Customer Interaction Center

Getting the Most from your Support

CUSTOMER

THE BEST RUN **SAP**

Contents

Customer Interaction Center (CIC) Overview

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 incidents enquires, e.g. status requests, speed up, escalation requests

SAP ONE Support Launchpad and SAP Support Portal navigation and applications, e.g. User Management, License Key Request

S-User Administration, e.g. unlocking users, authorisation 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, and SAP Fieldglass

✓ 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

- Direct access:
  - Chat with CIC
  - Call CIC
  - E-mail CIC

- Learn more here:
  - SAP Support Portal
  - Reference Guide

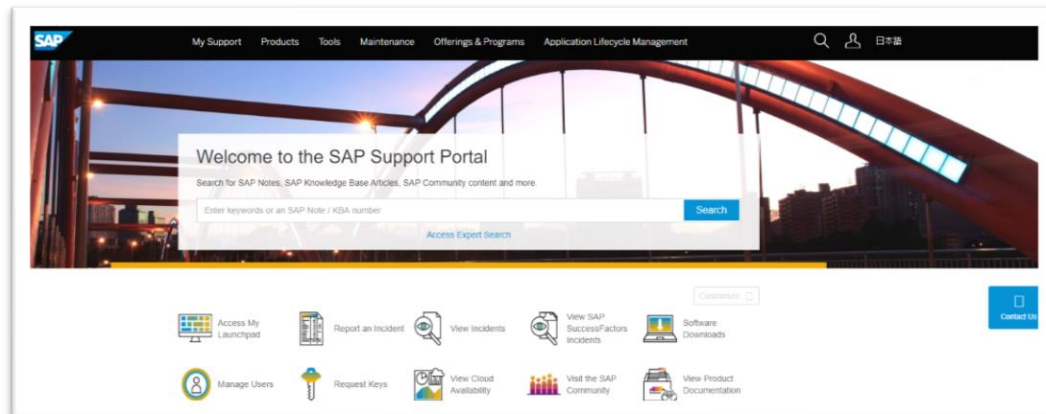## Preview

SAP Support **Infrastructure**
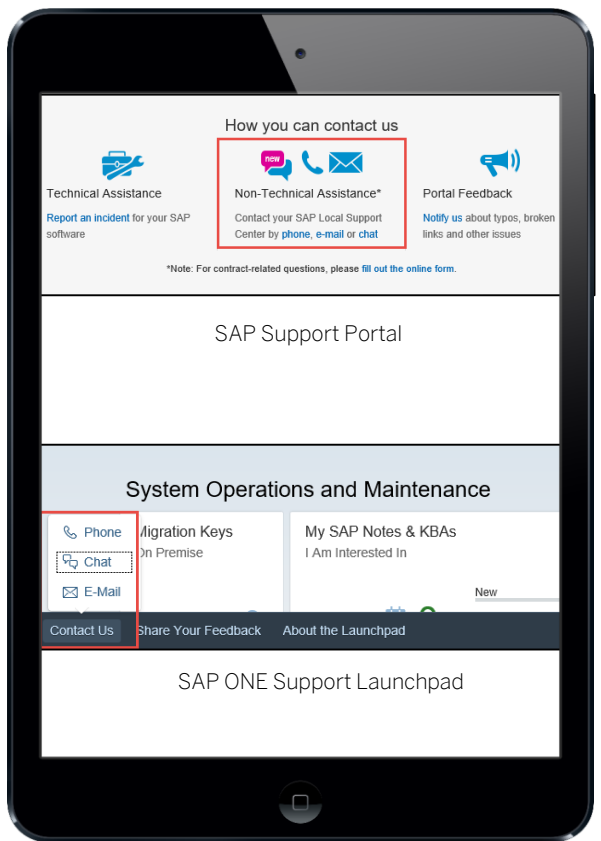
SAP Support Portal

- SAP Knowledge Base Articles and Note Search

- Product and Maintenance information (Product Availability Matrix)

- Contact details for technical and non-technical assistance

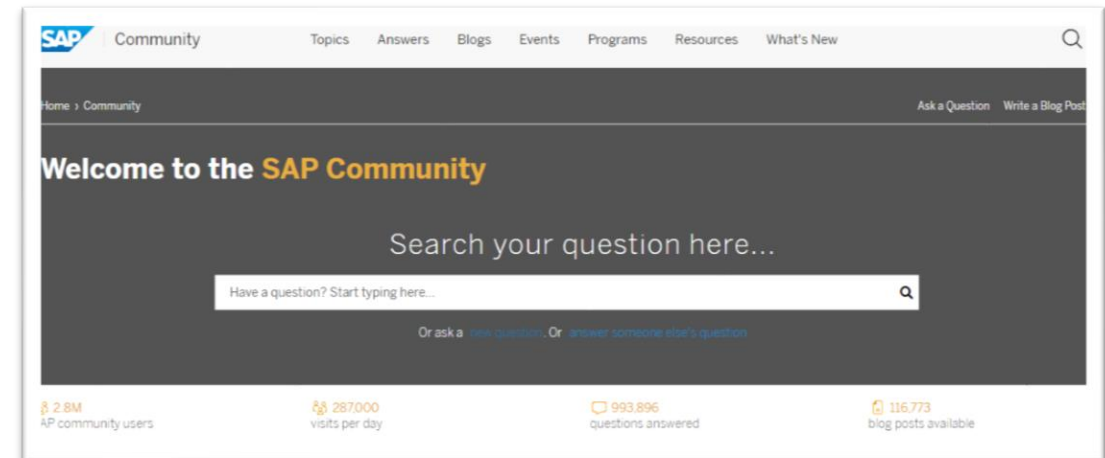- Guides for support applications via the SAP Help Portal

https://support.sap.com

SAP Community

- View Blogs

- Questions and Answers section

- Quick access to expert advice

- Online Trainings

- Community Wiki

https://community.sap.com/
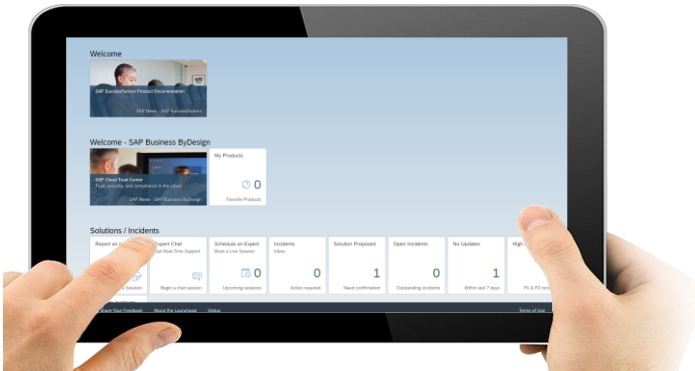
SAP ONE Support Launchpad

The SAP ONE Support Launchpad provides access to support resources via a single intuitive interface.

By using customizable role profiles, the launchpad displays only relevant applications and insights to ensure an efficient and user-friendly experience.

Today, support users should exclusively utilize the launchpad to access available support tools and applications such as:

- User Management
- Incident Management
- Search
- Software Download Center
- License Key Requests
- System Data Maintenance

Helpful Resources:

- [SAP ONE Support Launchpad explained in 3 Minutes - YouTube](#)

- [Learn more about the Launchpad & Launchpad Release information - SAP Support Portal](#)

- [SAP ONE Support Launchpad Tips and Tricks - SAP Community](#)

- [SMS Notifications for SAP ONE Support Launchpad - SAP Community](#)

- [Subscribe to Launchpad availability and performance status updates - SAP ONE Support Launchpad](#)

User **Management**

An S-User ID is your individual user for accessing the Launchpad and authorisations are required for carrying out necessary tasks.

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 all new customers and assigns this user full authorizations.

S-Users can now request missing authorizations from their Super-Administrator through a comfortable self-service under My Authorizations and Functions

Cloud Administrator

Cloud administrators have all authorizations that are required to fulfil all tasks in the SAP ONE Support Launchpad at the highest possible level for cloud products.

FAQs on user authorizations:

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

- Learn about the user, authorization and the administrator concept

Main tasks of the administrators include:

- Creating / Deleting S-User IDs

- Defining additional Administrators

- Requesting License Keys at
- http://launchpad.support.sap.com/#/licensekey

- Granting authorizations for all applications on the SAP ONE Support Launchpad

- Maintaining system data at http://launchpad.support.sap.com/#/systemdata

SAP KBAs:

- 1271482 - How does an administrator create or delete S-User IDs

- 1511008 - How to add or change authorizations for a S-User ID

- 1614304 - How a Super or Cloud Administrator can use the Copy User's Authorization feature

- 2891528 - How to use the Self-Service Authorization Request

SAP **Universal ID**

- One single SAP account for life

- Choose between your S- and P-User IDs and manage your own profile

- Switch easily between your SAP accounts

SAP platforms supporting
SAP Universal ID

- SAP for Me

- ONE Support Launchpad
- SAP SuccessFactors Community

- SAP Support Portal

- openSAP

- SAP Help Portal

- SAP Training & Learning

- Hybris Wiki

SAP platforms to support
SAP Universal ID in 2020

- SAP Community

- SAP Jam

- SAP Partners Portals

and more

- Create SAP Universal ID

- Get Support with SAP Universal ID

- SAP Community Blog - SAP Universal ID – get your own, today!

How to Download Software

Access to SAP Software

Software licenses and S-User IDs are associated with a specific customer number.

To download software from SAP ONE Support Launchpad on the tile Software Downloads, you must use an S-User ID from the same customer number, to which the license is assigned.

To Download software your S-User ID will need the authorization Download Software.

SAP Software Download Center:
https://launchpad.support.sap.com/#/softwarecenter

If you encounter problems with the SAP Software Download Center, please report an incident using component XX-SER-SAPSMP-SWC.

Frequently asked questions as well as helpful SAP Notes and Knowledge Base Articles are available from
https://support.sap.com/swdc

How to Request a **License Key**

When requesting a license key you will be prompted to select the installation, product, 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.

License Key Wizard
https://support.sap.com/licensekey.

If you encounter problems with requesting license keys, please report an incident using component
XX-SER-LIKEY*.

Additional License Key information is available in KBAs

- 1644792 - License key/installation of SAP HANA
- 1502717 - How to request a license key for SAP BusinessObjects Solutions
- 1686864 - License Keys for Sybase products

For common queries around requesting of license keys please visit our
Help section on the SAP Support Portal.

System **Administration**

Please note: The following information is only applicable for On-premise installations.

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

You will need to create systems under that installation in the
License Key Wizard

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

For system administration your S-User ID will need the authorization "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

We will review your system data with you and connect you with the experts.

For further assistance with System Data, the component is XX-SER-SAPSMP-SYS

Searching for **Solutions**

If you have a query or issue with your SAP products, the first step is to analyse the issue and check the available resources for possible solutions:

- Perform an SAP Knowledge Base search on the Launchpad for possible KBAs and notes (now available in several languages) that may assist: https://launchpad.support.sap.com/

- Check the SAP Community for all possible resolutions https://community.sap.com

- The SAP Help Portal has product information, installation and upgrade guides: https://help.sap.com/viewer/index

- The SAP Support Assistant searches for solutions during the incident creation process
  SAP News Easily Engage With Product Support Easily Engage with Product Support: Try the Support Assistant Feature from SAP

- Engage with an SAP-approved external expert for Success Factors technical questions
  Ask an Expert Peer on the Support Portal

If no solution is found, then its best to contact the SAP Product experts; it's important to have the analysis and a reproduction procedure (if applicable) before contacting the product experts

Contacting Product Experts

To contact the SAP Product Experts; an S user ID is required with the following authorisations:
Create incidents, Send incidents, Display incidents and Close incidents.

There are a few options for contacting the product experts:

Expert Chat (for new, unreported issues): https://launchpad.support.sap.com/#/expertchat/create

Schedule an Expert: https://launchpad.support.sap.com/#/sae

Schedule a Manager: https://launchpad.support.sap.com/#/notes/2886006

Incident: https://launchpad.support.sap.com/#/incident/create

How CIC can help:

Customers can contact CIC for guidance on how to contact the product experts.

For open incidents, CIC can assist to request processor assignment, speed up, priority change, call back or an incident escalation.

CIC will request valid Business Impact to help SAP to prioritise the issue when following up on incidents.

Incident Solution Matching

SAP Support Assistant

Perfect Incident

- ✓ 1 problem per Incident

- ✓ 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 and component

- ✓ Business impact of problem on your operations

- ✓ Customer Contact Information
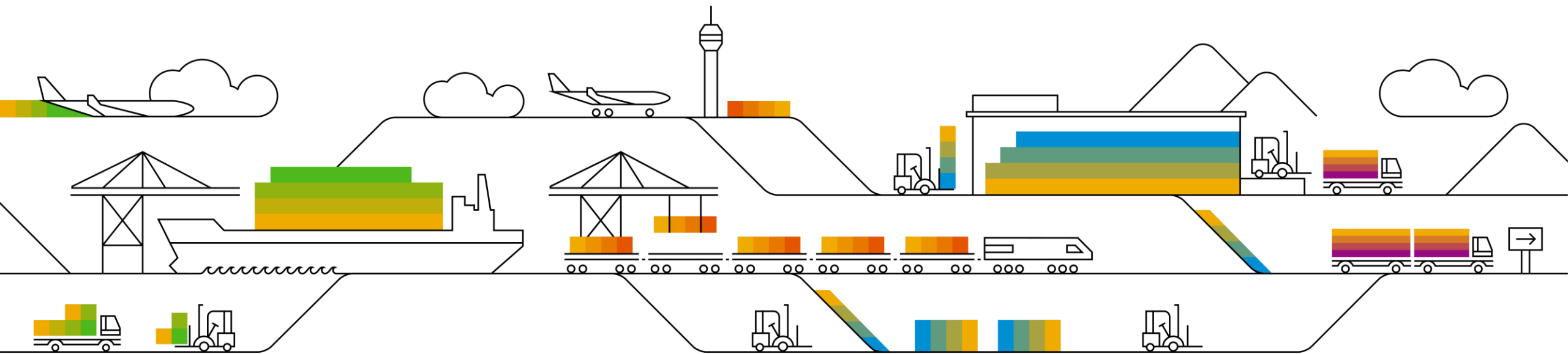
You can contact CIC by:

📞 Phone: https://service.sap.com/call1sap

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

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

🐦 Twitter: https://twitter.com/sapsupporthelp

Appendix:

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](#)
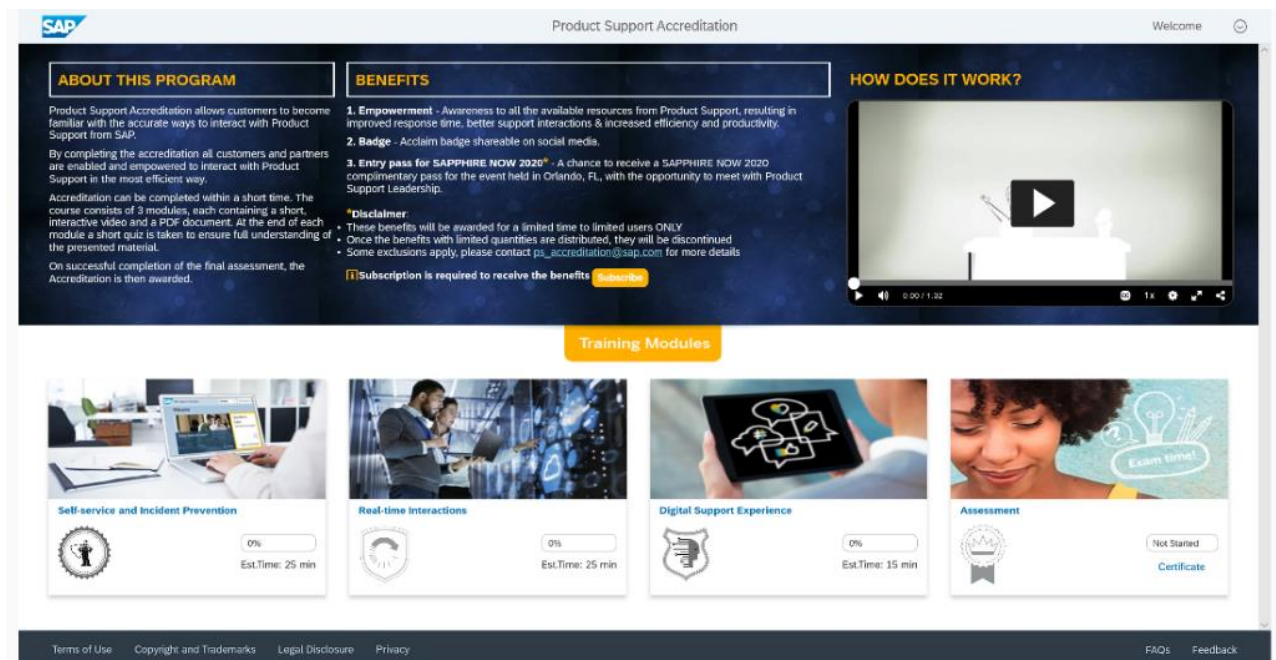
Support Offerings and Remote Services

Your company can purchase various support offerings from SAP. Depending on the support program your company has purchased, you are might be 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

To request a support service please create a customer incident on the SAP ONE Support Launchpad under component SV-BO - REQ or 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 delivery) 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

Shape SAP Support with your participation in our research

Participate in SAP Support's User Research activities and help shape your experience on the SAP Support Portal / SAP ONE Support Launchpad

- One-on-One Skype session with SAP User Researcher

- 30-60 minute session

- Held at a time that is convenient to you

- Conducted in English

- Studies held every month – sign up for as few or as many as you wish!

Contact supportusability@sap.com to express interest!

Customer Interaction Center **Support Webinars**

Register for live Support Webinars here:

https://webinars.sap.com/sap-support/en/home

Webinar Replays on Demand here:

https://webinars.sap.com/sap-support/en/archives

Find out more using the link here:

https://sway.office.com/eIJfjCUaDLYcHsCI?ref=Link
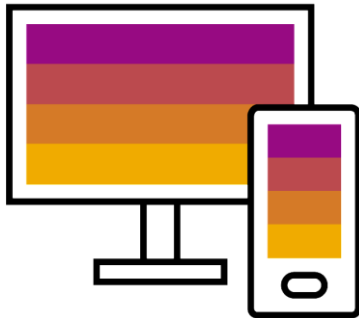
Upcoming Live Sessions

Expand All

- Incident Management (English)
- SAP ONE Support Launchpad Overview (Spanish)
- Wondering How to Get an Easy Start With SAP's Product Support?
- Getting the Most from your Support (English)
- ¿Se pregunta cómo puede empezar con el soporte de productos de SAP fácilmente?
- Introduction to the SAP ONE Support Launchpad (English)
- Getting the Most from your Support (French)
- Getting the Most from your Support (English)
- Incident Management (Chinese)

Replay Archives

Expand All

- Search and Supportability
- Incident Management
- How AI Drives Your Incident Management and Incident Creation Processes
- Incident Management (German)
- Schedule a Manager – Try Our New Product Support Channel for High Priority Incidents
- SAP ONE Support Launchpad Overview
- Incident Management

Thank you.

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