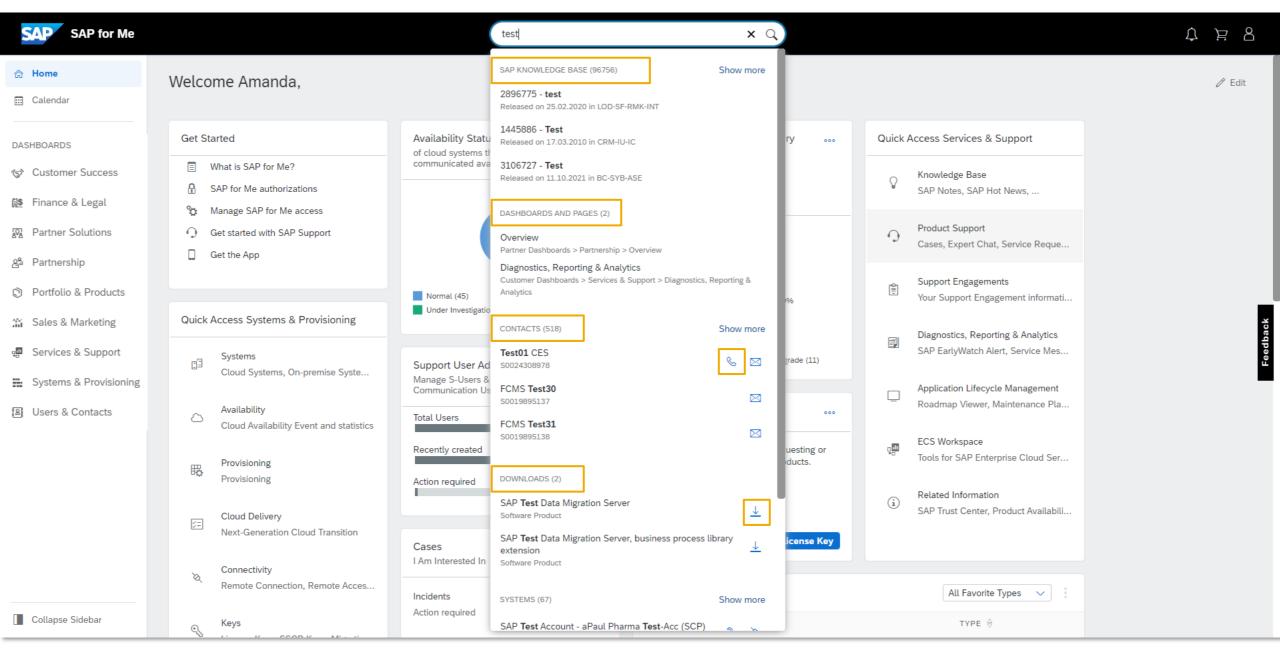


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Customer Success	SAP Community 317280	This KBA provides an overview of the processes to have a new BizX instance, whether is a new Production or Test environments (test site); as well as refresh or clone of an existing instanceHow do we get a new instance?How do we refresh our test ins
As Finance & Legal	SAP Support Wiki 8	LOD-SF-PLT-REF (Instance Refresh) 14.07.2022 SAP Knowledge Base Article (15 people found this document helpful)
쪬 Partner Solutions 옵 Partnership	SAP Support Portal 230	2249479 - Customer Vulnerability Assessment/ Penetration <b>Test</b> request - SAP SuccessFactors How can Customers request for approval of Penetration Testing/ Vulnerability Assessment/ Vulnerability Management?
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	BC* (Basis Components) 12166	2836996 - How to <b>test</b> https connection for SAP Note download after the execution of task list SAP_BASIS_CONFIG_OSS_COMM
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	FI* (Financial Accounting) 5690	BC-INS-TC-CNT (Automation Content) 09.02.2022 SAP Knowledge Base Article (6 people found this document helpful)
	SV-SMG* (SAP Solution Manager) 5435	1657731 - How to find Cookbook "Settlement Control" / How to <b>test</b> a clearing variant in transactions FP06/FPCJ Where can I find additional information about clearing control?
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<ul> <li>☆ Customer Success</li> <li>∰ Finance &amp; Legal</li> <li>₽ Partner Solutions</li> </ul>	Basic Information	What are you having an issue with?		Recommended Solutions       Image: Commended Solution         SAP GUI Desktop office Integration: Column heading is
<ul> <li>Partnership</li> <li>Portfolio &amp; Products</li> <li>Sales &amp; Marketing</li> </ul>	Best Action     Create a Case     Detailed Information	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		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)
<ul> <li>Services &amp; Support</li> <li>Systems &amp; Provisioning</li> <li>Users &amp; Contacts</li> </ul>	1/1 Attachments	This is a new Universe or existing? Existing Detailed Description*		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)
	Contacts Submit	$\mathfrak{B}$	aused the issue.	TRENDING 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 KBA (How To)
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<ul> <li>Partner Solutions</li> <li>Partnership</li> <li>Portfolio &amp; Products</li> <li>Sales &amp; Marketing</li> </ul>	<ul> <li>Best Action</li> <li>Create a Case</li> <li>Oetailed Information</li> </ul>	Test Hybrid S0018132425 S CET Primary Phone: +86-800551210 Secondary Phone: +49-5555555555 Email: arno.helmling@sap.com	email exists 3 Tommaso AAAAAA	Q	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)	
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<ul> <li>Services &amp; Support</li> <li>Systems &amp; Provisioning</li> <li>Users &amp; Contacts</li> </ul>	Attachments     No File	Secondary Contact Select a Contact Q	System Opener	٩	Nonsensical columns on "Composition" tabComponent: Product Safety Module: Specification Management You open the ALV-based tab for compositionsEHS-BD-SPENote (Program error)
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Q 40 Search SAP for Me Explore SAP Services & Support / Get Support (Case, Chat, ...) 合 Home Get Support (Case, Chat, ...) 📰 Calendar S-User: Customer: DASHBOARDS Add New Contact ⟨☆ Customer Success **Recommended Solutions** Find More Please make sure the contact details are correct, Any changes made to other contacts will be stored at case level Reporter Finance & Legal  $\langle \checkmark \rangle$ **Basic Information** only. 8 Tes R Partner Solutions Name SAP GUI Desktop office Integration: Column heading is missing for one column while changing the view from ALV to C Design Team දු Partnership Excel Inplace. [] Best Action In SAP GUI Desktop office Integration, column heading is Primary missing in the "Format" worksheet tab while changing the... **Create a Case** Diffolio & Products Role Seconda BC-FES-OFFI Note (Program error) Email: Sales & Marketing **Detailed Information** ( 🗸 ) Primary Phone Services & Support Nonsensical columns on "Composition" tab Seconda Component: Product Safety Module: Specification Systems & Provisioning Management You open the ALV-based tab for compositions ... ( 🗸 Attachments 8 Sel Secondary Phone S Users & Contacts EHS-BD-SPE Note (Program error) No File Contacts Email TRENDING Best practices & pre-requisites on Windows while design-team2@myorg.co.uk 1/1 Install/Update/Patching BI Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP BusinessObjects Enterprise... Time Zone ()**BI-BIP-INS** KBA (How To)  $\sim$ Web Intelligence report column headings are truncated when Cancel Submit 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 Add New Contact Continue ABAP reports are used at various points within the R/3 system

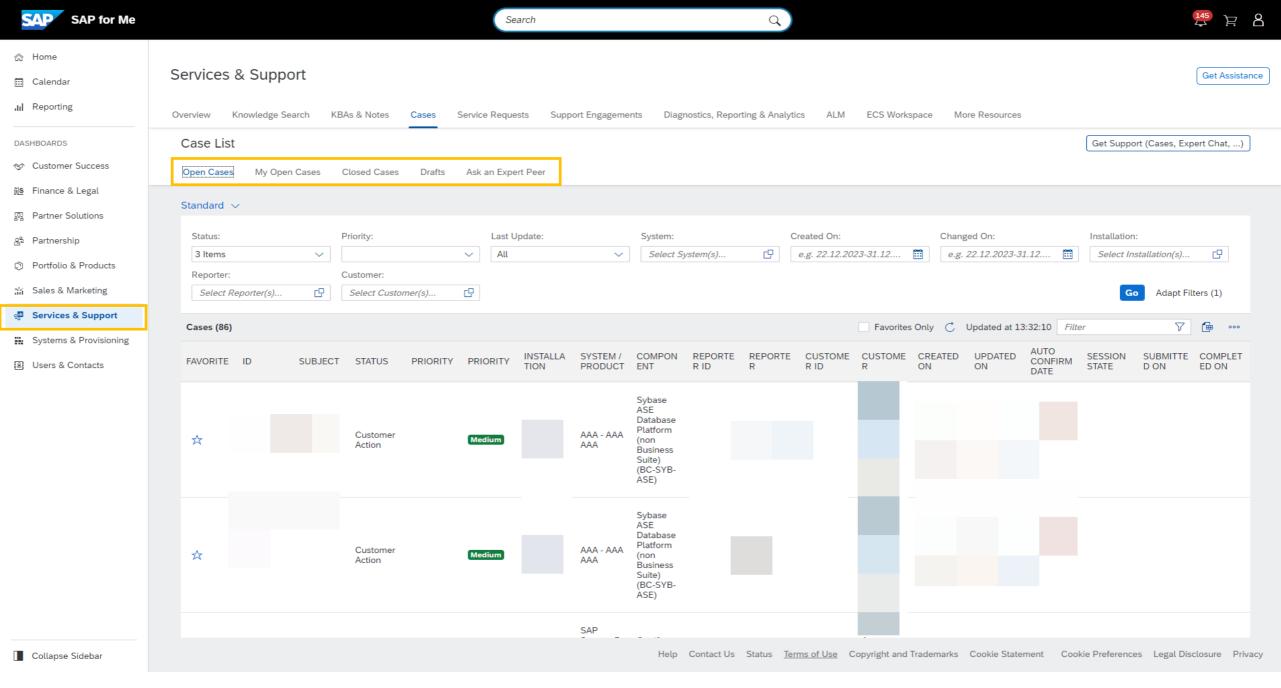
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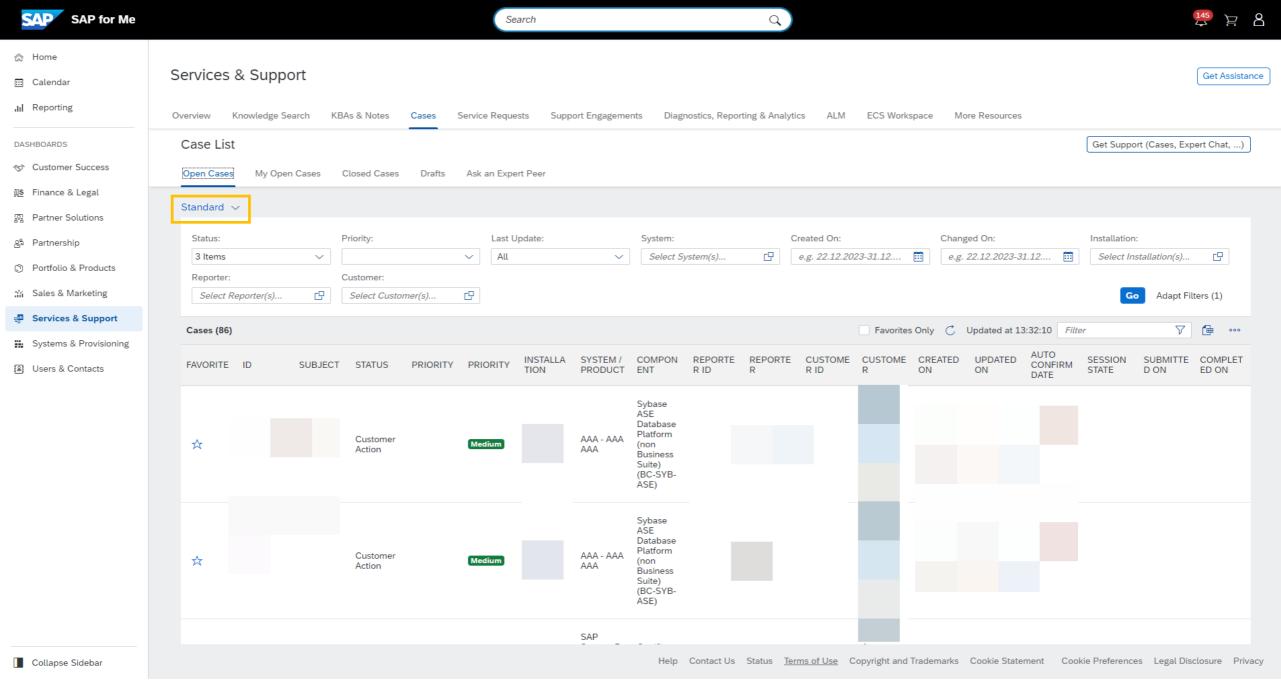
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<ul> <li>Finance &amp; Legal</li> <li>Partner Solutions</li> <li>Partnership</li> <li>Portfolio &amp; Products</li> <li>Sales &amp; Marketing</li> </ul>	<ul> <li>Basic Information</li> <li>Best Action</li> <li>Create a Case</li> </ul>	Reporter*         Image: Secondary Phone:         Image: Secondary Phone:         Image: Secondary Phone:	Primary Contact         Image: Secondary Phone:         Image: Secondary Phone:	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)
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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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削 <b>§</b> Finance & Legal	ID 🔶	AREA $\Leftrightarrow$	ENTITY 🔶	TITLE 🕀	STATUS ⇔	CREATED AT & BY $\Leftrightarrow$	EXECUTION TIME $\ \ominus$	CATEGORY 🕀	CHARGEABLE ⇔	
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		
<ul> <li>Sales &amp; Marketing</li> <li>Services &amp; Support</li> </ul>	608	Enterprise Cloud Services		Migrate Physical Database Server to New Hardware	To be Reviewed		30.09.2023, 11:32:00	HEC Optional	YES	
<ul> <li>Systems &amp; Provisioning</li> <li>Users &amp; Contacts</li> </ul>	585	Enterprise Cloud Services		Perform Standard Service Request	To be Reviewed			Chargeable Service	YES	
	585	Enterprise Cloud Services		Implement SAP Note Correction	To be Reviewed			Chargeable Service	YES	

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<ul> <li>ᢙ Home</li> <li>⊡ Calendar</li> <li>DASHBOARDS</li> <li>☆ Customer Success</li> </ul>	Systems & Provisioning         Overview       Systems       Availability       Get Notified       Provisioning		m Measurement	
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Systems & Provisioning Users & Contacts	Availability Status of cloud systems that report their communicated availability	Archive (6) Starter (1) Training (5) Sales Demo (1)	Deleted Provisioning Overview O cloud systems have been provisioned since your last visit	Optimize Your systems ↓ Software Download Center ⇒ Data Volume Management
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<ul> <li>Partnership</li> <li>Portfolio &amp; Products</li> <li>Sales &amp; Marketing</li> <li>Services &amp; Support</li> <li>Systems &amp; Provisioning</li> <li>Users &amp; Contacts</li> </ul>	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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<ul> <li>Services &amp; Support</li> <li>Systems &amp; Provisioning</li> <li>Users &amp; Contacts</li> </ul>	SAP Passport	Manage Users and Authorizations       •••         Manage S-Users & Technical Communication       •••         Total Users       610         Recently created       388         Action required       2	Manage My Partner Users Access the Manage My Users app to create contacts and manage authorizations required for the partner dashboards in SAP for Me, as well as other partner	Manage Service Partner Users If you are a cloud customer's administrator, you can invite your partner's S-users to report cases on behalf of your company.
Collapse Sidebar	ප Important Contacts in My Company	8ె ECS Contacts	Service Partner User Cockpit	

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졠 Partner Solutions 율 Partnership					SAP Test - Prokesch Pharma Data Loa		Austria		Never		21.03.2023	9	Linked	Active	22.03.2025		>
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දු <sup>කු</sup> Partnership	Schedule an Expert or Manager sessions	44	29	Mon 30	1ue 31	wea 1	2	3	Sat 4
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畓 Sales & Marketing			SA	AP S/4HANA 2020 SP0.	7 Maintenance Delivery				
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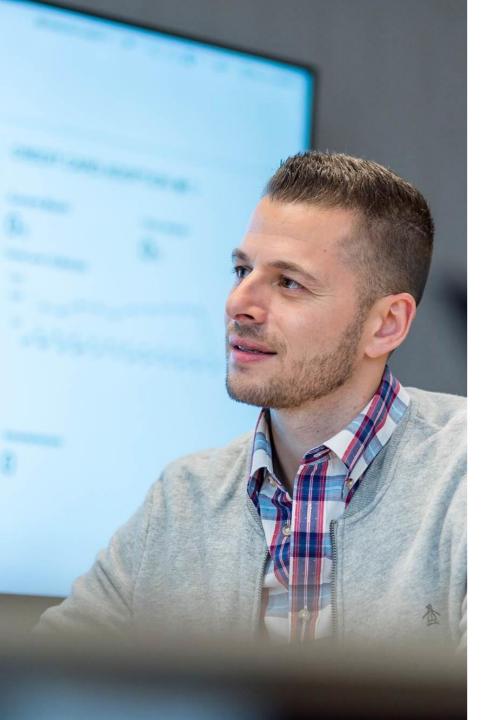


Customer Interaction Center (CIC) is one of the main interfaces between customers and the SAP support organization. We are available 24 hours a day, 7 days a week, 365 days a year, and provide a central point of contact for assistance with non-technical queries.

	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	<ul> <li>Available 24 hours a day, 7 days a week, 365 days a year</li> <li>Service menu to select a specific product area, including SAP Ariba, SAP Concur, SAP Fieldglass, SAP Qualtrics SAP Success Factors</li> </ul>		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	<ul> <li>Toll-free number accessible in most countries through landline phones and some mobile providers</li> </ul>	<ul> <li>SAP Support Port</li> <li>Reference Guide</li> <li>Webcasts</li> <li>#ASKCIC Suppor</li> <li>CIC Blogs SAP C</li> </ul>	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			



# Questions?



## **Further Information**

#### **GENERAL OVERVIEW**

- Log in to the portal
- Visit our <u>website</u>
- Download the app <u>Apple Store /</u> <u>Google Play</u>

#### SUPPORT

- Use the <u>SAP Support</u>
   <u>Portal</u>
- Explore the <u>SAP for Me</u>
   <u>Online Help</u>
- Review the <u>permissions</u>

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   <u>Video</u>



## Thank you.

