

# SAP for Me: Case Management & Universal ID

SAP Customer Interaction Center January 24, 2024

# Agenda

- SAP Support Infrastructure
- Introduction to SAP for Me
- Case Management
  - Reporting a Case
  - Managing Your Cases
  - Updating and Closing a Case
- Case Resolution Process
- Universal ID
  - Creating Universal ID
  - Managing Universal ID
- Q&A

### **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: <u>SAP for Me</u>

#### **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 (<a href="https://help.sap.com">https://help.sap.com</a>)

**Access: SAP Support Portal** 

#### **SAP Community**

- Support Blogs
- Question-and-Answer section
- Quick access to expert advice
- Online Trainings
- Community Wiki

**Access: SAP Community** 



#### Your digital companion on the journey to the intelligent enterprise.

**Capabilities** YOUR DASHBOARDS Portfolio & **Products** 

Finance & Services & Support

Systems & **Provisioning** 

Users & Contacts **Knowledge &** Learning

**Benefits** YOUR ADVANTAGES Get a 360degree view of your products, including road maps and innovations.

Review your SAP orders, licenses, invoices, consumption, and balance statements.

Legal

Review support cases and manage maintenance and support topics across your company.

Manage your cloud and onpremise 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.

Access YOUR EXPERIENCES 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

Knowledge YOUR EXPERTISE

**SAP for Me Landing Page** 

**SAP for Me Community** 

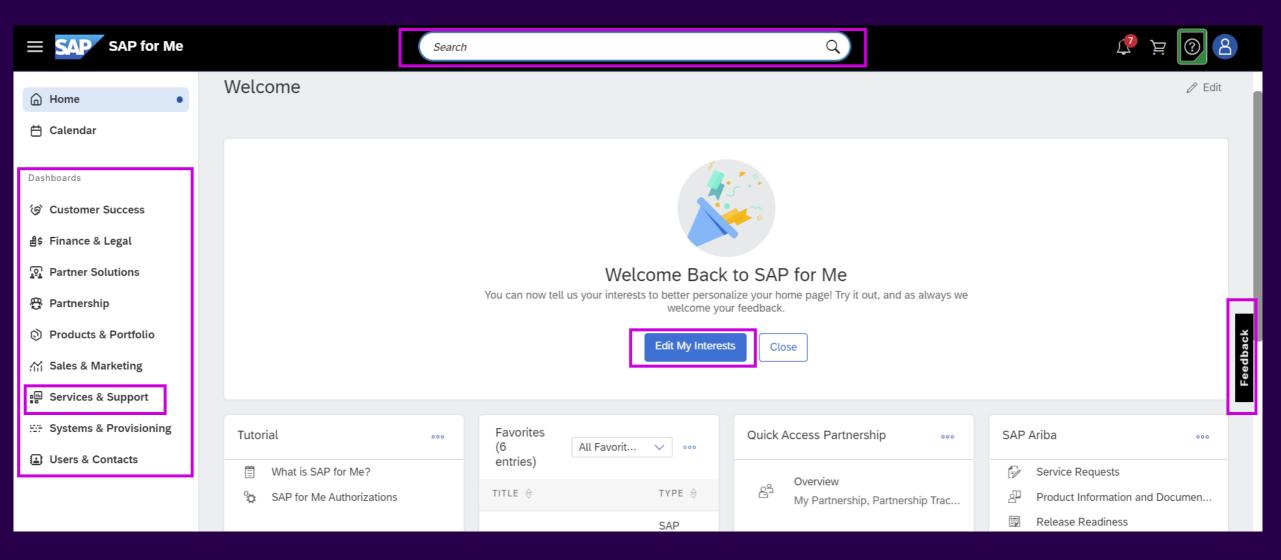
**SAP ONE Support Launchpad** Transition to SAP for Me



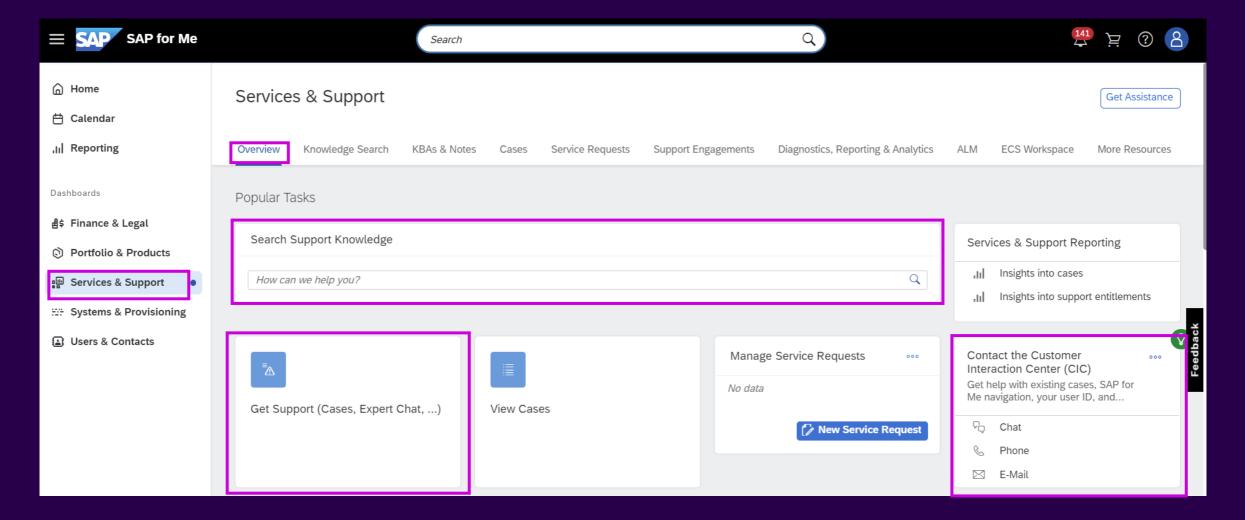
SAP for Me in now available in 7 languages: English, German, Japanese, Simplified Chinese, French, Portuguese, and Spanish.

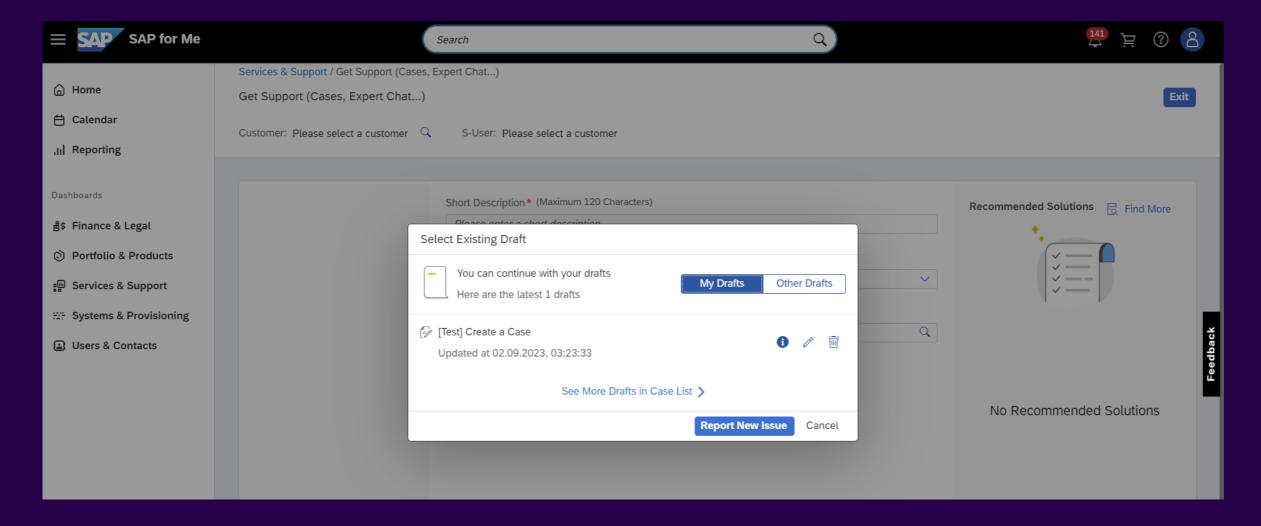
SAP for Me now speaks your language | SAP Blogs

# **SAP for Me Navigation** (High-level)



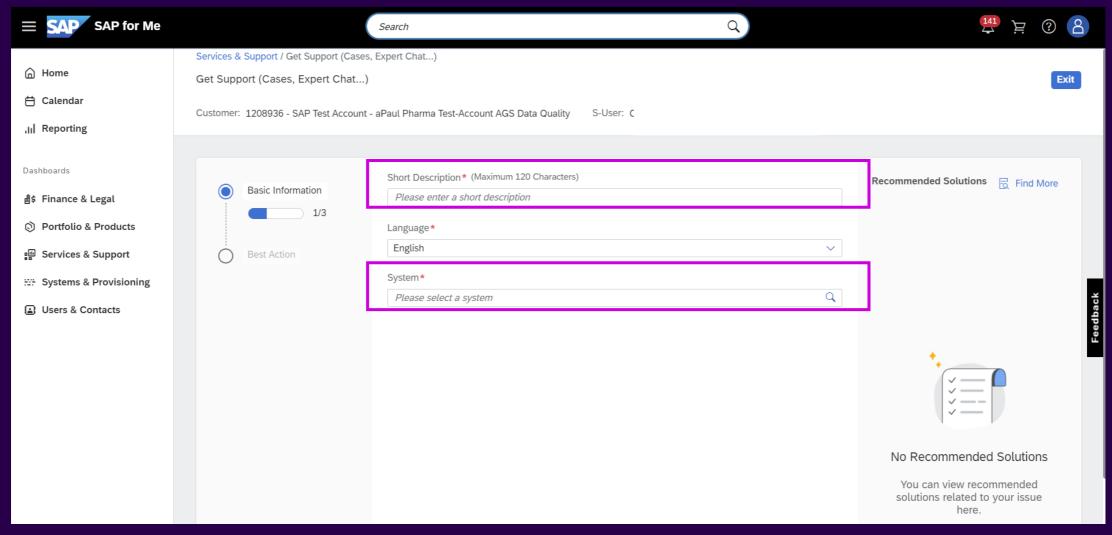
# SAP for Me: Case Management



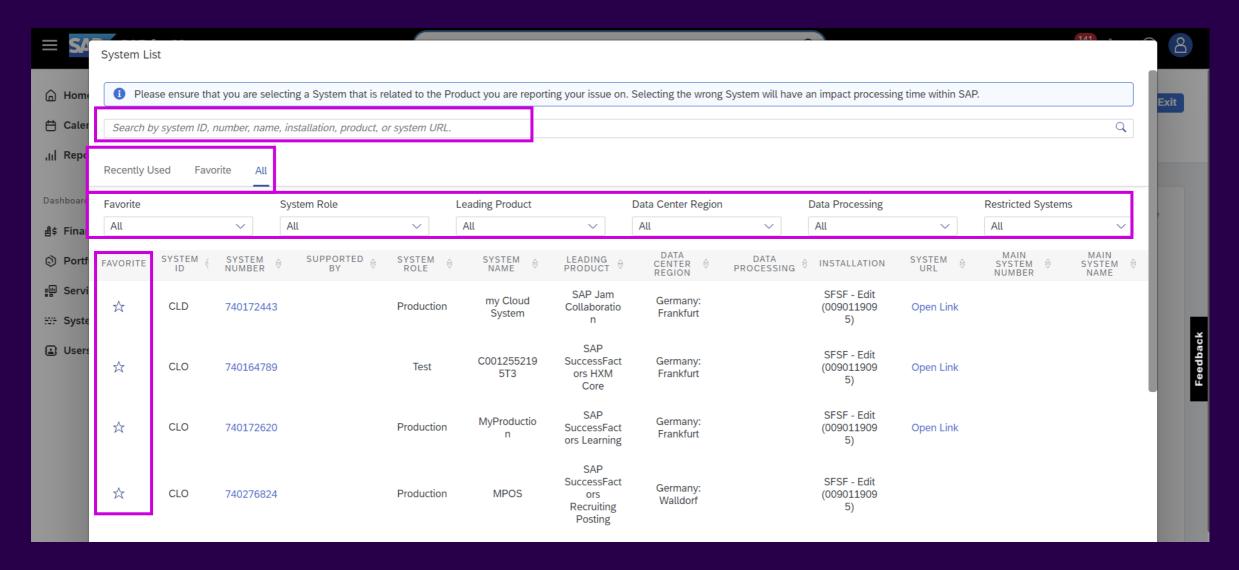


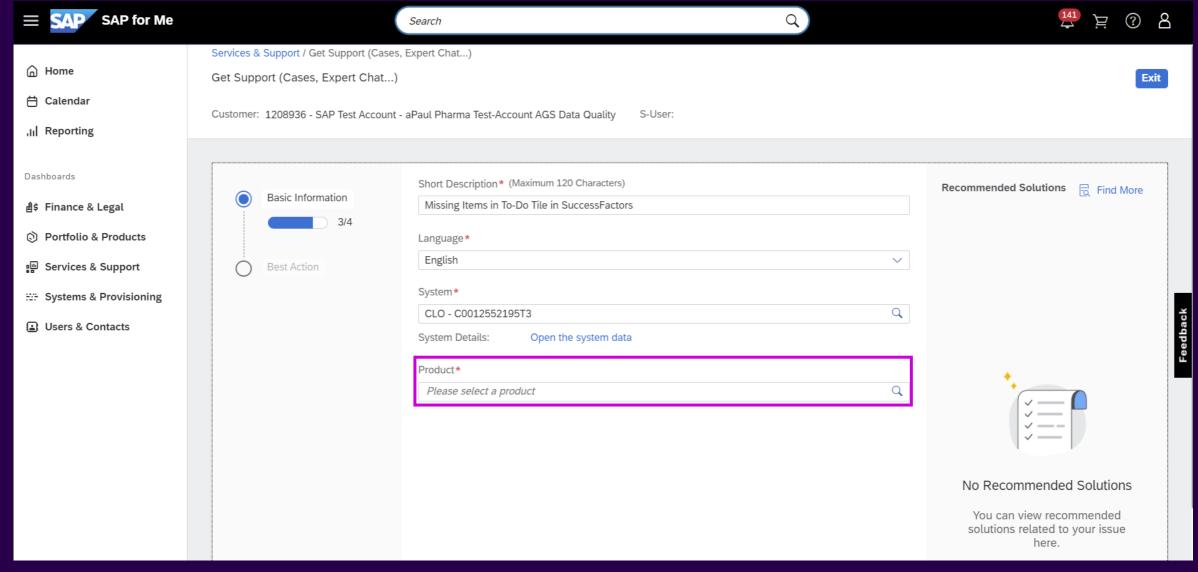
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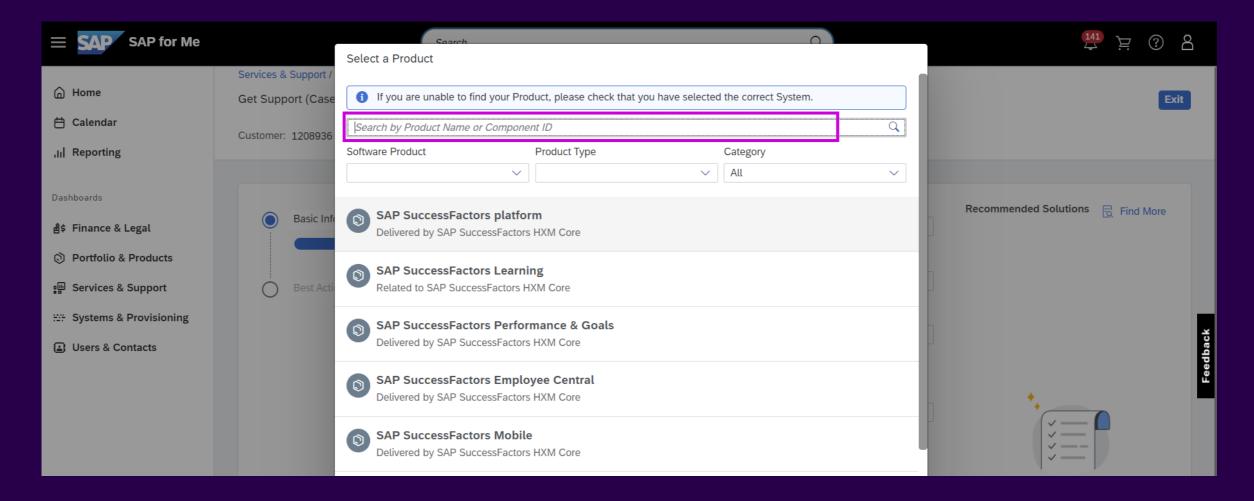
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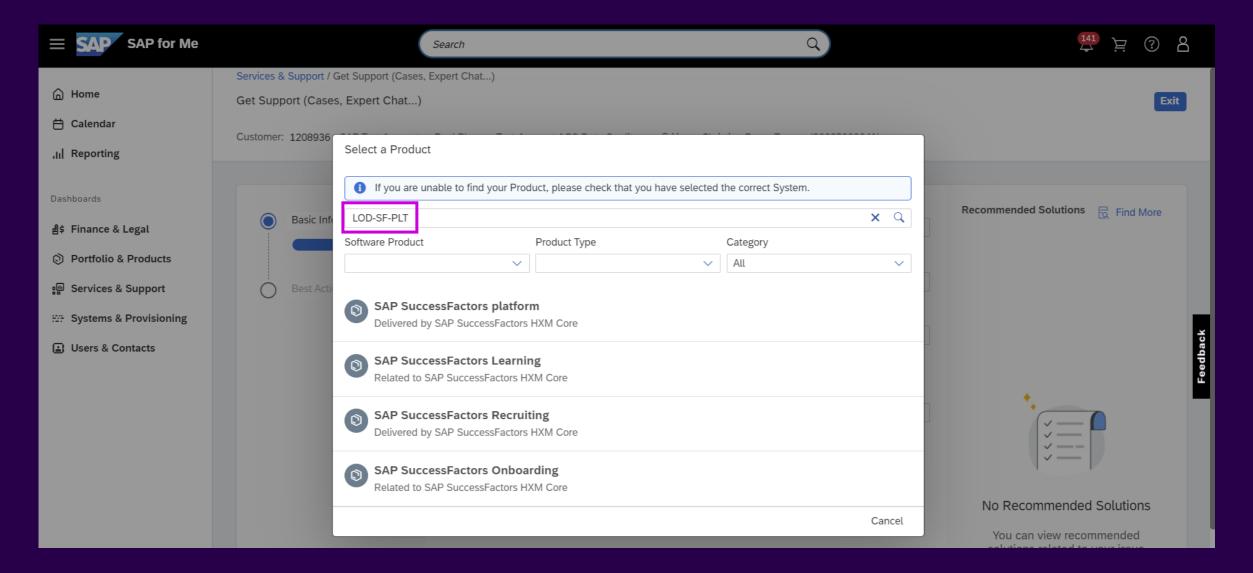


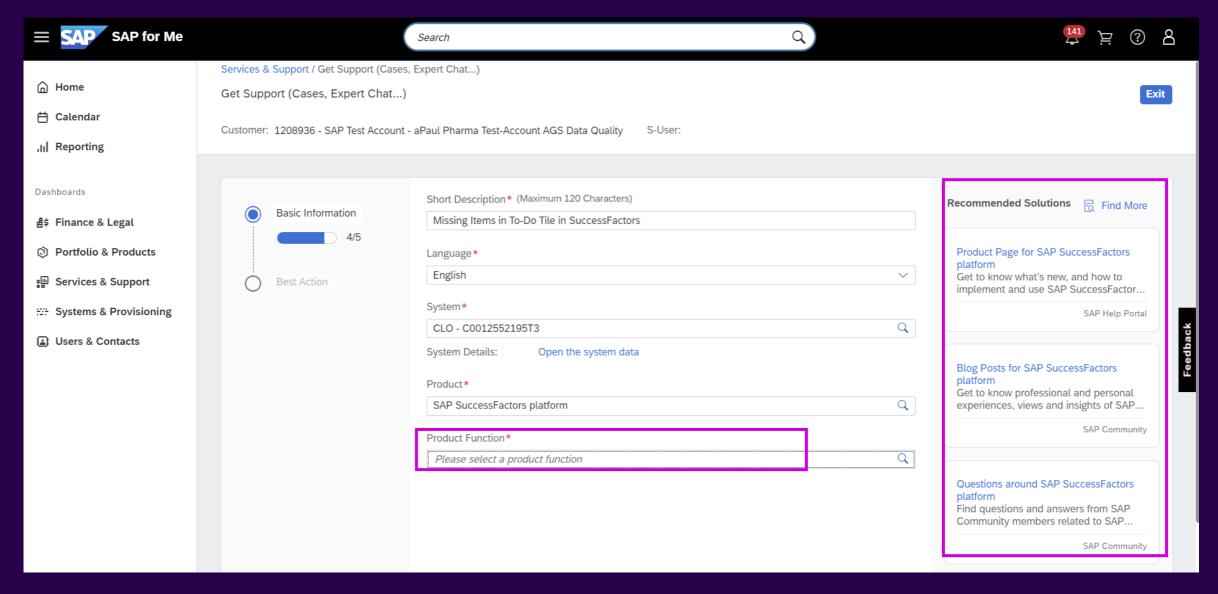
3383142 - What authorizations are required for support case handling - SAP for Me

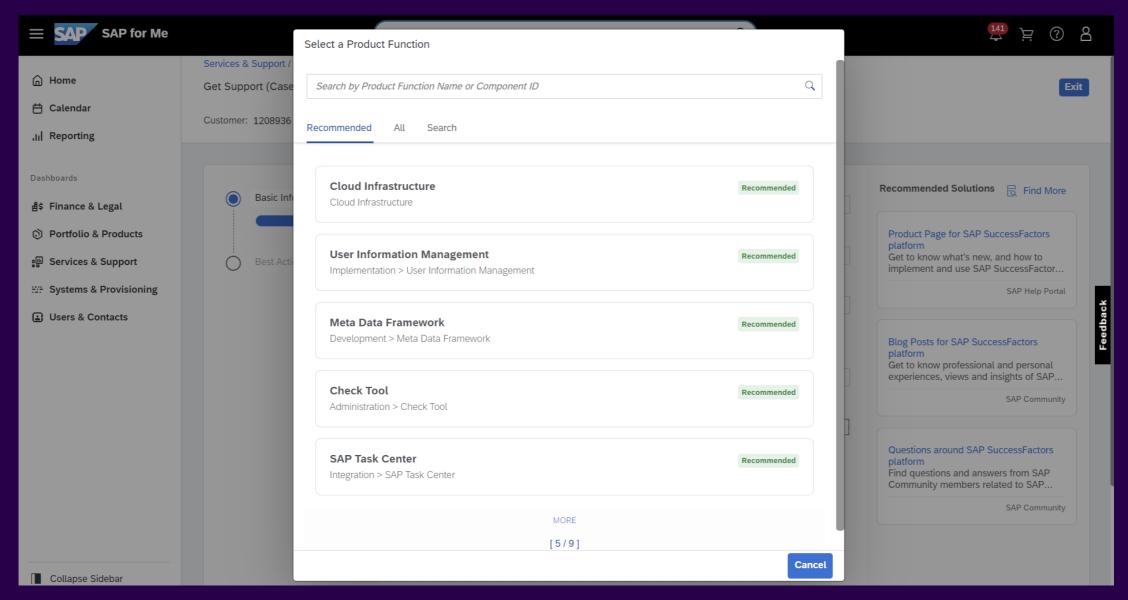


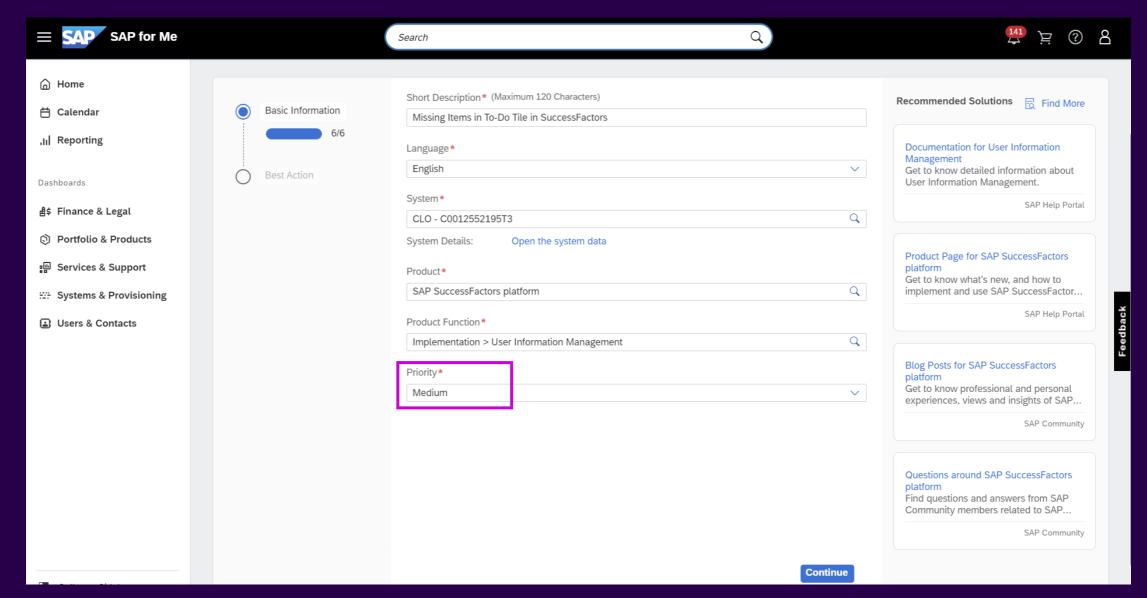












# **Case Priority**

#### 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.

#### 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.

#### 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.

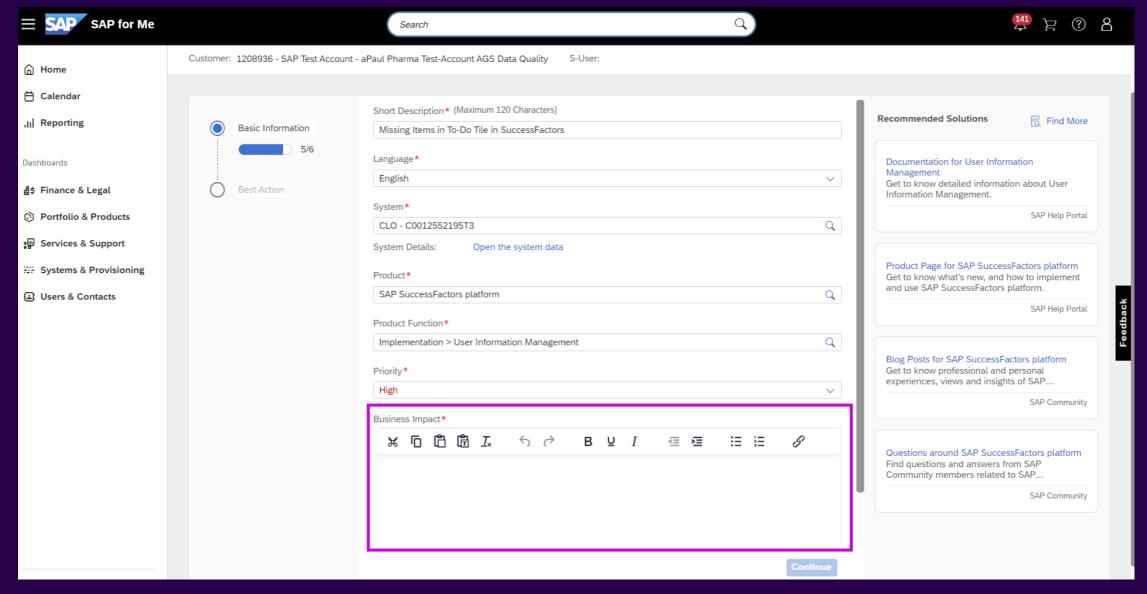
# **Case Priority**



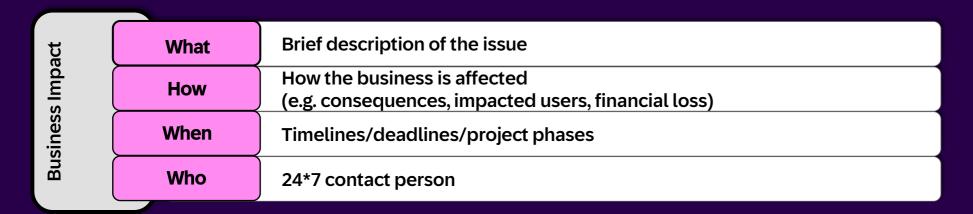
- A case should be categorized with the priority "very high" if the problem reported has very serious consequences for normal business transactions and if necessary, tasks cannot be executed.
- Very High priority should be used only if the situation is causing your production system to be down completely (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 <u>1773689</u>
- At least one, preferably two, contact persons available 24 x 7.
  - Full name and company
  - Phone number (including country code)
  - Email address



# **Business Impact**



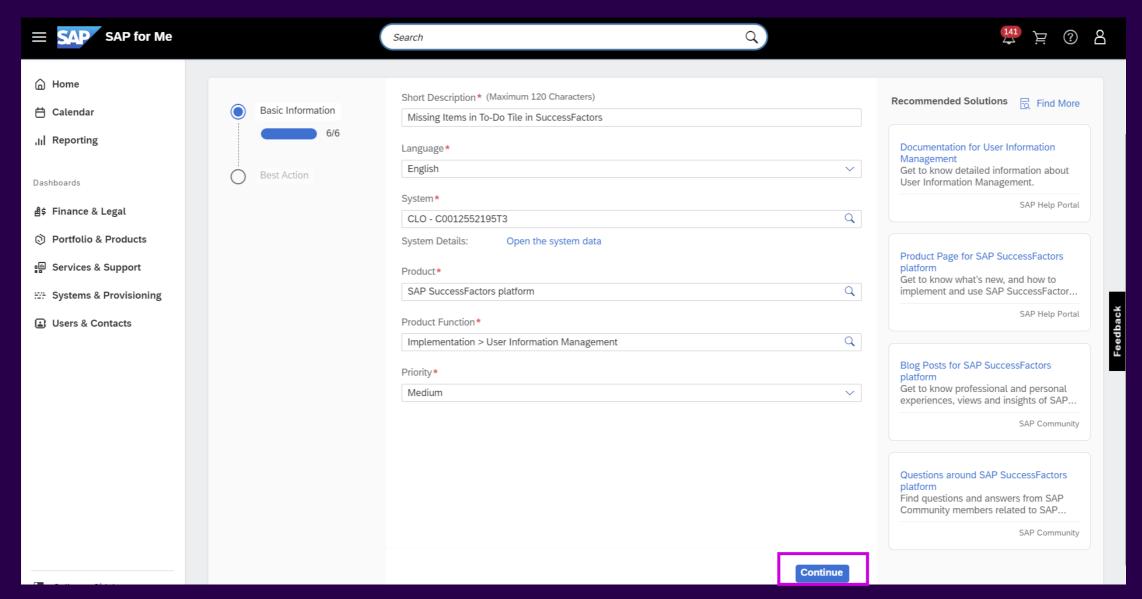
See SAP Notes <u>1281633</u> and <u>90835</u> for more details.

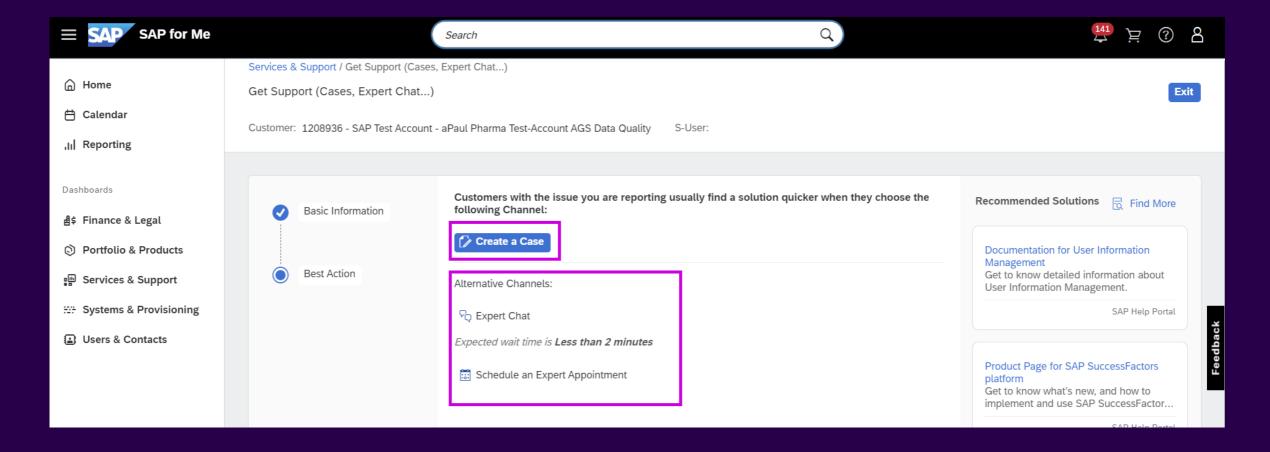
#### **Production System:**

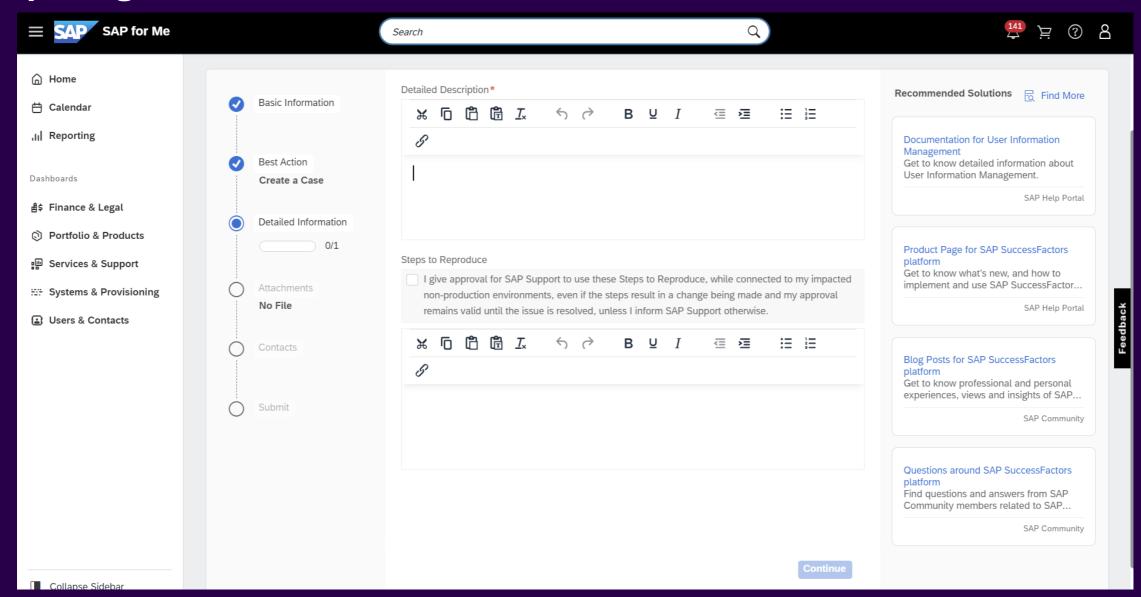
- ✓ Is the production system down or severely affected?
- ✓ Which business processes are affected?
- ✓ Is there any workaround available?
- ✓ How many users are affected?
- ✓ How long has the problem been going on?
- ✓ What are the consequences if the issue continues?
- ✓ Is there any possible financial loss? Under what circumstances?

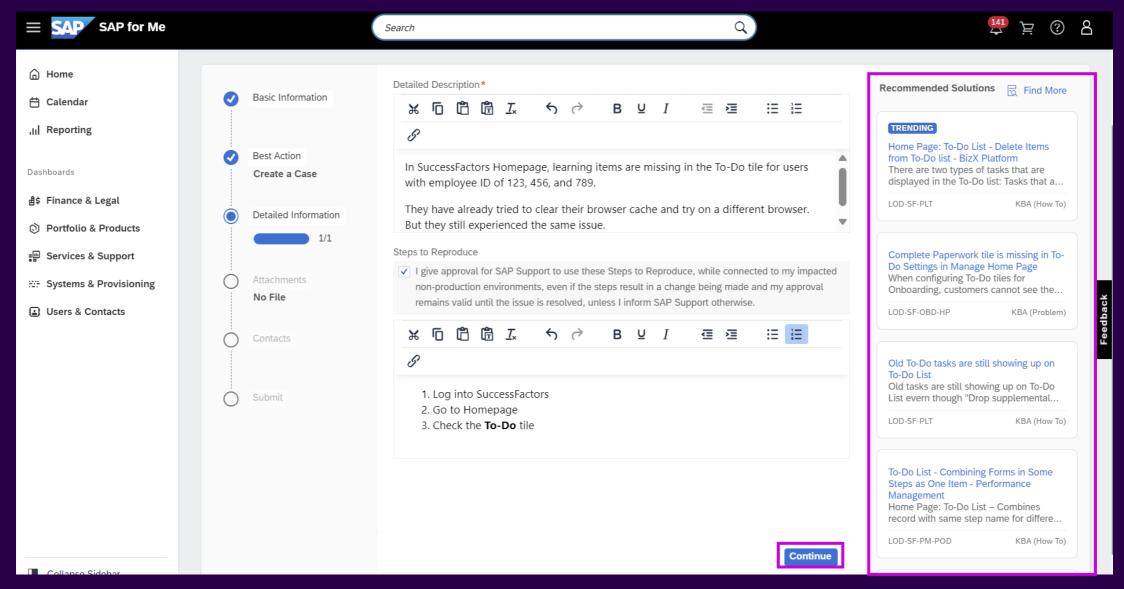
#### **Project Go-Live:**

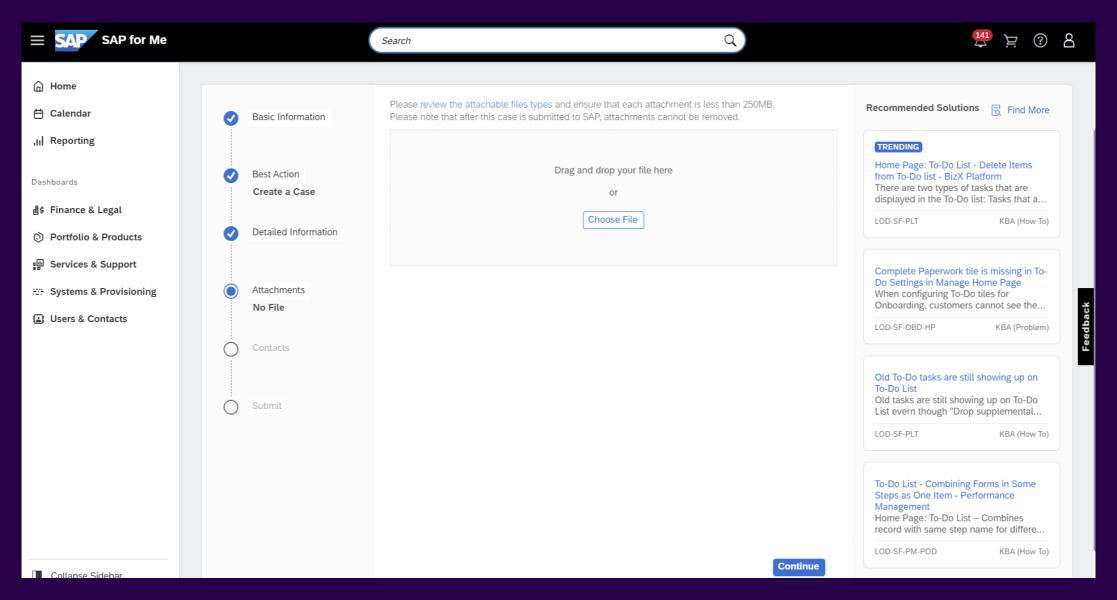
- ✓ Which SAP product are you going live with?
- ✓ When is your production go-live date?
- ✓ Is this a showstopper for go-live? Why?
- ✓ Is the entire project at a standstill?
- ✓ What is the most immediate deadline?
- ✓ How many project team members are affected?
- ✓ What are the consequences if go-live cannot be completed on time?

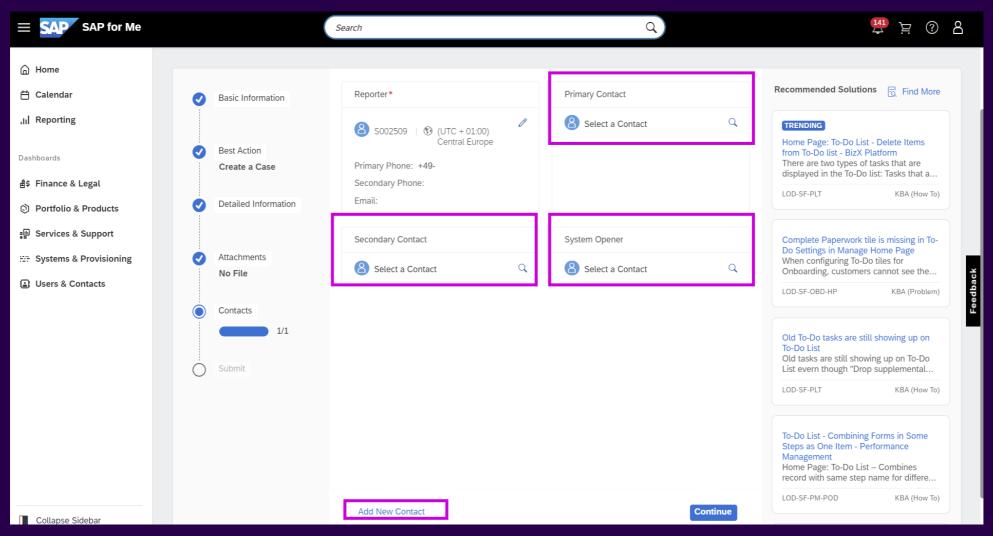




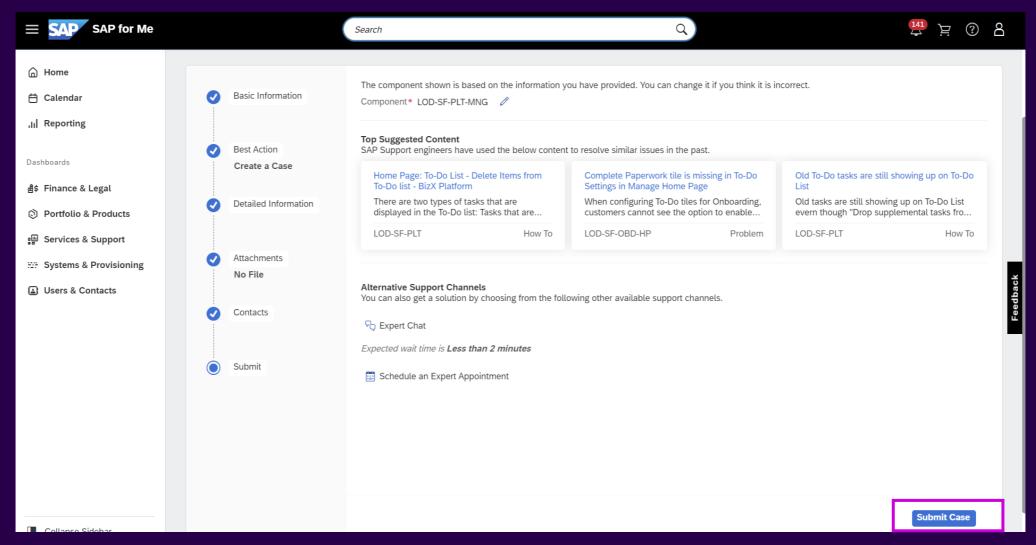




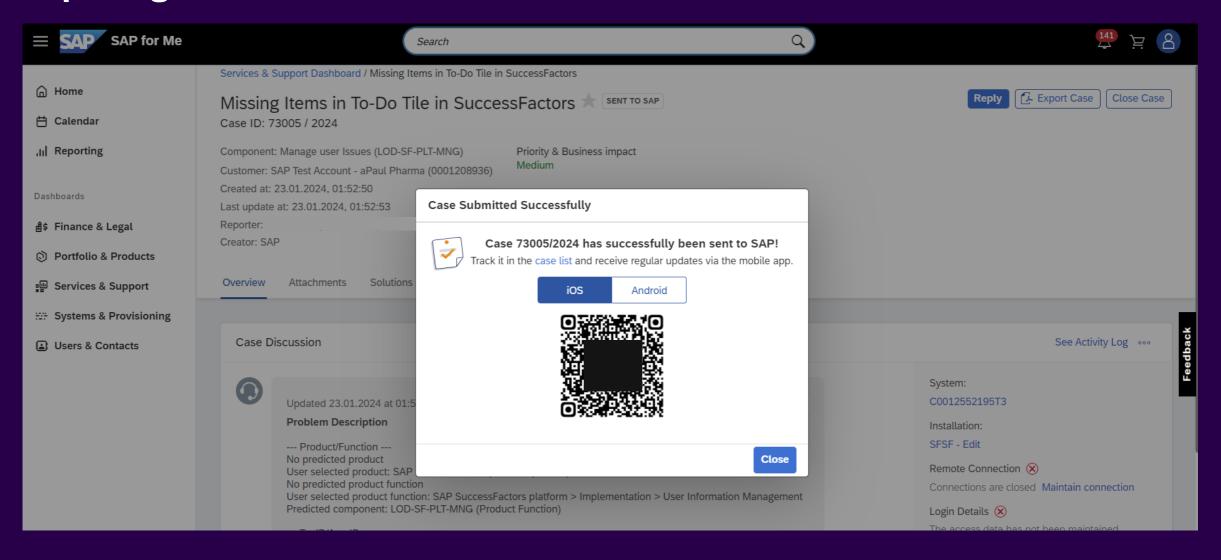




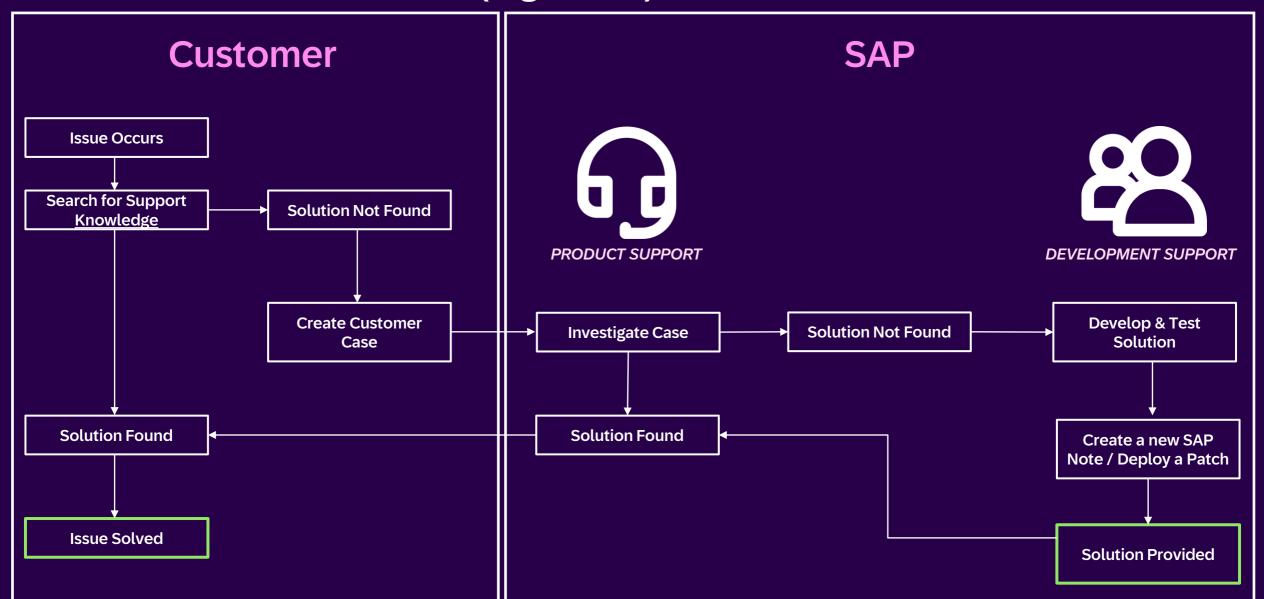
2213199 - How to add/remove additional contacts in an existing case - SAP for Me

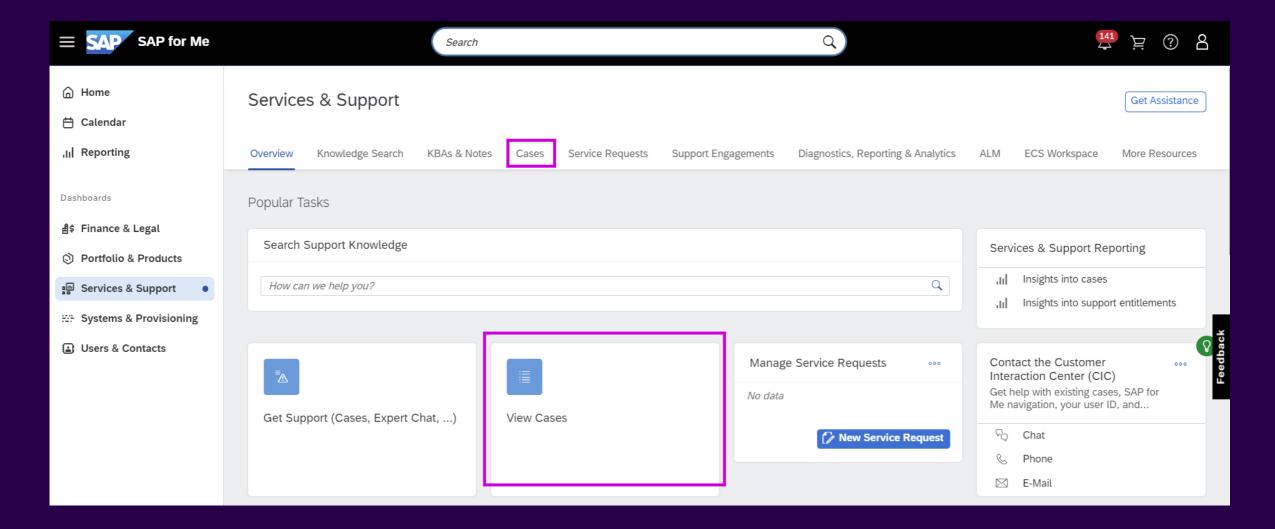


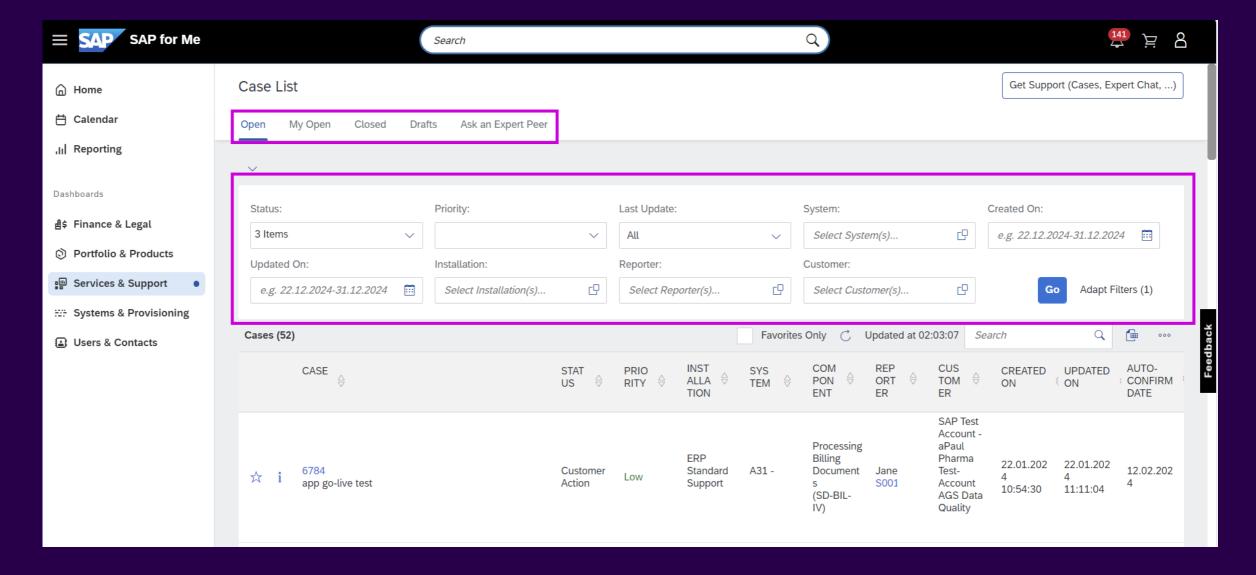
<u>2651981 - Schedule an Expert - Frequently Asked Questions - SAP Product Support</u>

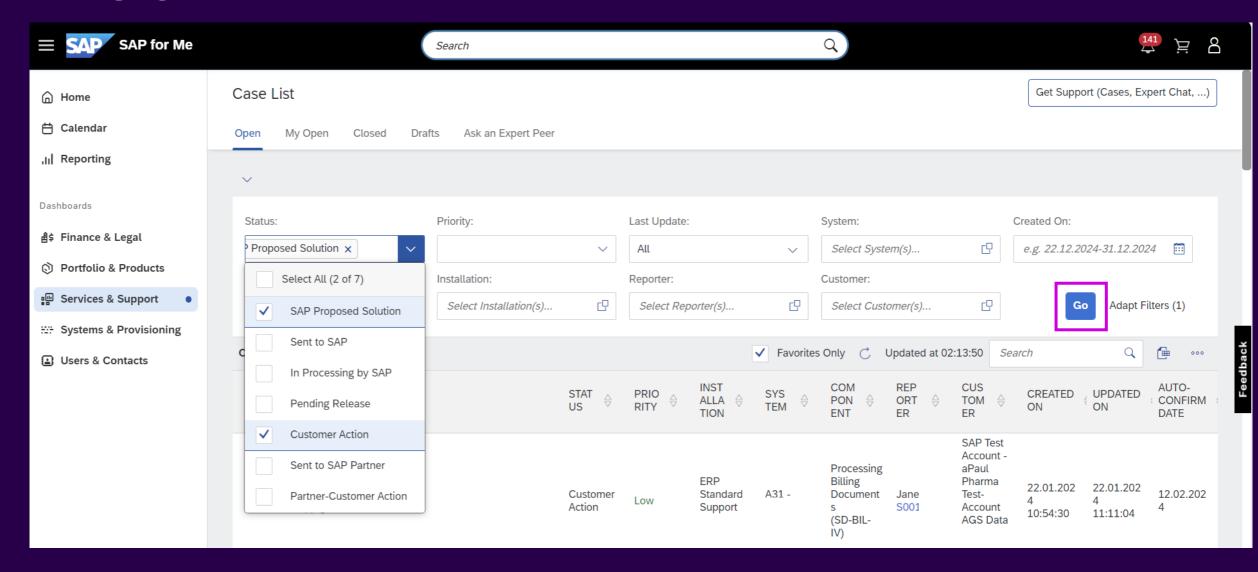


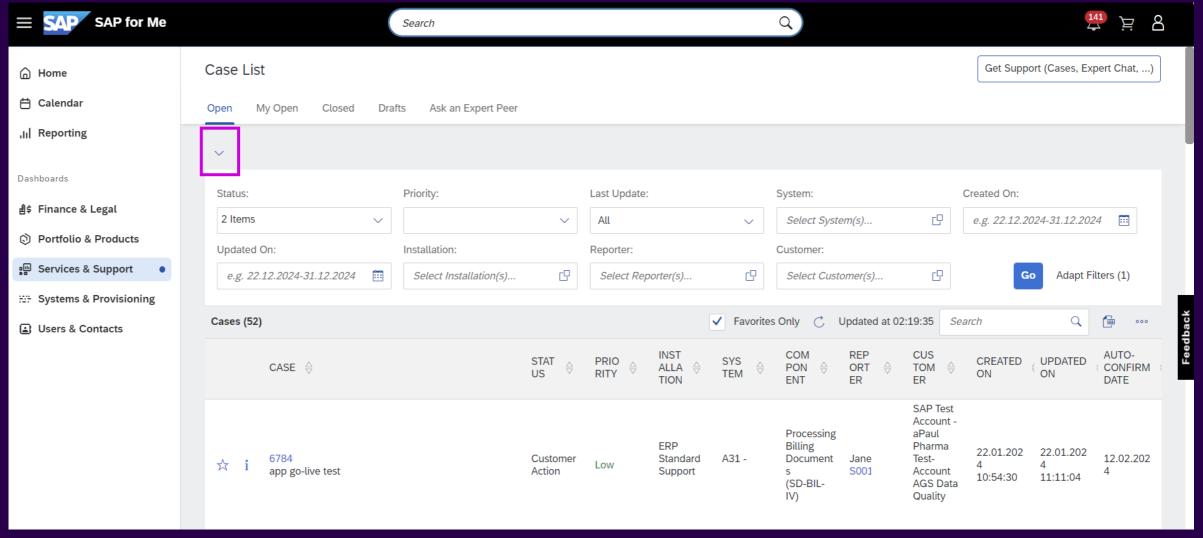
# **SAP Case Resolution Process (High Level)**



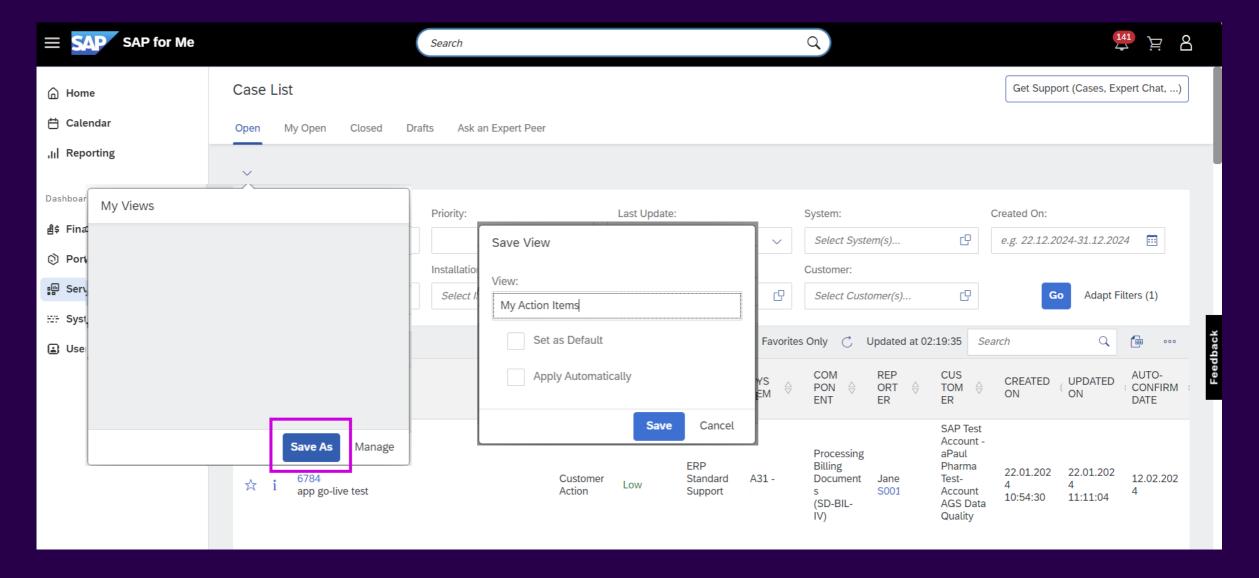




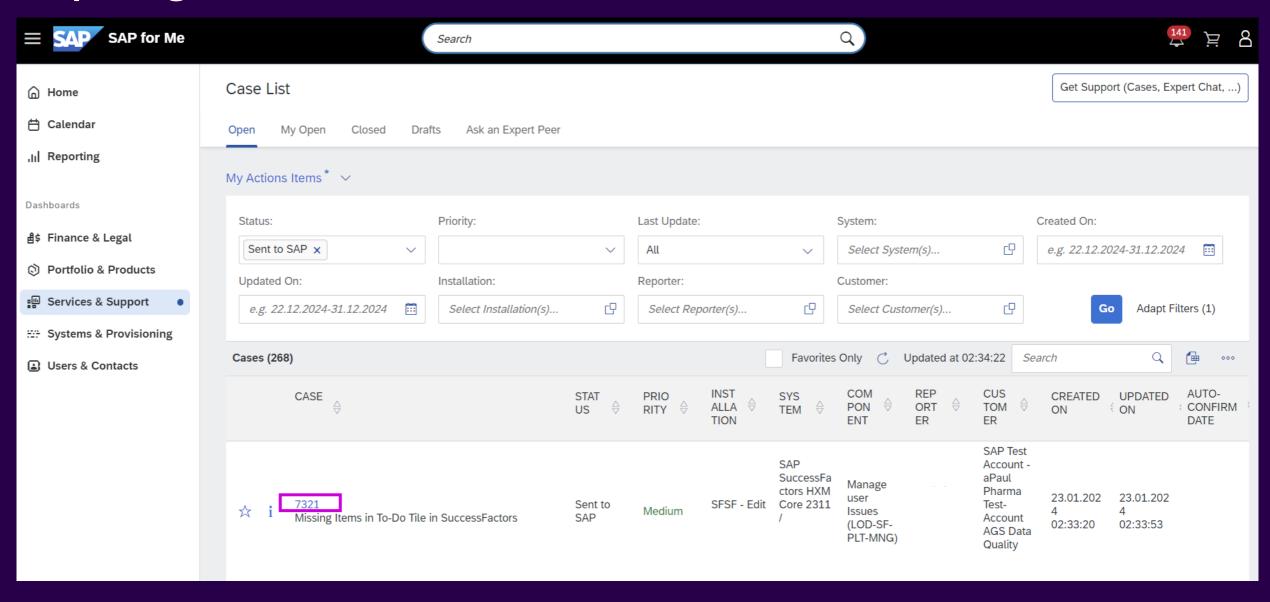




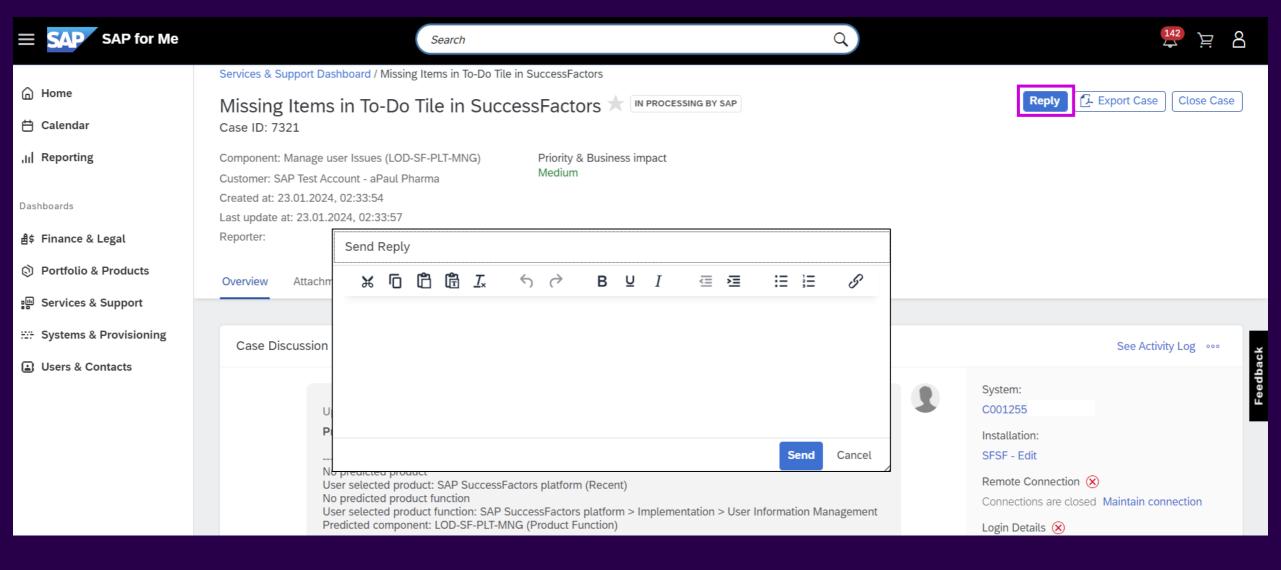
2931236 - How to create customized case lists - SAP for Me



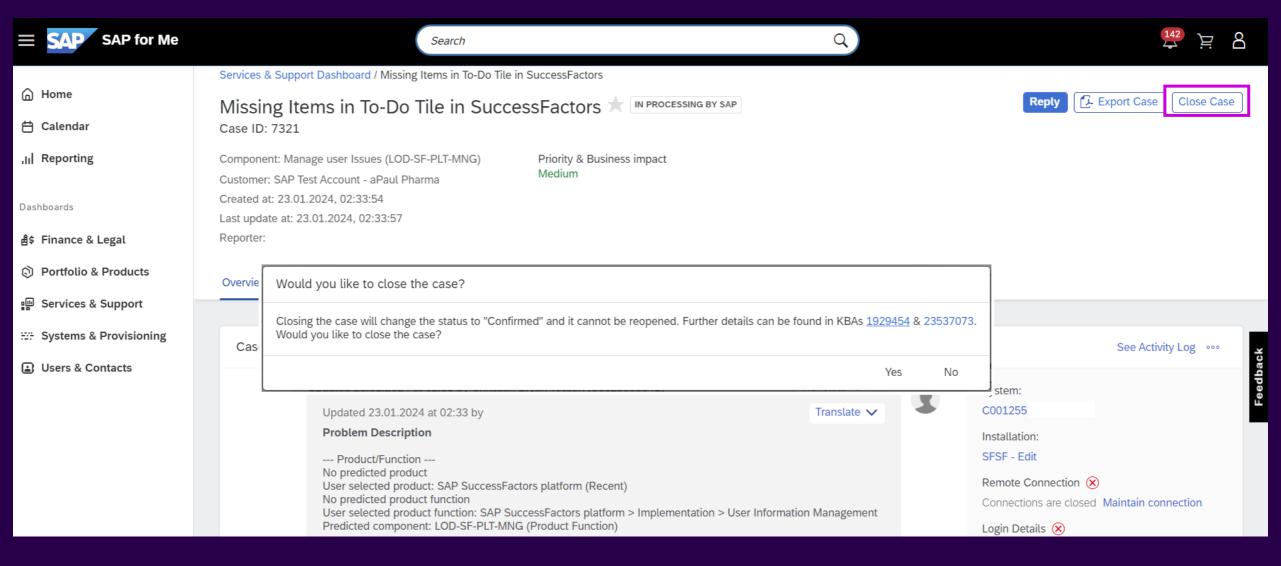
# **Updating Your Case**



# **Updating Your Case**



# **Closing Your Case**



# **Universal ID**

# SAP Universal ID - Demo

https://sapvideoa35699dc5.hana.ondemand.com/?entry\_id=1\_082o7zyc



# Q&A

# Thank you.

