Schedule an Expert
Benefit from Real-Time Conversation with an SAP Expert

János NAGY – Global Program Manager – Real-Time Support Channels
SAP Product Support, April 28th, 2020.

THE BEST RUN **SAP**

Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

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

+
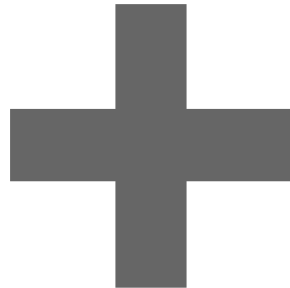
Next-Generation Support
Groundbreaking support for the intelligent enterprise

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
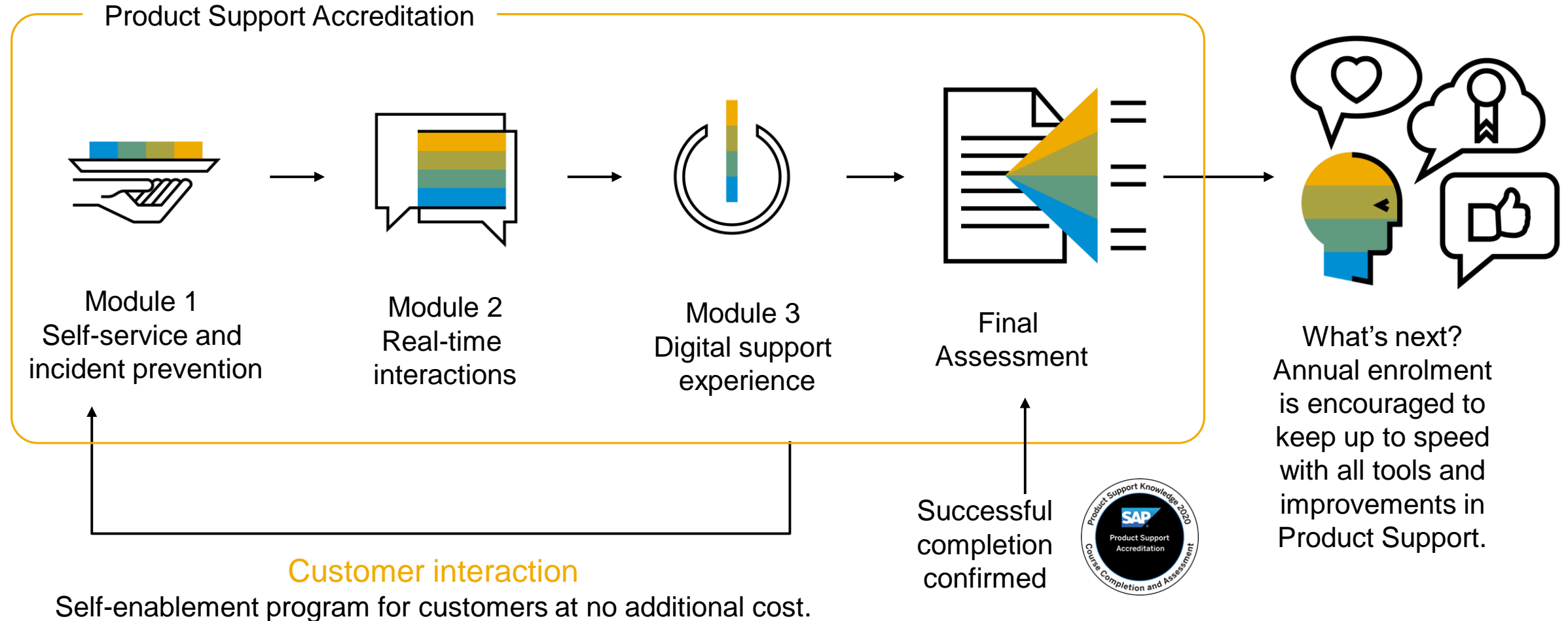- Cloud Availability Center
- SAP Cloud Trust Center

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

Product Support Accreditation

Module 1
Self-service and incident prevention

Module 2
Real-time interactions

Module 3
Digital support experience

Final Assessment

Successful completion confirmed

What's next? Annual enrolment is encouraged to keep up to speed with all tools and improvements in Product Support.

Customer interaction
Self-enablement program for customers at no additional cost.

# Real-time interaction
Schedule an Expert

Real-Time Interaction
What is Schedule an Expert?

- **Schedule an Expert** is a **live service** from **SAP Product Support**. It **connects you to SAP technical support experts** and offers an 30 minutes call to discuss a **technical topic** of yours. 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 (SaE tile)
  - Via Contact-Us menu
  - Via Incident inbox for opened support cases

Open Incidents

11

Outstanding incidents

Schedule an Expert
Book a Live Session

0

Upcoming sessions

- Written Incident
- Expert Chat
- Schedule an Expert
- Phone
- E-Mail

Contact Us   Share Your F

- It is available for new technical issues as well as already opened P2 (high) ,P3 (medium),P4 (low) support cases.
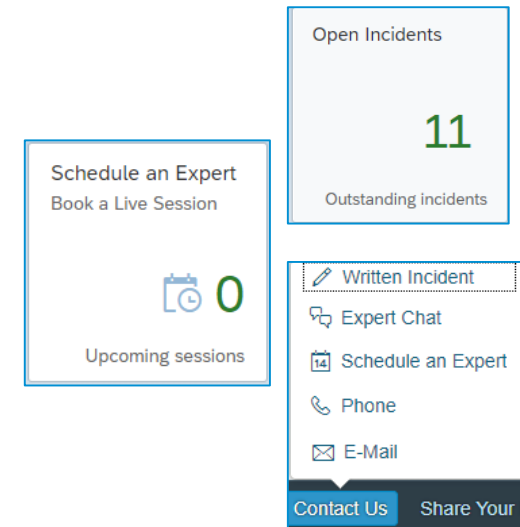
Schedule an Expert
The major features of SAP's Schedule an Expert

- It connects you with the **same experts who work on your incidents with a 30 minutes long skype meeting**

- **Offers self-service booking process (2-3 business days in advance)**

- Offers bi-directional and **read-only screen-sharing** option for a clear understanding of your workflow

- **Bi-directional attachment** exchange

- Safe to use for Customers who **activated EUDP flag** on their systems
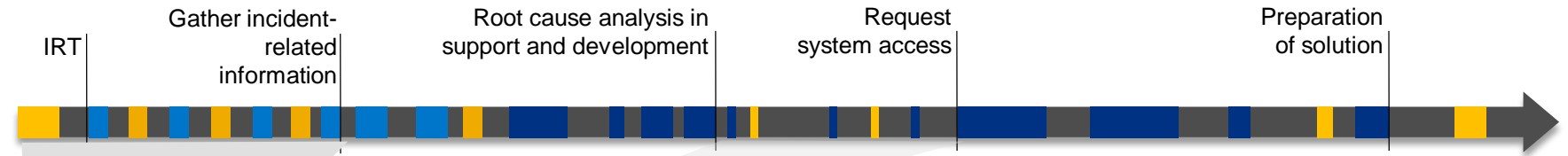
- Uses SAP's incident framework

Live support with Expert Chat and Schedule an Expert
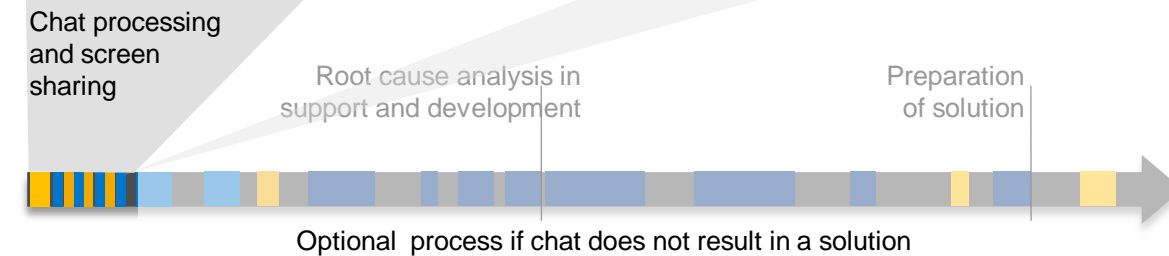
Optimizing the incident flow

tsia
STAR Award 2018
2018 WINNER

Typical incident flow
Traditional incident

IRT

Gather incident-related information

Root cause analysis in support and development

Request system access

Preparation of solution

Chat processing and screen sharing

Root cause analysis in support and development

Preparation of solution

∅ 6 replies to customer
14-45 days processing time

Optimized incident flow
with Expert Chat

Optional process if chat does not result in a solution

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

Expert Session & Screen Sharing

Optimized incident flow
with Schedule an Expert
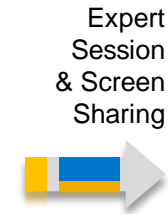
1000 sessions / month
50-60% solution rate
30 min length of call duration

■ Incident in process at support   ■ Incident in process at customer   ■ Incident in process at development (SAP)   ■ Incident waiting time   10

Product Support Offerings
Which channel should I use?

Schedule an Expert

Best suited for Low or Medium priority issues:

Available for New technical issues and Open Support tickets (Incidents) only in English.

Appointment based, **with 48/24** (new/open) hours lead time

Learn more about Schedule an Expert

Expert Chat

Best suited for Medium or High priority issues.

Get your issues resolved during a live support session, real-time.

Average session takes 30-60 minutes

Discomfortable for complex issues, a follow-up will take place with an incident

Learn more about Expert Chat

Traditional Incident

Available for all priority issues, best suited for High or Very High priority issues.

Learn more about Reporting an Incident

Ask an Expert Peer

Best suited for Low to Medium priority issues:

Connect with a qualified and approved external expert in a private session to resolve your issue through chat in real-time

Technical, product-related questions

Issues / questions that could benefit from an industry-experienced perspective

Learn more about Ask an Expert Peer which is available only SucessFactors Customers.

Quick Tips:
- Always start by searching for an answer in the knowledge base (for SAP Notes) and Google for (SAP KBAs)
- If you still need help, and your issue is specific to **the standard functionality of your SAP solution**, contact SAP Product Support using the channel listed below which best suits your business impact.
- For other types of inquiries, use the SAP Community Questions & Answers, or access other resources at SAP.
- These channels should only be used for technical/functional issues with an SAP product, as described in SAP Knowledge Base Article 83020 - "What is consulting - What is support?" and SAP Knowledge Base Article 2706322 - "What is Support – What is Consulting: Cloud Solutions".
- To help you choose the most appropriate channel SAP Knowledge Base Article 67739 - "Priority of problem incidents" provides a detailed explanation of each priority level.

Book an Expert Session – in 3 steps

(1) **New technical issues** - Select your **Product Area** and your **SAP installation**

Open support cases - Select the case from the inbox

(2) Select the comfortable date and time

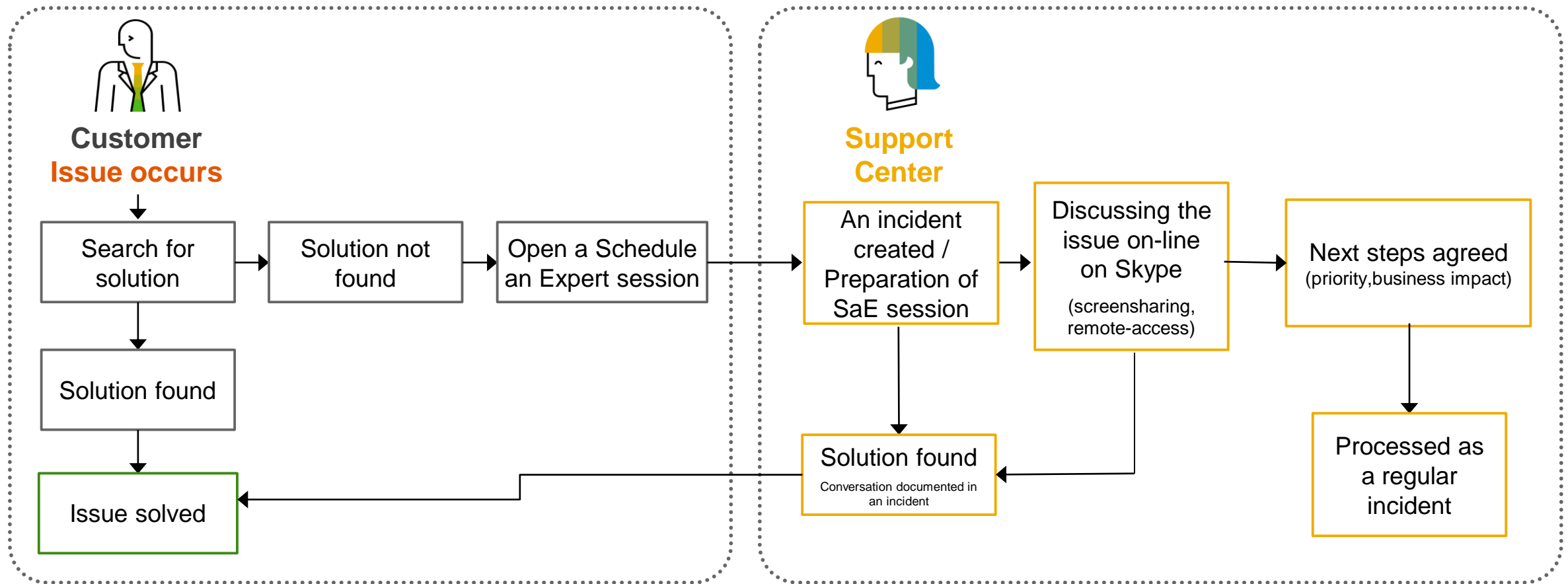**(3)** Provide details - if available upload log files, screenshots or related documents – and book

Wait for confirmation / meeting details by email

DEMO

How to book Schedule an Expert Session

What happens after a Schedule an Expert session?
Process at a Glance

Customer
Issue occurs

Search for solution → Solution not found → Open a Schedule an Expert session

Search for solution → Solution found → Issue solved

Support Center

An incident created / Preparation of SaE session → Discussing the issue on-line on Skype (screensharing, remote-access) → Next steps agreed (priority, business impact)

An incident created / Preparation of SaE session → Solution found — Conversation documented in an incident → Issue solved

Discussing the issue on-line on Skype → Solution found

Next steps agreed → Processed as a regular incident

The same support expert is working on Schedule an Expert sessions as on incidents

Questions and Answers

Summary
Notes, links and more

Key take aways

Choose the correct channel to get your issue resolved faster

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

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)

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

Thank you.

Contact information:

Janos NAGY
Real-Time Support Program Manager / Business Product Owner
SAP Product Support
janos.nagy@sap.com

THE BEST RUN **SAP**