

Live Business Needs Live Support

Overview of Live Support Channels

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PUBLIC

Our vision of the digital support experience



Anticipate

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.



Accelerate

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.



Collaborate

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.

Next-Generation Support for the intelligent enterprise

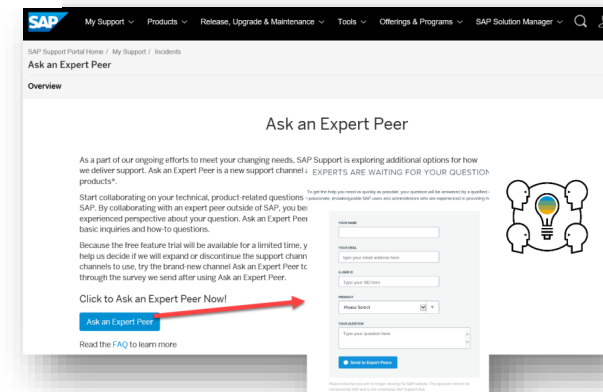
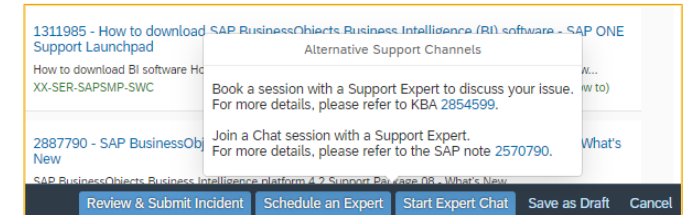
Real-time interaction



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 channel.

- Expert Chat
- Schedule an Expert
- Ask an Expert Peer
- Schedule a Manager



Product Support Offering

Real-Time Support Channels



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](#)



Ask an Expert Peer

Best suited for [Low or 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.

Available only for SuccessFactors Customers

Learn more about [Ask an Expert Peer](#)



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](#)



Schedule a Manager

Schedule a Manager allows you to book a 15-minute call on your [high priority](#) incident.

It connects you with an SAP Product Support manager from the corresponding area, with a 2 hour lead time.

Available for minimum 2 days old incidents within SAP Product Support.

Learn more about [Schedule a Manager](#)

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.

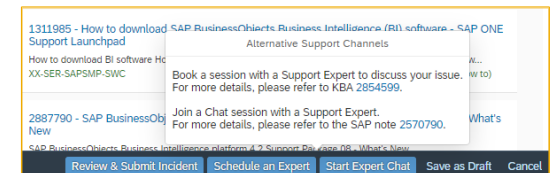
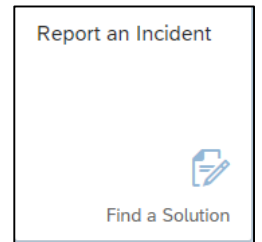


Real-Time Support Channels

New Technical Issues

Expert Chat, Schedule an Expert are live services from SAP Product Support. It's available for all support levels and almost all solutions – at no additional cost.

- These channels are integrated into SAP ONE Support Launchpad – Report an Incident workflow
- Automatically offered when available
- Offers bi-directional attachment exchange
- No incident needs to be created using these channels any more
- Safe to use for Customers who activated EUDP flag* on their systems
- Offers read-only screen-sharing option for perfect collaboration
- Expert Chat instantly connects you with an support expert
- Schedule an Expert requires 48 hours lead time and offers 30 minutes long call



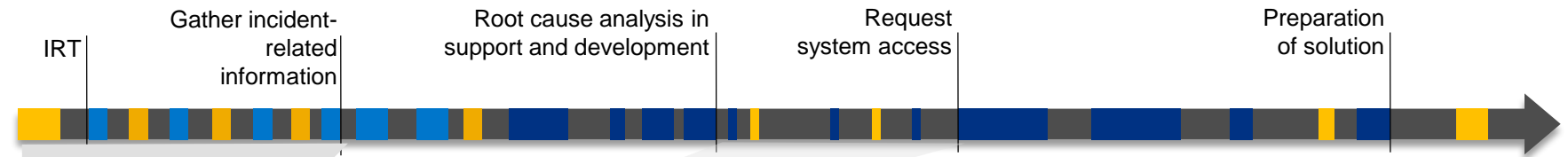
*from 2021 will be safe for Chinese data protection

Live support with Expert Chat and Schedule an Expert

Optimizing the incident flow

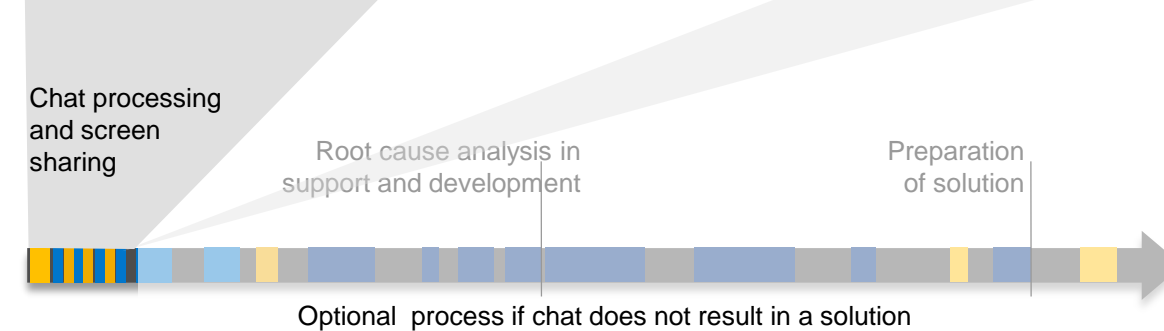
ILLUSTRATIVE

Typical incident flow Traditional incident



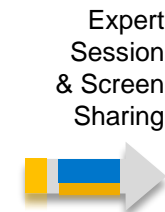
Ø 6 replies to customer
14-45 days processing time

Optimized incident flow with Expert Chat



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

Optimized incident flow with Schedule an Expert



1200 sessions / month
40-50% solution rate
30 min length of call duration



Real-Time Support Channels

Open Support Cases

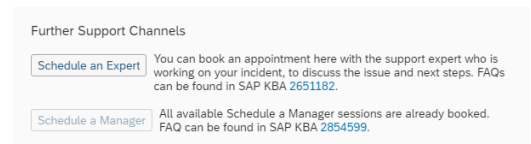
Schedule an Expert, Schedule a Manager **are live services** from **SAP Product Support**. It's available for all support levels and almost all solutions – at no additional cost.

Schedule an Expert

- Available for low, medium, high priority already opened support cases
- It requires 24 hours lead time and offers 30 minutes long call
- Directly connects you with the Support Expert who works on your incident
- Offered from the Incidents Inbox / Open Incidents application
- Safe to use for Customers who activated EUDP flag* on their systems

Schedule a Manager

- Offered from „Incidents Inbox” / „Open Incidents” application for high priority cases
- Connects you with a Support Manager for 15 minutes call with 2 hours lead time
- Brings the focus you need to an open incident



Real-time interaction

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 all support levels and almost all solutions
- For more information:
 - Learn more about [Expert Chat](#) on SAP Support Portal
 - [Expert Chat video](#)

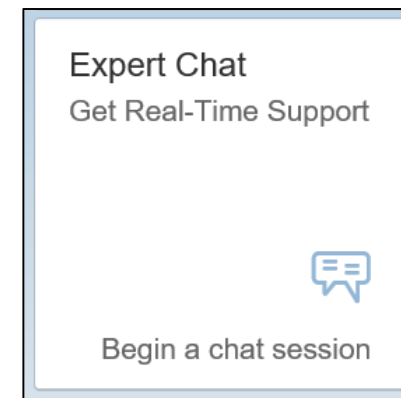
Benefits

- 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

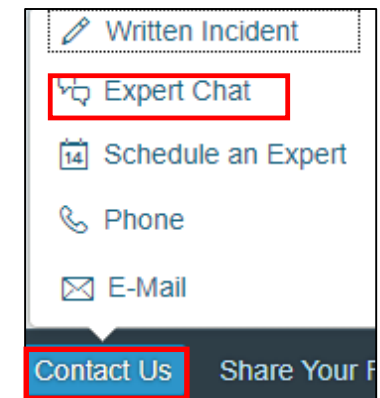
Access

- Access Expert Chat through the [SAP ONE Support Launchpad](#) (several options):
 - a. Access through the **Expert Chat tile** on your SAP ONE Support Launchpad on the My Home screen.
 - b. Carry out a search in the launchpad's database. Click on the Expert Chat-button in the upper area.
 - c. Access Expert Chat through the *Contact Us* menu
 - d. Access Expert Chat while going through the incident submission process. Chat functionality is built into the incident form.

Preview



Expert Chat tile on My Home in SAP ONE Support Launchpad



Contact Us menu in SAP ONE Support Launchpad's footer bar



Real-time interaction

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

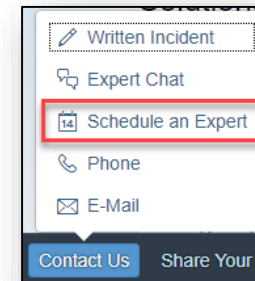
- One-to-one 30-minute call delivered remotely through Skype for Business
- Book an appointment at least three business days in advance to allow engineers to prepare
- Check out the [Schedule an Expert video](#)
- Visit [SAP Support Portal](#) to learn more
- Learn more on [how to join your Schedule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

Benefits

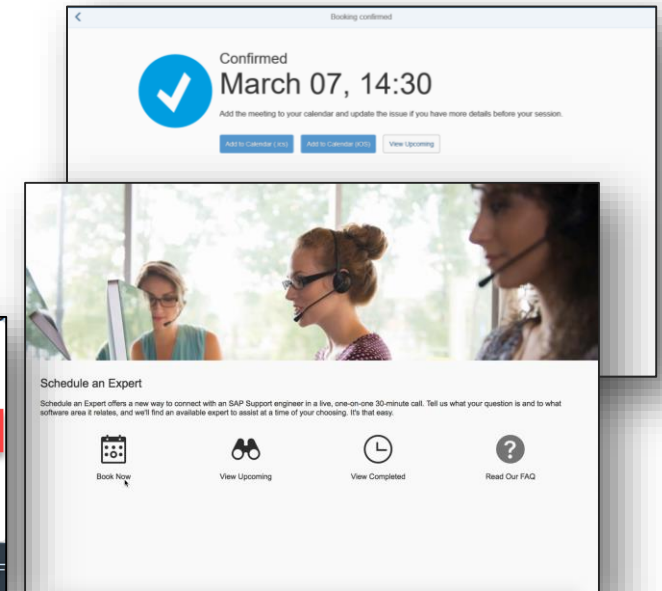
- Live channel option for you
- Interact one-to-one with a support engineer
- Get answers when and where you need them
- Get help and direct support for any technical question
- Have access to the same engineers that you would create an incident with
- Reduce your waiting time for response and resolution

Access

- Access Schedule an Expert through the [SAP ONE Support Launchpad](#) (several entry options):
 - a. Access through the **Schedule an Expert tile** on 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



„Contact Us“-menu in SAP ONE Support Launchpad's footer bar

Real-time interaction

Schedule an Expert for open incidents



Schedule an Expert for open incidents enables you to book a 30 minute call to discuss technical details of the incident with the assigned support engineer.

Overview

- One-on-one 30 minute call booked directly from an open incident with the assigned support engineer
- Available for low, medium, and high priority incidents with select support engineers
- Book an appointment minimum 24 hours in advance
- Sessions delivered remotely through *Skype for Business* (Learn more on [how to join your Schedule an Expert call](#))
- Check [User Guide](#) and [FAQ](#) to learn more

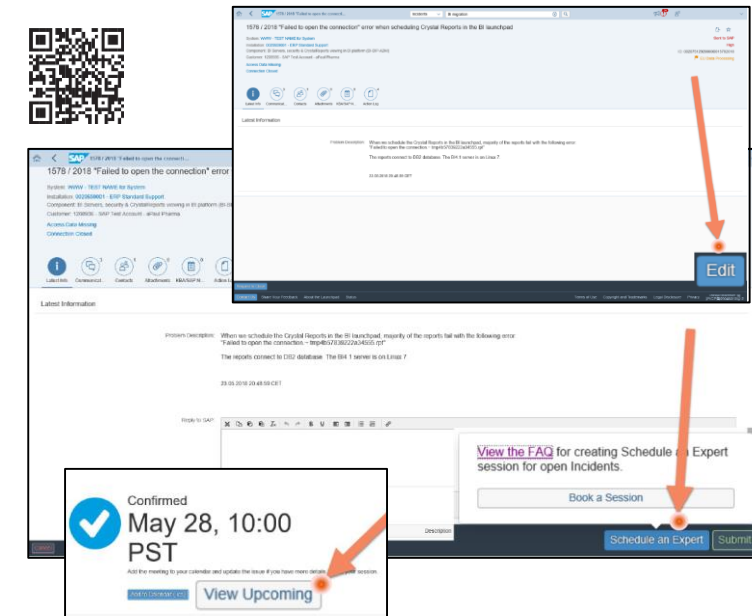
Benefits

- Have live interaction to discuss technical details of the open incident with the assigned support engineer
- Schedule a call at a time that is convenient for you
- Experience less ping-pong and more efficient incident processing reducing the time to resolve your open issue
- Easy to have other colleagues with you on the call

Access

- *Schedule an Expert* button will appear in the incident editing page in SAP ONE Support Launchpad when the following conditions are met
 - The incident is an Open Incident within Product Support
 - A processor has been assigned to the incident and is available for scheduling
- Click *Schedule an Expert* button and then click *Book a Session*
- Add the appointment to your calendar and join the session at scheduled time

Preview



Real-time interaction

Ask an Expert Peer



Ask an Expert Peer lets you collaborate on your technical, product-related questions, one-on-one, with a qualified and approved expert **outside** of SAP.

Overview

- Support channel option available for all SAP SuccessFactors Solutions*
- We are exploring additional ways to deliver support
- Interact one-on-one with a qualified and approved expert **outside** of SAP
- Visit the [Ask an Expert Peer](#) landing page
- Check out the [video](#)
- Read the [FAQ](#) to learn more

Benefits

- Fast issue resolution for your basic inquiries and low to medium priority incidents
- Reduce your waiting time for response and resolution
- Benefit from industry insights along with an experienced perspective about your question
- Private conversations, issue resolution through chat or e-mail

Access

- Access Ask an Expert Peer directly from the [landing page](#)
- Or by clicking the green button on the home page of [SAP Support Portal](#)
- ***Limited availability:** This service is only available for SAP SuccessFactors Solutions

Preview

Real-time interaction

Schedule a Manager for high priority incidents



Schedule a Manager for high priority incidents enables you to schedule a 15-minute call with an SAP Product Support manager to help manage or prevent potential service exceptions

Overview

- 15 minute call booked with a Product Support manager from the related product area
- Available for incidents within Product Support
- Incident is on high priority for at least 2 days
- Book an appointment minimum 2 hours in advance
- Sessions delivered via phone
- Click [here](#) to learn more, or check this [FAQ](#)

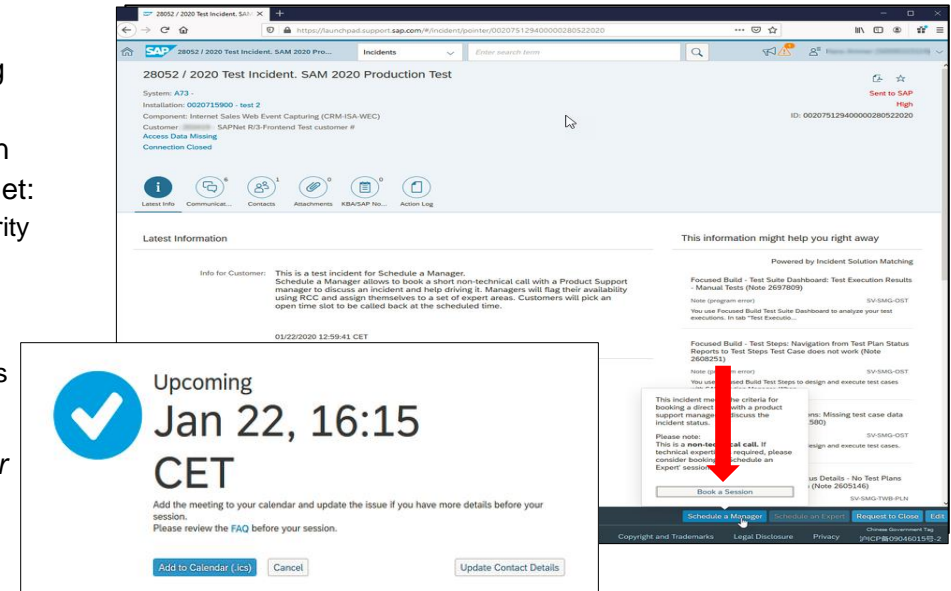
Benefits

- Have live one-on-one discussion on your high priority incident with a Product Support manager
- Schedule a call at a time that is convenient for you and matches with the availability of the manager
- Experience a more enhanced communication with SAP's Product Support management

Access

- *Schedule a Manager* button appears in the incident editing page in SAP ONE Support Launchpad and is active when the following conditions are met:
 - The incident has been at priority High for at least 2 days
 - The incident is within Product Support
 - A Product Support manager is available for the session
- Click the *Schedule a Manager* button and then click *Book a Session*
- Add the appointment to your calendar and receive your callback at the scheduled time

Preview



Please note: this service is not offered for incidents processed within development support !

Next-Generation Support

External recognition – awards and benchmarks



ASP Award

[Top Ten Best Support Websites](#) 2018 for the SAP Support Portal incl. the SAP ONE Support Launchpad from the Association of Support Professionals ([ASP](#)).



TSIA STAR Award

Technology Services Industry Association ([TSIA](#)) STAR Award for [Best Practices in Support Services](#) for Schedule an Expert and finalist in the Transformation of Support Services category for the Next-Generation Support approach overall.



Stevie Award

SAP Support [won two Silver Stevie awards](#) – for Innovation in Customer Service for Next-Generation Support, and in Best Use of Technology in Customer Service for the Schedule an Expert service.



siteIQ Benchmark

The SAP Support Portal received recognition in the [siteIQ eBusiness Index's](#) Online Support category rankings, achieving first place for usability with the highest recorded score.

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
- Watch the [video](#)

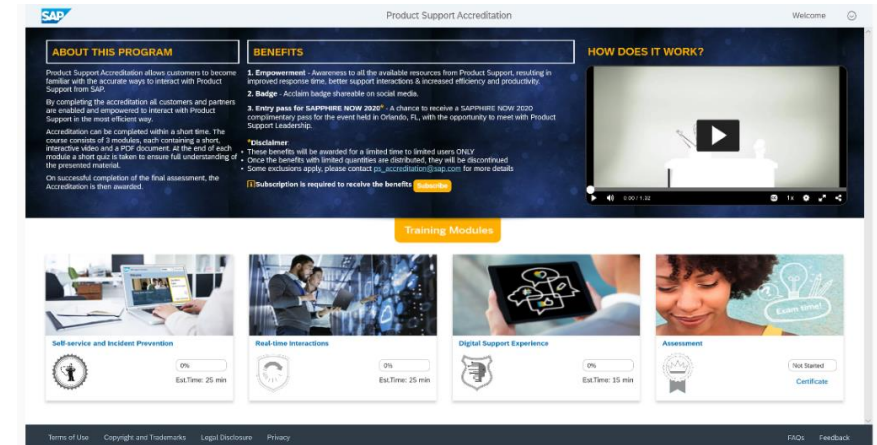
Benefits

- **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

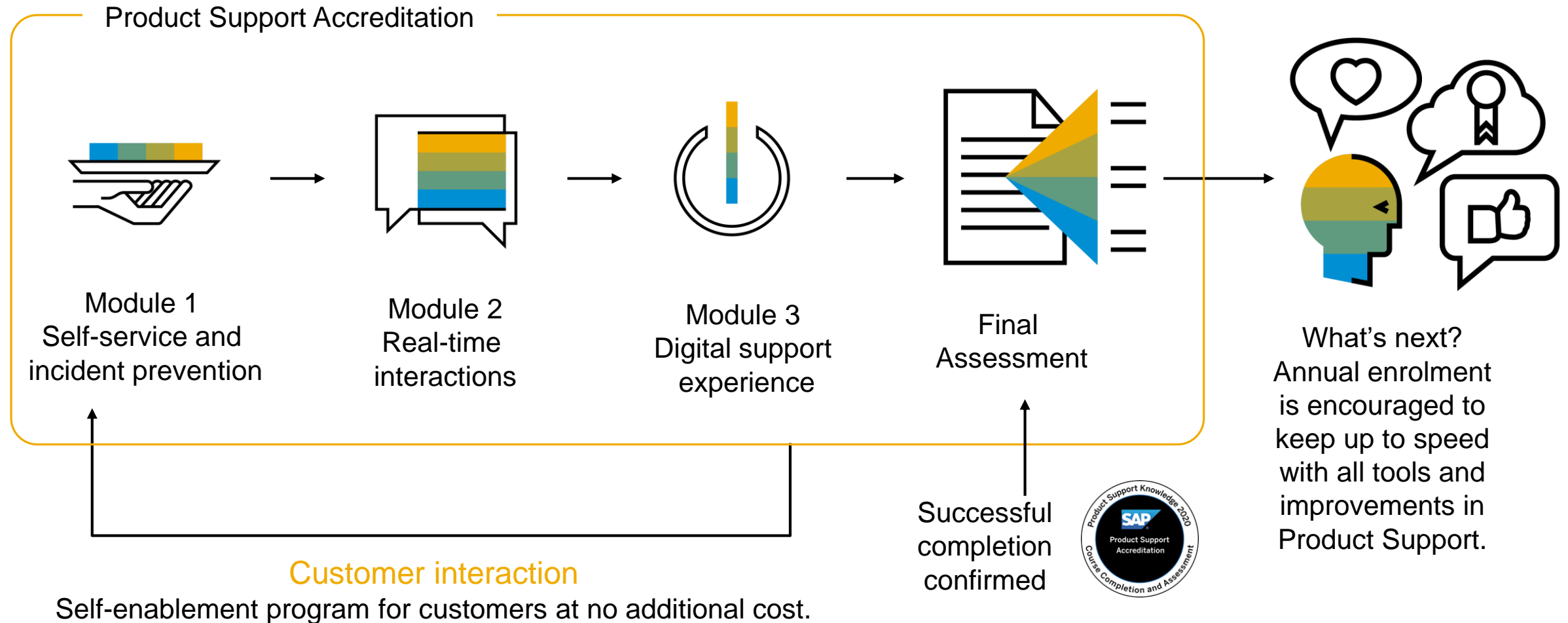
- **Easy to access:** simply use your s-user via SAP ONE Support Launchpad to enroll for program.
- **Easy to consume:** The accreditation modules can be taken at your own pace and time. Easy to consume content will be provided on demand.
- **Interactive:** Learnings can easily be validated in interactive 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



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



Next-Generation Support

[SAP Support Portal](#) | Landing page ([SAP Support Portal](#))
[Customer Brochure](#) | [Infographic](#) | Webinar: [Next-Generation Support: Overview](#)



Incident Prevention and Self-Service

Video: [Guided Answers](#)
Video: [Automatic Translation](#)
Video: [SAP Support Portal video](#)



SAP ONE Support Launchpad

Video: [SAP ONE Support Launchpad](#)
Video: [Optimized Incident Creation](#)
Video: [SMS Notifications for SAP ONE Support Launchpad](#)
Video: [Incident Management Online Help Maintenance](#)
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](#)



AI and Machine Learning

Incident Solution Matching landing page ([SAP Support Portal](#))
Video: [Incident Solution Matching](#)
Webinar: [Incident Solution Matching – Enabled by Artificial Intelligence](#)
Webinar: [SAP's use of AI in incident management processes](#)



Schedule an Expert

Schedule an Expert landing page ([SAP Support Portal](#))
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](#))
Video: [Expert Chat](#)
Webinar: [Use Expert Chat to Solve Your Technical Problems](#)



Schedule a Manager

Schedule a Manager landing page ([SAP Support Portal](#))
Webinar: [Schedule a Manager real-time support channel](#)



Ask an Expert Peer

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



Built-in support

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

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