The Revamped Note Assistant

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Agenda

The Note Assistant

- The need to revamp

- What's New – A Brief Highlight

- New 'Note Assistant – Home' screen

- Customize your Note Assistant: Settings

- Improved SAP Notes display screen

- Streamlined processing of SAP Notes

- How to update to new Note Assistant

- Demo

- Summary

The Note Assistant

❑ A tool to implement/de-implement SAP Notes

❑ Recognizes dependencies on SAP Notes, Support Packages, and modifications that have already been implemented

❑ Contains automatic corrections, implementing which will automatically apply the changes as per the SAP Note

❑ May also contain manual instructions, which the end user will have to follow manually
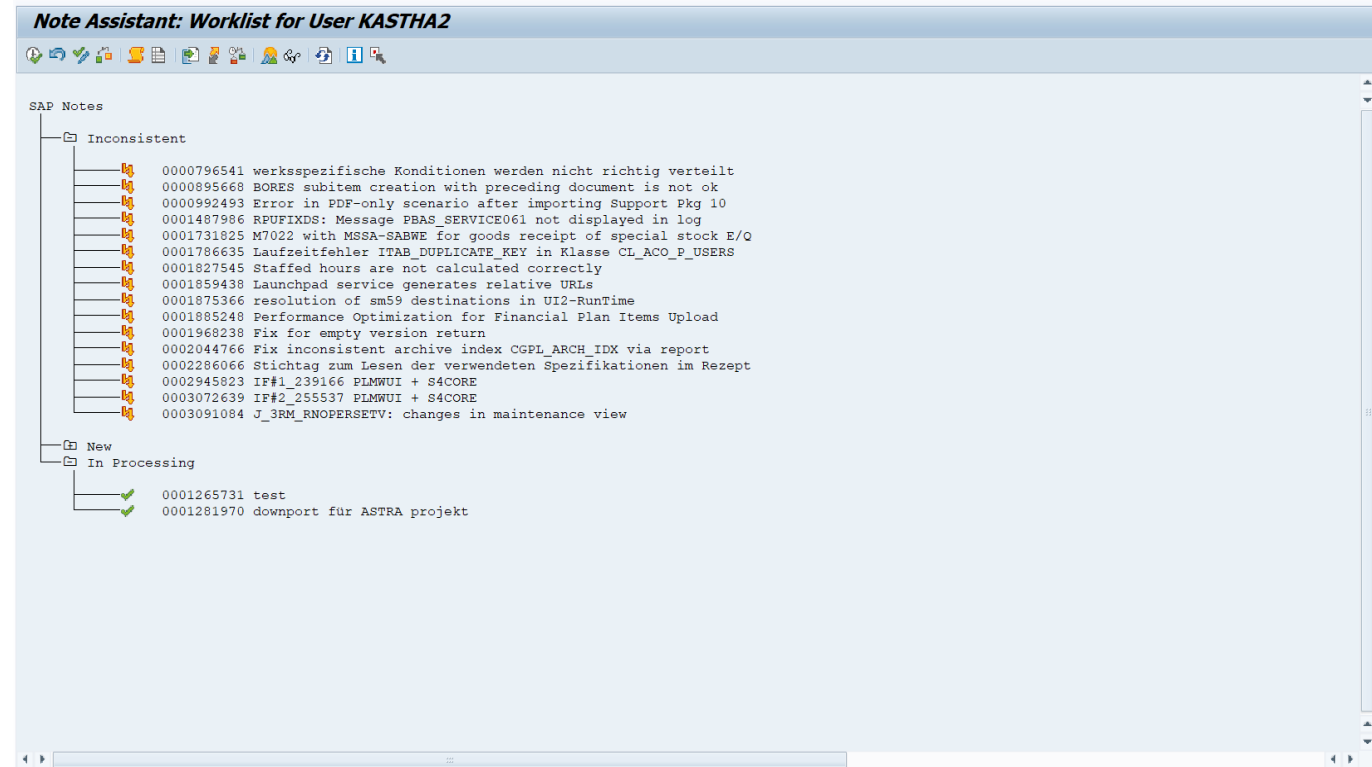
The Existing (Old) Note Assistant

The Need to Revamp

Gathering Feedback

- Customer Interviews
- Customer Support Experience
- Usability test in DSAG 2019, SAP Walldorf, Remotely and Customer Locations
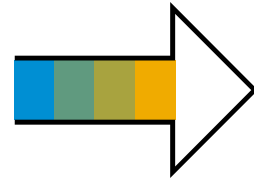
Pain Points

- Too many pop-ups
- Not guided
- Improper Error Handling
- Usability issue with manual activities display
- Long chain of SAP Notes
- Difficult to troubleshoot
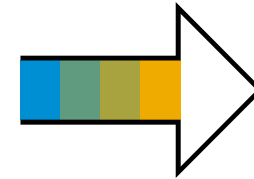
Takeaways to Build New Note Assistant

- Streamline Implementation
- Rewrite backend coding to improve performance and error handling
- Should be Customizable
- Should be guided
- Improve display of manual activities
- Integrate troubleshooting reports and improve Log Display

What's New – A Brief Highlight

❑ Refined, intuitive and faster - aimed to improve the overall user experience

❑ The best of the old Note Assistant has been retained, all functionalities still available

❑ UI is customizable as per your preference

❑ Some of the choices that you made will be remembered in your next login

❑ Improved Note Search and Browsing of SAP Notes

❑ Easier to keep the system updated with the latest version of SAP Notes already implemented in your system

❑ Streamlined implementation – less pop-ups shown

❑ Note Display screen has been improved, improved Note Log display

…and much more!

New Note Assistant – Home screen

1. Guided information section (can be hidden)

2. Check Note Assistant – checks if SNOTE relevant important SAP Notes are implemented

3. Worklist and Browser now integrated in a single screen. Browser can be minimized

4. Search for SAP Notes also at SAP ONE Support Launchpad. The result will only include valid SAP Notes.

5. Narrow down the search results based on when it was released – valid only for launchpad Note search

6. Worklist section is now organized in tabs

New Note Assistant – Home screen

1. Option to mark SAP Notes as 'your Favourite'

2. Next recommended operation suggested based on Note status

3. New option to launch Note Assistant Settings

4. Search using text string is now possible

Customize your Note Assistant: Settings

1. Hide/Display guided information section, wherever allowed

2. Customize worklist tabs to hide/display only the tabs that you need

3. Display Note text/manual instruction in PDF or HTML format

4. Automatically set the Note Processing Status

5. Change the Note Download procedure – applicable to all users
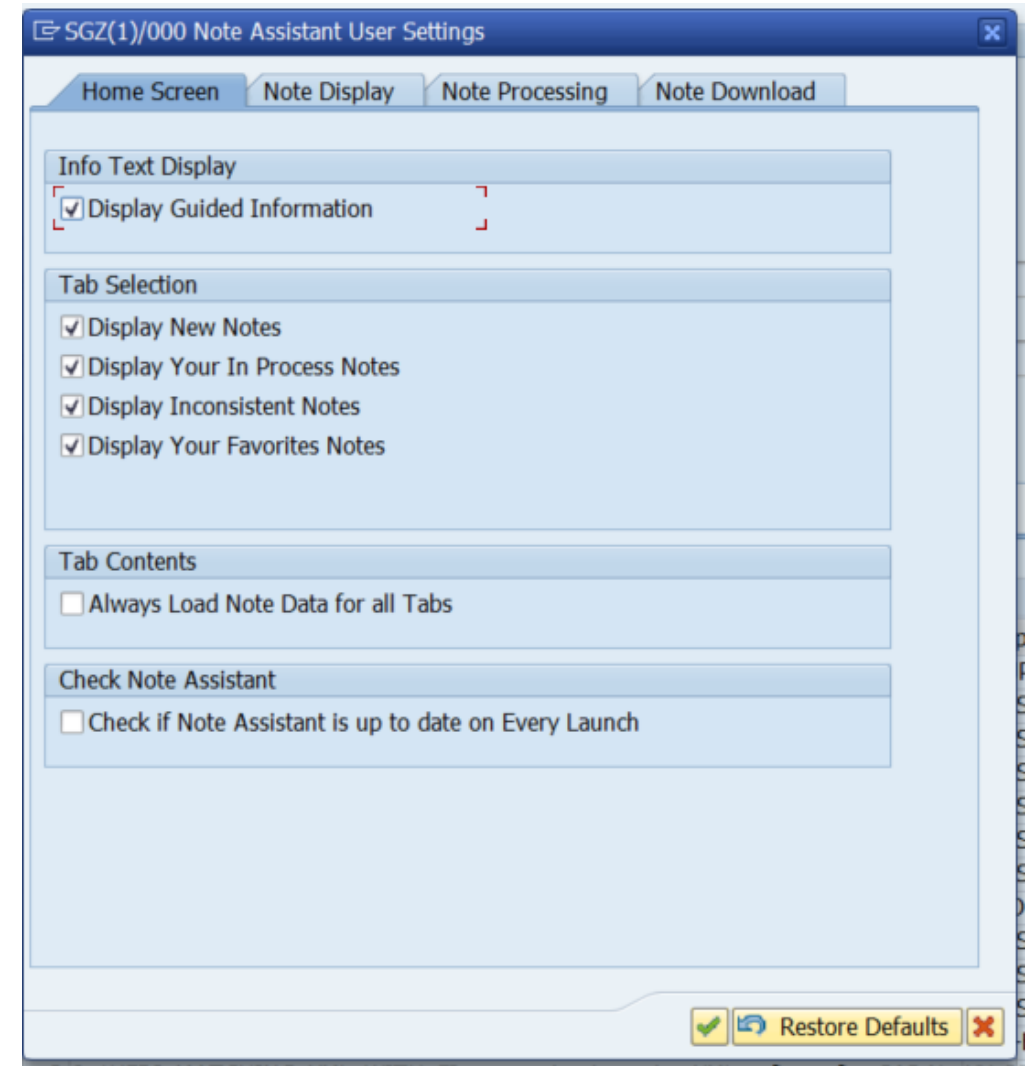
Improved SAP Notes Display Screen

1. Collapsible and enhanced Header Section

2. Now split into three sections, the left most 'technical' section can be hidden

3. Valid corrections are highlighted, others can also be completely hidden

4. Available Actions will only suggest the actions that are possible on the Note

5. Available Views section to show additional details, for example the pre-requisite SAP Notes or the Objects which have been affected by the Note in case it is implemented already

6. Note Log now structured in a tree format – improving readability

Streamlined Processing of SAP Notes

1. Single Questionnaire Screen – all questions asked here, required information shown

2. Pre-requisite SAP Notes will be listed here, these will be downloaded before implementing anything

3. Side Effect SAP Notes shown – recommended that these Notes are checked before implementing anything

4. This screen replaces the multiple pop-ups for each question that was shown earlier
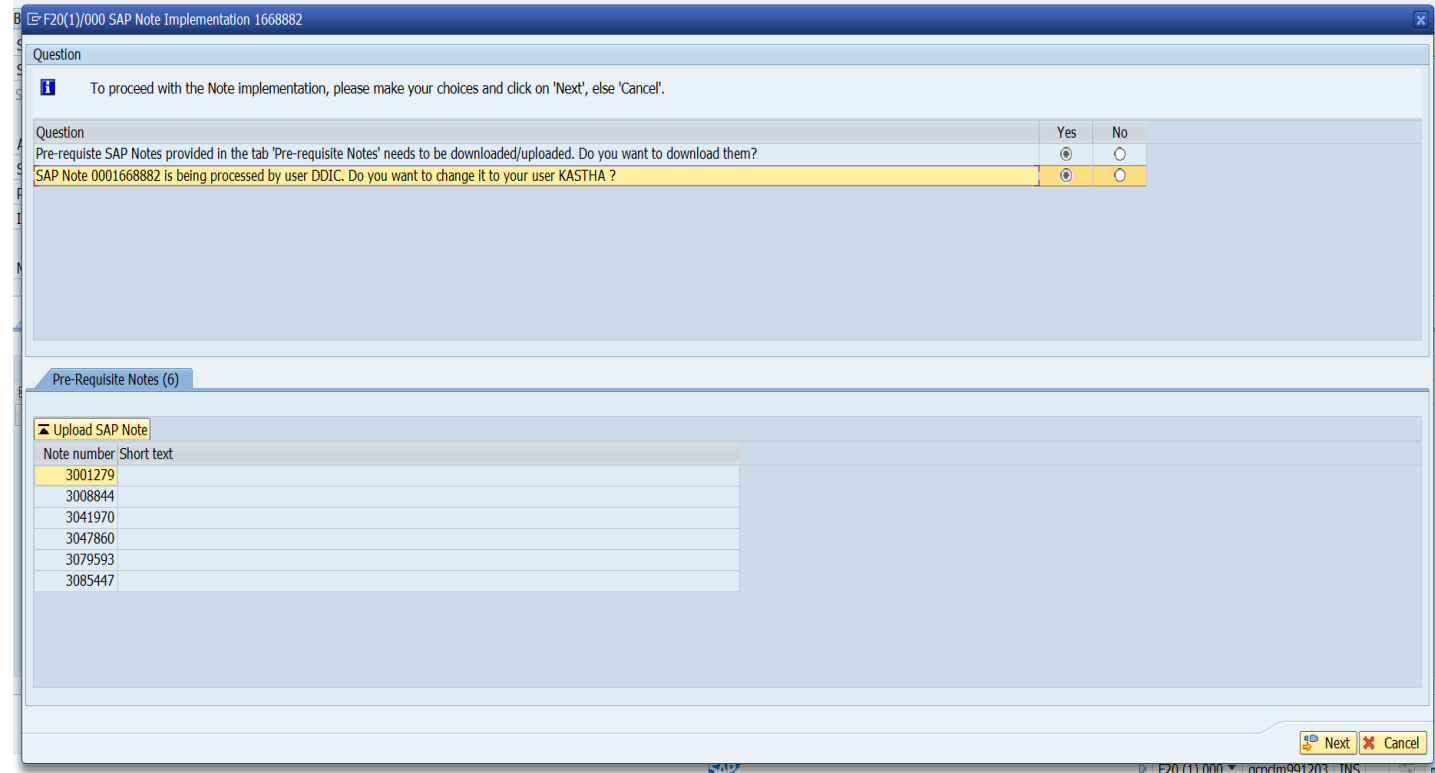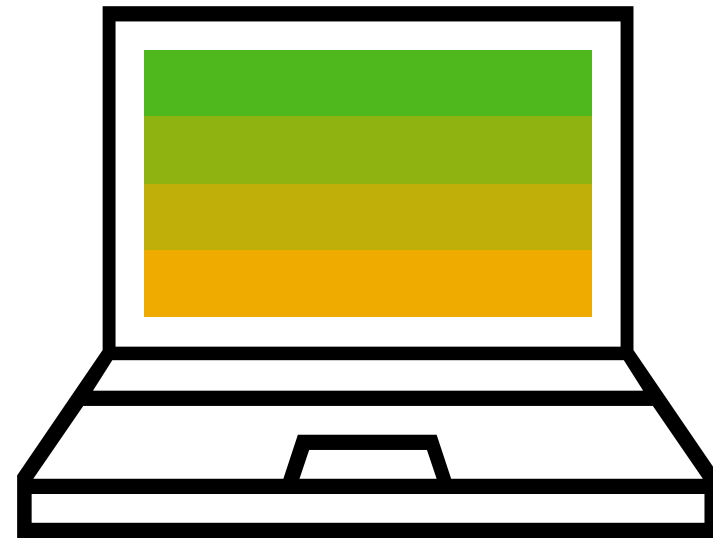
Streamlined Processing of Notes

1. One screen with all details of what is being implemented at a given step

2. Entire Implementation queue is displayed on the left-side. Corrections that are being implemented in this step is represented accordingly

3. Right section is used for manual steps display – increased screen space to improve readability. Also shown during de-implementation

4. Object list with long text is also displayed in the right section.

5. Long Text expanded automatically in case there is an error/warning that needs to be checked by the user

6. In case of error/warning, Manual Confirmation is taken here itself.
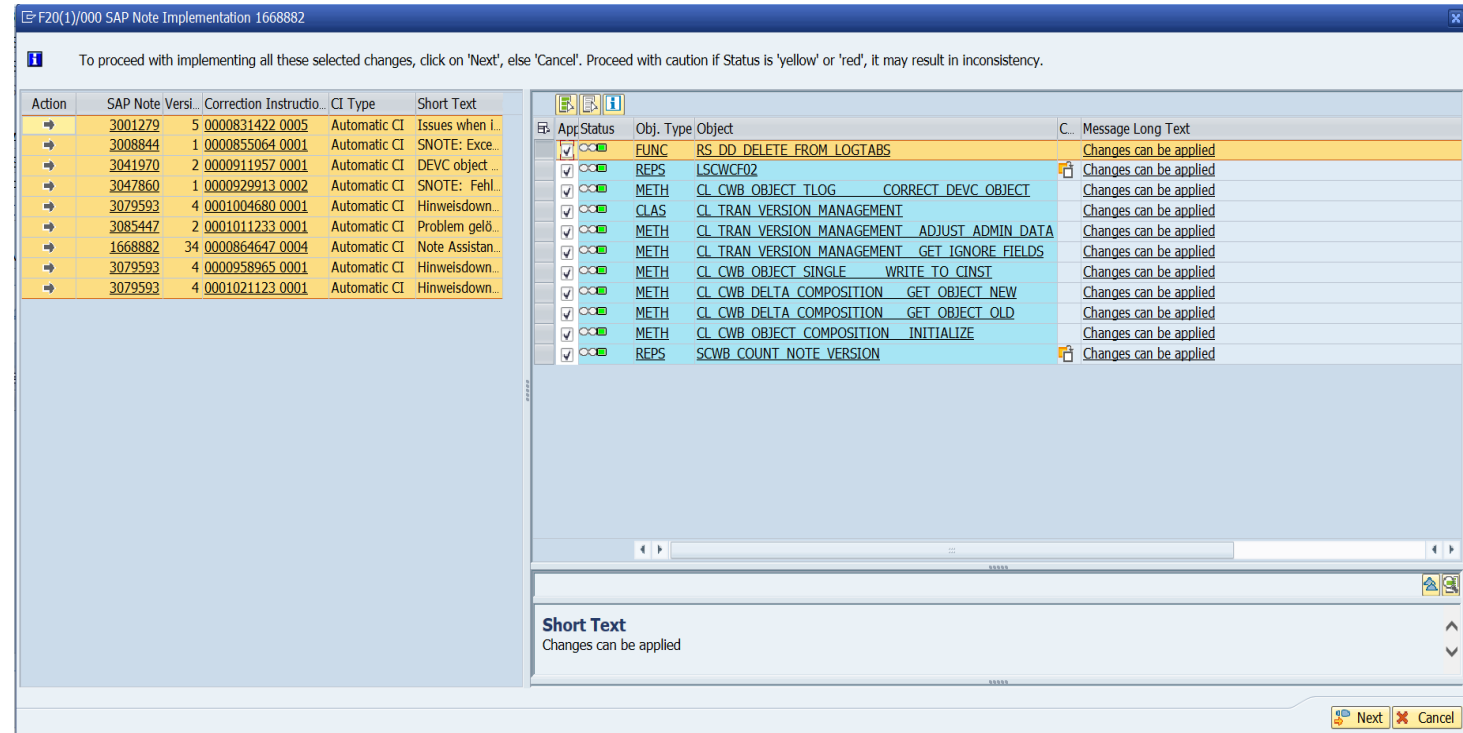
How to Update to new Note Assistant

❑ Available from SAP_BASIS 7.50 SP0 onwards, automatically or by implementing a SAP Note

❑ Included in the below SAP_BASIS Release/Support Packages:

    ❑ SAP_BASIS 7.56 SP00

    ❑ SAP_BASIS 7.55 SP03

    ❑ SAP_BASIS 7.54 SP05

    ❑ SAP_BASIS 7.53 SP07

    ❑ SAP_BASIS 7.52 SP09

    ❑ SAP_BASIS 7.51 SP13

    ❑ SAP_BASIS 7.50 SP22

❑ Implement SAP Note 3051466 (valid from SAP_BASIS 7.50 SP0) to update your system to this revamped Note Assistant

❑ This SAP Note Contains the complete Note Assistant via a Transport Based CI (TCI)

❑ This SAP Note contains implementation guide and user guide in attachment to help users in implementing the SAP Note.

❑ We recommend that if this SAP Note is valid for your system, it should be implemented, even if you already have this revamped Note Assistant

Demo

Summary

https://www.youtube.com/watch?v=5ONfJ3q2ei0

Thank you.

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