New Product Support Channel
Ask an Expert Peer for SAP SuccessFactors

Customer Support Process & Innovation Office, SAP Global Performance Organization
April 9, 2020

PUBLIC

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Agenda

Introduction

What is Next-Generation Support?

Ask an Expert Peer - Real-time Support

SAP's real-time channels strengths and best uses

What products is Ask an Expert Peer available for?

Sample questions

Who are the Ask an Expert Peer Experts?

Demo of Ask an Expert Peer

What is Next-Generation Support?

Next-Generation Support

Next-Generation Support is an approach which uses **innovative tools and services** to help you get assistance **anytime, anywhere – from any device**. Our goal is to help businesses, IT users, and partners to work more effectively with our software by simplifying solutions; providing readily accessible knowledge base tools; and offering **direct access to support experts**.

SAP is reimagining support with [Next-Generation Support](). Next-Generation Support focuses on effortless, anytime, anywhere support, leveraging the latest technology and tools to speed time to answers. **Key areas of focus** of Next-Generation Support include:

- Anywhere access through **mobile** and **built-in support**
- **More channels** of access to SAP for help, and increased ease of access to expert help – seamlessly integrated
- Easy-to-use and comprehensive **self-help tools and resources**
- **Personalized** help and resources to speed time to answers
- More interactive help through use of **social media**
- New **cloud** product-specific **tools and dashboards**
  ……. All seamlessly integrated for an effortless support experience

SAP's Next-Generation Support is about delivering an amazing support experience to our customers in which we anticipate customers' needs, accelerate their path to accurate answers when they need them, and offer expert help at their fingertips.

Live Business needs live support

Next-Generation Support for the intelligent enterprise

Traditional SAP support

Industry-leading proactive and preventive support across all deployment scenarios

Next-Generation Support

Groundbreaking support for the intelligent enterprise. Tools & Services.

Self-service and incident prevention

To help you quickly and easily get the answers that you need

Real-time interaction

To speed your time to issue resolution

Personalized, Context-Sensitive Support

Help that you need, exactly where and when you need it

Artificial intelligence and machine learning

To accelerate paths to relevant answers

How does Ask an Expert Peer fit into the Next Generation Support offering?
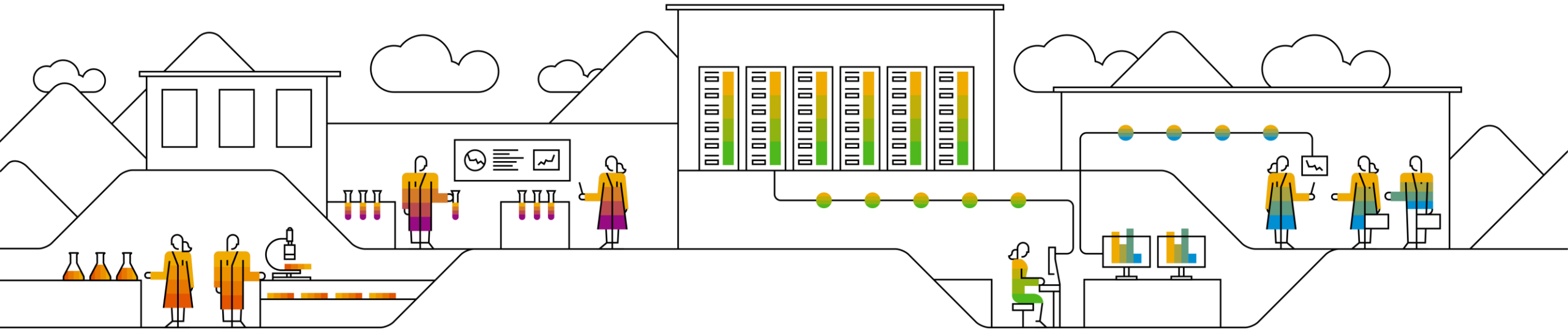
Live Business needs live support

Next-Generation Support for the intelligent enterprise

Self-service and incident prevention

Next-Generation Support has several comprehensive solutions – so you never have to ask a question, and if you do have a question, you receive an answer instantly.

- SAP Knowledge Base Articles (KBAs) via Google search
- Guided Answers
- SAP's Incident Solution Matching
- SMS notifications
- Cloud Availability Center
- SAP BusinessObjects BI support tool
- Automated search for SAP Notes
- Performance Assistant
- SAP Community
- Support by Product

Real-time interactions

We offer real-time support channels with live and direct access to SAP's support experts.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer
- Call-1-SAP & Customer Interaction Center (CIC)

Digital support experience
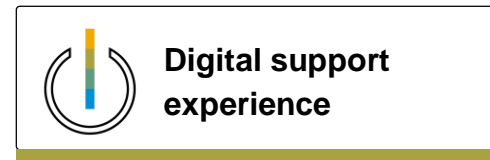
Benefit from a seamless and intuitive omnichannel support experience with personalized, context- sensitive support when and where you need it.

- SAP ONE Support Launchpad
- Social Media integration
- Built-in support
- SAP Cloud Trust Center

AI / Machine Learning

SAP constantly innovates to improve our products and provide you with a world-class support experience.

- Thought leadership
- Artificial Intelligence / Machine Learning
- Incident Solution Matching

Real-time interaction
Ask an Expert Peer

Ask an Expert Peer lets you collaborate on your technical, product-related questions, one-on-one, with a qualified and approved expert **outside** of SAP.

Overview

- New support channel option available for all SAP SuccessFactors Solutions
- Privately interact one-on-one with a qualified and approved expert **outside** of SAP
- Peer-to-peer collaboration

Benefits

- Fast issue resolution for your basic inquiries and low to medium priority incidents
- Reduce your waiting time for response and resolution
- Benefit from industry insights along with an experienced perspective about your question
- Private conversations, issue resolution through chat or e-mail

Access

- Access Ask an Expert Peer directly from the landing page
- Or by clicking the Ask an Exper Peer button on the home page of SAP Support Portal
- ***Limited availability**: This service is only available for SAP SuccessFactors Solutions.

Preview
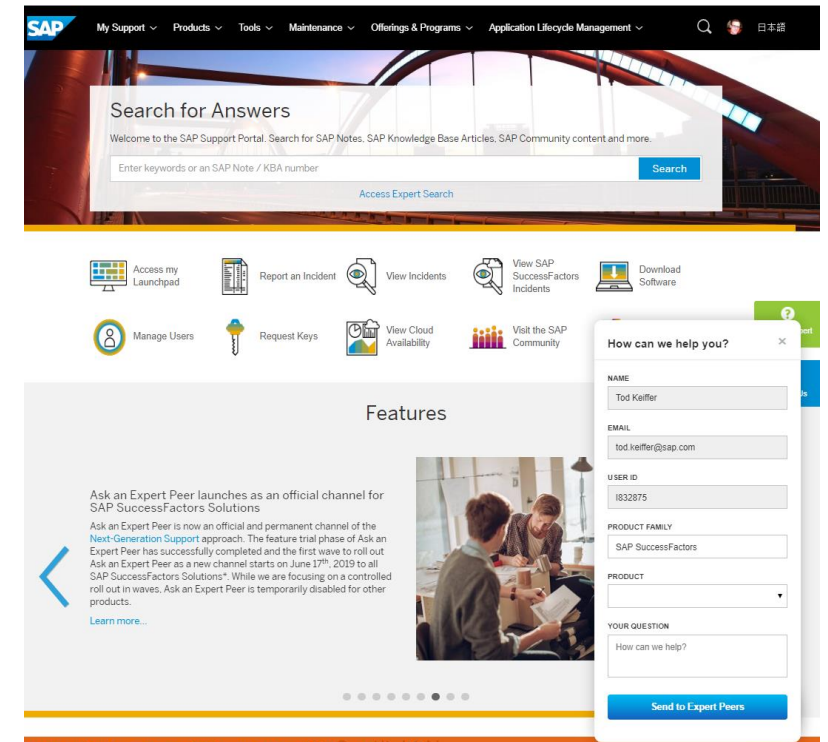
SAP Support Channels Explained

	Traditional Incident	Schedule an Expert	Expert Chat	SAP Community	Ask an Expert Peer
Channel					
Question Routing					
Expert Pool	SAP Support Engineers			Volunteer Community Contributors	Approved Expert Customers*

*Customer experts could be SFX accredited customers, Mentors, Partners, expert customers
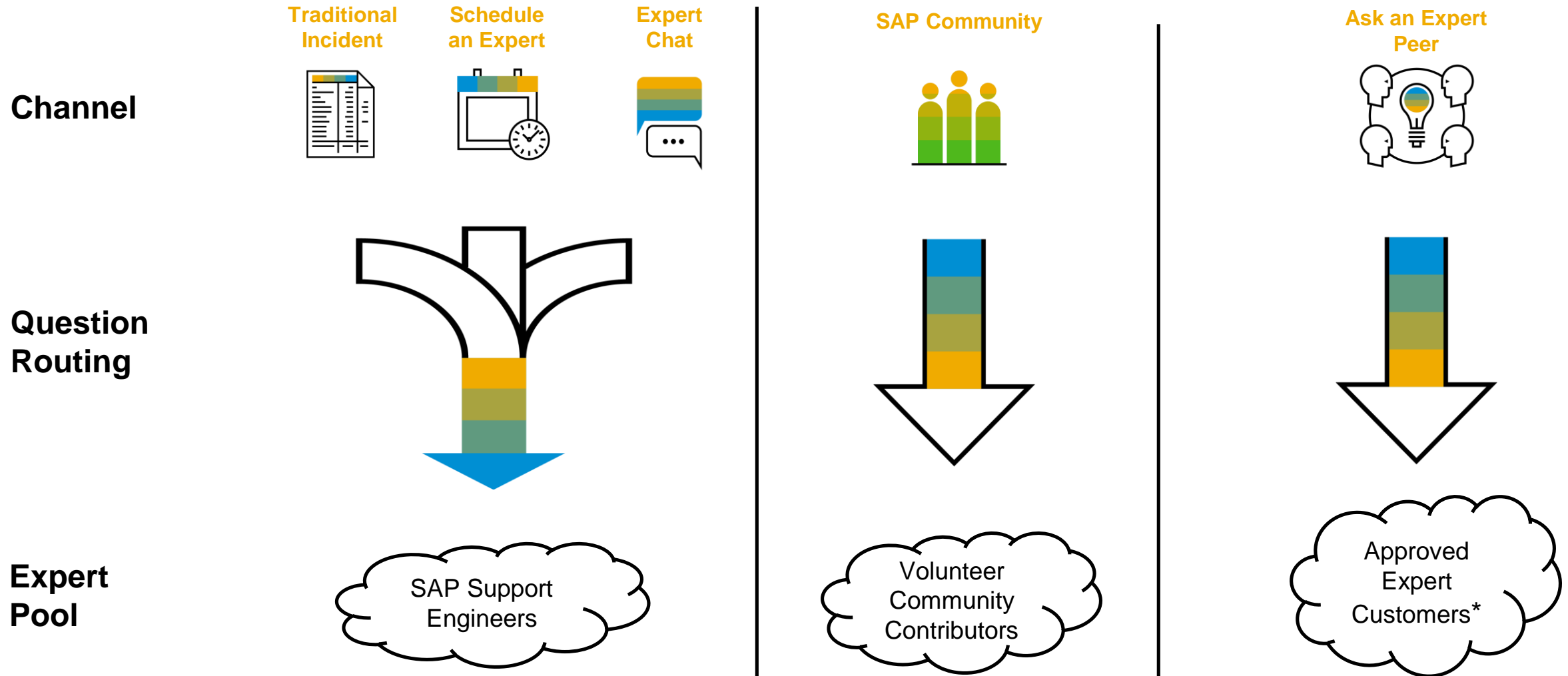
Live support channels flow

Illustrative

Typical incident flow
Traditional incident

IRT

Gather incident-related information

Root cause analysis in support and development

Request system access

Preparation of solution

∅ 6 replies to customer
14-45 days processing time
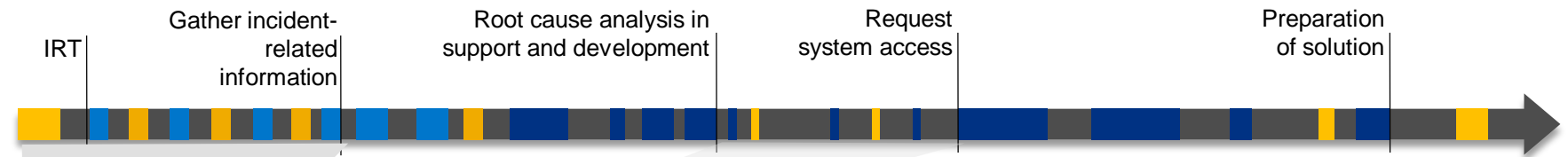
Chat processing and screen sharing

Root cause analysis in support and development

Preparation of solution

Expert Chat

~5,000 sessions / week
60-70% solution rate
~30 min ∅ length of chat duration

Optional process if chat does not result in a solution

Expert Session & Screen Sharing

Schedule an Expert
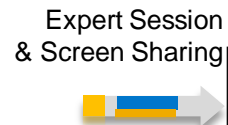
600 sessions / month
40-50% solution rate
30 min length of call duration

Ask an Expert Peer*

500 Questions / month
88% solution rate
Median IRT 5 Mins

*illustration uses chat scenario.
Interaction also possible via e-mail

Incident in process at support

Incident in process at customer

Incident in process at development (SAP)

Question in process at external expert

Incident waiting time

SAP's real-time channels strengths and best uses

	Schedule an Expert	Expert Chat	Ask an Expert Peer
Low & Medium Priority	✅	✅	✅
High Priority	❌	✅	❌
Very High Priority	❌	❌	❌
Technical & Functional Issues	✅	✅	✅
Possible Defect	✅	✅	❌
Analysis may require remote access	✅	✅	❌
Desire real-time response	❌	✅	✅
Desire industry-experienced insight			✅

Summary of Benefits

- Collaborate on your technical, product-related questions through private interactions with qualified and approved expert outside of SAP

- Fosters peer-to-peer collaboration

- Fast answers - Chatting with the expert peer provides you answers in real-time.

- Fast issue resolution for your basic inquiries and low to medium priority incidents.

- Benefit from industry insights along with an experienced perspective about your question.

- Quick Access from the SAP Support Portal or the SAP ONE Support Launchpad

What products is Ask an Expert Peer available for?
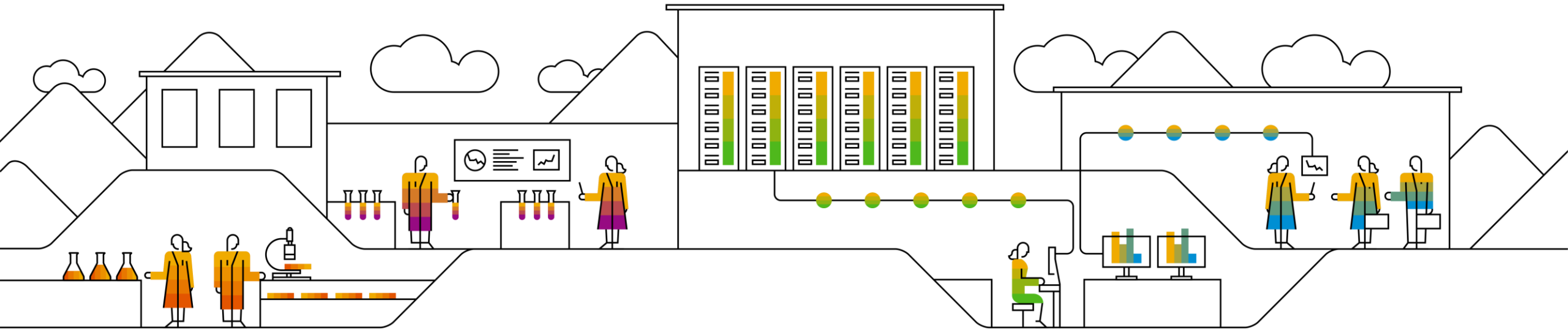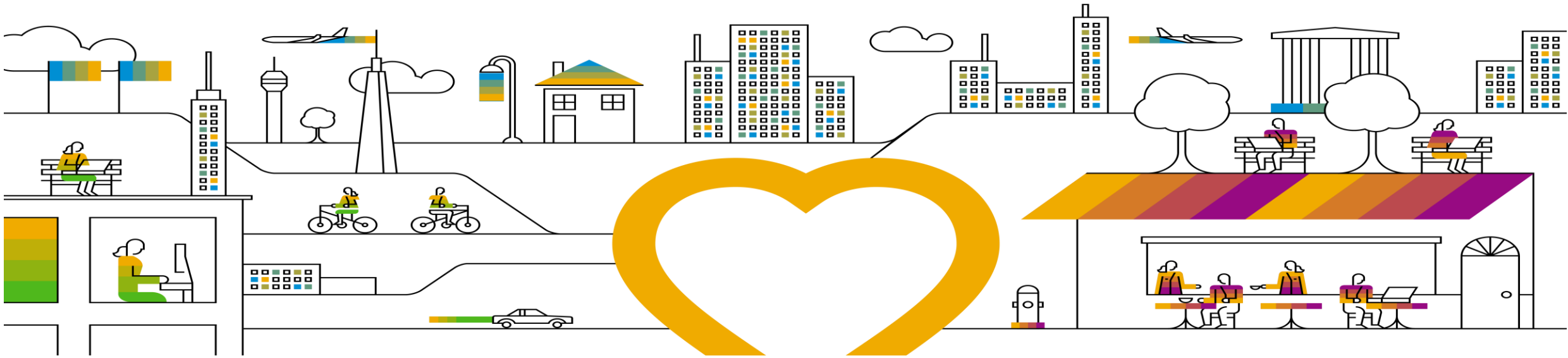
SAP SuccessFactors Learning (LMS) Module

SAP SuccessFactors Employee Central

SAP SuccessFactors Recruiting

SAP SuccessFactors Onboarding

SAP SuccessFactors Succession and Development

SAP SuccessFactors HCM Suite Platform Tech
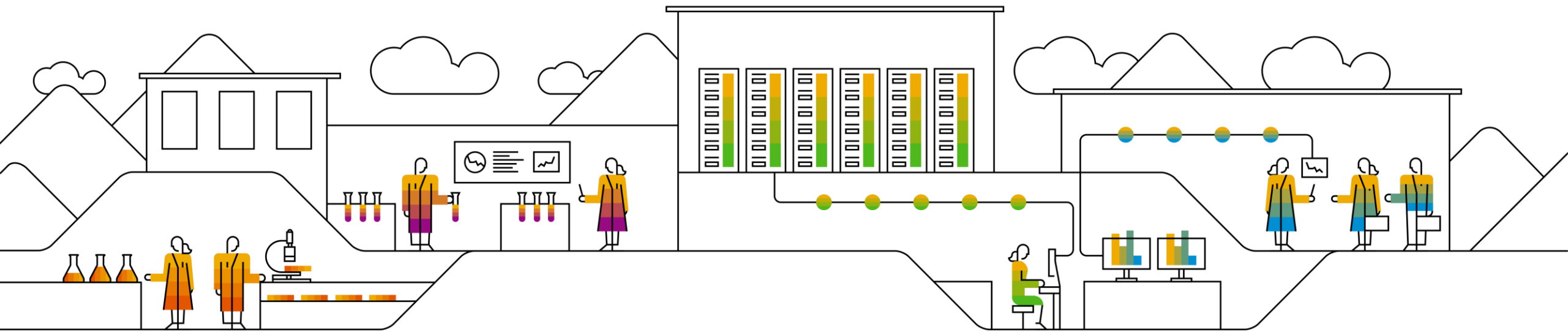
SAP SuccessFactors Performance and Goals
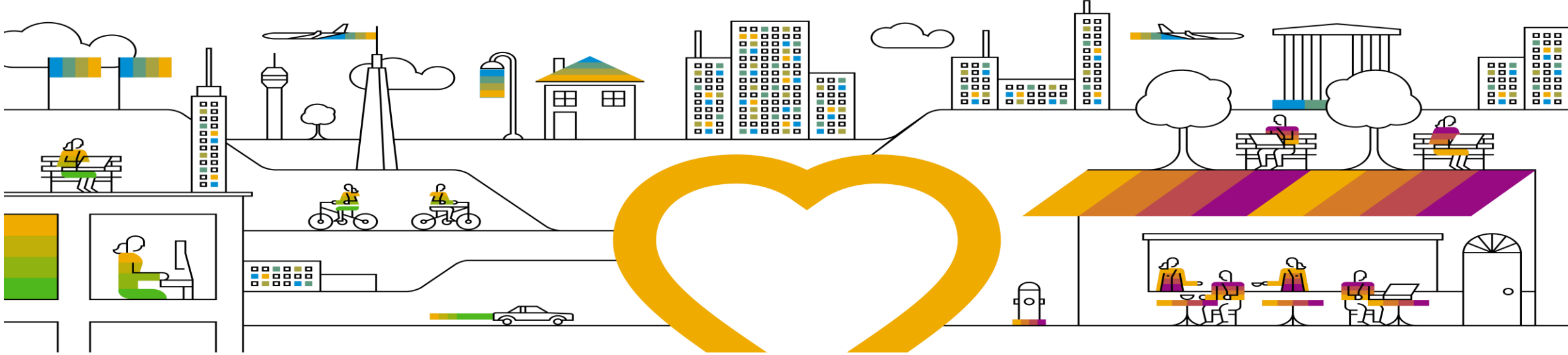
SAP SuccessFactors Recruiting Posting

SAP SuccessFactors WFA & Reporting

SAP SuccessFactors Compensation

SAP SuccessFactors Integrations

Sample questions

SAP SuccessFactors Learning (LMS) Module

Can we add a custom column into LMS Certificate syntax tags?

We are experiencing an issue with scheduled offerings where if a SO is booked in conflict with...

Can Event Notification Subscriptions work with external data interfacing through BizX platform?

I want to inactivate an item in LMS but when I try it gives me an error saying

SAP
SuccessFactors
Employee Central
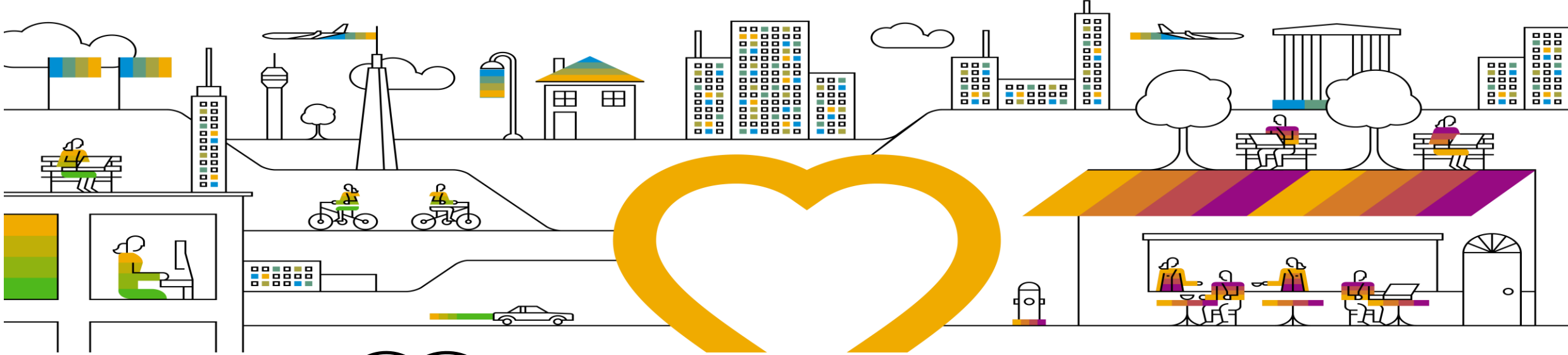
I am trying to build a business rule to dynamically trigger by the change of fields
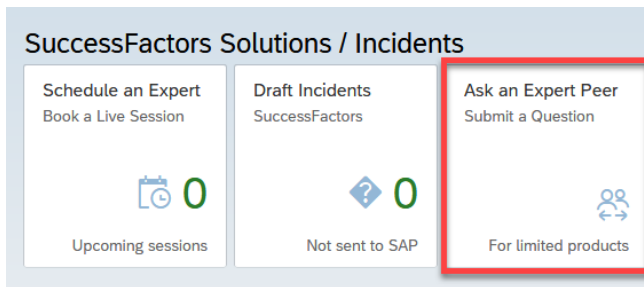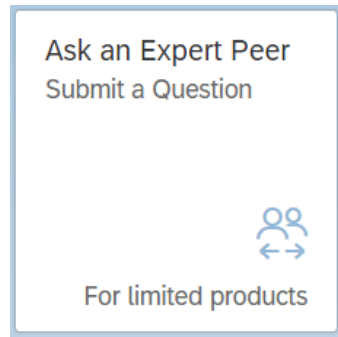
Adhoc reports option is not appearing in report center

Can we sync people profile from dev to Production.
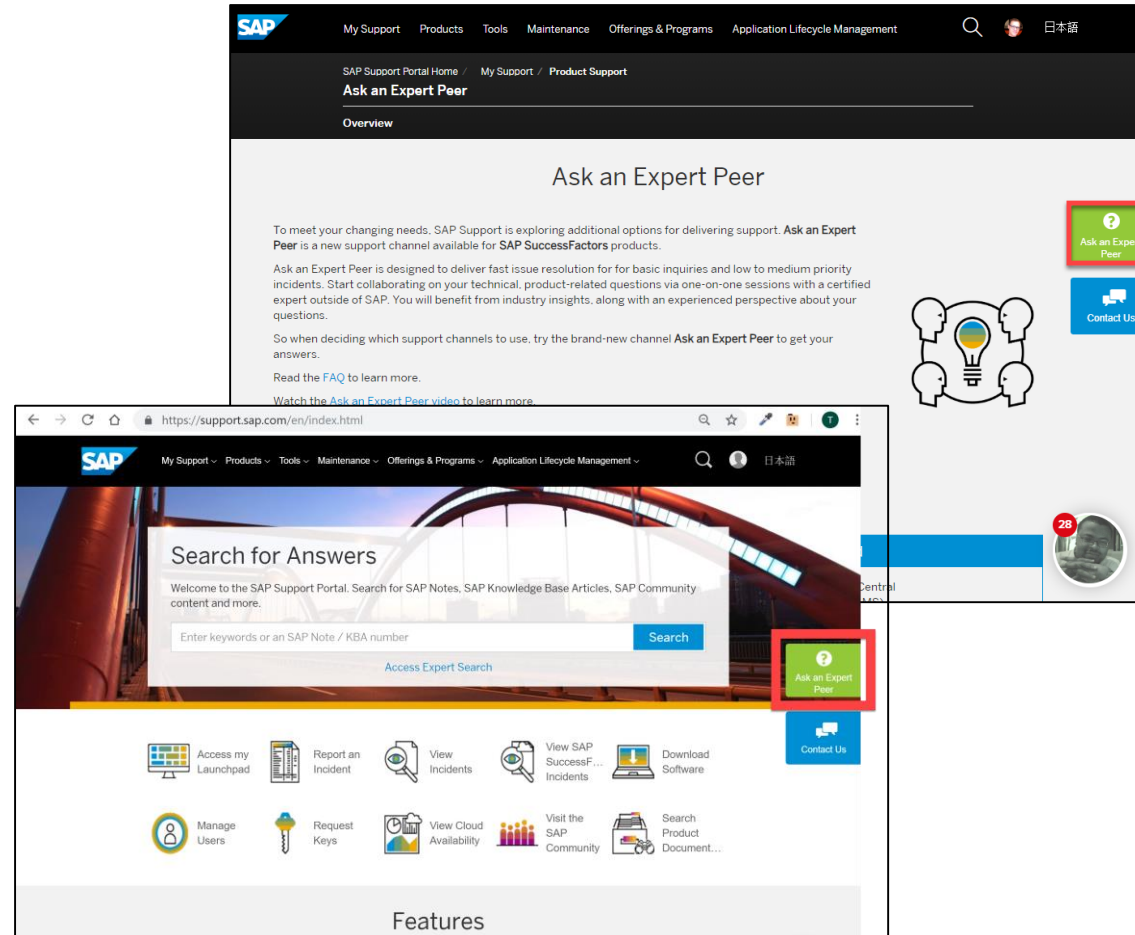
Analytics page is throwing error

How to access

SAP ONE Support Launchpad

Ask an Expert Peer tile is now present for all customers on the SAP ONE Support Launchpad
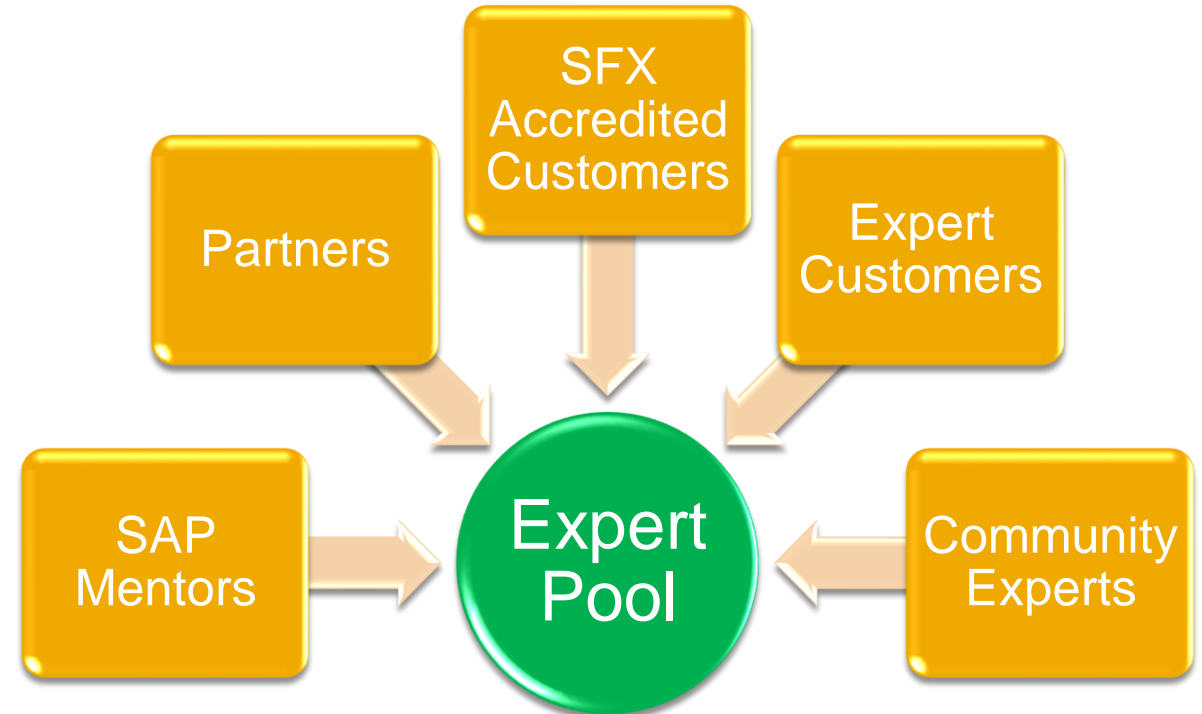
Ask an Expert Peer portal page on the SAP Support Portal

SAP Support Portal home page

Who are the Ask an Expert Peer experts?

- Expert candidates are hand-chosen and go through testing

- The strongest candidates are selected for each product area

- Questions are routed to, and visible only to experts within the product area the question is routed to

SFX Accredited Customers

Partners

Expert Customers

SAP Mentors

Expert Pool

Community Experts

"I like that I got three answers, that way I could be sure that it was correct. It only took a few hours."

"I rated my satisfaction with 10 because I was really happy with not only the solution but also the importance the Expert put into my question."

"I had two experts answering my question. They both successfully helped me in no more than a day."

"By understanding the SAP Worldwide market, involving more expertise is better option for success."

Customer quotes

More information on Ask an Expert Peer and helpful resources

Ask an Expert Peer

Ask an Expert Peer landing page (SAP Support Portal)

Video: Ask an Expert Peer

Article: Crowdsourcing Customer Service: How Ask an Expert Peer is Changing Real-Time Support

Blog: How to leverage industry experience and knowledge for your technical support questions (SAP

Community)

Ask an Expert Peer FAQ

Next-Generation Support Strategy Overview (SAP Support Portal)

SAP SuccessFactors Help (Twitter)

Demo

Any questions?

Thank you.

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