



# Wondering How to Get an Easy Start With SAP's Product Support?

## Product Support Accreditation Program

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PUBLIC

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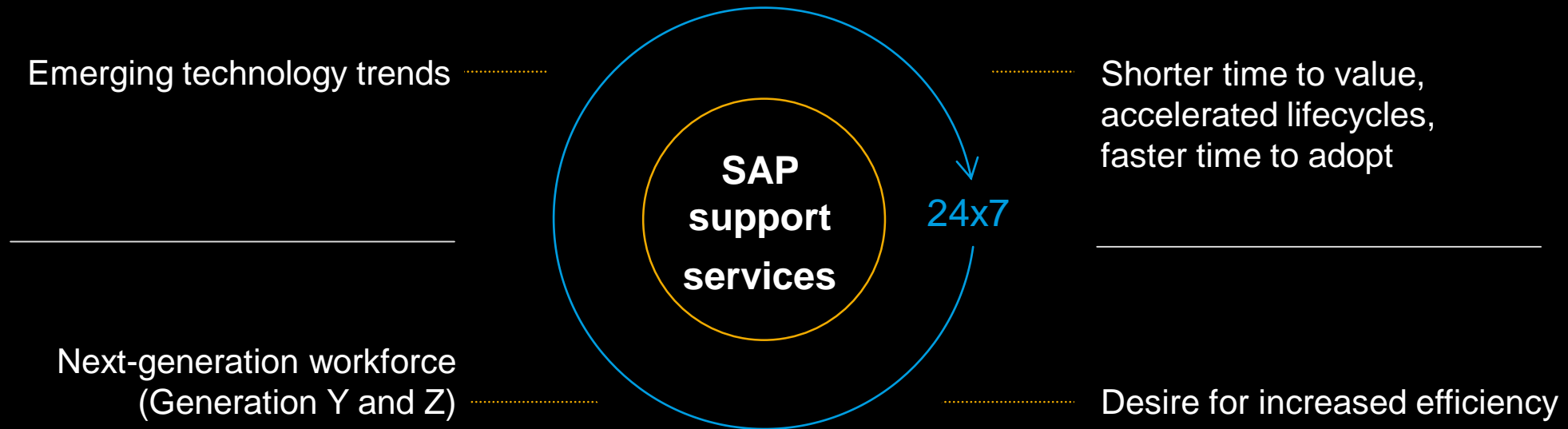
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# The world is changing. Digital technologies are everywhere

Drivers and implications for SAP support services



Internet of Things



Social



Big Data



Cloud



Machine learning



Hyper-connectivity



Mobile



In-memory computing

# Our vision of the digital support experience



**You should never have to ask a question.**

Our collective focus with product development is to achieve high-quality, intuitive products that **anticipate** your needs.



**If you have questions, it's quick and easy to get answers.**

Access to SAP's comprehensive knowledge base notably **accelerates** your path to accurate answers when you need them.



**Our support experts will provide you with solutions quickly.**

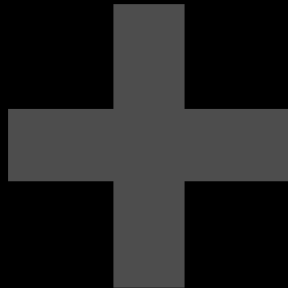
Our highly skilled engineers **collaborate** with you to help ensure you are successful – providing fast, easy access to the answers you need.

# 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 interaction

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 Program



# Product Support Accreditation

Self-enablement program for customers and partners for Product Support



**Product Support Accreditation** program enables you to make the best out of SAP's product support tools and Next-Generation Support offerings

## Overview

- Easy to consume interactive program.
- Available to all SAP Customers at no additional cost. It can be accessed via S-user login.
- It consists of 3 modules and a final assessment.
- The modules cover incident prevention offerings, real-time interactions and digital support experience.

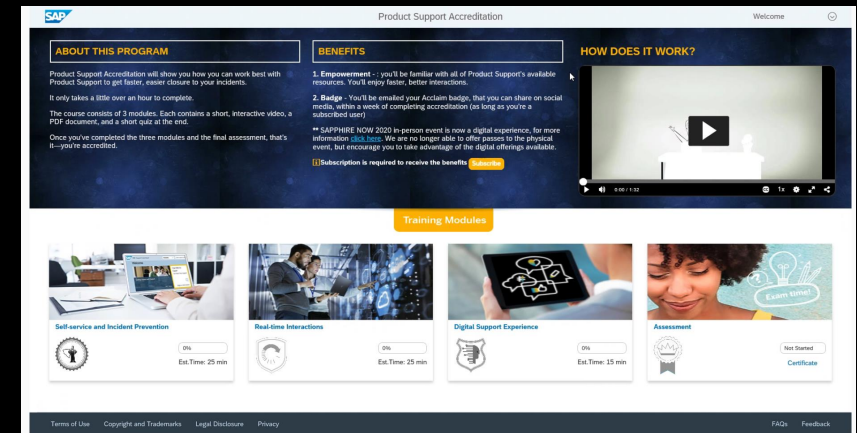
## Benefits

- **Informative:** Gain empowerment and awareness to all the available resources from Product Support
- **Efficient:** The easy to consume enablement with SAP's Product Support Accreditation program helps users to increase their efficiency in working with Next-Gen Support tools by selecting the best channel.
- **Rewarding:** A Product Support Accreditation badge is awarded once the final assessment is completed. This badge can be shared in social media.

## Access

- **Easy to access:** simply use your s-user via SAP Support Portal to enroll for program.
- **Easy to consume:** The accreditation modules can be taken at your own pace and time. Easy to consume content will be provided on demand.
- **Interactive:** Learnings can easily be validated in interactive quizzes supporting the user in their progress.
- Click [here](#) to access the accreditation and [here](#) to learn more.

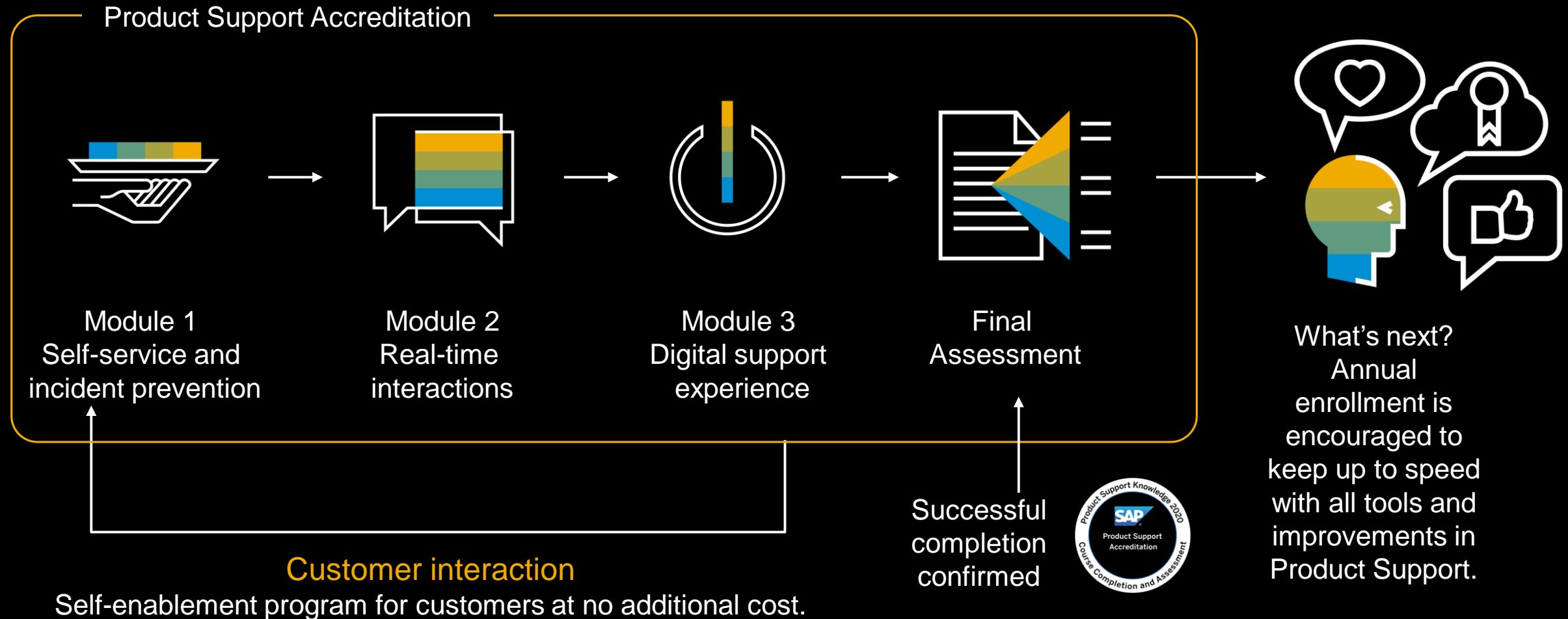
## Preview





# Product Support Accreditation

Self-enablement program for customers and partners for Product Support



**How to get started**

# Product Support Accreditation – How to access




Accessing the application directly  
<https://support.sap.com/accreditation>





Through the Welcome Center  
in the SAP Support Portal


Get Started With Support


**Welcome to Support!**  
Outlined here are the communication channels, Next-Generation Support tools and support resources available to you whenever you need our assistance.  
Mohammed Ajouz, Global Head of Product Support at SAP, personally welcomes you in this short video.





 I've received my new User ID – What do I do now?

 How can I get the most from SAP Support?

 Explore Next-Generation Support

 Find webinars and events

 Help with SAP Support applications

 **Product Support Accreditation**

**More Resources**  
Usability Program FAQ  
SAP Support Portal YouTube Playlist  
Security Whitepapers  
SAP Support Portal FAQs



Through My Support in the SAP  
Support Portal

My Support Products Tools Maintenance Offerings & Programs Application Lifecycle Management


SAP Support Portal Home / My Support  
**Product Support**

Overview Schedule an Expert Expert Chat Schedule a Manager Report an Incident Incident Solution Matching Built-In Support Interaction Management

Product Support


Facing a challenge with your SAP product? We want to help.

- ✓ Always start by searching for an answer in the [knowledge base](#).
- ✓ 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.
- ✓ **Join our SAP's Product Support Accreditation program. Learn about all Product Support channels and initiatives and how to choose the right support channel for your technical issues.**



# How to enroll – Getting started

The Product Support Accreditation program is free for any S-User!

Product Support AccreditationWelcome

### ABOUT THIS PROGRAM

Product Support Accreditation will show you how you can work best with Product Support to get faster, easier closure to your incidents.

It only takes a little over an hour to complete.

The course consists of 3 modules. Each contains a short, interactive video, a PDF document, and a short quiz at the end.

Once you've completed the three modules and the final assessment, that's it—you're accredited.

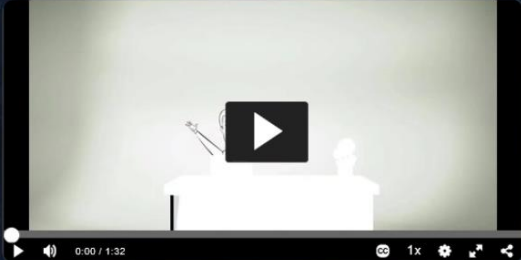
### BENEFITS

- 1. Empowerment** - : you'll be familiar with all of Product Support's available resources. You'll enjoy faster, better interactions.
- 2. Badge** - You'll be emailed your Acclaim badge, that you can share on social media, within a week of completing accreditation (as long as you're a subscribed user)

**\*\* SAPHIRE NOW 2020** in-person event is now a digital experience, for more information [click here](#). We are no longer able to offer passes to the physical event, but encourage you to take advantage of the digital offerings available.


**Subscription is required to receive the benefits** [Subscribe](#)

### HOW DOES IT WORK?




0:00 / 1:32

### Training Modules




#### Self-service and Incident Prevention




0%

Est.Time: 25 min




#### Real-time Interactions




0%

Est.Time: 25 min




#### Digital Support Experience




0%

Est.Time: 15 min



#### Assessment



Not Started


[Certificate](#)

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# How to complete – Workflows and Progress




**Self-service and Incident Prevention**



100%

Est.Time: 25 min



Self-service and Incident Prevent... 	
Product Knowledge	✓
Knowledge Base	✓
Guided Answers	✓
SAP Community	✓
SAP Support Portal	✓
SAP ONE Support Launchpad	✓
Troubleshooting and Diagnostic Tools	✓




**Real-time Interactions**



100%

Est.Time: 25 min



Real-time Interactions 	
Incident	✓
Expert Chat	✓
Schedule an Expert	✓
Schedule a Manager	✓
Ask an Expert Peer	✓
Scope of Support	✓
Customer Interaction Center	✓
AI/Machine Learning	✓




**Digital Support Experience**



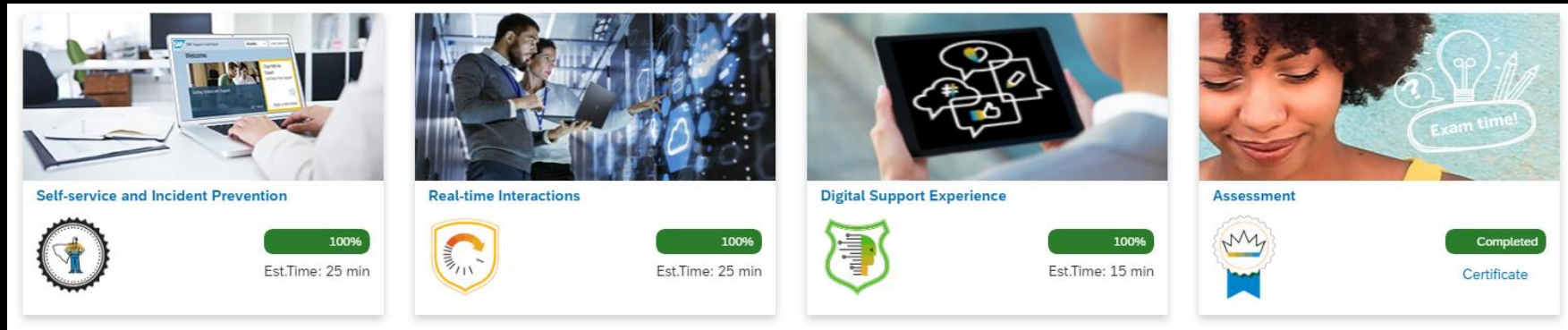
100%

Est.Time: 15 min



Digital Support Experience 	
Social Media Integration	✓
Cloud Availability Center	✓
SAP Trust Center	✓
Built-in support	✓

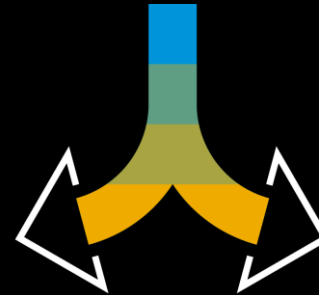
# Completion and rewards – Earn your accreditation and share with your peers



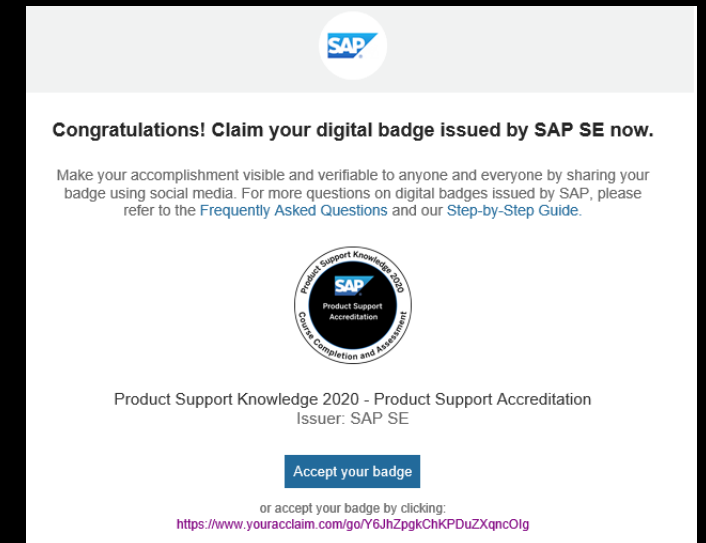
After completion you receive:



Certificate



SAP SE  
Badge





# Updates and reminders – Register for free annual updates



### Subscribe

By agreeing to subscribe, you get

- ★ Notifications of any updates
- ★ An Acclaim badge to share on social media

Subscribe: ☐ YES ☐

[Save](#) [Close](#)

**Lina Encinales**  
Customer Support Team Manager at SAP SuccessFactors

Followers	260
Drafts	0

Want to make the best out of your interaction with Product Support? Try our Product Support Accreditation Program! It is free for all S-Users! Visit

Product Support Knowledge 2020 - Product Support Accreditation was issued by SAP SE to Lina Encinales.  
[youracclaim.com](#)

6

[Like](#) [Comment](#) [Share](#)

**Live Demo**



# Appendix

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



## Next-Generation Support

[SAP Support Portal](#) | Next-Generation Support landing page ([SAP Support Portal](#))

### Press release and analyst guidance

Article: SAP Personalizes Support and Services for the Intelligent Enterprise ([SAP News Center](#))

Press Release: Next-Generation Support from SAP Leverages Machine Learning and AI to Improve Customer Experience ([SAP News Center](#))

Article: Your Customer Support Experience Is Your Brand ([SAP News Center](#))

Article: The Ingredients of an Award-Winning Support Experience ([SAP News Center](#))

Article: Live Business Needs Live Support: SAP Support is Award Winning, ([SAP News Center](#))

Article: Award-winning SAP Support Portal and Next-Generation Support services, Interview with Andreas Heckmann, Head of Support Delivery ([SAP News Center](#))

Press Release: SAP Brings Built-In Support to SAP S/4HANA Cloud ([SAP News Center](#))

Press Release: Next-Generation Support Expansion ([SAP News Center](#))

### Blogs

Article: Intelligent Swarming: How Collaboration Can Enhance Customer Service ([SAP News Center](#))

Article: The Xs and Os of a Next-Generation Support Experience ([SAP News Center](#))

Article: Are Traditional Management Models Evaporating? ([SAP News Center](#))

Article: Bringing B2C Principles to B2B Services and Support ([SAP News Center](#))

Article: The Future of Support Services – Get Ready for an Automation Storm ([SAP Insider](#))

Article: How does SAP support work for hybrid platforms in the digital age? ([SAP Community](#))

Blog: Bringing Choice Beyond the Commute Through SAP's Omni-Channel Support ([LinkedIn](#))

Blog: Roadside Assistance for Your Digital Transformation ([LinkedIn](#))

Blog: Vision and Strategy ([LinkedIn](#))

Blog: The Future of Support ([Digitalist](#))

Blog: Next-Generation Support ([SAP News Center](#))

Blog: Next-Generation Support ([LinkedIn](#))

Blog: When support tickets can talk ([LinkedIn](#))

Blog: Start your Engines! Next-Generation Support for your Intelligent Enterprise Journey ([LinkedIn](#))

Podcast: SAP Customer Support Podcast ([SAP Community](#)) | Building support into the product ([iTunes](#))

### Video resources

Video DSAG Annual Conference 2019 keynote – [Next-Generation Support](#) at 53:17 (German)

Videos from SAPHIRE NOW 2019

[SAPHIRE NOW 2019 update from Andreas Heckmann](#): Learn about SAP's new approach to customer success

[Head of Product Support Mohammed Ajouz](#): Enable Business Outcomes and Run Smoothly with Support from SAP

[Interview - SAP Mentor Ethan Jewett and Andreas Heckmann](#): Ongoing End-to-End Customer Success Services from SAP

[Interview - SAP Mentor Chris Kernaghan and Mohammed Ajouz](#): The Next Generation of Support

Video from SAP TechEd Barcelona 2019: [Interview with SAP Mentor Tom Cenens and Bernhard Luecke](#): Next-Generation Support Channels: What's new and what will be next?

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

## Webinars

Replay: [Next-Generation Support: Overview Session](#)



## 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](#)



## SAP ONE Support Launchpad

Article: Revolutionizing Web-Based Interactions with SAP Services and Support ([SAP News Center](#))

Article: How Optimized Incident Creation Helps Improve the Customer Support Experience ([SAP News Center](#))

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

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

Blog: Improved incident creation – try SAP's new support assistant ([SAP Community](#))

Video: [SAP ONE Support Launchpad](#)

Video: [Optimized Incident Creation](#)

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

Webinar: [SAP ONE Support Launchpad – Overview and How to Get Started](#)

Webinar: [Optimized Incident Creation](#)



## Social media

SAP Support Help on [Twitter](#)

Video series on [YouTube](#)



## Schedule an Expert

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

Blog: How to “Schedule an Expert” in a live session for your SAP solution ([SAP Community](#))

Video: [Schedule an Expert](#)

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

Webinar: [Overview Product Support Real-Time Channels](#)

Webinar: [Benefit from Real-Time Conversation with an SAP Expert](#)



## 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](#)

Press release and analyst guidance:

Expert Chat ([press release](#))

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

Webinar: [Use Expert Chat to Solve Your Technical Problems](#)

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



## Schedule a Manager

Schedule a Manager landing page ([SAP Support Portal](#))

Blog: How to “Schedule a Manager” for a 15-min. phone call ([SAP Community](#))

Webinar: [Schedule a Manager real-time support channel](#)



## Ask an Expert Peer

Ask an Expert Peer ([SAP Support Portal](#))

Video: [Ask an Expert Peer](#)

Blog: [Crowdsourcing Customer Service: How Ask an Expert Peer is Changing Real-Time Support](#)

Webinar: [New Product Support Channel: 'Ask an Expert Peer' for SAP SuccessFactors](#)



## AI and Machine Learning

Incident Solution Matching landing page ([SAP Support Portal](#))

Video: [Incident Solution Matching](#)

Article: What's in Store for 2020 with Machine Learning in Support ([SAP News Center](#))

Article: The Journey to Autonomous Support Through AI ([SAP News Center](#))

Article: AI and Machine Learning Drive Automation in Product Support ([SAP News Center](#))

Article: Enter the Next Level of Customer Support Experience with AI Technology ([SAP News Center](#))

Article: Customer Convenience through Service Automation ([SAP News Center](#))

Blog: AI-Powered Support: A Guiding Light for Simplified Support ([LinkedIn](#))

Blog: SAP launches an AI enabled incident wizard in SAP ONE Support Launchpad ([SAP Community](#))

Webinar: [Incident Solution Matching – Enabled by Artificial Intelligence](#)

Webinar: [SAP's use of AI in incident management processes](#)

Videos from SAP TechEd Las Vegas 2019

Wieland Schreiner: [Achieve End-to-End Customer Success for Your Intelligent Enterprise](#)

Interview with SAP Mentor Tammy Powlas and Mohammed Ajouz: [The Future of Support - Get Ready for the Automation Storm](#)



## Built-in support

Built-in support landing page ([SAP Support Portal](#))

Article: The Built-In Support Effect: Redefining Care For The User Experience ([Digitalist](#))

Blog: Making support smart – built-in support using AI / machine learning ([LinkedIn](#))

Article: The Built-In Support Effect For An Integrated, Intelligent User Experience ([Digitalist](#))

Webinar: [SAP's Built-In Support](#)

# Traditional incident management – reinvented

SAP ONE Support Launchpad as central entrance point: user interface and video

- 1 Support application **launchpad** as central entry point
- 2 Groups and tiles are personalized based on **user profiles**
- 3 Helping information and tasks are displayed directly on the tile



A screenshot of the SAP ONE Support Launchpad user interface. The interface is divided into several sections. At the top, there's a header bar with the SAP logo, 'ONE Support Launchpad', a 'Knowledge Base' dropdown, a search bar with 'Enter search term', and a user profile 'John Hybrid (S0012008920)'. Below the header, the 'My Home' section contains three tiles: 'My SAP Notes &amp; KBAs' (2 Favorites updated), 'SAP HotNews' (44 To be reviewed), and 'Incident Quality Report' (73.0 %). The 'Solutions / Incidents' section contains seven tiles: 'Find a Solution On Premise' (12 Action required), 'Incidents Inbox' (2 Need confirmation), 'Solution Proposed' (27 Outstanding incidents), 'No Updates' (34 Within last 7 days), 'High Priority' (1 P1 &amp; P2 incidents), and 'Draft Incidents' (18 Not sent to SAP). The 'Legacy Incidents On Premise' section has one tile 'Find your incidents'. The 'SuccessFactors Solutions / Incidents' section contains seven tiles: 'Find a Solution Cloud' (4 Customer action ne...), 'Action Required Cloud' (10 Need confirmation), 'Open Incidents Cloud' (10 Outstanding incidents), 'No Updates Cloud' (0 Within last 7 days), 'Critical Cloud' (1 Very high &amp; high inci...), and 'Draft Incidents Cloud' (3 Not sent to SAP). At the bottom, there's a footer with links: 'Share Your Feedback', 'About the Launchpad', 'Terms of Use', 'Copyright and Trademarks', 'Legal Disclosure', 'Privacy', and '沪ICP备09046015号-2'.

- 4 **Search** for knowledge documents and business objects relevant to the user

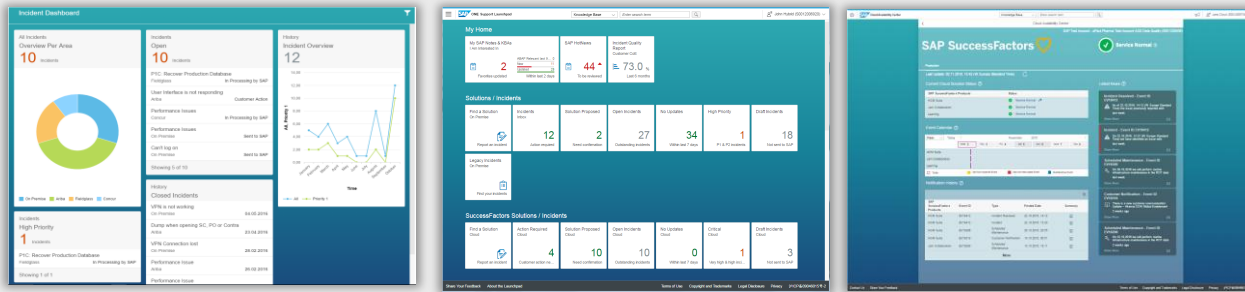


Link to video:  
<https://youtu.be/9RutFZ1Qoag>

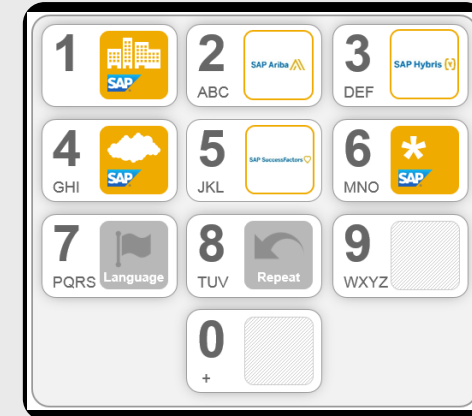


# One single access point to SAP support services

## SAP Support Portal / SAP ONE Support Launchpad



- ✓ Single entry point for help on most SAP solutions including on-premise and cloud solutions (for example, SAP SuccessFactors solutions, SAP HANA Enterprise Cloud)
- ✓ Consistent user experience for administrators who manage both cloud and on-premise solutions
- ✓ Incident dashboard in SAP ONE Support Launchpad for creation and transparency on incidents for first set of essential SAP Cloud solutions
- ✓ Cloud Availability Center for transparency on cloud services (status, availability, events, notifications; starting with SAP SuccessFactors solutions)



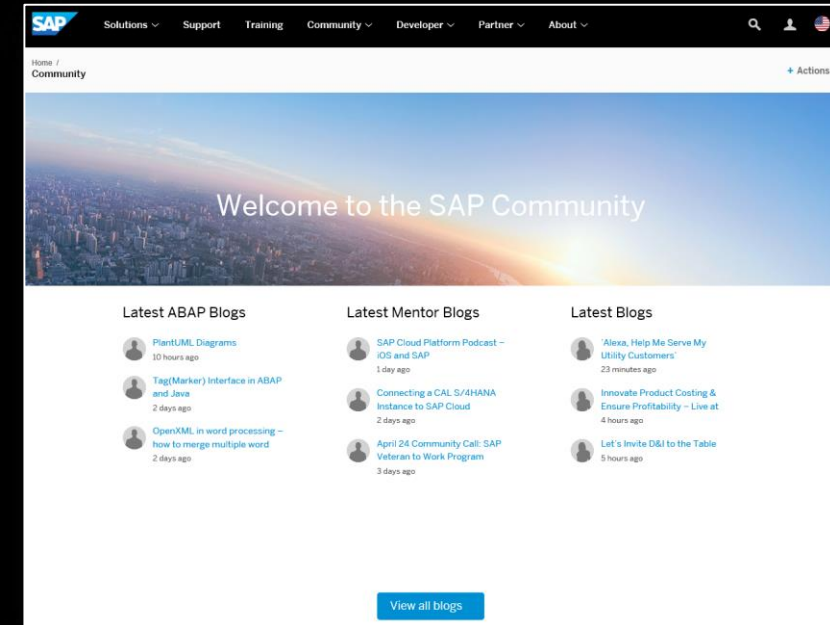
- ✓ Universal free-phone number for contacting SAP support services
- ✓ Access to service menu to select a specific product area you require, now including SAP Ariba, Concur, and SAP Fieldglass solutions
- ✓ Toll-free number accessible in most countries through landline phones and some mobile providers

# How we interact with our customers

## SAP Community

**SAP Community** is SAP's professional social network. No-one is faster than all of us.

- Comprises several collaborative communities
- Discussion forums, blogs, and videos
- Quick access to expert advice: Access knowledge and get answers to how-to and consulting questions from the SAP forums
- Access the community: <http://go.sap.com/community.html>

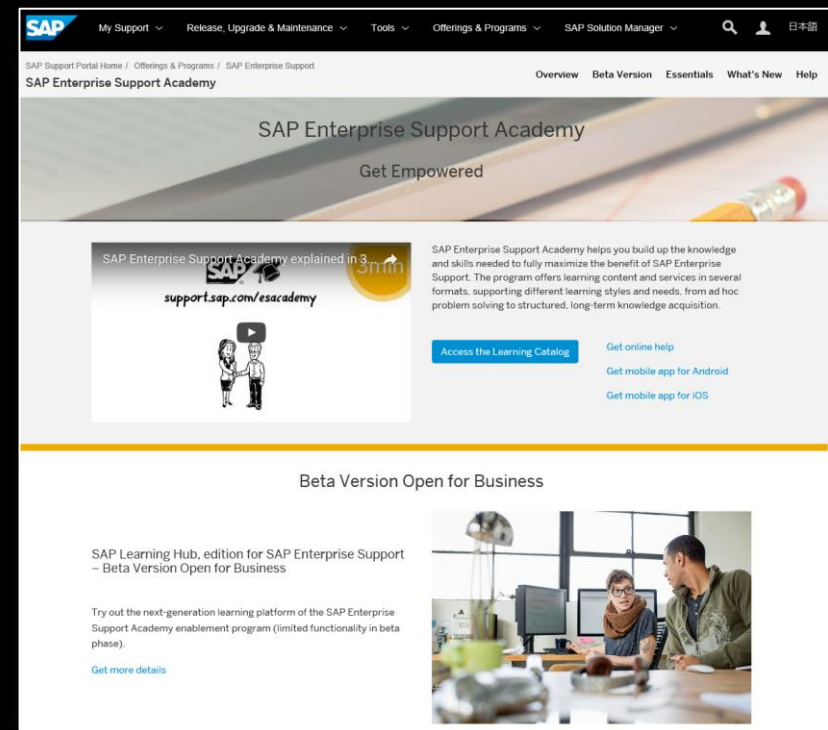


# How we interact with our customers

## SAP Enterprise Support Academy

Build knowledge and skills and learn from experts.

- Helps you build up the knowledge and skills needed to fully maximize the benefit of SAP Enterprise Support
- Learning content and services in several formats, supporting different learning styles and needs, from ad hoc problem solving to structured, long-term knowledge acquisition
- Accelerated innovation enablement, best practices, expert-guided implementations, guided self-services, meet the expert, quick IQs
- <https://support.sap.com/support-programs-services/offerings/enterprise-support/academy.html>





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