What a Customer Should Know About SAP Incident Management

Next-Generation Support for the Digital Enterprise

SAP Digital Business Service
April, 2020
Agenda

1. SAP support basics, Support Backbone, Live Business / Live Support Tools that support you in our own system to find solutions

2. How to search for a solution in SAP One Support Launchpad

3. How to create a customer incident via SAP One Support Launchpad

4. Real Time Support
   How to use the Expert Chat
   How to use Schedule and Expert Session

5. How to speed up and escalate an incident and provide feedback to SAP
SAP support basics
Support Backbone

Contains a variety of target-group-specific Internet portals

- SAP One Support Launchpad
- Help for SAP Support Application
- Release, Upgrade & Maintenance
- SAP Community Network
- Offerings & Programs
- SAP Solution Manager
- Access for SAP Ariba, SAP Fieldglass, SAP Hybris and SAP Concur Support Channels

Your one stop for all support and service-related needs

- SAP Notes search and incident wizard
- SAP software distribution center
- Administration of remote connections
- License key and requests
- SAP service and software catalog
- SAP HANA Enterprise Cloud, SuccessFactors and Support Partner

SAP’s professional social network to get help, share ideas, and connect with others

- Discussion forums, blogs, and videos
- Quick access to expert advice
- Online trainings
- Software downloads
SAP support basics
What is support?

For On-Premise Solutions
- A problem incident dealt with by SAP Support in accordance with the Enterprise Support Cloud Edition maintenance agreement exists if:
  - there is an error in the software
  - an error in the software causes subsequent errors
  - problems exist when implementing corrections (by implementing the SAP correction instructions)
  - standard functions have incorrect documentation
- As long as the custom code was developed in an SAP development environment, SAP performs a root cause analysis for this custom code as part of mission-critical support for incidents that have "Very high" or "High" priority in accordance with SAP Note 67739. As long as the custom code is documented in accordance with the applicable standards, SAP can support you in solving the problem.

For Cloud Solutions
- there is an error in the software or SAP provided Best Practice configuration or with expert configuration done by SAP requested by the customer
- an error in the software causes subsequent errors or configuration causes subsequent errors
- standard functions have incorrect documentation
SAP support basics
What is consulting?

For On-Premise Solutions

- the processing logic of the software, the business processes and Customizing (questions regarding transactions, programs and screens, the contents of screens and printouts and so on)
- the administration (including archiving and recovery) or the tuning of the SAP system, the database or the operating system
- errors that were caused by a modification to the system (for example, using user exits and so on)
- Customizing or problems that occur due to Customizing being incomplete or containing errors
- whether the solution is clear from the short text or from the help text of the system error

For Cloud Solutions

- The processing logic of the software, the business processes and Customizing (questions regarding transactions, programs and screens, the contents of screens and printouts and so on)
- Customizing or problems that occur due to Customizing performed by the customer being incomplete or containing errors
- Whether the solution is clear from the short text or from the help text of the system error

Details in SAP note 83020 - What is Support – What is Consulting: On Premise Solutions
Details in SAP note 2706322 - What is Support – What is Consulting: Cloud Solutions
SAP support basics
SAP incident solving process at a glance

Customer

1. Incident occurs

2. Search for solution
   - Knowledge Base Articles (KBAs) via Google search
   - Guided Answers
   - SAP Community
   - SAP Support Portal
   - Support by Product

3. Solution not found → Create customer incident

4. Solution found → Incident solved

SAP

1. Support Center
   - Investigate the incident
   - Handover incident

2. Development Support
   - Develop and test solution
   - Create a new SAP Note

3. Solution not there

4. Solution found → Solution provided

Contact SAP Customer Interaction Center: https://support.sap.com/contactus or via SAP Note 560499
Live Business needs live support
Next-Generation Support for the digital 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.

Real-time interactions

We offer real-time support channels with live and direct access to SAP’s support experts, creating a faster and more direct route to issue resolution – anytime, anywhere, and from any device.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer (Feature Trial)
- 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
- Built-in support
- Cloud Availability Center
- SAP Cloud Trust Center
- Social Media integration

Innovation engine

SAP constantly innovates to improve our products and provide you with a world-class support experience. As thought leaders, we aim to provide you with state-of-the-art support including machine learning and cognitive computing driven services.

- Thought leadership
- Cognitive computing
Next-Generation Support for the digital enterprise
Self-service and incident prevention

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.

- Knowledge Base Articles (KBAs) through Google search
- Guided Answers
- SAP Community
- SAP Support Portal
- Support by Product
- Proactive outreach through info sessions and WhatsApp
Self-service and incident prevention
Knowledge Base Articles (KBAs) with Google indexing

A KBA provides you with incident-specific information through the SAP ONE Support Launchpad or a search engine – right at your fingertips.

**Overview**
- Incident-specific documents
- Instant publishing
- Enriched content (embedded screenshots)
- Rating and free text commenting features to provide feedback on the quality of a KBA
- Preview available for external search engines

**Benefits**
- Information you can easily access through the SAP ONE Support Launchpad or a search engine when you need it
- Provides you with quick information on your topic of interest

**Access**
- Both KBAs and SAP Notes can be accessed with a valid S-User through the SAP ONE Support Launchpad, or using a search engine (Google)
- Launchpad notification by e-mail: Configure your SAP ONE Support Launchpad to get notifications when SAP Notes or SAP Knowledge Base Articles in your area of interest are created or updated. Check out KBA # 2468675 to learn more.
Self-service and incident prevention

Guided Answers

Guided Answers offers you help by providing a step-by-step guide through an issue or a process.

**Overview**
- Helps you to find the answer through multiple channels
- Uses decision trees concept
- Content grows over time and helps to accommodate new or unforeseen scenarios
- Captures the workflows of support engineers
- Leads you to relevant content (KBAs, SAP Notes, wikis, and more) to address your issues
- Check out the Guided Answers video

**Benefits**
- Receive step-by-step guidance through a particular problem
- Learn how to use the product as well as troubleshoot it
- Select a scenario and be guided towards a solution without any further intervention from a support engineer
- Obtain faster resolution of problems
- Navigate through an easy-to-use interface

**Access**
- [Guided Answers on SAP Support Portal](#)
- Direct Access To Guided Answers
- Or access Guided Answers through the [SAP Support Portal](#) using the search
- Knowledge Base through header navigation

**Preview**

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Self-service and incident prevention
SAP Support Portal

SAP Support Portal allows you to access support anytime, anywhere, and from any device.

Overview
- The SAP Support Portal is your central location for important support updates and tasks
- Easy navigation through simplified navigation structure with five key navigation areas
- Mobile-optimization allows you to access support from anywhere, at any time, and with any device
- Easy and fast access to information and applications on SAP ONE Support Launchpad

Benefits
- 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

Access
- https://support.sap.com
- Check out the SAP Support Portal video

Preview
- Desktop
- Mobile
Self-Service & Incident Prevention
Support by Product

With support by product pages, you get an at-a-glance view of support-related content for products and product versions in the SAP ONE Support Launchpad and the SAP Support Portal.

Overview
- Find support information about your products faster and easier with support by product pages in the SAP ONE Support Launchpad and the SAP Support Portal.
- Product pages in both major support properties contain all you need to know about your product (version) – or guide you to more helpful content if needed.
- SAP ONE Support Launchpad offers a broader range of SAP products.
- Read the FAQ or this news.

Benefits
- On the support by product pages, you will have an at-a-glance view and access to helpful content and resources for your product (version): KBAs, documentation, blogs, web pages, tutorials, release notes, and more.
- Receive easier and faster access of product-related content relevant to you – all compiled on one web page.
- On the product pages, you will find content from different resources consolidated for you.

Access
SAP ONE Support Launchpad (S-user required):
1. Add the "My Products" tile to your personalized home screen or use the new search functionality called "Products" and enter the product name you are looking for.
2. Easily navigate through the content on the product pages.
3. Save product pages as "favorites" for future quick access.

SAP Support Portal:
1. Access through "Products" in the header navigation.
2. Then easily navigate through the product pages.

Preview
Example: Product page in launchpad
Example: Product page in SAP Support Portal
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   Tools that support you in our own system to find solutions

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SAP tools that support you to find solutions
Support Log Assistant

The Support Log Assistant is a new service/tool that allows users to automatically analyze their support-related files directly from within their browser. This leverages the knowledge of SAP Product Support experts and connects known issues that are found within log, trace and other text-based files with solutions and troubleshooting steps.

The Support Log Assistant provides:
- 24/7 automated expert-level analysis of support related files
- Content based file analysis and solution matching
- Faster issue resolution time

See the Support Log Assistant - Wiki for detailed steps on how to get started or watch the video to the right!

The Support Log Assistant is also available directly within the SAP ONE Support Launchpad inside the Incident Form. This feature allows you analyze files that have been attached to the incident to help find solutions before the incident is submitted.

For more information on this feature, see the SAP ONE Support Launchpad Release Notes for Wave 6 2019
SAP tools that support you in our own system to find solutions
Automated Note Search Tool (ANST)

The Automated Notes Search Tool (ANST) is an application that helps customers search for SAP Notes in order to solve a specific issue and works based on the issue replication in the customer system. See [SAP Note 1818192 - FAQ: Automated Note Search Tool](https://support.sap.com/note/1818192) for availability. Read more about ANST on the SAP Community.

Due to the SAP Support Backbone update, calls to SAP Notes search using RFC protocol (RFC destinations such as SAPOSS/SAPSNOTE) will not be allowed for ABAP systems having SAP NetWeaver 740 and above effective January 1st, 2020.

SAP Note [2730525](https://support.sap.com/note/2730525) provides a new API, valid for SAP NetWeaver 740 and above, that calls the SOAP based SAP Note search web service in the SAP Support Backbone. The ANST tool has been adapted to this change by replacing the call to the old RFC API with the call to the new API provided by SAP Note [2730525](https://support.sap.com/note/2730525). This change is available in SAP Note [2732094](https://support.sap.com/note/2732094) and applicable for SAP NetWeaver 740 and above.

For SAP NetWeaver 731 and below, the above-mentioned SAP Notes are not applicable. Hence, SAP Notes search functionality will no longer be supported in ANST effective January 1st, 2020.
SAP tools that support you in our own system to find solutions
Performance Assistant Notes and KBAs Search (PANKS)

Performance Assistant Note and KBA Search (PANKS) consists of a new button added to the performance assistant that searches for SAP Notes and KBAs that are relevant to the incident. PANKS can be installed in customer’s system by applying SAP Note 2020356. It has been included with Support Packages since Support Package 10 in 740.
Whenever you get an error message, the performance assistant is there to help you:

Looking more closely at the performance assistant, you will notice there is a new button.
SAP tools that support you in our own system to find solutions
Performance Assistant Notes and KBAs Search (PANKS)

Click on it and you will get KBAs and SAP Notes related to the error code that are relevant to your SAP NetWeaver system. In the example, PG 259

Or the search parameter is shown if nothing is found
SAP tools that support you in our own system to find solutions
Performance Assistant Notes and KBAs Search (PANKS) for Web UI

In order to implement PANKS for Web UI, you can have a look to the following note:

2337800 – PANKS Integration WUI

If you still don’t have the PANKS for SAP GUI, you must implement first the following note:

2020356 – Search for SAP Notes in document viewers not possible

Read about PANKS on the SAP Community
Other troubleshooting tools
SAP NetWeaver Java Support Tool, Note Assistant, and Landscape Analysis Utility (LAU)

SAP NetWeaver Java Support Tool

The SAP NetWeaver (NW) Java Support Tool connects to a NetWeaver AS Java system and automatically collects the information required for you to troubleshoot an issue before uploading such data to SAP Product Support. It also provides guidance and assistance in the case of needing to apply a patch and analyzing all patch dependencies.

Read about the SAP NW Java Support Tool on the SAP Community

Note Assistant
Easy and Continuous Improvement for your SAP Solution

Note Assistant is a powerful tool for rapidly implementing specific SAP Notes. Note Assistant makes it easy to install specific corrections to SAP solutions. It also recognizes any dependencies on SAP Notes, Support Packages, and modifications that have already been implemented, which helps to ensure you implement all appropriate fixes for your SAP solutions. These capabilities make Note Assistant a useful complement to SAP’s support services.

Read more about Note Assistant

With the SAP Support Backbone update and mandatory digital signing of SAP Notes, the download and upload process of SAP Notes has changed. Post January 1, 2020, the download and upload process will stop working unless Note Assistant (SNOTE transaction) is enabled in ABAP systems to work with digitally signed SAP Notes.
Other troubleshooting tools
SAP NetWeaver Java Support Tool, Note Assistant, and Landscape Analysis Utility (LAU)

Landscape Analysis Utility (LAU)

The Landscape Analysis Utility (LAU) is to be used by support engineers, consultants, and mobility product administrators. It is designed for supporting many aspects of the products and simplifies the process of reporting on the product and landscape configuration, and performing root cause analysis tasks.

Read about LAU on the SAP Community

Purpose
The purpose of this page is to introduce the Landscape Analysis Utility (LAU) for Afaria, a free of charge tool which will be maintained with enhancements and corrections for the foreseeable future. LAU is a Java based tool to be used by support engineers, consultants, and mobility product administrators. It is designed for supporting many aspects of the products and simplifies the process of reporting on the product and landscape configuration, and performing root cause analysis tasks.
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How to search for a solution in SAP One Support Launchpad

SAP Notes and KBAs search – free text search

- Enter your search term
- Start the search
- Chat/SaE/Incident/Search
- Change display
- List/Table view

Here you can set your filter

Reset your filter

Start Expert Search

Repository objects

- SAP Notes & KBAs
- SAP Component
- Number
- Version
- Title
- SAP Component: LOO-SF-EC-CWF
- Number: 2643393
- Version: 2
- Title: Incremental load and Full Purge Import of Work Order on various scenarios of Contingent Worker.
- Category: Problem
- Priority: Normal
- Resolution: Program error
- Creation date: 06.09.2019

- SAP Component: BNS-AR-CR-PND
- Number: 2850830
- Version: 1
- Title: Incremental load of cost center not pulled correctly
- Category: Program error
- Priority: Correction with medium priority
- Resolution: 06.09.2019

- SAP Component: BNS-AR-CH-PND
- Number: 2835689
- Version: 1
- Title: Time stamp was not updated in the ARBCGR_INHDRT table for WBS incremental load
- Category: Program error
- Priority: Correction with medium priority
- Resolution: 06.09.2018

- SAP Component: BNS-AR-CH-BUY
- Number: 2600689
- Version: 1
- Title: Incremental load for WBS; blank time stamp updated when No records are extracted
- Category: Program error
- Priority: Correction with medium priority
- Resolution: 06.09.2018

- SAP Component: SC-V-APO-INT-M-PD...
- Number: 1641550
- Version: 1
- Title: Exporting incremental load of WBS Element master data to SAP Ariba Procurement solutions failed in SAP CRM
- Category: Program error
- Priority: Correction with medium priority
- Resolution: 12.07.2013

- SAP Component: SC-V-APO-INT-MD-PD...
- Number: 1744247
- Version: 1
- Title: Existing emergency contact information purged when performing incremental load
- Category: Program error
- Priority: Correction with high priority
- Resolution: 19.10.2015

- SAP Component: SC-V-APO-INT
- Number: 1389467
- Version: 1
- Title: Inconsistency in CIF incremental load for material
- Category: Program error
- Priority: Correction with low priority
- Resolution: 19.10.2009

- SAP Component: EIM DI
- Number: 13042830
- Version: 1
- Title: "Composite Employee Data Import" job in provisioning is set to run as incremental load but when saving job changes to full purge
- Category: Program error
- Priority: Correction with medium priority
- Resolution: 11.11.2007

- SAP Component: SCM-ES
- Number: 2220018
- Version: 2
- Title: Incremental data load does not work in SAP Analytics Cloud (SAC)
- Category: Program error
- Priority: Correction with medium priority
- Resolution: 06.01.2020

- SAP Component: SCM-ES
- Number: 2223649
- Version: 1
- Title: Incremental load behaves like full purge for Dynamic Role Foundation Object Import
- Category: Program error
- Priority: Correction with high priority
- Resolution: 24.09.2015

- SAP Component: SC-V-APO-INT-MD-PD...
- Number: 1389467
- Version: 1
- Title: Inconsistency in CIF incremental load for material
- Category: Program error
- Priority: Correction with low priority
- Resolution: 19.10.2009

- SAP Component: SC-V-APO-INT
- Number: 1389467
- Version: 1
- Title: Inconsistency in CIF incremental load for material
- Category: Program error
- Priority: Correction with medium priority
- Resolution: 06.01.2020
How to search for a solution in SAP One Support Launchpad
SAP Notes and KBAs search – expert search

System Operations and Maintenance

User Management
Active Users
Total Users: 0
Requested users: 0
Recently created: 0

Landscape
On Premise

System Data
Production systems

Installation Data
On Premise

Product Availability
Matrix
On Premise

Development
Namespaces
On Premise

Remote
Connections
On Premise

SAP Legal Change
Notes
Since Last Visit: No data available

My SAP Notes & KBAs
I Am Interested In
Test SCM APO INT 0
Now: 14
Updated: 35
Favorites updated: Within last 56 days

Activate Remote Access Restrictions
For EU Access

Click here to start using expert filter

Display notes directly

Using selected filter objects

Using already saved filters

Result list

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How to search for a solution in SAP One Support Launchpad

SAP Notes and KBAs search – expert search
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5. How to speed up and escalate an incident and provide feedback to SAP
The perfect customer incident
Content of an incident a must know!

CUSTOMER INCIDENT
Create customer incident with following content:

1. Choose the system where the issue happens or can be reproduced.
2. Select the correct component.
3. Enter S-user/person getting the error message.
4. Provide a meaningful short text description and a step-by-step description, including navigation and description of expected results.
5. Add a screenshot of error message and inform about any SAP Notes search that was done.
6. Open service connection and provide login data (SAP Note 1773689 and 2281599).
7. Carefully select the incident priority (SAP Note 67739).
8. Record only one issue per incident (SAP Note 50048).
9. Provision of valid and accessible contact data by e-mail and telephone

Additional Information

- SAP ONE Support Launchpad: https://launchpad.support.sap.com/
- Customer-specific dialog boxes with nondisclosure agreements: SAP Note 1671319
- Transaction SM59: see SAP KBA 1845010
- Screen Sharing only with GoToAssist: LogMeIn GoToAssist
  Please see KBA 2124588 for more Information
The perfect customer incident
Issue description and steps to reproduce – complete information provided

We are currently on ERF 6.0, Enhancement Pack 3 (EA-PS SAPK-60303INEAPS).

A budget document is created with a field status where the following fields are set to mandatory:
Header Text,
Text Name, and
Line Item Text.

When trying to copy this budget document from one version to another, using tcode FMCYDOC, the following errors occur:
FMGK138 (Enter a standard text)
FMGK143 (Enter a line text).

Please refer to the attached documentation, called Issue Description, for the step by step recreation of the problem.

Out of the 3 text fields set to mandatory, the program has NO problem with the Header Text (or Item Text). The issue only resides with the Text name (Standard Text) and the line item text, as shown in the attached document.

An OSS search was conducted with nil results.

Remote access is available for our environment N&N, client 040 with User ID REMOTE. The password has been set up in the <Maintain Access Data> section of this message.

Can SAP resolve these errors with the program?
Your support is greatly appreciated.

Best regards,
The perfect customer incident
SAP customer incident priority and criteria

SAP Note 67739 explains how to use the different incident priorities and provides information about what must be done to ensure prompt processing of incidents with the priority “very high”.

Very High Priority Incident (P1)
- A productive system is completely down or
- The imminent go live or upgrade is jeopardized
- Core business processes are seriously affected and
- A workaround is not available!

High Priority Incident (P2)
- Normal business processes are seriously affected

Medium Priority Incident (Default Priority)

Low Priority Incident

Business impact required:
SAP Note 90835
Incident creation via SAP One Support Launchpad: very high/high priority Incident – business impact

Very High Issue

We require some additional information for very high incidents 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.

*Who can we contact 24 hours a day to discuss the issue?

*Please explain the business impact:

This is a very urgent issue seriously affecting our employees' ability to logon to the Port. We are in the final week of benefits enrollment, which is due to be completed by April 22nd, 2020.

There is currently no workaround, and this is impacting about 17500 employees worldwide. Additionally, it will have an impact on our ability to calculate payroll deductions accurately if not completed on time.

Priority & Contacts

To ensure that your incident can be processed efficiently, please select the relevant priority and verify the contact details.

Priority: Very High - Problem is business-critical and has serious consequences for business operations.

Business Impact: This is a very urgent issue seriously affecting our employees' ability to logon to the Port. We are in the final week of benefits enrollment, which is due to be completed by April 22nd, 2020.

There is currently no workaround, and this is impacting about 17500 employees worldwide. Additionally, it will have an impact on our ability to calculate payroll deductions accurately if not completed on time.

Contact Details

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Phone Number</th>
<th>E-Mail</th>
<th>Time Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demo Show</td>
<td>Reporter</td>
<td>+123456789</td>
<td><a href="mailto:demo_show@sap.com">demo_show@sap.com</a></td>
<td>CET</td>
</tr>
<tr>
<td>Demo Show</td>
<td>24h Contact</td>
<td>+123456789</td>
<td><a href="mailto:demo_show@sap.com">demo_show@sap.com</a></td>
<td>CET</td>
</tr>
<tr>
<td>Demo Show</td>
<td>System Opener</td>
<td>+123456789</td>
<td><a href="mailto:demo_show@sap.com">demo_show@sap.com</a></td>
<td>CET</td>
</tr>
</tbody>
</table>
New layout
SAP DBS, 20.04.2020
The perfect customer incident
Business impact: example of very high (production system down – portal)

This is a very urgent issue seriously affecting our employees’ ability to logon to the Portal. We are in the final week of benefits enrollment, which is due to be completed by May 4, 2020. There is currently no workaround, and this is impacting about 27500 employees worldwide.

Additionally, it will have an impact on our ability to calculate payroll deductions accurately if not completed on time.

We have an issue on our system!

* For more examples please read the appendix
Line Opener Program
Java Semi-Automatic Service Line Opener (LOP)

Whenever SAP requests a service connection to your system, such a connection has to be opened from your side. The LOP helps to reduce the manual effort involved by automating parts of the process.

If an SAP employee requires access to one of your systems, an opening request is created. This is only possible for systems where you explicitly granted SAP permission for independent opening. The LOP periodically contacts the Service Backbone using HTTPS to check for opening requests to one of your systems. If such a request is found, the LOP opens the connection between your SAP router and SAP, notifying you by e-mail that the network connection was opened.

The Semi-Automatic Line Opener Program was rewritten in Java to offer platform independent Semi-Automatic Opening. Once configured it can either be run as a frontend tool or as a service.

Both the Solution Manager integrated LOP as the preferred solution, as well as the standalone Java LOP (mainly targeted towards customers without an own Solution Manager), continue to be supported.

Process Steps
1. SAP employee requests access to customer system
2. Request is replicated to SAP ONE Support Launchpad
3. LOP regularly checks the SAP Support Portal for requests
4. Upon receiving a request, LOP opens the network connection (email notification is sent out)
5. The SAP Employee can now connect to your system using the given SAProuter Infrastructure

Resources
SAP Note 797124
Line Opener program documentation
The perfect customer incident
How to create an incident (1/7)
The perfect customer incident
How to create an incident – Select your system (2/7)

1. Logon the Report an Incident application to contact SAP Product Support: [https://launchpad.support.sap.com/#/incident/create](https://launchpad.support.sap.com/#/incident/create)
2. If prompted, select a Customer Number for the customer that is affected (used for SAP Partners or Corporate (CCC) Groups)
3. System Information. Choose the affected System/Tenant or Product

For guidance on the correct selection refer to KBA 2848890

- As you go through the following steps, recommended help will be presented on the right-hand side, only when enough information is entered into the elements, allowing the AI logic to present the recommended help accordingly.
The perfect customer incident
How to create an incident (3/7)

4. For non-cloud environments, customers can specify remote connection details and maintain a system opener contact at the same time as selecting the impacted system. Depending on the type of system/product chosen, your incidents will usually be resolved faster if SAP Product Support can access the system remotely. In order to do so, logon details are required. The form indicates if these have been provided or not.
The perfect customer incident
How to create an incident (4/7)

5. In the Description section all fields are required
   - **Subject** - Add descriptive short text about the error/problem/question
   - **Description** - Enter a detailed description of the issue, include as much important information for SAP as possible
   - **Language** - This field defaults to your preferred language in your User Profile; you can change this if desired
   - **Component** - It is important to choose the correct one so the incident gets routed correctly. You can access the component predictor service to spend less time searching for the right application component and minimize the overall resolution time by selecting the correct one from the beginning

   - Click the I approve checkbox to approve SAP to reproduce the issue.
The perfect customer incident
How to create an incident (4/7)

6. Add Attachments if applicable - see KBA 1277146 for attachment types
7. Fill in the Priority & Contacts section

- Priority - The system will default to Medium priority. The Priority choices will only show what can be chosen for the incident based on the Component chosen. See SAP Note 67739 for information about incident priority,
  - For High priority a pop-up window will appear where you must fill in the business impact. This field needs to be filled out in order to be able to successfully submit the incident to SAP.
The perfect customer incident
How to create an incident (5/7)

For Very High priority a pop-up window will appear where you must select a 24-hour contact from a list of S-users with the necessary authorizations, and also explain the Business Impact. These need to be filled out in order to be able to successfully submit the incident to SAP.

Contact Details

- By default your S-User contact information is added to the Contact Details. You can add additional people to be contacted if needed (for Very High a 24-hour contact is required). Note: you cannot edit name, phone numbers, e-mail address or time zones for contacts that are added via the list, as these details are pulled directly from the S-User ID profile.
- If you need to add an additional contact person (even someone without an S-User) click the ‘+’ button on the right of the Contact Details section.
The perfect customer incident
How to create an incident (6/7)

8. Check everything over and if all required elements are filled in, click "Review" button prior to submission, to refine the information provided where required

9. Then, you can do one of the following:
   - Click Edit within the element that needs changing, the user is taken back to the corresponding incident form section where changes can be made and then reviewed again prior to submitting to SAP Support.
   - Click Submit in the lower right corner to send the incident to SAP (if Submit is grayed out, that means not all required information was filled in)
   - Click Save as Draft on the lower right corner which saves it to send later from your Draft Incident tile
   - Alternately, if the component you chose in the incident supports chat click Expert Chat on the top right of the page instead

See Also
- KBA 2792745 - Information Required When Creating SuccessFactors Support Incident
- KBA 2607729 - How to create a successful SuccessFactors incident
- KBA 1502753 - links to SAP How-To-Videos on YouTube
- KBA 1239839 - How to close a support incident in SAP ONE Support Launchpad
- Blog - Select the right component in SAP ONE Support Launchpad using SAP's component predictor

1296527 - How to create a support incident (contact SAP Product Support) - SAP ONE Support Launchpad
The perfect customer incident
How to create an incident (7/7)
Keeping track of incidents
Incident status

- **Not Sent to SAP** – An incident was created but not yet sent to SAP. This incident will be found in Solutions / Incidents → Draft Incidents.

- **Sent to SAP** – An incident was sent to SAP. This incident can be found in Solutions / Incidents → Open Incidents. Once you have sent the incident to SAP, you cannot change it but you can add further information and re-send the incident to SAP.

- **In Process at SAP** - The incident is in process at SAP. This incident can be found in Solution / Incidents → Open Incidents. You can add further information and re-send the incident to SAP.

- **Customer Action** - SAP asked the customer to take action or to provide more information. The incident will be found in Solutions / Incidents → Incidents inbox. Here you can check here your or all incidents that are currently on customer action.

- **Solution Provided** - SAP proposed the solution in the reply and in the attached SAP Notes. If you are not satisfied with the solution, you can send the incident back to SAP. The incident can be found in Solutions / Incidents → Solution Proposed.

- **Confirmed Incidents** - The incident was confirmed and, therefore, closed by the customer and can no longer be reopened. Confirmed incidents are no longer displayed in the Inbox but can be accessed using the Search option in Status → Confirmed.
Notification for incidents / Close incidents
Confirm and auto-confirm

Notification for incidents
If you have maintained an e-mail address in your SAP ONE Support Launchpad user profile, you will be automatically notified by e-mail when the status of your incidents has changed to the following:

- In Processing by SAP
- Customer Action
- SAP Proposed Solution

A notification is also sent if the incident is with SAP and the processor shares an update with you ("Info to Customer").

To unsubscribe from these notifications, go to the launchpad's Notification Center. Here you can also opt-in to receive SMS text messages; these are not activated by default. Notification via SMS is supported in most countries worldwide.

Automatic incident confirmation
All incidents with status Customer Action or SAP Proposed Solution will automatically be confirmed after a certain period of time.
With the exception of SAP SuccessFactors incidents, the confirmation date depends on the priority of the incident:

- Very High: 14 calendar days
- High: 21 calendar days
- Medium: 45 calendar days
- Low: 45 calendar days

SAP SuccessFactors incidents will be closed after 14 consecutive calendar days, regardless of their priority.

Example: An incident with priority 1 (very high) is automatically confirmed if it has not changed within 14 days.
Customer satisfaction with SAP’s incident handling
SAP proposed solution/confirm

When a solution has been provided for a customer incident and the solution is accepted by the customer, the incident-solving process is completed as follows:

- **SAP Proposed Solution**

  If the support engineer is able to provide a qualified solution, the incident is put into status *SAP Proposed Solution*.

- **Confirmed**

  The customer is able to manually confirm the incident by putting it into status *Confirmed*. Afterward, the PCC survey allows the customer to give feedback on the particular incident and support experience.

When you confirm an incident, you can tell us what you liked about the service and what you think should be improved. SAP uses this information to refine and adapt the incident-solving process. In this way, you can influence SAP Support and benefit from SAP’s improved service.
Agenda

1. SAP support basics, Support Backbone, Live Business / Live Support Tools that support you in our own system to find solutions

2. How to search for a solution in SAP One Support Launchpad

3. How to create a customer incident via SAP One Support Launchpad

4. **Real Time Support**
   **How to use the Expert Chat**
   How to use Schedule and Expert Session

5. How to speed up and escalate an incident and provide feedback to SAP
The perfect customer incident
Real-time interaction

Real-time interaction.
We offer real-time support channels with live and direct access to SAP’s support experts, creating a faster and more direct route to issue resolution – anytime, anywhere, and from any device.

- Expert Chat
- Schedule an Expert
- Call-1-SAP and Customer Interaction Center (CIC)
The perfect customer incident
Live Support with Expert Chat

Expert Chat provides a live chat function that connects you to SAP technical support experts, instantly.

Overview
- Live support from SAP experts for any technical question related to a product
- Improves support experience with real-time interaction
- Available for almost all solutions
- For more information:
  - Learn more about Expert Chat on SAP Support Portal
  - Expert Chat video

Benefits
- Connects you real-time with SAP support
- Offers screen-sharing option
- Provides access to the same technical experts as in the incident channel
- Resolves incidents significantly faster than those reported through traditional SAP support channels
- Offers quicker and more efficient issue resolution
- Reduces your project and operational costs

Access
- Access Expert Chat through the SAP ONE Support Launchpad (several entry options):
  a. Add the Expert Chat tile to your SAP ONE Support Launchpad home screen. See this video to learn how to add the tile.
  b. Carry out a search in the Launchpad’s database. Click on the Expert Chat-button in the upper area.
  c. Access Expert Chat while going through the incident submission process. Chat functionality is built into the incident form.
  d. Access Expert Chat through the “Contact Us”-menu

Preview
The perfect customer incident
Live Support – How do start an Expert Chat

- Contact Us - menu in SAP ONE Support Launchpad’s footer bar
- During search
- Application Expert Chat
- CIC Contact update / information / request
- CIC Contact S-User issues
- As a tile on the homescreen
The perfect customer incident
Starting the Expert Chat via the incident creation process

Simply begin the process of submitting an incident

1. Start “Find a Solution” in the Launchpad and enter all necessary information for the incident.

2. After the component has been entered the system checks if a SAP support engineer is ready for chat conversation on this specific component. If yes, the “Start Chat” button is shown if not then the “Create Incident” button.

3. The chat can be started by pushing the “Start Expert Chat” button.

The “Start Chat” button is disabled after you have chosen to avoid that multiple chat requests are received.
The perfect customer incident
Expert Chat

• The SAP expert must create the incident and it will be displayed afterwards in your inbox. Therefore there is no need to create a new incident by yourself.

• If the support engineer is unable to resolve the issue during the chat session, he/she will continue the incident submission process for you.

• The chat transcript captures the chat session between you and the SAP expert. This information will be visible within the incident as well.

• If there your inquiry was answered by the SAP expert and no questions exist anymore, you can close the chat.

• Please note if there is no response for approximately 10 minutes from your side, the chat will be closed.

1. Expert’s Area

This Expert Chat feature is for contacting SAP Product Support about new issues. If you have an existing incident then please click here, Customer Interaction Center. Then press the Launch Chat button in the bottom right corner of the screen. Knowledge Base Article 2362095 describes all requirements for a successful Expert Chat session and Frequently Asked Questions can be found in KBA 2570790.

Select an expert area or a component so we can show you our availability.
The perfect customer incident
When to use/not use the Expert Chat

What kinds of questions can I submit via chat?

Use the chat functionality to get assistance for any technical support related problem that cannot be answered by an SAP Note or Knowledge Base Article (KBA).

For what the expert chat is not intended:

Speed up requests:
- For speed up processing or escalate an existing incident contact the Customer Interaction Center (CIC)

Multiple Chats or Requests on the same topic:
- No limitation of using the support via chat, but it is recommended to start only one chat session per problem or question.

Complex scenarios where a lot of debugging is needed:
Agenda

1. SAP support basics, Support Backbone, Live Business / Live Support
   Tools that support you in our own system to find solutions

2. How to search for a solution in SAP One Support Launchpad

3. How to create a customer incident via SAP One Support Launchpad

4. Real Time Support
   How to use the Expert Chat
   **How to use Schedule and Expert Session**

5. How to speed up and escalate an incident and provide feedback to SAP
The perfect customer incident
Schedule an Expert

Schedule an Expert connects you live with SAP Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you.

Overview
- One-to-one 30-minute call delivered remotely through Skype for Business
- Book an appointment at least three business days in advance to allow engineers to prepare
- Check out the Schedule an Expert video
- Visit SAP Support Portal to learn more
- Learn more on how to join your Schedule an Expert call

Benefits
- Live channel option for you
- Interact one-to-one with a support engineer
- Get answers when and where you need them
- Get help and direct support for any technical question
- Have access to the same engineers that you would create an incident with
- Reduce your waiting time for response and resolution

Access
- Access Schedule an Expert through the SAP ONE Support Launchpad (several entry options):
  a. Add the Schedule an Expert tile to your SAP ONE Support Launchpad home screen.
  b. Carry out a search in the Launchpad’s database. Click on the Schedule an Expert-button in the upper area.
  c. Access Schedule an Expert through the “Contact Us”-menu in SAP ONE Support Launchpad’s footer bar

Preview

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The perfect customer incident
Schedule an Expert

Schedule an Expert connects you live with SAP Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you.

Schedule an Expert for new issues

Schedule an Expert* is best used for Low or Medium priority issues:

- Live, one-on-one 30-minute call
- Quicker resolution compared to an average Low/Medium incident created in the Launchpad
- Opportunity to screen share for a better understanding of the issue

Scheduled appointments require a minimum of 48 hours notice to allow engineers to prepare for the session.

See our User Guide and FAQ for more details about Schedule an Expert.

See SAP Knowledge Base Article 2482688 for detailed steps on how to get started.

Schedule an Expert for opened incidents

Schedule an Expert* for open incidents is now available to our customers:

- Available for low, medium or high priority incidents within Product Support only
- Live, one-on-one 30 minute call with the SAP incident processor
- Less ping pong and more efficient incident processing

Scheduled appointments require a minimum of 24 hours notice to allow engineers to prepare for the session.

See our User Guide and FAQ to learn more on how to get started with booking sessions for your open incidents.

See the video below to learn more about Schedule an Expert for open incidents.
The perfect customer incident
Schedule an Expert - What is needed!

Create a Schedule an Expert meeting with following content:

1. Provide a meaningful short text
2. Choose the system where the issue happens.
3. Select the correct component or expert area (check supported components)
4. Select a Day and Time for the Meeting (time zone of user profile is used)
5. A step-by-step description, including navigation and description of expected results.
6. Add screenshots to the error message and inform us about any SAP Notes search results.
7. Open the service connection and enter the logon data (SAP Notes 1773689 and 2281599) if we log on to your system.
8. Record only one issue per Session (30 mins max session time).
9. Provision of valid and accessible contact data by e-mail and telephone

Additional Information

- SAP ONE Support Launchpad: https://launchpad.support.sap.com/
- Customer-specific dialog boxes with nondisclosure agreements: SAP Note 1671319
- Transaction SM59: see SAP KBA 1845010
- Screen Sharing only with GoToAssist: LogMeIn GoToAssist
  Please see KBA 2124588 for more Information
The perfect customer incident
Schedule a Manager

Schedule a Manager allows you to book a 15-minute call on your high priority incident with an SAP Product Support manager from the corresponding area, with a 2 hour lead time.

The Schedule a Manager button will appear in the SAP ONE Support Launchpad, allowing you to book a session when the following conditions are met:

- The incident has been on priority high for at least 2 days after its creation
- A manager has been assigned to the corresponding product area and is available for scheduling via prompted calendar functionalities
- The incident is within Product Support

Note that Schedule a Manager is not offered for incidents processed within SAP Development support. Schedule a Manager is now available for all SAP products apart from SAP Success Factors, SAP Cloud for Customer and SAP Business ByDesign, which will be added in the near future.

Learn more on Schedule a Manager
Agenda

1. SAP support basics, Support Backbone, Live Business / Live Support
   Tools that support you in our own system to find solutions

2. How to search for a solution in SAP One Support Launchpad

3. How to create a customer incident via SAP One Support Launchpad

4. Real Time Support
   How to use the Expert Chat
   How to use Schedule and Expert Session

5. **How to speed up and escalate an incident and provide feedback to SAP**
The perfect customer incident
Call-1-SAP and Customer Interaction Center (CIC)

CIC is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

Overview
- Contact channel for you for any nontechnical question such as:
  - Enquire about existing incidents
  - Ask questions about SAP ONE Support Launchpad and its applications
  - Get help for S-User queries
  - Request SAP remote services
- CIC can be reached by phone, chat, or e-mail

Benefits
- CIC is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries
- Universal free-phone number for contacting SAP support
- Access to service menu to select a specific product area you require, now including SAP Ariba, Concur, and SAP Fieldglass solutions
- 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

How to connect!

Overview
- How to connect!

Benefits
- Contact channel for you for any nontechnical question such as:
  - Enquire about existing incidents
  - Ask questions about SAP ONE Support Launchpad and its applications
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  - Reference Guide

How to connect!
- How to connect!

- SAP Support Portal
- SAP ONE Support Launchpad
CIC is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

**Accelerate an incident**
When issues become more urgent

**What justifies an acceleration?**
- To avoid negative business impact, the problem solving becomes more urgent
- See SAP Note 67739 for more information on priorities of problem incidents.

**What can you do?**
- Call the SAP Customer Interaction Center (CIC).
- Local CIC numbers (available 24x7) can be found via:
  - SAP Note 560499 or SAP Support Portal
- Ask to speed up the incident by explaining the business impact.

**What you can expect!**
Customer Interaction Center (CIC) takes care of:
- Analysis of the options to speed up the incident

**How to connect!**

*Send an Info to SAP in your incident is not an acceleration!*
Escalate an incident
Incident escalation via Customer Interaction Center (CIC)

CIC is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

**What justifies an acceleration?**
- To justify an escalation, you need to explain the business impact!
  Find more information in SAP Note 90835
- Criticality has changed: Go-live now imminent and jeopardized - Business impact now severe

**What can you do?**
- Contact SAP’s Customer Interaction Center
  Please be prepared to provide the following information:
  1. Productive system:
     - Is the core business severely affected (financial loss)?
     - Is there an extensive manual workaround?
     - How many users are affected?
     - How long has the problem been going on?
  2. Test/development system:
     - Which project?
     - Live date, product, and release?
     - Showstopper: yes/no
     - Is the go-live date affected?
  3. Point of contact:
     - Work phone number (no 800x)
     - Cell phone number and e-mail address

**What you can expect**
- SAP incident escalation team ensures:
- Intensified attention and additional activity of support resources
- Increased coordination of internal incident handling
- Involvement of SAP Development or back office, if needed
- Execution of action plan and frequent feedback

**Send an Info to SAP in your incident is not an escalation!**
# Give feedback to SAP
Complaints about support or a product

## What justifies a complaint?
After the confirmation of an incident, the customer wants to reach SAP about his or her dissatisfaction with:

- Any of SAP’s support services (incident solving, remote services)
- SAP products in general

## What can you do?
Contact SAP’s Customer Interaction Center

- Please provide a detailed description of the issue (complaints must be in a written form).

## What you can expect
SAP takes care of the issue:

- Acknowledgement of complaint receipt within 24 hours and analysis of complaint reasons
- Involvement of responsible manager and processor for a detailed technical analysis
- Establishment of necessary steps to avoid such incidents in the future
- Provision of final statement
- Recording and categorization of all complaints to detect weakness tendencies in quality of product and support provided
- Based on these findings, management ensures continuous improvement
Thank you.
Appendix
More Information on SAP Support and the Next-Generation Support approach

**Next-Generation Support**

- [SAP Support Portal](https://support.sap.com)
- Next-Generation Support landing page ([SAP Support Portal](https://support.sap.com))
- Blog: Vision and Strategy ([LinkedIn](https://www.linkedin.com))
- Blog: The Future of Support ([Digitalist](https://www.digitalist.com))
- Blog: Next-Generation Support ([SAP News Center](https://news.sap.com))
- Blog: Next-Generation Support ([LinkedIn](https://www.linkedin.com))
- Blog: When support tickets can talk ([LinkedIn](https://www.linkedin.com))
- Blog: What intelligent enterprises can expect from SAP Support in 2018 ([SAP News Center](https://news.sap.com))
- Video: SAPPHIRE NOW 2016 interview on Next-Generation Support ([SAPPHIRE NOW 2016](https://www.sap.com))
- Videos from SAPPHIRE NOW 2017
  - Interview on Next-Generation Support
    - Keynote Bill McDermott – featuring support topics at 1:59
    - Keynote Andreas Heckmann – with demo of built-in support
    - [Interview: Live Support for Live Business](https://news.sap.com)
    - Next-Generation Support – Update
  - Video: DSAG Annual Conference 2017 keynote Built-in support, Expert Chat, Schedule an Expert – at 45:30 (German)

**Schedule an Expert**

- Schedule an Expert landing page ([SAP Support Portal](https://support.sap.com))
- Blog: SAP Expands Schedule an Expert Again ([SAP Community](https://community.sap.com))
- Blog: How to access SAP’s live support channels ([SAP Community](https://community.sap.com))
- Video: Schedule an Expert
- Video: SAP TechEd 2017, Next-Generation Support, demo on Schedule an Expert

**Expert Chat**

- Expert Chat landing page ([SAP Support Portal](https://support.sap.com))
- Blog: Expert Chat ([LinkedIn](https://www.linkedin.com))
- Blog: Live Expert Chat Services ([LinkedIn: Digitalist](https://www.digitalist.com))
- Blog: Real-Time Support ([LinkedIn](https://www.linkedin.com))
- Video: Expert Chat
- Press release and analyst guidance:
  - Expert Chat ([press release](https://www.sap.com))
  - Expert Chat ([Gartner note](https://www.gartner.com))
  - Expert Chat in Gartner Note ([press release](https://www.sap.com))
More information on SAP Support and the Next-Generation Support approach

Incident Prevention and Self-Service
Blog: Getting Support Your Way: Self-Service (LinkedIn)
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

SAP ONE Support Launchpad
Blog: Tips and Tricks for SAP ONE Support Launchpad (SAP Community)
Video: SAP ONE Support Launchpad

Social media
SAP Support Help on Twitter
SAP Cloud Support on Twitter
**The perfect customer incident**

Issue description and steps to reproduce – complete information provided

We are performing OS migration for our IR4 system (p17.0) using SAP standard export/import system copy method. We have migrated IR4 system to create IZ4 system as part of our trial migration.

**Problem:**

Post migration, while adjusting connectivity, we are adjusting communication channels in Integration directory. We were able to successfully adjust most of the communication channels and activate them.

However we are facing problem for below mentioned four communication channels while activation after adjustments.

- JDBC_Inbound_BP_DWN_DEV_ORACLE_SCDB_001_CustData_GLAC_BP_1
- JDBC_Inbound_BP_DWN_DEV_ORACLE_SCDB_001_CustData_GLAC_LG_1
- SOAP_Sender_MDM_IB_webservices
- File_Outbound_BP_DWN_DEV_CDMM_USFUELS_001_CustMod_GLAC_CM_1

**Specific error message we are getting is:**

The following objects have previous versions that are no longer active: Communication Channel | DWN_PRD_CDMM_USFUELS_001 | SOAP_Sender_MDM_IB_webservices

Please suggest any solution to this for us to move forward.

Attached is the screenshot of the error we are getting while activating...
The perfect customer incident
Business impact: example of very high (critical core business process not working)

Business impact provided on August 2
This is a very urgent issue seriously affecting our ability to complete our Financial Close and file quarterly taxes, which are due on May 4th, 2020. If not resolved, this could have severe financial impact from a regulatory compliance perspective. Delays could result in fines of approximately $100,000/day. There is currently no workaround and 25 people are impacted from our controller’s organization.
The perfect customer incident
Business impact: example of very high (go live endangered)

Business impact provided on August 2

Pending GoingLive is at risk. Going live to production on May 5th. Going live with SCM 7.13 SP11. Issue is a showstopper with no workaround in place. Project is at standstill. Without this support pack upgrade, we will lose the ability to create packing lists and bills of lading for the trucks. In some of our locations, an accurate bill of lading is a legal concern. 2 internal and 10 external consultants are at standstill. If the GoLive is missed, it will cause a financial impact of $2 million per day as a result.

During testing, we found a bug in the display of long text. Only 80 characters are shown, but we have long texts with up to 100 Character. This issue is stopping our go live in 3 month. 5 Consultants are effect Go-Live endangered.
Useful SAP Notes

560499  Customer Interaction Center: Hotline Numbers & E-mail Addresses
38373   Support Center: Phone/fax numbers
67739   Priority of problem incidents
36677   Structure of components for customer incidents
1773689 How to add logon credentials securely to an incident - SAP ONE Support Launchpad
2281599 SAP Remote Support Guideline
83020   What is consulting - What is support?
873046  Processing customer messages in English
797124  LOP - Line Opener Program
50048   Several queries in an incident
90835   SAP Message Escalation Procedure
984434  How to speed up customer incident processing
1281633 Speed Up Processing of a Customer Incident
1292299 How to get notified via e-mail or SMS when incidents are updated by SAP
1228776 How to efficiently report a problem
357732  Entering development requests
736045  Feedback on SAP SE Service & Support
Useful SAP Notes

2848890  Choose the right System (and Product) for your Incident in the SAP One Support Launchpad

2792745  Information Required When Creating SuccessFactors Support Incident

2492603  How to use Guided Answers

2213344  Starting an Expert Chat with SAP Support [video]

2213305  Welcome screen keeps appearing, search results are empty, cannot create, view, or edit incidents - SAP ONE Support Launchpad

1922545  How to create a perfect support incident for SAP Product Support - SAP ONE Support Launchpad

1502753  How-To Videos about SAP ONE Support Launchpad on YouTube - English version

1296622  How to choose the correct component for an incident - SAP ONE Support Launchpad

1277147  How to add an attachment to a support incident - SAP ONE Support Launchpad

1277146  What file types can be attached to a support incident? - SAP ONE Support Launchpad

1271517  How to display My Important Contacts - SAP ONE Support Launchpad

1239839  How to close a support incident - SAP ONE Support Launchpad
Useful SAP links

SAP ONE Support Launchpad
https://launchpad.support.sap.com/

SAP ONE Support Launchpad in 3 mins
https://www.youtube.com/watch?v=9RutFZ1Qoag

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

How to get the fastest incident resolution
https://www.youtube.com/watch?v=R-ox1CK8Bo8

SAP Community Network
http://scn.sap.com

SAP Notes Search
https://launchpad.support.sap.com/#/mynotes

SAP Support Journey
http://go.sap.com/support.html

Line Opener Program New Version
https://support.sap.com/remote-support/saprouter/lop.html

Incident Help Support Link
https://support.sap.com/content/dam/support/en_us/library/ssp/my-support/help-for-sap-

SAP Note display via SAP ONE Support Launchpad
Example:
https://launchpad.support.sap.com/#/notes/2281599/E