

# webinar series 2020

## SAP's optimized incident creation & management

John Bowley  
Product Owner, Support Experience Process & Innovation Office, SAP UK

PUBLIC

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# Digital support experience

## Optimized incident creation



The redesigned **optimized incident creation** guides you to solve a technical product issue in real time or reach out to SAP experts with relevant information through a modern, AI-enabled framework.

### Overview

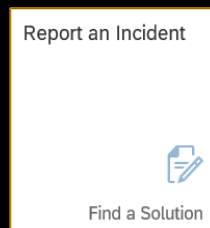
- The incident creation application provides a central user interface for several integrated Next-Generation Support features
- It is used by over 50,000 unique visits daily
- Newly designed features are based on ~75 hours of customer feedback
- For detailed information also visit [here](#)

### Benefits

- Simplified and intuitive design
- Optimized user experience
- [Simplified categorization](#) for incidents filtered by system/product area selection
- Real-time **log file suggestions and analysis**
- **Unified support channels**
- AI-enabled **Incident Solution Matching** provide real-time solutions
- [Support assistant](#) offers a guided incident creation experience

### Access

- Accessible through the [SAP ONE Support Launchpad](#)
- Add the tile 'Report an incident' to your My Home-Screen in SAP ONE Support Launchpad



### Preview

# Digital support experience

## Optimized incident management



The **optimized incident management**, accessed via the new **'Manage Incidents'** tile, enables you to easily view, edit or confirm your reported incidents to SAP, with personalizable filters and views, sorting and grouping

### Overview

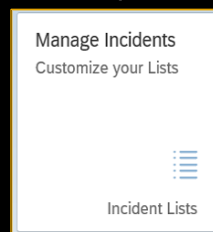
- New tile **'Manage Incidents'** provides a redesigned incident list view for you to easily search, view, edit or confirm your incidents
- You can customize the filtering option to search incidents and save the personalized view with preferred grouping and sorting rules
- Multiple saved searches can be added within the tile.
- For detailed information also visit [here](#)

### Benefits

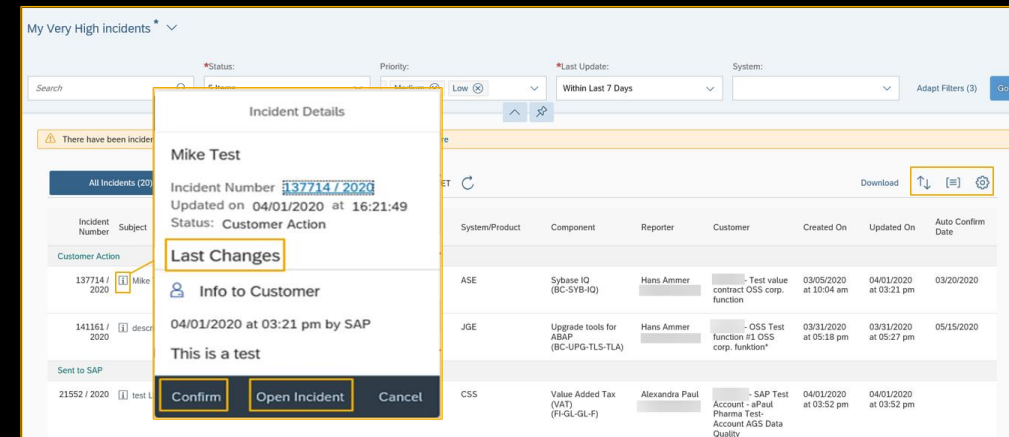
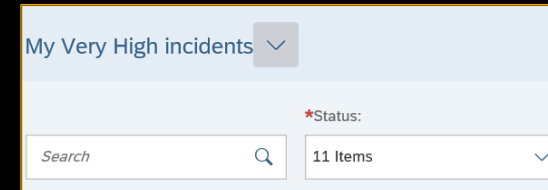
- Simplified and intuitive design
- Filter customization and personalized view
- Quick access to confirm, open or view incident last changes
- Foundation of incident management tile simplification from SAP ONE Support Launchpad
- Redesigned incident edit layout provides an intuitive workflow to interact with SAP support

### Access

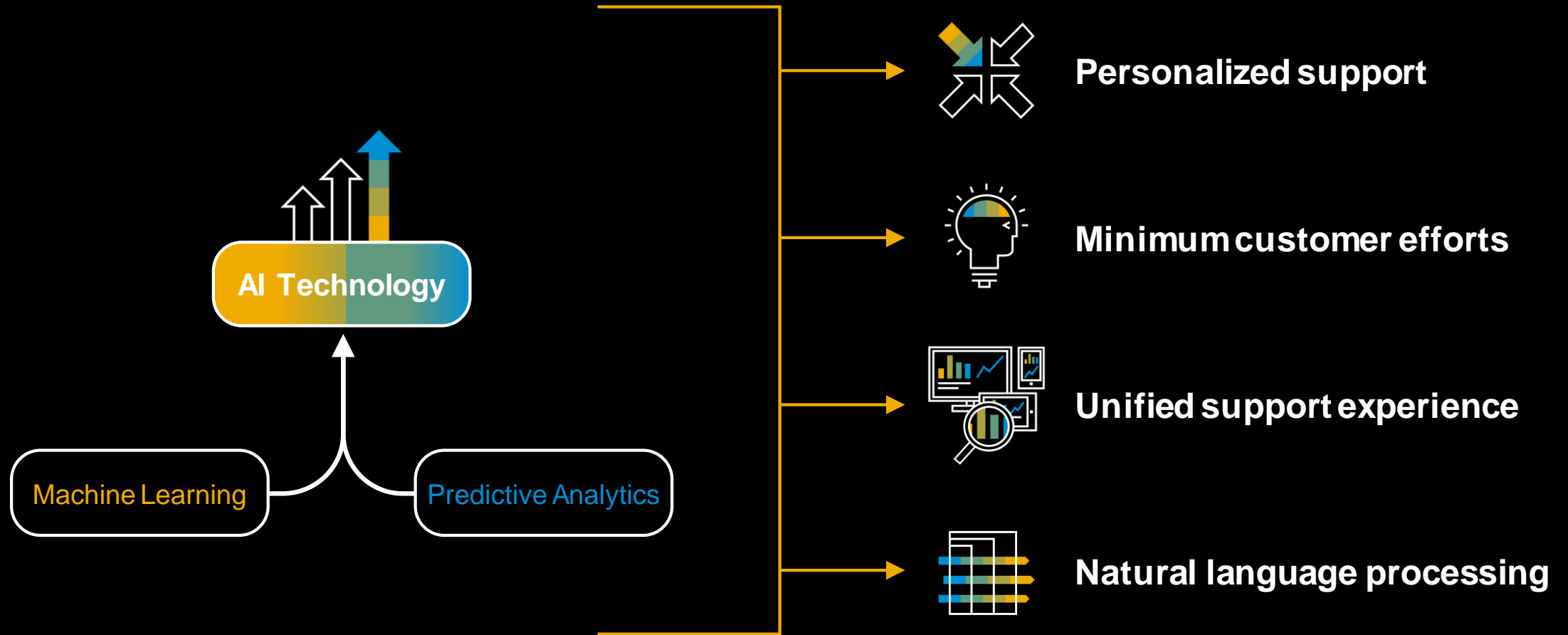
- Accessible through the [SAP ONE Support Launchpad](#)
- Add the tile **'Manage Incidents'** to your My Home-Screen in SAP ONE Support Launchpad



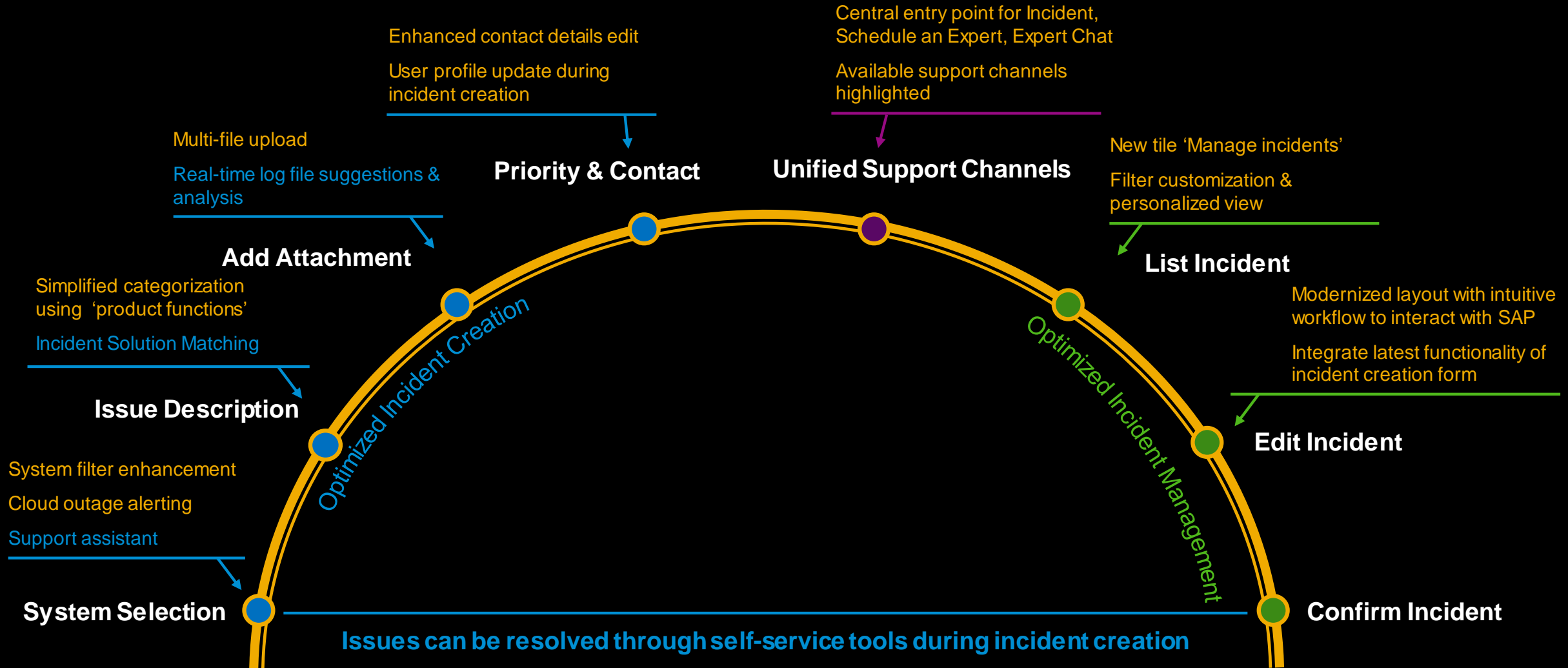
### Preview



# Vision



# Enhancing the whole incident creation & management journey



# How it works



# Optimized Incident Creation Demo



## Welcome



## Solutions / Incidents

Report an Incident

Manage Incidents

Customize your Lists



Find a Solution



Incident Lists

## SuccessFactors Solutions / Incidents

Report an Incident

SuccessFactors

Schedule an Expert

Book a Live Session

Favorite Incidents



Find a Solution



Upcoming sessions

All	0
on SAP side	0
on Your side	0

>

\*Customer

<

\*System Information

Search for a system or select one of your recently used systems from the dropdown list.

\*System:

\*Product Area:

>

\*Description

>

Attachments

>

Priority & Contacts

Information below may help you identify a solution.

Solution suggestions are not available at the moment. Please provide some more details about your issue.

Follow

Review & Submit Incident

Schedule an Expert

Start Expert Chat

Cancel

Contact Us

Share Your Feedback

About the Launchpad

Status

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10

Select a System

Favorites

Recently Used

All

AAA - (PROD)  
System Number:   
Leading Product: PV Not Maintained

AAA - (PROD)  
System Number:   
Leading Product: SAP BusinessObjects Business Intelligence platform 4.2

FDF - (PROD)  
System Number:   
Leading Product: SAP S/4HANA, cloud edition 1506


AAA - Joris Test (PROD)  
System Number:   
Leading Product: SAP ERP 6.0

ABC - ABC License (DEVELOP)  
System Number:   
Leading Product: SAP ERP 6.0

SY0 - Test TechEd 2018 (PROD)

Cancel

Select a System

Search by system ID, number, name, installation, product, or tenant UL. 

Favorites

Recently Used

All

Is Favorite:

System Role:

Leading Product:

Data Center Region:

EU Data Processing:

Restricted Systems:

Is Favorite

System ID

System Number

System Role

System Name


Leading Product

Data Center Region

EU Data Processing

Installation

System URL




PROD

Tenant

SAP Business ByDesign

No

CUSTOMER ONDEMAND




TEST

Tenant

No

CUSTOMER ONDEMAND




TEST

Tenant

SAP Business ByDesign

No

CUSTOMER ONDEMAND




AAA

PROD

SAP BusinessObjects Business Intelligence platform 4.2

No

SAP BUSINESS OBJECTS



AAA


PROD

AAA

SAP Adaptive Server Enterprise 16.1

Yes

Sybase



AAA


PROD

Joris Test

SAP ERP 6.0

Yes

Test Installation OM



AAA

PROD

No

ERP ESsupport (0020689660)

Cancel

Select a System

Search by system ID, number, name, installation, product, or tenant UL.

Favorites

Recently Used

All

Is Favorite:

System Role:

Leading Product:  
SAP BusinessObjects Business Int

Data Center Region:

EU Data Processing:

Show Restricted Systems:  
Included

Is Favorite

System ID

System Number

System Role

System Name

Leading Product

Data Center Region

EU Data Processing

Installation

System URL

★

AAA

PROD

SAP BusinessObjects Business Intelligence platform 4.2

No

SAP BUSINESS OBJECTS

☆

AAA

DEVELOP

SAP BusinessObjects Business Intelligence platform 4.2

No

SAP BUSINESS OBJECTS

☆

AC1

PROD

reassign test

SAP BusinessObjects Business Intelligence platform 4.2

Yes

HANA Enterprise Cloud

☆

BBB

DEVELOP

SAP BusinessObjects Business Intelligence platform 4.2

No

SAP BUSINESS OBJECTS

☆

BIP

PROD

Optional

SAP BusinessObjects Business Intelligence platform 4.2

No

SAP BUSINESS OBJECTS

Cancel



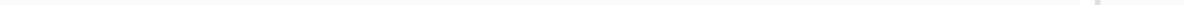


## Expert Search

Information below may help you identify a solution.

available at the moment. Please provide some more details

☐ I give my approval for SAP Support to reproduce the described issue using any steps provided by me in the description below, while connected remotely to my non-production environments. If it is necessary to do this in a production environment, SAP Support will contact me specifically before proceeding.



☐ I give my approval for SAP Support to reproduce the described issue using any steps provided by me in the description below, while connected remotely to my non-production environments. If it is necessary to do this in a production environment, SAP Support will contact me specifically before proceeding.

\*Subject: *Give the issue a title*

\*Description:               More Information

Expert Search

Search for a system or select one of your recently used systems from the dropdown list.

## Expert Search

Please provide us with more information

**X**

## Expert Search

**X**

[Show More Info](#)

## KBA (How To)



## Expert Search



ution.

\*Description:                   More Information

You wish to patch a SAP BI 4.x clustered environment sequentially with minimal impact on customer...

Expert Search

## 2

## Installation failing when installing on AIX

The installation of the BI Platform on my AIX server is failing and I need assistance in finding root cause for this. This is a fresh installation and a newly built AIX machine with lots of resources

### Top Suggested Content

**1807514** - How to patch a BI 4.x Clustered environment one node at a time (sequentially)

KBA (problem)

[Show More Info](#)

Information below may help you identify a solution.

2671301 - What is the ONE Installer and where can I find it ?

1757132 - BI4 Support Pack Update and Patch Install Best Practice Guide

1683481 - InstallData Folder on SAP BusinessObjects Business Intelligence Platform 4.0 / 4.1 (SAP BI)

The InstallData directory on the SAP BI server is growing. There is a need to know how to clean t...  
BI-BIP-DEP KBA (how to)

1807514 - How to patch a BI 4.x Clustered environment one node at a time (sequentially)

You wish to patch a SAP BI 4.x clustered environment sequentially with minimal impact on customer...

1952120 - Best practices & pre-requisites on Windows while Install/Update/Patching BI

Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP Business...

BI-BIP-INS

2423469 - Useful Note] Book a session with a Support Expert to discuss your issue. [Master  
For more details, please refer to KBA 2854599.

Require Best Practice  
BI-BIP-DEP

Join a Chat session with a Support Expert.  
For more details, please refer to the SAP note [2570790](#).

### Alternative Support Channels

Book a session with a Support Expert to discuss your issue. [Master  
For more details, please refer to KBA 2854599.

Join a Chat session with a Support Expert.  
For more details, please refer to the SAP note [2570790](#).

Cancel



## Privacy



## Expert Search

help you identify a solution.

Powered by Incident Solution Matching

with AIX 7.2

and various Technology levels (TL)

Note (installation information)

ing December 2010. Please look at the PAM (Product

Note (installation information)

## Requirements for SAP Kernel

ase level and C/C++ runtime level which are required

with AIX 7.1

### and various Technology Levels

Note (installation information)

( settings for SAP

ntly adjusted to ensure optimum performance of SAP

Note (consulting)

## Recommendations

on AIX or want to check your current SAP on AIX

Monday	Tuesday	Wednesday	Thursday	Friday
Aug 31	Sep 1	Sep 2	Sep 3	Sep 4
33 Available	26 Available	29 Available	28 Available	29 Available

✓

Cancel



▼ \*Description

Please provide us with more information about your issue or question. This detailed information will help to speed up incident processing.

☐ I give my approval for SAP Support to reproduce the described issue using any steps provided by me in the description below, while connected remotely to my non-production environments. If it is necessary to do this in a production environment, SAP Support will contact me specifically before proceeding.

\*Subject: Installation failing when installing on AIX

\*Description: More Information

The installation of the BI Platform on my AIX server is failing and I need assistance in finding root cause for this. This is a fresh installation and a newly built AIX machine with lots of resources

POWERED BY TINYMCE

Support Assistant History: Product: SAP BusinessObjects Business Intelligence platform  
BI Platform  
Installation & Update  
Updating & Patching  
Q: What kind of install are you doing?  
A: Standalone or single node  
Q: Is the issue before, during or after installation?  
A: During the install

\*Language: English

Use Product Functions for a simpler way to categorize your issue

\*Category: Product Function Component  
BI-BIP-INS (Installation, Updates, Upgrade, Patching)

▼ Attachments

Information below may help you identify a solution.

Powered by Incident Solution Matching

2671301 - What is the ONE Installer and where can I find it ?

What is ONE Installer and where can i find it ? Need more information about the ONE installer whi...  
BI-BIP-INS KBA (how to)

2490588 - Best practices & pre-requisites on Linux while Install/Update/Patching BI

Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP Busine...  
BI-BIP-INS KBA (how to)

1886100 - Error: 'Failed to update cache for execution. Program will exit.' when installing SAP BusinessObjects BI software, or when installing Crystal Reports

When attempting to install Crystal Reports, it fails. Unable to install SAP BusinessObjects Busin...  
BI-BIP-INS KBA (problem)

2502607 - Error c  
Business Objects

Error: Use the maint  
BI-BIP-INS

2921709 - SAP B

SAP BusinessObject  
BI-BIP-INS

1691493 - When  
"Installer has dete

When installing SAP  
BI-BIP-DEP

1952120 - Best p

Need to install/patch  
BI-BIP-INS

1807514 - How to

You wish to patch a  
Review &

SAP Expert Chat

02:02 PM Amanda Gong  
--- Support Assistant ---  
Product: SAP BusinessObjects Business Intelligence platform  
BI Platform  
Installation Update  
Updating Patching  
Q: What kind of install are you doing?  
A: Standalone or single node  
Q: Is the issue before, during or after installation?  
A: During the install

Product Area selected: SAP BusinessObjects Business Intelligence platform  
Component selected (Support Assistant): BI-BIP-INS

--- Description ---  
The installation of the BI Platform on my AIX server is failing and I need assistance in finding root cause for this. This is a fresh installation and a newly built AIX machine with lots of resources

Thanks for contacting us. An expert will be with you shortly...

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Expert Search

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Expert Search



Please note that after this incident has been submitted to SAP attachments cannot be removed.

Suggested Files:

- |   |   |
|---|---|
|  BI Platform Installer Errors and Warnings Log |  BI Platform Installer Setup Log   |
|  BI Platform SetupEngine Log                   |  SAP BI Install Manifest file      |
|  BI Installer Deployment Unit Logs             |  BI Uninstall Deployment Unit Logs |

+



Cancel

[Privacy](#)

Expert Search

Powered by Incident Solution Matching

is ONE Installer and where can i find it ? Need more information about the ONE installer whi...

to uninstall SAP BusinessObjects Business Intelligence (BI) Platform 4.x patch or ServicePack...	
P-INS	KBA (how to)

How can the Support Packages or Patches or Full build for SAP BusinessObjects Business Intellig...

BusinessObjects BI Platform 4.3 SP00 Installation Guides for Windows and Unix  
P-INS Note (installation information)

BusinessObjects BI Platform 4.3 SP00 Upgrade Guide  
P-INS Note (upgrade information)

588 - Best practices & pre-requisites on Linux while Install/Update/Patching BI  
to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP  
e...

P-INS KBA (how to)

 **Analysis Complete** A detailed analysis report has been generated that can help with troubleshooting and resolving system issues. Please click the 'Save' button below to review this report and attach it automatically to the incident.

[View Analyzed Files](#)

All 1 1

 Indexserver Crash at TrexCalculationEngine::ScenarioData::getCalculationScenario()

indexserver\_server\_prod.323123.crashdump.20190401-082943.044180.trc

Due to a missing validity check when instantiating a calculation scenario the indexserver might crash. This can happen if the calculation scenario uses another calculation scenario...

Suggested Solution:2506315 - Indexserver Crash at  
TrexCalculationEngine::ScenarioData::getCalculationScenario()

[Open SAP Note](#)

## BI Installation Fails on On AIX

setupengine.log

The setupengine.log indicates that the Operating system patch level may not meet the requirements. Please see the below solution(s) to help troubleshoot this issue

Suggested Solution: KBA 2603975, KBA 2402156, ...

Cancel

▼ Priority & Contacts

[Expert Chat](#)
[Schedule an Expert](#)
[Expert Search](#)

Powered by Incident Solution Matching

### Contact Information

Time Zone: UTC+8h

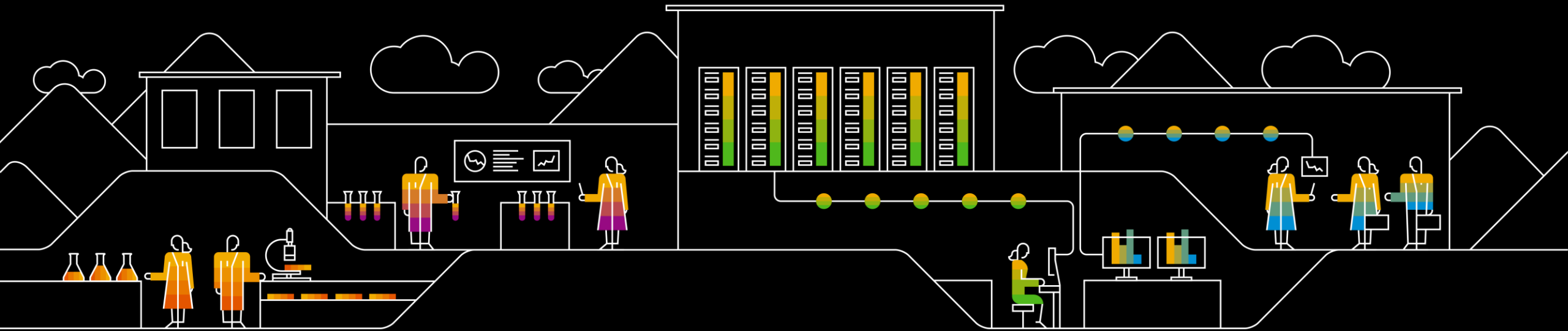
OK Cancel

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

Priority: Medium - Business operations are affected.

Name	Role	Phone Number	E-Mail	Time Zone	
Amanda Gong S0014035200	Reporter	+86-41184836067	amanda.gong@sap.com	UTC+8	
	24h Contact				
	System Opener				

# Optimized Incident Management Demo



Welcome



Solutions / Incidents

Report an Incident

Find a Solution

Manage Incidents

Customize your Lists

Incident Lists

SuccessFactors Solutions / Incidents

Report an Incident

SuccessFactors

Find a Solution


Schedule an Expert


Book a Live Session


Upcoming sessions


Favorite Incidents


All	0
on SAP side	0
on Your side	0


Standard 






\*Status:  



Priority:  


\*Last Update:  


System:  


Adapt Filters (4) 






 There have been incidents requiring your action for 7 days. If you want to view the incidents, click [here](#) 

All Incidents (55) 

My Incidents (1) 

Updated At 1:58:07 PM UTC+8 

Download 

Incident List

Incidents

Enter search term

Standard

Search

\*Status: 3 Items

Priority:

There have been incidents requiring your action for 7 days. If

All Incidents (55)

My Incidents

Incident Number	Subject
500965 / 2020	Test//How to retrieve case
441531 / 2020	TEST ISSUE FROM Hubert please do not tough
511435 / 2020	TEST TICKET FROM HUBERT SCHWEIGER, PLEASE DO NOT TOUGH
459095 / 2020	TEST issue Hubert Schweiger please do NOT tough

Contact Us

Share Your Feedback

About the Launchpad

Status

Adapt Filters

Search for Filters

Basic

Search

\*Status: Partner-Customer Action

Priority:

\*Last Update: Within Last 4 Weeks

System: - (No system name)

More Filters (5)

Select Filters

Search for Filters

☒ Status

☒ Priority

☒ Last Update

☒ System

☐ Installation

☐ Reporter

☐ Customer

☐ Created On

☐ Changed On

OK

Cancel

Adapt Filters (4)

Go

Download

↑↓

[≡]

⚙

Created On	Updated On	Auto Confirm Date
06.2020 01:55 pm	24.07.2020 at 00:45 pm	23.08.2020
05.2020 04:00 pm	28.07.2020 at 01:11 pm	27.08.2020
07.2020 06:31 pm	28.07.2020 at 01:17 pm	27.08.2020
06.2020 02:07 pm	28.07.2020 at 01:19 pm	27.08.2020

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Privacy

SAP

Incident List

Incidents

Enter search term

Amanda Gong (S0014035200)

Standard

Search

3 Items

There have been incidents requiring your action for 7 days. If

All Incidents (55)

My Incid

Incident Number	Subject
500965 / 2020	Test//How to retrieve case
441531 / 2020	TEST ISSUE FROM Hubert please do not tough
511435 / 2020	TEST TICKET FROM HUBERT SCHWEIGER, PLEASE DO NOT TOUGH
459095 / 2020	TEST issue Hubert Schweiger please do NOT tough

Basic

Search for Filters

Status: Partner-Customer Action C

Priority: Very High

Last Update: Within Last 4 Weeks

System: - (No system name)

More Filters (5)

Save View

\*View

My VH incident

Set as Default

Apply Automatically

Create Tile

OK

Cancel

Go

Save

Restore

Cancel

	03.07.2020 at 06:31 pm	28.07.2020 at 01:17 pm	27.08.2020
459095 / 2020	TEST issue Hubert Schweiger please do NOT tough	SAP Proposed Solution	Low
ERP Standard Support (0020659687)	QAS	for SAP ONE Support Launchpad test purposes only (XX-SER-SAPSMP-TEST)	Test Cloud (S0018132424)
1208936 - SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	05.06.2020 at 02:07 pm	28.07.2020 at 01:19 pm	27.08.2020

Contact Us

Share Your Feedback

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My VH incident

My Views

Standard

My last month high incidents

My VH incident

Save

Save As

Manage

ms

Priority: 

Very High

\*Last Update: 

Within Last 4 Weeks

System: 

- (No system name)

Adapt Filters (4)

for 7 days. If you want to view the incidents, click [here](#)

My Incidents (0)

Updated At 2:09:21 PM

Download

Status	Priority	Installation	System/Product	Component	Reporter	Customer	Created On	Updated On	Auto Confirm Date
No data									

Standard

Search

\*Status:  
3 Items

There have been incidents requiring your action for 7 days. If you want to view the incidents

All Incidents (55)

Incident Number	Subject
500965 / 2020	Test//How to retr
317618 / 2020	394461 / 2020
317611 / 2020	Performance
459095 / 2020	TEST issue Hube NOT tough

Incident Details

394461 / 2020

Incident Number 317618 / 2020

Updated on 29.07.2020 at 20:50:34

Status: SAP Proposed Solution

Last Changes

Reply from SAP

29.07.2020 at 07:48 pm by SAP

Solution provided

Confirm Open Incident Cancel

Sorting

Download

View Settings Reset

Sort Order

☐ Ascending

☒ Descending

Sort By

☐ Incident Number

☐ Status

☐ Priority

☐ Component

☐ Reporter

☐ Customer

☐ Created On

☐ Updated On

☐ Auto Confirm Date

OK Cancel

Grouping

Download

View Settings Reset

Group Order

☒ Ascending

☐ Descending

Group By

☐ Incident Number

☒ Status

☐ Priority

☐ Component

☐ Reporter

☐ Customer

☐ Created On

☐ Updated On

☐ Auto Confirm Date

OK Cancel

Custom tab to add/remove columns

Download

View Settings Reset

Show / Hide Columns

☒ Incident Number

☒ Subject

☒ Status

☒ Priority

☒ Installation

☐ System/Product

☐ Component

☒ Reporter

☒ Customer

☒ Created On

☒ Updated On

☒ Auto Confirm Date

OK Cancel

Adapt Filters (4)

download

TEST)									
Standard Support (687)	QAS	Test incidents to SAP (SV-SMG-SUP-TST)	Rick Kinner	- SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	29.07.2020 at 07:34 pm	29.07.2020 at 07:50 pm	12.09.2020	07.2020 0:45 pm	23.08.2020
Standard Support (687)	QAS	Test incidents to SAP (SV-SMG-SUP-TST)	Rick Kinner	- SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	29.07.2020 at 07:22 pm	29.07.2020 at 07:55 pm	12.09.2020		
Standard Support	QAS	for SAP ONE Support Launchpad test purposes only (XX-SER-SAPSMP-TEST)	Test Cloud	- SAP Test Account - aPaul Pharma Test-Account AGS Data Quality	05.06.2020 at 02:07 pm	28.07.2020 at 01:19 pm	27.08.2020		

**SENT TO SAP**



Action Log (22)

## Privacy

# Questions?



# Thank you

For questions, please email us at  
[sap.incident.management.feedback@sap.com](mailto:sap.incident.management.feedback@sap.com)

# 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: 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: What intelligent enterprises can expect from SAP Support in 2018 ([SAP News Center](#))

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

Videos from SAPPHIRE NOW 2019

[SAPPHIRE 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

Videos from SAPPHIRE NOW 2018

[Keynote Andreas Heckmann](#) with customer STARA

[Interview Stara](#): Maximizing Value with Support from SAP Digital Business Services

[Head of Product Support Mohammed Ajouz](#): Embrace Next-Generation Support for the Digital Enterprise

Video from SAP TechEd Bangalore 2018: [Interview with SAP Mentor Krishna Kishor Kammaje: Next-Generation Support](#) – From Traditional Incident Handling to AI-Driven Support

Video DSAG Annual Conference 2018 keynote – [Next-Generation Support](#) at 46:45 (German)

# 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](#)

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](#)

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



## 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](#))

Announcement: SAP Adds 35+ New Product Areas for Schedule an Expert ([Support News](#))

Blog: How to “Schedule an Expert” in a live session for your SAP solution ([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 2018 Barcelona, SAP Mentor interview: [Bernhard Luecke with David Ruiz Badia on Schedule an Expert](#)

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](#)

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](#))

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

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



## Ask an Expert Peer

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

Video: [Ask an Expert Peer](#)

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



## AI and Machine Learning

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

Video: [Incident Solution Matching](#)

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](#))

Videos from SAPHIRE NOW 2018

[The next generation of support](#) – AI and Machine Learning taking center stage

[Video with SAP Mentor Owen Pettiford](#): Driving the customer support experience with built-in support and machine learning

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



## 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](#))

Video from SAPHIRE NOW 2018: [Keynote with customer Stara](#) – with demo of built-in support

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

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