

# Use Expert Chat

## To solve your technical problems

PUBLIC

János NAGY – Global Program Manager – Real-Time Support Channels  
SAP Product Support, April 14th, 2020.

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# 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



**Self-service and incident prevention**  
to avoid incidents



**Real-time interaction**  
to speed your time to issue resolution



**Digital support experience**  
to seamlessly integrate with built-in support



**Artificial intelligence and machine learning**  
to accelerate paths to relevant answers

# 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 Support Portal](#)
- [SAP Knowledge Base Articles \(KBAs\) via Google search](#)
- [Automatic translation](#)
- [SMS notifications](#)
- [Guided Answers](#)
- [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](#)
- [Schedule a Manager](#)
- [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](#)
- [Incident creation application](#)
- [Social Media integration](#)
- [Built-in support](#)
- [Cloud Availability Center](#)
- [SAP Cloud Trust Center](#)



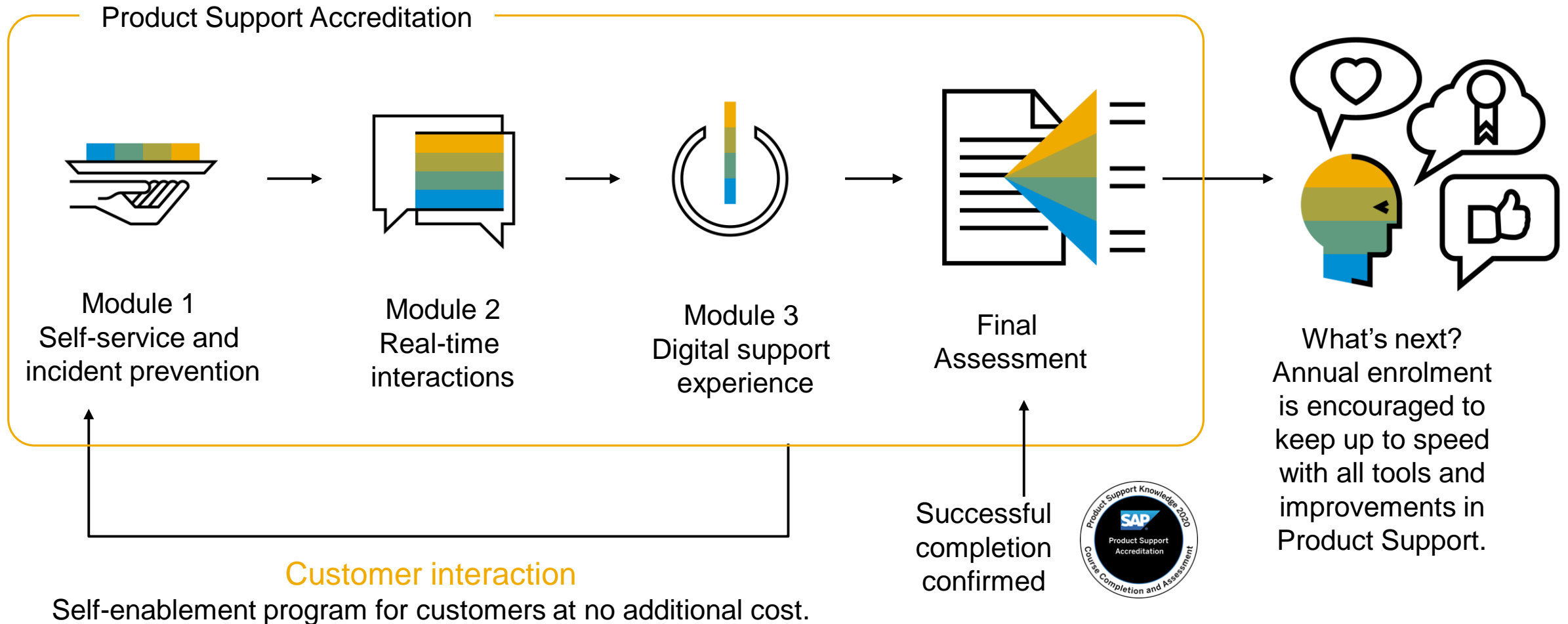
### AI / Machine Learning

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](#)

# Product Support Accreditation

Self-enablement program for customers and partners for Product Support



# Real-time interaction

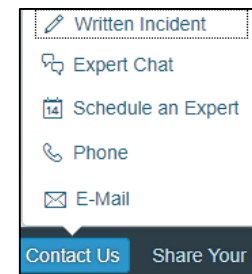
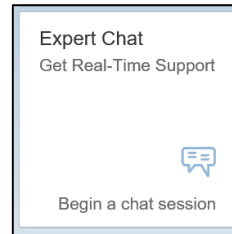
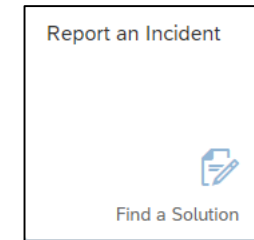
Expert Chat



# Real-Time Interaction

## What is Expert Chat?

- **Expert Chat is a live chat service from SAP Product Support. It connects you instantly to SAP technical support experts** and offers to clarify your questions before filling an incident. It's available for **all support levels and almost all solutions** – at **no additional cost**.
- Generally available since 2017 @SAP ONE Support Launchpad:
  - Dedicated entry point (Chat Tile)
  - Expert Chat functionality is part of the Incident submission process
  - Via Contact-Us menu
- **Recent change!** Customers of SAP Business by Design / SAP Could for Customers products from 2nd December 2019 access can use SAP ONE Support Launchpad.



The logo features a stylized speech bubble icon with three horizontal bars in yellow, blue, and green above it. To the right of the icon, the text "Expert Chat" is written in a bold, black, sans-serif font, and "Benefits" is written below it in a bold, yellow, sans-serif font.

## Expert Chat Benefits

- **Time savings:** Businesses that implement Expert Chat begin to experience significant increases in value from their maintenance and support agreements with SAP.
- **Efficient issue resolution:** Through the Expert Chat service, SAP optimizes support process by consolidating all necessary information at an early stage to solve an issue during the interaction. For more complex issues, a follow-up will take place as an incident.





## Expert Chat

### The major features of SAP's Expert Chat

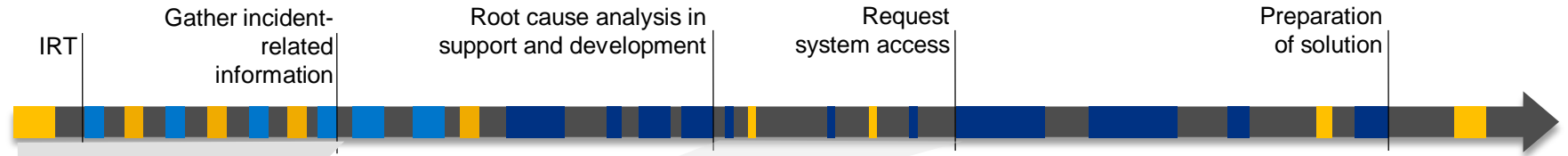
- It connects you with the **same experts who work on your incidents**
- Offers **read-only screen-sharing** option for a clear understanding of your workflow
- **Bi-directional attachment** exchange
- Support expert always **creates an incident** for your convenience
- Safe to use for Customers who **activated EUDP flag** on their systems
- Direct **access to SAP's Customer Interaction Center (CIC)** – see more details later.

# Live support with Expert Chat and Schedule an Expert

**ILLUSTRATIVE**

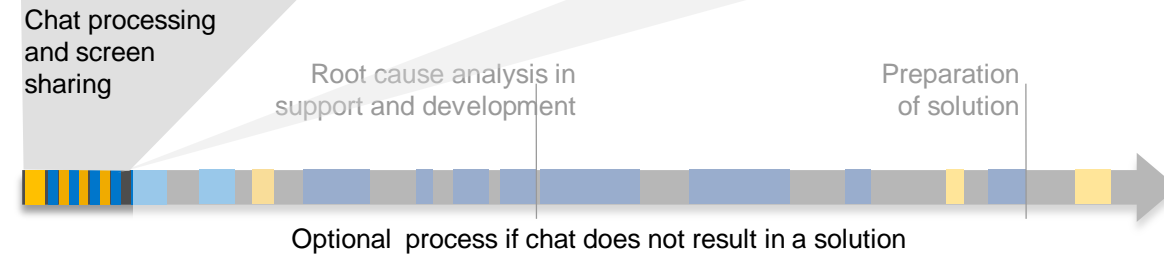
Optimizing the incident flow

## Typical incident flow Traditional incident



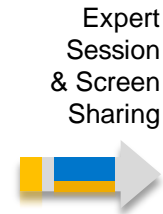
∅ 6 replies to customer  
14-45 days processing time

## Optimized incident flow with Expert Chat



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

## Optimized incident flow with Schedule an Expert



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

## Prepare **Expert Chat** – in 3 steps

1

SAP KBA [2392095](#) - Requirements for a successful Expert Chat session

2

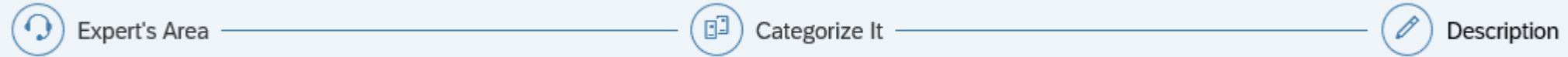
SAP KBA [2570790](#) - Expert Chat Frequently Asked Questions

3

SAP KBA [2213344](#) - Starting an Expert Chat with SAP Support

SAP Support Portal Home / My Support / Product Support

# Example: Workflow on **Expert Chat tile**



1

Selection of Expert Area/  
Component

2

Selection of system

3

Description of the technical  
problem

Start Expert Chat

Join Chat Waiting Queue

We are sorry. There are no chat experts available at the moment. You can submit your issue as a regular incident and someone will contact you as soon as possible. As a reminder, Expert Chat is available Monday to Friday.

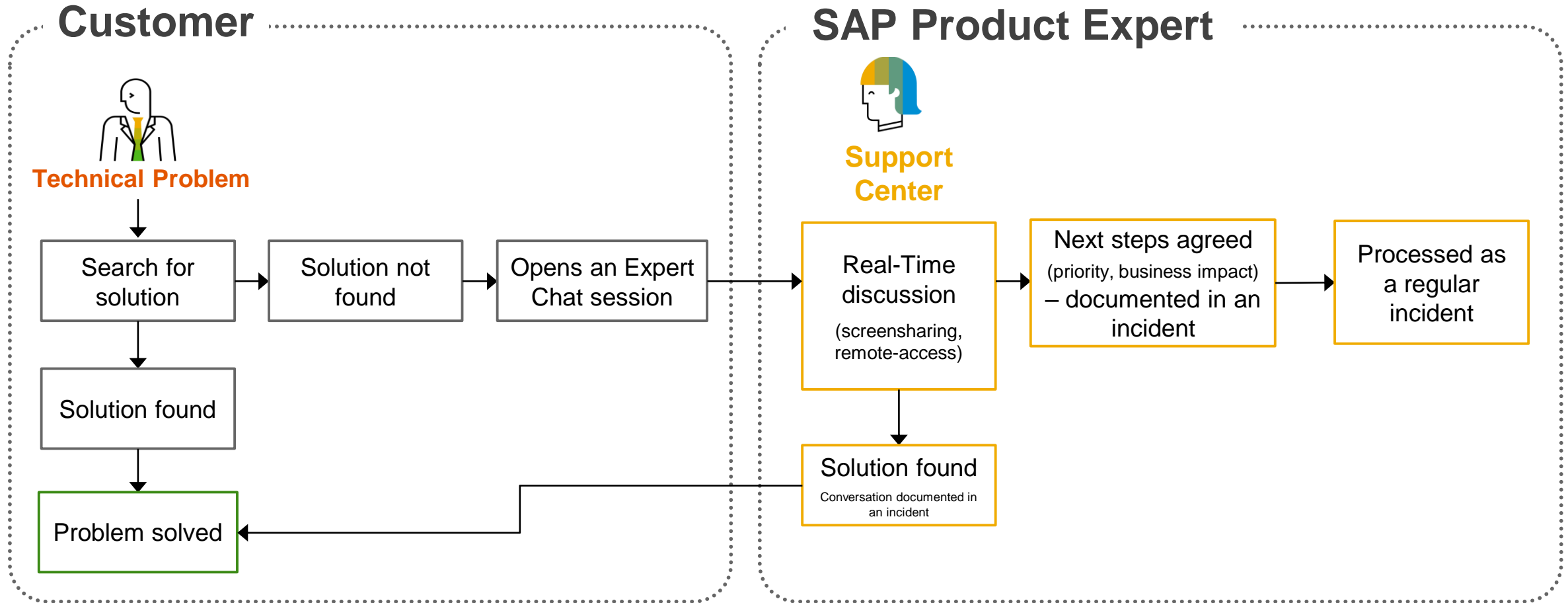
Create Incident

# DEMO

## How to start a Expert Chat

# What happens after Expert Chat session?

## Process at a Glance



**SAP will create a Support Case at the end of the chat session for you to document the interaction.**

# Questions and Answers

# Summary

Notes, links and more



# Upcoming session – Schedule an Expert benefits

## ✓ Schedule an Expert: Benefit from Real-Time Conversation with an SAP Expert

**Date:** April 28, 2020- 04 pm (CET)

**Presenter:** Janos Nagy, Program Manager and Business Product Owner of Real-Time Support (Expert Chat and Schedule an Expert), SAP Hungary

Discover the SAP Next-Generation Support real-time channel *Schedule an Expert* and how it can help you implement and operate your SAP solutions, in any deployment model.

Similar to booking an online doctor's appointment, the [Schedule an Expert](#) service lets you connect one-on-one with SAP support in a live, 30-minute Skype call. Describe your technical issue, select the product area and a time that is convenient for you, and we will find a support expert to assist you. Talk to the same SAP engineer that you would create an incident with – but spend less time waiting for a response and resolution.

Schedule an Expert is ideal if you:

- Prefer a live conversation with a support expert instead of instant messaging or submitting written incidents
- Want to use screen sharing to illustrate an issue
- Need to schedule colleagues on your call with SAP support
- Want tips for prevention of incidents
- Schedule an Expert is available for all support levels, for new and open incidents
- Learn how to best use Schedule an Expert for your needs!

**Links:**

[Save the Date](#)

[Recording](#)

[PDF](#)

Register at <https://webinars.sap.com/sap-user-groups-k4u/en/ccoe>

# Key take away

Choose the correct channel to get your issue resolved faster

**Choose the Right  
Next-Generation Support Tool  
for Your SAP® Solutions**

Live business needs live support. SAP offers the Next-Generation Support approach for the Intelligent Enterprise – anywhere, anytime, and on any device.

Seeking Guidance on Incident Resolution  
Explore our channels for Next-Generation Support.

Expert Chat  
Start an

The infographic features a dark background with white and yellow text. Below the text is a horizontal line of icons: a staircase leading to a beaker on a stand, a potted plant, a person holding a tablet, a person pointing at a screen displaying a circular process diagram, a person at a desk with a computer, and another person at a desk with a computer. At the bottom, there are two circular buttons: 'Expert Chat' and 'Start an'.

Direct URL to infographic: [PDF](#) or [HTML](#) format.

# More information on SAP Support and the Next-Generation Support approach



## Incident Prevention and Self-Service

Blog: Getting Support Your Way: Self-Service ([LinkedIn](#))

Blog: Self-Service Machine Translation for SAP Notes and Knowledge Base Articles in the SAP ONE Support Launchpad ([SAP Community](#))

Video: [Guided Answers](#)

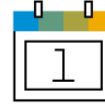
Video: [Cloud Availability Center for SAP SuccessFactors Solutions](#)

Video: [SAP Cloud Trust Center](#)

Video: SAP TechEd 2016, finding answers, [demo on Google search for Knowledge Base Articles](#)

Video: SAP TechEd 2016, Support and social media, [demo on “guided answers”](#)

Video: SAP TechEd 2017 interview on [self-service and community](#)



## Schedule an Expert

Schedule an Expert landing page ([SAP Support Portal](#))

Blog: SAP Expands Schedule an Expert Again ([SAP Community](#))

Blog: How to access SAP’s live support channels ([SAP Community](#))

Video: [Schedule an Expert](#)

Video: [Schedule an Expert for open incidents](#)

Video: SAP TechEd 2017, Next-Generation Support, [demo on Schedule an Expert 2482688 - \\*\\*\\* MASTER KBA \\*\\*\\* Schedule an Expert.](#)

[2476729 - How to book a Schedule an Expert session](#)

[2705707 - How and why to use Schedule an Expert for open incident \[VIDEO\]](#)

[2478334 - How to join a Schedule an Expert session with Skype for Business \[VIDEO\]](#)

[2475939 - How to cancel or reschedule a Schedule an Expert session](#)

[2651981 - Schedule an Expert - Frequently Asked Questions](#)

[2651182 - Schedule an Expert for Open Incidents - Frequently Asked Questions](#)



## Expert Chat

Expert Chat landing page ([SAP Support Portal](#))

Blog: Expert Chat ([LinkedIn](#))

Blog: Live Expert Chat Services ([LinkedIn](#); [Digitalist](#))

Blog: Real-Time Support ([LinkedIn](#))

Video: [Expert Chat](#)

Video: [SAP Mentor Karin Tillotson and Andy Cobbold on continuous improvements on the Next-Generation Support Portfolio](#) – from SAP TechEd Las Vegas 2018

Press release and analyst guidance:

Expert Chat ([press release](#))

Expert Chat in Gartner Note ([press release](#))

[2213344 - Starting an Expert Chat with SAP Support \[video\]](#)

[2392095 - Requirements for a successful Expert Chat Session with SAP Product Support](#)

[2570790 - Expert Chat Frequently Asked Questions - SAP Product Support](#)



## SAP ONE Support Launchpad

Blog: Tips and Tricks for SAP ONE Support Launchpad ([SAP Community](#))

Blog: How to manage your launchpad notifications settings ([SAP Community](#))

Video: [SAP ONE Support Launchpad](#)

Video: [SMS Notifications for SAP ONE Support Launchpad](#)



## Social media

SAP Support Help on [Twitter](#)

SAP Cloud Support on [Twitter](#)

WhatsApp landing page ([SAP Support Portal](#))

# Thank you.

Contact information:

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Channels

SAP Product Support

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