



Webinar Series 2019

SAP's optimized incident creation

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PUBLIC

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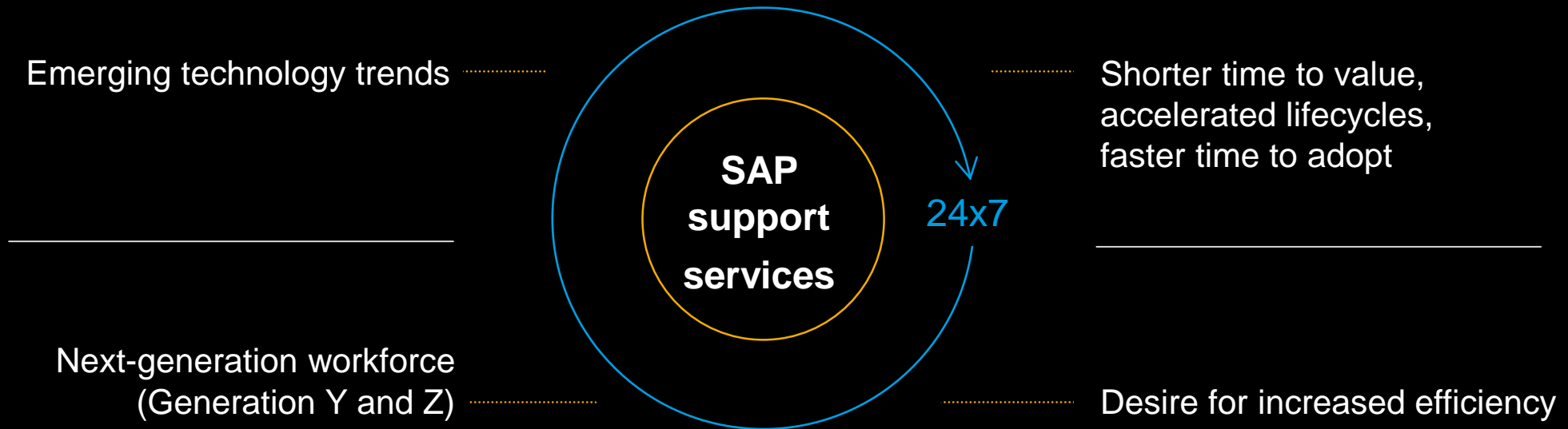
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The world is changing. Digital technologies are everywhere

Drivers and implications for SAP support services



Internet of Things



Social



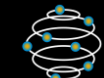
Big Data



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.

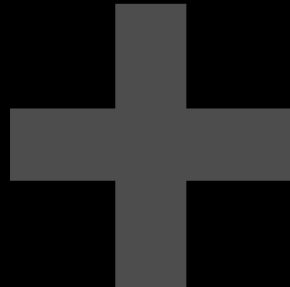
Our highly skilled engineers **collaborate** with you to help ensure you are successful – providing fast, easy access to the answers you need.

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

Next-Generation Support for the intelligent enterprise

Digital support experience



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
- Built-in support
- Cloud Availability Center
- SAP Cloud Trust Center
- Social media integration

Digital support experience

Incident creation application



The redesigned **incident creation application** 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

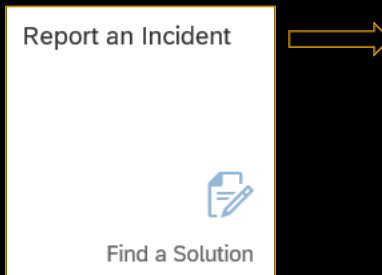
- The incident creation application provides a central user interface for several integrated Next-Generation Support features
- It is used by over 50,000 unique visits daily
- Newly designed features are based on ~75 hours of customer feedback
- For detailed information also visit [here](#)

Benefits

- Simplified and intuitive design
- Optimized user experience
- Real-time **log file suggestions and analysis**
- AI-enabled **Incident Solution Matching** and component predictor functionalities provide real-time solutions
- **Support assistant** uses tree structures to help you step through a series of questions that narrow down to the problem area, meanwhile recommending solutions

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

*System Information

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

*System:

> *Description

> Attachments

> Priority & Contacts

Attachments

Please review the attached file types and ensure that each attachment is less than 250 MB.

Please note the Support Log Assistant Service is only available in English.

Suggested Files:

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

setupexe.log

Uploaded By: [redacted] · Uploaded: Today, 27.09.2019, 19:24:46 · File Size: 1.2 KB · Description: S00140352002019-09-27T11:24:46.273Z

Support Assistant

Please note the service is only available in English.

For a faster resolution our Support Assistant will guide you to find the right solution for issues with SAP BusinessObjects Business Intelligence platform.

It will also collect the necessary information and recommend the right component for you to contact SAP Support.

Start Close

Edit Analyze Files +

Research phase

75 hours



Interview with our customers, partners and employees

63*



Interviewees whose SAP supporting experience ranged

1000



Notes taken from the interview

85% - 90%



Percentage of problems customers encounter were solved by themselves

100



Ideas collected

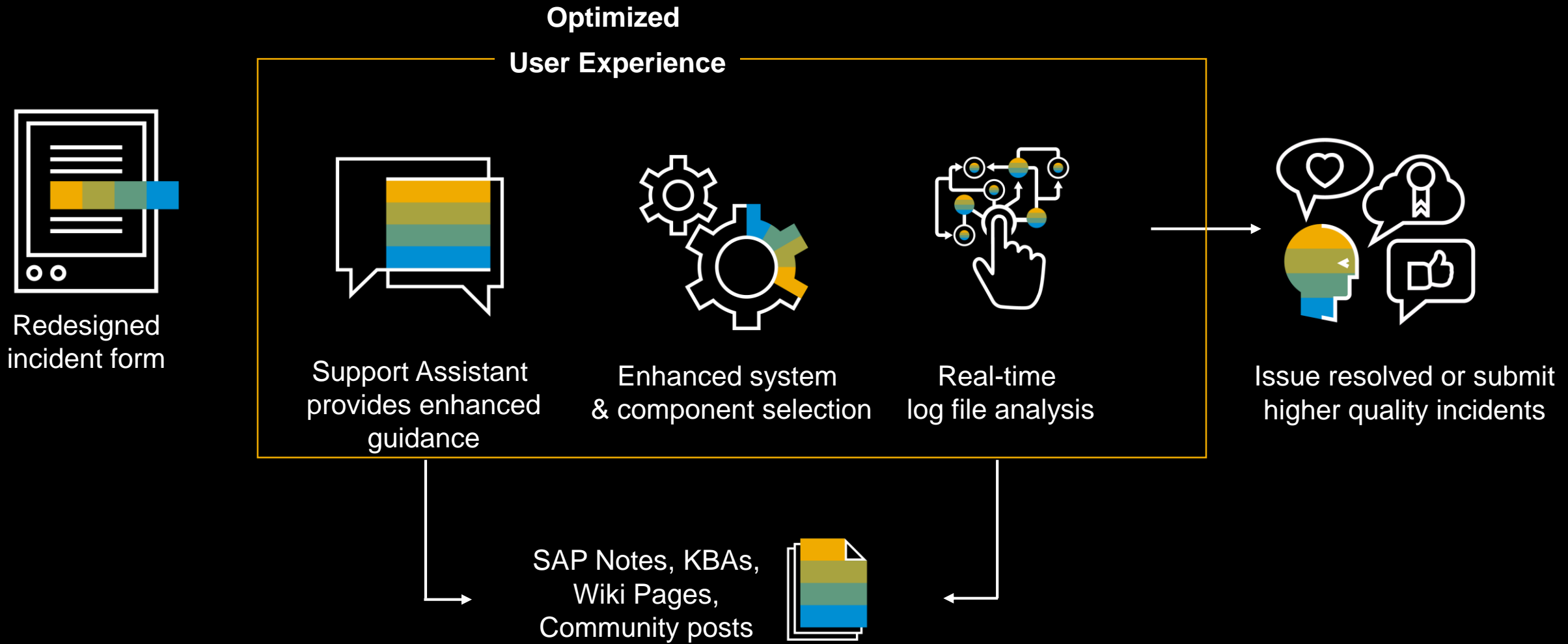
22



key features will be incorporated into a new customer end-to-end workflow



Enhanced incident creation application



Key features ~ 2019

Mandatory step to search for solutions when starting to create incident has been removed.

APRIL 2019

Redesign of the incident creation form to offer a simplified and optimized user experience.

JULY 2019

Customer centric component naming & description, with AI recommendations to simplify selection.

AUGUST 2019

Support Assistant offers a guided approach to creating an issue, recommending solutions real-time.

SEPTEMBER 2019

Improved incident validation

Removal of enforced search

Multi File Upload

Redesigned Incident Form

Log File Suggestion

Simplified Component search & selection

Log File Analysis

Support Assistant

APRIL 2019

provides customers "soft" guidance when input validation checks fail to ensure all required information is provided before submitting to SAP Support

MAY 2019

For faster incident creation, multiple files can be attached and uploaded at once.

JULY 2019

After selecting a component 'Suggested Files' will be displayed in the attachment areas which are most relevant to troubleshooting the reported issue.

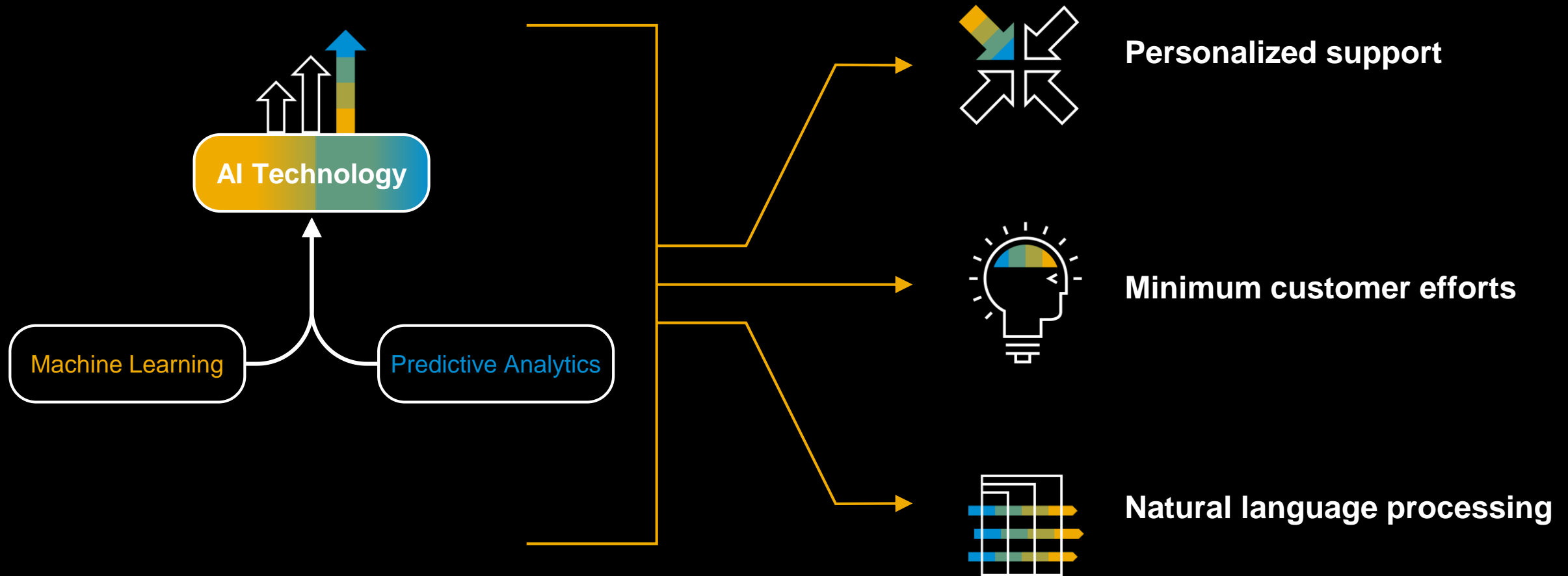
AUGUST 2019

New service offers real-time log file analysis, identifying possible root causes for the issue with proposed solutions.

How it works



Future outlook



Thank you

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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 ([SAPInsider](#))

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 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

Videos from SAPPHERE 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](#)



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](#)



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](#)



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](#)



Social media

SAP Support Help on [Twitter](#)

SAP Cloud Support on [Twitter](#)

WhatsApp landing page ([SAP Support Portal](#))

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](#)

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