



# Support Webcast: ***Support*** applications in SAP for Me

John Bowley, SAP  
April 19, 2023

Public







# Agenda

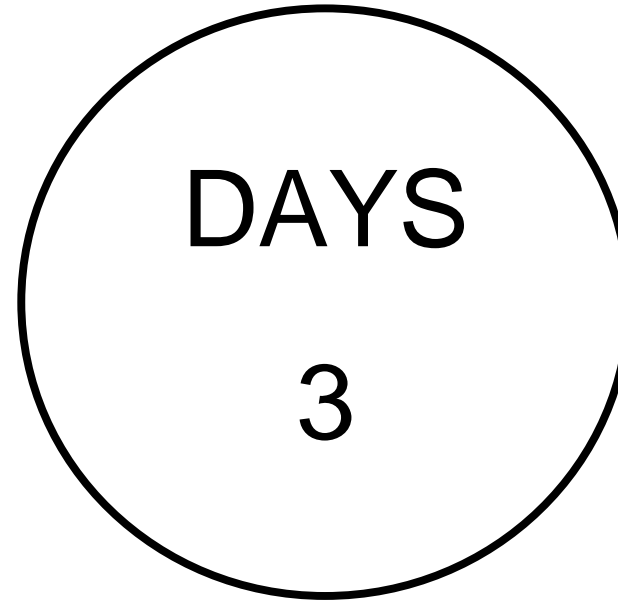
## Support applications in SAP for Me

<input type="checkbox"/> Introduction
<input type="checkbox"/> Walkthrough
<input type="checkbox"/> Q & A





## Countdown



...to go until we'll start the redirect from  
SAP ONE Support Launchpad to SAP for Me



# Support Applications Key Features

Get instant solutions to solve your product issues or engage with us using the '**get support**' application.

Describe Your Issue

Issue Categorization and  
Prioritization

Support Channel  
Recommender

Auto-proposed  
Solutions

Personalized  
Case Management

Omnichannel  
Support

- Cross platform support interactions. e.g. start on SAP for Me portal and pick up on your mobile

AI Predictor  
Services

- Product & Product Function categorization for faster routing
- Business impact guidance and definition

Best Action

- Based on your issue the most suitable support channel will be recommended (Expert Chat, Ask an Expert Peer, Schedule an Expert, SAP Community, Case)

Top Suggested  
Knowledge

- Improved search and suggested knowledge (combine hot and trending solutions, and new search engine)

New  
Case List

- Easy to use tabular lists (My Cases, Open Cases, Sessions, Drafts etc)
- Personalized filters and sorting





# Agenda

## Support applications in SAP for Me

- ☐ Introduction
- ☒ Walkthrough - Get Support (Case, Expert Chat...)
- ☐ Q & A



- 🏠 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.



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Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Overview

Knowledge Search

Knowledge Base

Product Support

Cases

Service Requests

Support Engagements

Diagnostics, Reporting & Analytics

Application Lifecycle Management

ECS Workspace

Related Information

Top Tasks



Get Support (Case, Chat, ...)



Manage Remote Connections

In Focus

Get Started

Welcome to Support

Services and Support from SAP

How-to Videos

Real-Time Support

Product Support Accreditation

For Cloud Partners: Support & Succes...

For Value Added Resellers: Support C...

Select Existing Draft

The following are the latest saved drafts:

My Drafts

Other Drafts

Ledger consolidation gives error 1294

15.04.2023, 01:15:31 PM



Compensation adjustments not reflected in TTC letter

15.04.2023, 01:11:48 PM



Error 605 on syslogs in masterdb

15.04.2023, 01:08:33 PM



See More Drafts

Cancel

Report New Problem

00001740912023

test for case detail

MEDIUM

1 day ago

View All Support Cases (513)



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Services & Support

Systems & Provisioning

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

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

Exit

Customer: S-User:

Basic Information

0/2

Best Action

Short Description\*

Please enter a short description

System\*

Please select a system

Recommended Solutions

Find More



No Recommended Solutions

You can view recommended solutions related to your issue here.

Continue



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

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

Exit

Customer: S-User:

- Basic Information 1/2
- Best Action

Short Description\*

Consolidated reporting column heading not displaying with the correct offset

System\*

Please select a system

## Recommended Solutions

Find More



## No Recommended Solutions

You can view recommended solutions related to your issue here.

Continue



SAP

SAP for Me

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Custom

Finance

Partner

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

Exit



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

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

Exit

Customer:  S-User: 


-  Basic Information
-  Best Action

### Short Description \*

Consolidated reporting column heading not displaying with the correct offset

### System \*

AAA


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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

 Find More

#### TRENDING

[How to configure SSL Certificates for Universe Client Tools](#)

How to configure SSL certificates for Universe Client ToolsWhat is the support for SSL for database reporting...

BI-BIP-IDT

KBA (How To)

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
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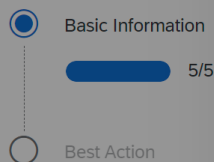
 Users & Contacts

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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...

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

Exit

Customer:  S-User: 


- Basic Information
- 5/5
- Best Action

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

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

Exit

Customer:  S-User: 


- Basic Information
- 5/5
- 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.

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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### Recommended Solutions

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

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

Exit

Customer:  S-User: 

 Basic Information

 4/5

 Best Action

Priority\*

Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability.

We require some additional information for Very High cases in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.

Primary Contact\*

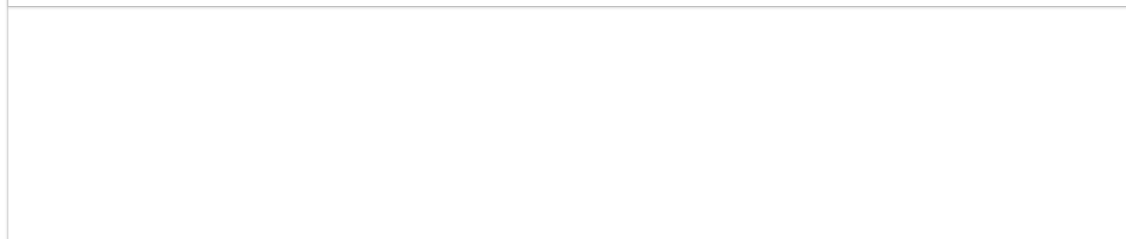
Secondary Contact

Select a business impact category from the dropdown menu\* 

-- Please select a business impact category --

Business Impact\*





Save

Continue

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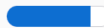
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## Get Support (Case, Chat, ...)

Exit

Customer:   S-User: 

 Basic Information

 4/5

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We require some additional information for Very High cases in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.

Primary Contact\*





Secondary Contact





Select a business impact category from the dropdown menu\* 

-- Please select a business impact category --

-- Please select a business impact category --

A productive Service/System is completely down.

Core business processes affected.

Go-live impacted.

Security issue.

Save

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

### Priority\*


Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability.

We require some additional information for Very High cases in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.

### Primary Contact\*

### Secondary Contact

Select a business impact category from the dropdown menu\* 

A productive Service/System is completely down.

### Is there a workaround?\*


☐ Yes ☐ No

### Is there financial loss?


☐ Yes ☐ No

### Number of Users Affected

### Since when is Production down?



### Business Impact\*



Continue

### Recommended Solutions

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

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

Exit

Customer:  S-User: 


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### Product Function \*

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### Priority \*

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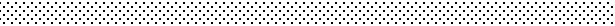
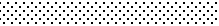
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Services & Support / Get Support (Case, Chat, ...)

## 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

Continue

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 Find More

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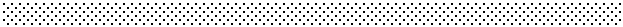
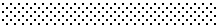
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Exit

Customer:  S-User: 

 Basic Information

 Best Action

Create a Case

 Detailed Information

0/1

 Attachments

No File


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 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*     

Continue

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SAP Help Portal

[Blog Posts for SAP BusinessObjects - Semantic Layer - SDK](#)

Get to know professional and personal experiences, views and insights of SAP Community members.

SAP Community

[Questions around SAP BusinessObjects - Semantic Layer - SDK](#)

Find questions and answers from SAP Community members related to SAP BusinessObjects - Semantic Layer - SDK


SAP Community



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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

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



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

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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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

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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.helmling@sap.com

Secondary Contact

 Select a Contact

Add New Contact

Select a Contact



Test AS 01

RD02 2023

email exists 3

Tommaso AAAAAAA

Cancel

Exit

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.**

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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.helmling@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

### Recommended Solutions

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⚙️ 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

Create a Case

✓ Detailed Information

✓ Attachments

No File

○ Contacts

1/1

○ Submit

Reporter\*

👤 Test Hybrid 🌐 CET

Primary Phone: [Redacted]  
Secondary Phone: [Redacted]  
Email: [Redacted]

Secondary Contact

👤 Select a Contact

Primary Contact

👤 John Bowley 🌐 UK

Primary Phone: [Redacted]  
Secondary Phone: [Redacted]  
Email: [Redacted]

System Opener

👤 Select a Contact

Add New Contact

Continue

Recommended Solutions

Find More

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


Exit


Customer:  S-User:

 Basic Information


 Best Action

Create a Case

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

Exit

Customer:  S-User:

☒ Basic Information

☒ Best Action

Create a Case

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☒ 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

Program error

[Nonsensical columns on "Composition" tab](#)

Component: Product Safety Module: Specification Management  
You open the ALV-based tab for compositions to display...

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





# Agenda

## Support applications in SAP for Me

- ☐ Introduction
- ☒ Walkthrough - Case List
- ☐ Q & A



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📦 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



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- 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)

Updated at 14:32:27

Filter

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

Services & Support

- Overview
- Knowledge Search
- Knowledge Base
- Product Support
- Cases
- Service Requests
- Support Engagements
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- Related Information

Support & Maintenance

Get Support (Case, Chat, ...)

- Open Cases
- My Open Cases
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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)

Updated at 14:32:27

Filter

ID	SUBJECT	STATUS	PRIORITY	INSTALLATION	SYSTEM / PRODUCT	COMPONENT	REPORTER	CUSTOMER	CREATED ON	UPDATED ON	AUTO CONFIRM DATE
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# Services & Support

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- Knowledge Base
- Product Support
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- 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
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- Sessions

Standard

My Views

Standard

My High cases

My Very High cases

Save As

Manage

Last Update:

System:

Created On:

Changed On:

Installation:

Within last 4 Weeks

Select System(s)...

dd.MM.yyyy - dd.MM.yyyy

dd.MM.yyyy - dd.MM.yyyy

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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## Support applications in SAP for Me

- ☐ Introduction
- ☒ Walkthrough - Case Edit
- ☐ Q & A



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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 ( ) 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

Translate

**Info for Customer**

ATF Test Case ( )

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

Translate

**Problem Description**

A: ( )

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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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

Schedule An Expert Schedule a Session

There are currently no items in this section.

Past Sessions

Schedule A Manager

No SAM sessions found

Your product does not offer the Schedule a Manager service





# Questions?





## Further Information

### GENERAL OVERVIEW

- Log in to the portal
- Visit our website
- Download the app [Apple Store/](#)  
[Google Play](#)

### DEEP DIVE

- View the specific blog posts
- Follow us via #sapforme
- Watch the Introduction Video

### SUPPORT

- Use the SAP Support Portal
- Explore the SAP for Me Online Help
- Review the permissions





**Thank you.**