



SAP Customer Experience

# SAP for Me: Case Management

Herms Valeza  
December 13, 2023

Public



# Agenda



## Support Basics



## Reporting a Case



## Case Management

# Support Basics

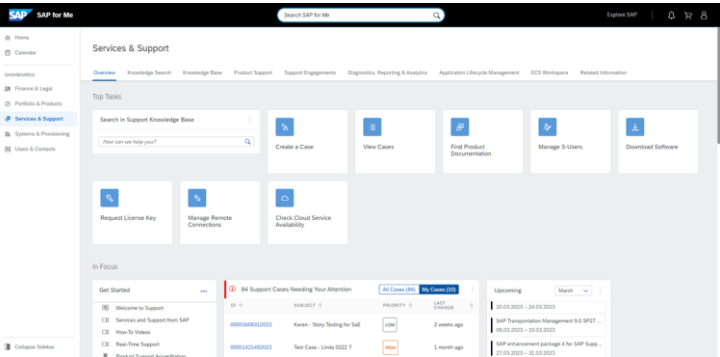


# SAP Support Infrastructure

## 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!

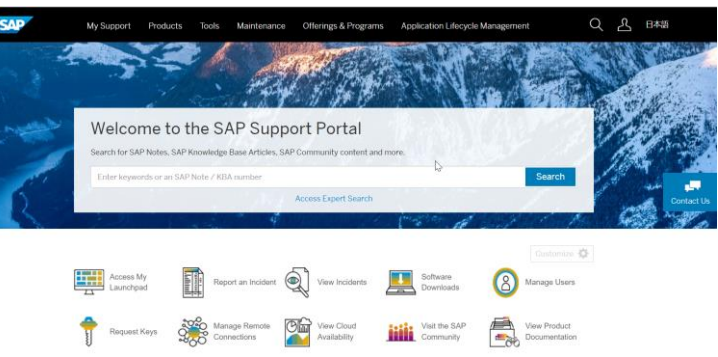
Access: [SAP for Me](#)



## 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>

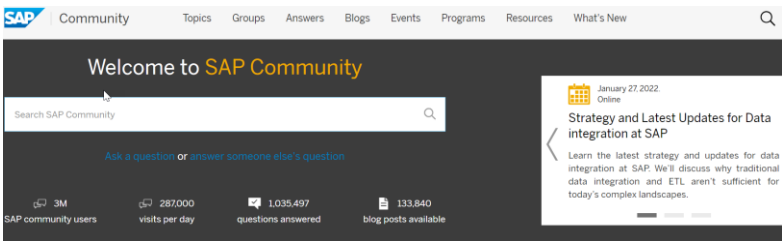


## SAP Community

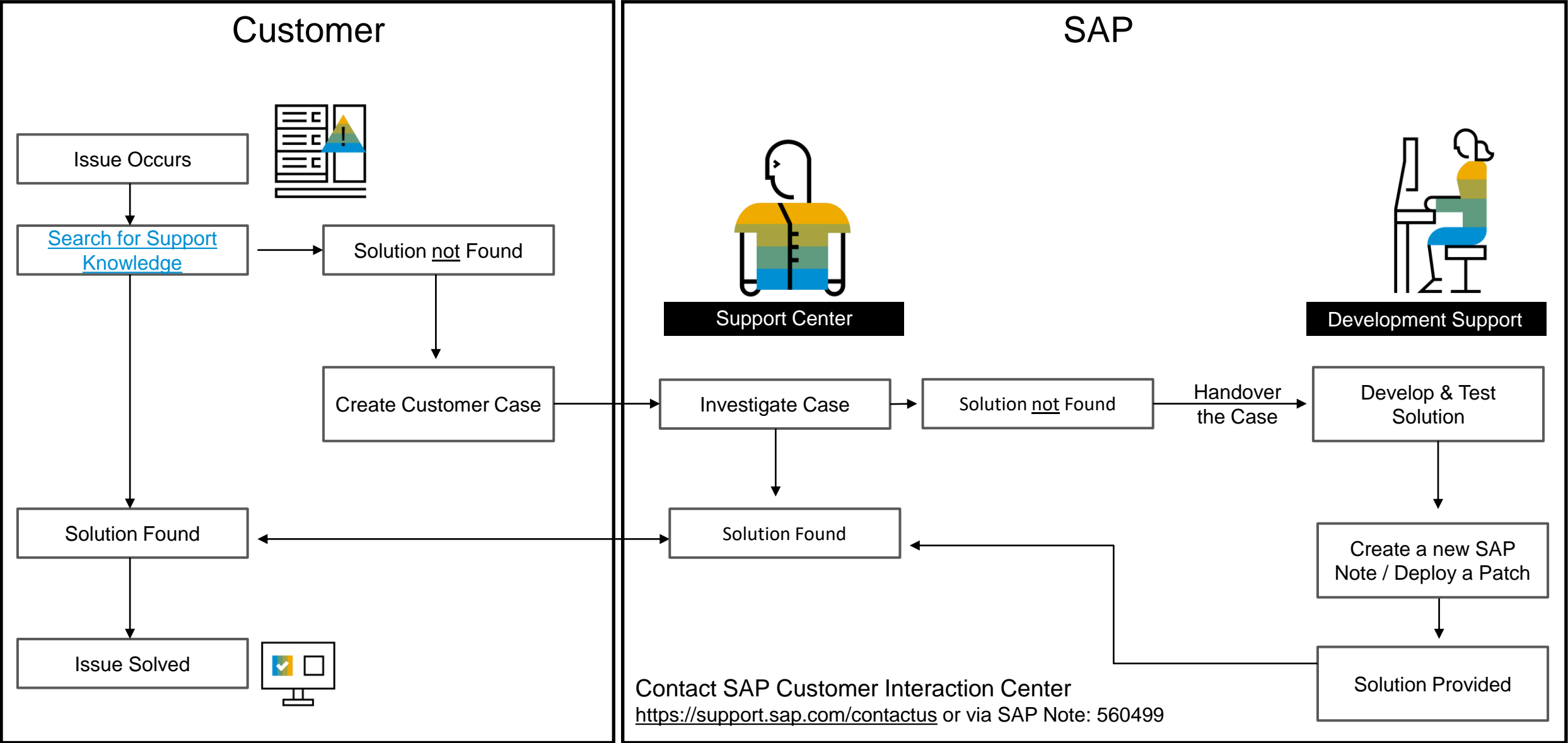
- Review Blogs
- Questions and Answers section
- Quick access to expert advice
- Online Trainings
- Community Wiki

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

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



# SAP Case Solving Process at a Glance



# 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

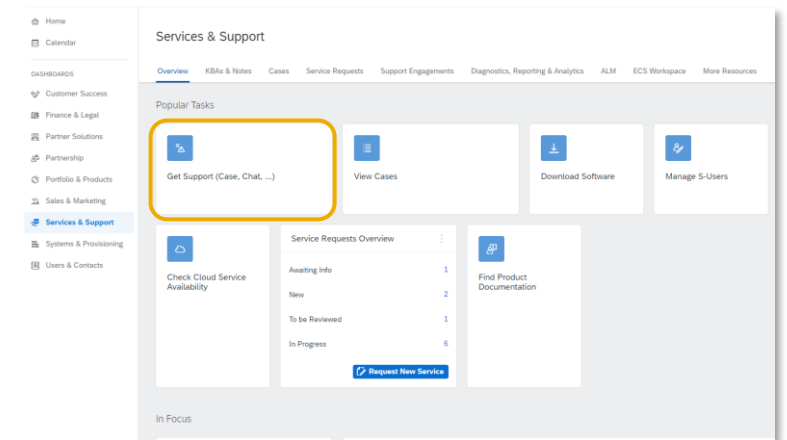
- Simplified and intuitive user-led design to get faster and more efficient product support
- Seamless omnichannel support experience across SAP for Me portal and mobile app.
- Tailored business impact to report very high issues effectively.
- AI-enabled product predictor and support channel recommender 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 &amp; Support

**Overview**

KBAs &amp; Notes

Cases

Service Requests

Support Engagements

Diagnostics, Reporting &amp; 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.



- Home
- Calendar
- DASHBOARDS
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support
- Systems & Provisioning
- Users & Contacts

# Get Support (Case, Chat, ...)

Exit

Customer: [redacted] S-User: [redacted]

- Basic Information
- Best Action

Short Description\*

Please enter a short description

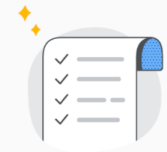
System\*

Please select a system

Continue

## Recommended Solutions


Find More



### No Recommended Solutions


You can view recommended solutions related to your issue here.


# Select a System


 **SAP for Me**

Search SAP for Me

Explore SAP

 40





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Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

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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Partners

Portfolio

Sales &

Services

Systems

Users &

Collapse sidebar

System List

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

Recently Used

Favorite

All

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

Public

11

# 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!

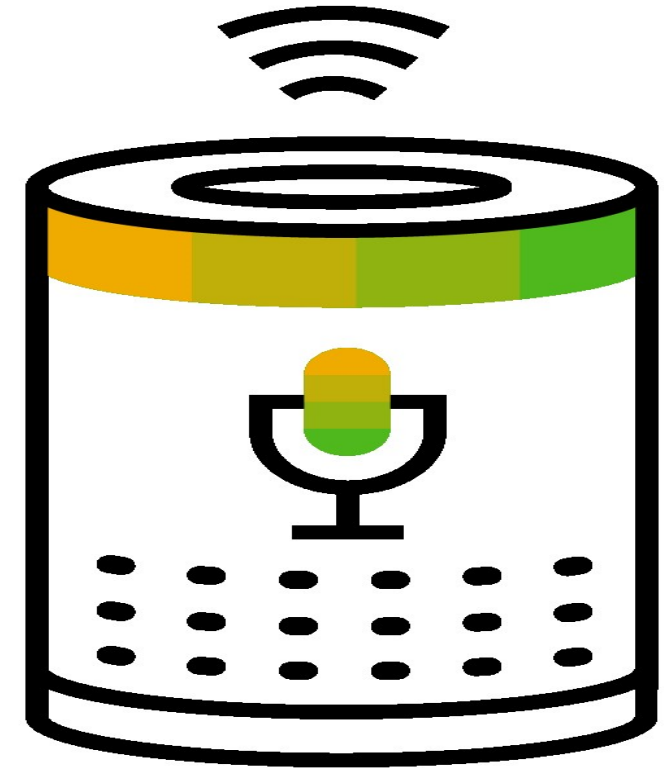
[Why choosing the right system and product will help resolve your product issue faster](#)

## 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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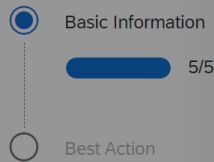
Users & Contacts

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

### Recommended Solutions

Find More

#### Trending

How to configure SSL Certificates for Universe Client Tools  
How to configure SSL certificates for Universe Client Tools  
What is the support for SSL for database reporting...

BIP-IDT

KBA (How To)

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 Users & Contacts

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

## Get Support (Case, Chat, ...)

Exit

Customer:   S-User: 


-  Basic Information
-  5/5
-  Best Action

### Short Description\*

Consolidated reporting column heading not displaying with the correct offset

### System\*

AAA

 Connections are currently closed or system access data has not been maintained for your selected system. To speed up case processing, please correctly maintain your remote connections for your selected system. Please also provide correct user roles, which are identical to where the reported error occurred.

Where appropriate, we suggest using the Semi Automatic Line Opener to allow SAP to open your system connection at any time. See SAP Note [797124](#).

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

### Recommended Solutions

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

## Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 


-  Basic Information
-  Best Action

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SAP BusinessObjects Business Intelligence platform

### Product Function \*

Semantic Layer

### Priority \*

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

Continue

### Recommended Solutions

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- Best Action

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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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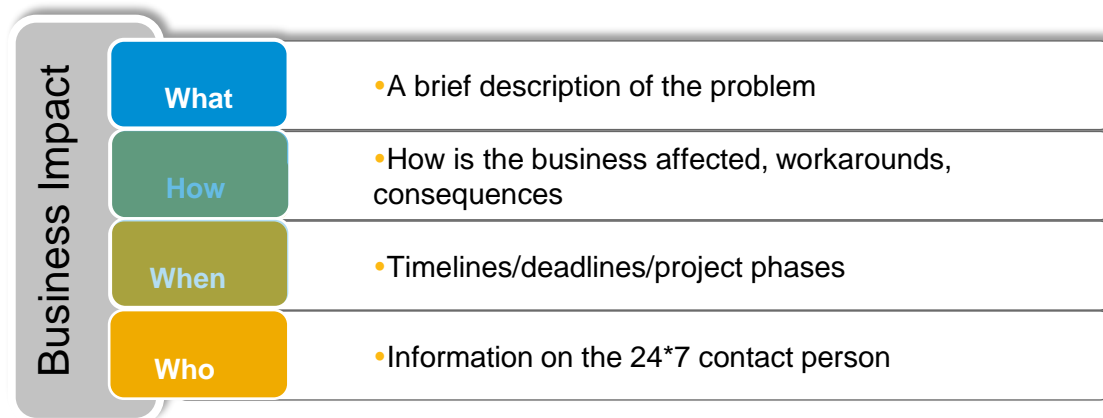
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# Business Impact

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.



## Production System:

- ✓ Is the production system down or severely affected?
- ✓ Which business processes are 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?

## Project Go-Live:

- ✓ Which SAP product are you going live with?
- ✓ When is your production go-live date?
- ✓ Is this a showstopper for go-live? Why?
- ✓ Is the entire project at a standstill?
- ✓ 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?

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## Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 


-  Basic Information
-  Best Action

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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

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


## 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

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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

0/1


 Attachments

No File

 Contacts

 Submit

What are you having an issue with?



Connections

Universe

Other

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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 \*

       **B** U *I*     

|

Steps to Reproduce

       **B** U *I*     

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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



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### Recommended Solutions

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[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)

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)

[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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 Portfolio & Products

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 Systems & Provisioning

 Users & Contacts


 Collapse Sidebar


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

**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

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Users & Contacts

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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

Continue

Recommended Solutions

 Find More

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- DASHBOARDS
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- Services & Support
- Systems & Provisioning
- Users & Contacts

 Collapse Sidebar



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

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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


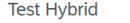
No File


 Contacts

1/1

 Submit

Reporter\*


 Test Hybrid  CET

Primary Phone: 


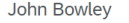
Secondary Phone: 

Email: 

Secondary Contact

 Select a Contact

Primary Contact


 John Bowley  UK

Primary Phone: 

Secondary Phone: 

Email: 

System Opener

 Select a Contact

### Recommended Solutions

 Find More

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Add New Contact

Continue

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

## Get Support (Case, Chat, ...)

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

## Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 

✓ Basic Information

✓ Best Action

Create a Case

✓ Detailed Information

✓ Attachments


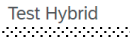
No File

○ Contacts

1/1

○ Submit

### Reporter\*


 Test Hybrid  CET

Primary Phone: 

Secondary Phone: 

Email: 

### Secondary Contact

 Select a Contact

### Case Contact

 Design Team 


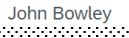
Primary Phone:

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

### Recommended Solutions

Find More

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 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

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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

 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

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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



- ✓ One 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**

🏠 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

- Home
- Calendar
- DASHBOARDS
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support**
- Systems & Provisioning
- Users & Contacts

Services & Support

- Overview
- Knowledge Search
- Knowledge Base
- 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)											
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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- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support**
- Systems & Provisioning
- Users & Contacts

Services & Support

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

Support & Maintenance

Get Support (Case, Chat, ...)

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- 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

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Services & Support

Overview Knowledge Search Knowledge Base 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

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
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  - Sales & Marketing
  - Services & Support
  - Systems & Provisioning
  - Users & Contacts

Services & Support Dashboard / ATF Test Case (STRY0169157)

ATF Test Case ( )

★ CUSTOMER ACTION

Case ID: 4344727 / 2023

Export Case

Close Case

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: ( )

- Overview
- Attachments
- Solutions
- Contacts
- Action Plan
- Appointments

Case Discussion

See Activity Log

- Updated 15.04.2023 at 12:30 AM by SAP

Info for Customer

ATF Test Case ( )

Translate
- Updated 15.04.2023 at 12:30 AM by SAP on behalf of (WCQ\_PI)

Problem Description

A: ( )

Translate

System:  
[SAP SuccessFactors Learning 2211 / MyProduction](#)

Installation:  
( )

Remote connection   
Connections are closed [Maintain connection](#)

Login Details   
The access data has not been maintained [Maintain details](#)

NO Data Processing



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  - Customer Success
  - Finance & Legal
  - Partner Solutions
  - Partnership
  - Portfolio & Products
  - Sales & Marketing
  - Services & Support
  - Systems & Provisioning
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Services & Support Dashboard / ATF Test Case (STRY0169157)

ATF Test Case ( )

★ CUSTOMER ACTION

Case ID: 4344727 / 2023

Export Case Close Case


Component: Onboarding ( )

Customer: ( )

Created at: 15.04.2023, 02:30:11 AM

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


Reporter: ( )

Priority & Business impact 


Medium


- Overview
- Attachments
- Solutions
- Contacts
- Action Plan
- Appointments

Schedule An Expert


 Schedule a Session

There are currently no items in this section.

 Past Sessions

 Show History

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 a 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

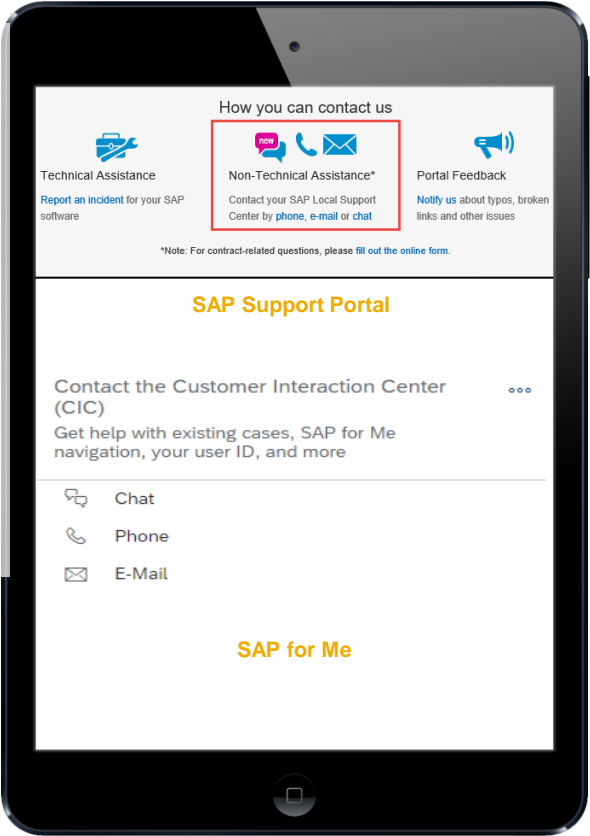
**You can access CIC from the SAP Support Portal or through SAP ONE Support Launchpad**

- [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





# Questions?

# Thank you.