



¿Se pregunta cómo puede empezar con el soporte de productos de SAP fácilmente?

Programa de Acreditación – Soporte de Productos SAP

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El mundo está cambiando y las tecnologías digitales están en todas partes.

Manejo e implicaciones para el soporte de productos en SAP



Nuestra visión en la experiencia del soporte digital



Anticipar

Preguntas no deberían ser formuladas

Nuestro enfoque en el desarrollo de productos es hacerlos de alta calidad e intuición, que sean capaces de **anticipar** sus necesidades.



Acelerar

Si usted tiene preguntas, es fácil y rápido encontrar las respuestas

El acceso a nuestra completa base de conocimiento **acelera** el camino a encontrar las respuestas correctas cuando usted las necesita.



Colaborar

Nuestros expertos le proveerán soluciones rápidamente.

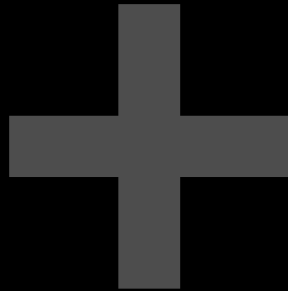
Nuestros ingenieros **colaborarán** con usted para ayudarle a ser exitoso – ofreciendo acceso rápido y fácil a las respuestas que están buscando.

Negocios en vivo, necesitan soporte de productos en vivo

Soporte de próxima generación para empresas inteligentes

Soporte de Productos SAP Tradicional

Líder en la industria en soporte preventivo y proactivo a través de todos los escenarios de desarrollo



Soporte de Próxima Generación

Soporte innovador para empresas inteligentes



Autoservicio y prevención de incidentes

Evadir la creación de casos



Interacciones en vivo

para acelerar el tiempo para resolver preguntas



Experiencia de Soporte Digital

para integrar con el soporte integrado en el producto



Inteligencia Artificial y aprendizaje automático

para acelerar los caminos a respuestas válidas y precisas

Negocios en vivo, necesitan soporte de productos en vivo

Soporte de próxima generación para empresas inteligentes



Auto-servicio y prevención de incidentes

El [soporte de Próxima Generación](#) tiene muchas soluciones para que usted no tenga que formular preguntas. En caso de hacerlo, usted puede encontrar respuestas sin

- [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](#)



Interacciones en vivo

Nosotros ofrecemos canales de soporte en vivo y con acceso directo a nuestros expertos.

- [Expert Chat](#)
- [Schedule an Expert](#)
- [Ask an Expert Peer](#)
- [Schedule a Manager](#)
- [Call-1-SAP & Customer Interaction Center \(CIC\)](#)



Experiencia de Soporte Digital

Ofrece beneficios de soporte con una experiencia personalizada construida en el mismo producto.

- [SAP ONE Support Launchpad](#)
- [Incident creation application](#)
- [Social Media integration](#)
- [Built-in support](#)
- [Cloud Availability Center](#)
- [SAP Cloud Trust Center](#)



Inteligencia Artificial / Aprendizaje Automático

SAP esta constantemente innovando para mejorar nuestros productos y ofrecer la mejor experiencia de soporte.

- Thought leadership
- Artificial Intelligence / Machine Learning
- [Incident Solution Matching](#)

Programa de Acreditación Soporte de Productos SAP



Programa de Acreditación – Soporte de Productos SAP

Programa de Autoaprendizaje para Clientes de Soporte de Productos SAP



Este programa permite sacar provecho de las mejores herramientas que ofrece Soporte en SAP incluyendo las herramientas de nueva generación.

Visión General

- El programa es interactivo y fácil de navegar.
- Disponible a todos los cliente de SAP que tengan un usuario S gratuitamente.
- El programa tiene 3 módulos y una evaluación final.
- Los módulos cubren temas como: Prevención de incidentes/casos, interacciones en vivo y experiencia de soporte digital.

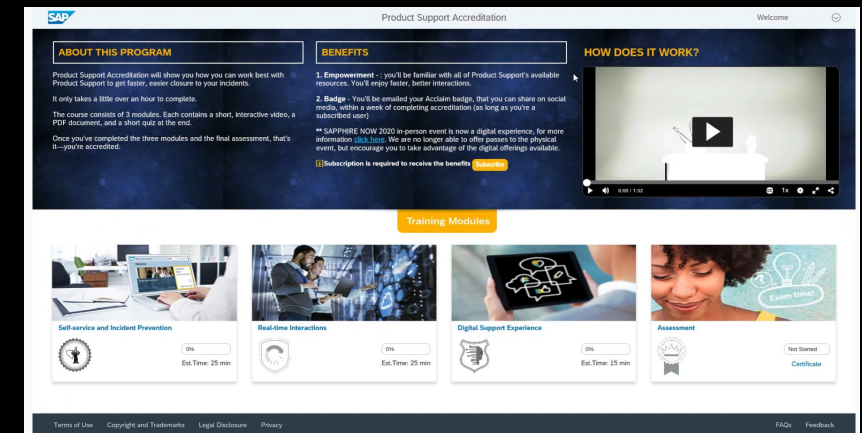
Beneficios

- **Informativo:** Gana el conocimiento para utilizar los mejores canales y recursos de Soporte SAP.
- **Eficiente:** El programa puede completarse en 1 hora. Además ayuda a los usuarios a ser mas eficiente al usar las herramientas de la Nueva Generación de Soporte.
- **Insignia y Certificado:** Recibe un certificado despues de completar la evaluación final además de una insignia para compartir en las redes sociales.

Acceso

- **Facil acceso:** simplemente usa tu usuario S via SAP Support Portal para empezar el programa.
- **Facil consumo:** Los módulos se pueden tomara su propio ritmo. El contenido es corto pero informativo.
- **Interactivo:** El avance de aprendizaje se puede medir con cortos quizzes que ayudar a pasar la evaluación final.
- Haz click [aquí](#) para acceder el programa.

Vista preliminar



Programa de Acreditación – Soporte de Productos SAP

Programa de Autoaprendizaje para Clientes de Soporte de Productos SAP



Cómo empezar?

Programa de Acreditación – Como gano acceso?



En la herramienta directamente usando
<https://support.sap.com/accreditation>



A través de la section del Welcome Center en el portal de soporte SAP

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



A través de My Support el portal de soporte SAP

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.**



Programa de Acreditación – Como me matriculo?

Este programa es libre de costo para todos los clientes que tienen acceso a las herramientas de Soporte de SAP.



Product Support Accreditation

Welcome 

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?



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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FAQs | Feedback

Programa de Acreditación – Cual es el proceso y como monitoreo mi progreso?



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	✓

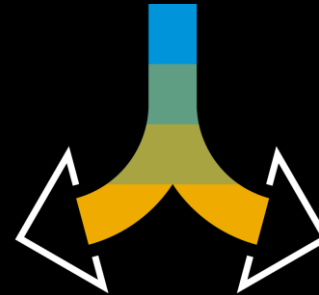
Programa de Acreditación – Evaluación, Certificado e Insignia

 Self-service and Incident Prevention  100% Est.Time: 25 min	 Real-time Interactions  100% Est.Time: 25 min	 Digital Support Experience  100% Est.Time: 15 min	 Assessment  Completed Certificate
--	---	--	--

Despues de completar la evaluación:



Certificado



SAP SE
Insignia



Congratulations! Claim your digital badge issued by SAP SE now.

Make your accomplishment visible and verifiable to anyone and everyone by sharing your badge using social media. For more Questions on digital badges issued by SAP, please refer to the [Frequently Asked Questions](#) and our [Step-by-Step Guide](#).



Product Support Knowledge 2020 - Product Support Accreditation
Issuer: SAP SE

[Accept your badge](#)

or accept your badge by clicking:
<https://www.youracclaim.com/go/Y6JhZpgkChkPDuZXqncOlg>

Programa de Acreditación – Suscríbete y renueva anualmente!



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- ★ An Acclaim badge to share on social media

Subscribe: ☐ YES ☐

Save Close

Lina Encinales
Customer Support Team Manager at SAP SuccessFactors

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Drafts	0

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youracclaim.com

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Like Comment Share

Demostración en vivo

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 SAPPHERE NOW 2019

[SAPPHERE 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

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



The screenshot shows the SAP ONE Support Launchpad interface. At the top, there's a header 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)'. The main content area is divided into sections: 'My Home' with tiles for 'My SAP Notes & KBAs' (2 new, 28 updated), 'SAP HotNews' (44 to be reviewed), and 'Incident Quality Report' (73.0%); 'Solutions / Incidents' with tiles for 'Find a Solution On Premise', 'Incidents Inbox' (12 action required), 'Solution Proposed' (2 need confirmation), 'Open Incidents' (27 outstanding), 'No Updates' (34 within last 7 days), 'High Priority' (1 P1 & P2 incidents), and 'Draft Incidents' (18 not sent to SAP); 'Legacy Incidents On Premise' (Find your incidents); and 'SuccessFactors Solutions / Incidents' with similar tiles for cloud-based incidents. The bottom footer contains links for 'Share Your Feedback', 'About the Launchpad', 'Terms of Use', 'Copyright and Trademarks', 'Legal Disclosure', 'Privacy', and a regulatory ID '沪ICP备09046015号-2'.

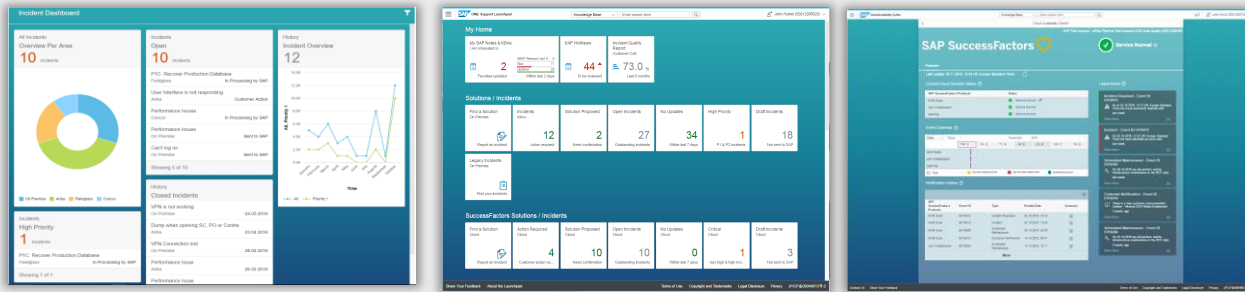


Link to video:
<https://youtu.be/9RutFZ1Qoag>

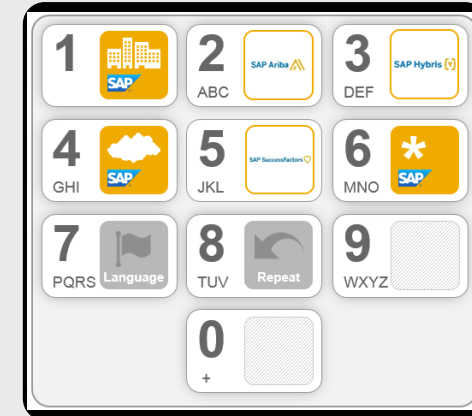


One single access point to SAP support services

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)



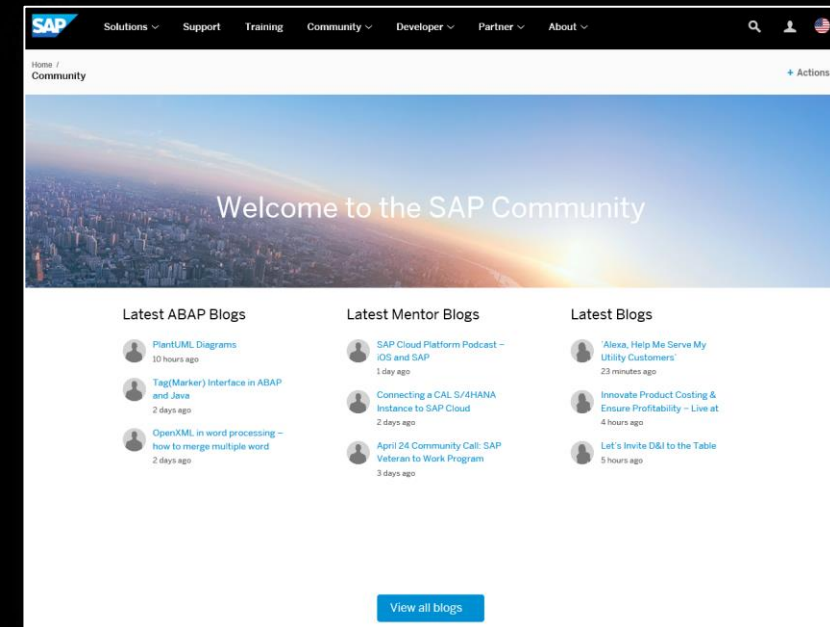
- ✓ Universal free-phone number for contacting SAP support services
- ✓ Access to service menu to select a specific product area you require, now including SAP Ariba, Concur, and SAP Fieldglass solutions
- ✓ Toll-free number accessible in most countries through landline phones and some mobile providers

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>

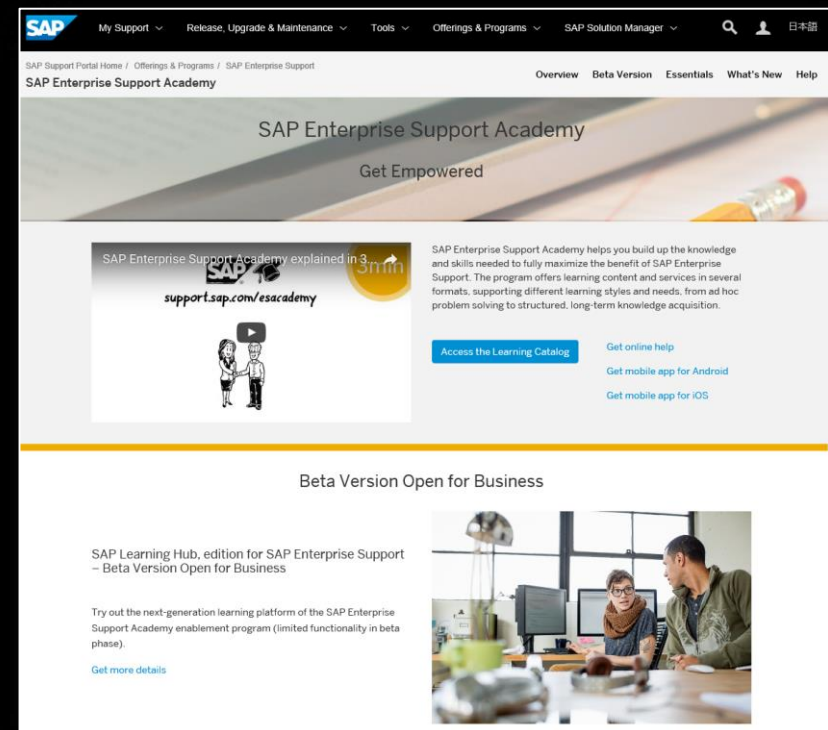


How we interact with our customers

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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