

Schedule an Expert

Benefit from Real-Time Conversation with an SAP Expert

PUBLIC

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THE BEST RUN 

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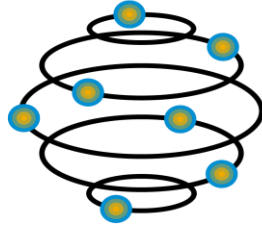
Introduction to Product Support offerings

Our General tasks



Incident Solving

- Incident solving for SAP direct customers
- Incident Support for SAP VAR partners (indirect customers)
- First and second level support for 3rd party products



SAP Community Questions and Answers

- 300 PS Contributors (200 PS Moderators)
- 13 SAP Community Masters
- 2,8 Million unique visitors per month



SAP Community WIKIs & Blogs

- Blogs (< 100.000)
- 56 PS WIKI spaces* with > 4 Million views per month
- 95 PS Moderators
- Community Projects
- FAQs as well as Hints and Tips for SAP Products



KBA/SAP Notes Creation

- Specific troubleshooting documents
- Effective solving of recurring issues
- Knowledge sharing with SAP Partners and Customers
- FAQ SAP Notes creation for multi layer problems
- Knowledge source for SAP Partners and Customers



Next Generation Support

- Expert Chat
- Schedule an Expert
- Guided Answers
- Built-in Support
- Cloud Availability Center
- Ask an Expert peer
- Launchpad notifications
- Social Media Channels

Interact with SAP Product Support

Choosing the correct channel

Product Support channels



Schedule an Expert

Best suited for [Low or Medium priority](#) issues:

- Schedule a 30 minute live call
- Connect with an SAP Support Engineer - who's an expert in the topic
- Get your issue resolved, and an opportunity to deepen your knowledge

Learn more about [Schedule an Expert](#)



Expert Chat

Best suited for [Medium or High priority](#) issues:

- Get your issues resolved during a live support session
- For more complex issues, a follow-up will take place with an incident

Learn more about [Expert Chat](#)



Traditional Incident

Best suited for [High or Very High priority](#) issues:

- Create an incident for SAP Product Support using the [SAP ONE Support Launchpad](#)
- Work closely with an SAP Support Engineer

Learn more about [Reporting an Incident](#)



Ask an Expert Peer

Best suited for [Low to 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

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

*page currently accessible to customers and partners only

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 interaction

Schedule an Expert

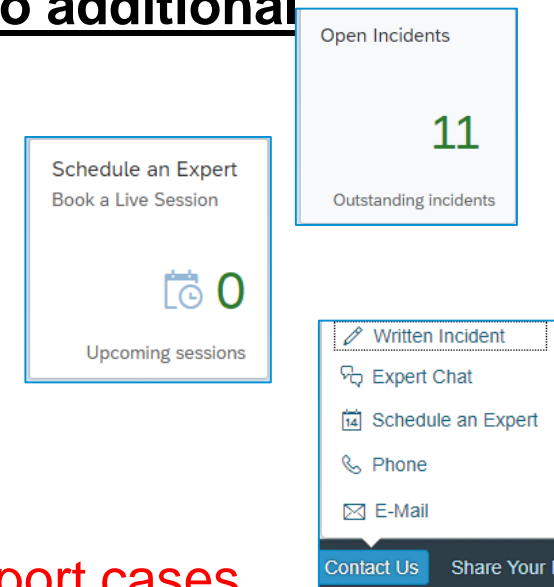


Real-Time Interaction

What is Schedule an Expert?



- **Schedule an Expert is a live service from SAP Product Support. It connects you to SAP technical support experts and offers an 30 minutes call to discuss a technical topic of yours. It's available for all support levels and almost all solutions – at no additional cost.**
- Generally available since 2017 @SAP ONE Support Launchpad:
 - Dedicated entry point (SaE tile)
 - Via Contact-Us menu
 - Via Incident inbox for opened support cases
- **It is available for new technical issues as well as already opened non P1 support cases.**





Schedule an Expert

Benefits

- **Time savings:** Businesses that implement Schedule an Expert begin to experience significant increases in value from their maintenance and support agreements with SAP.
- **Efficient issue resolution:** Through the Schedule an Expert service, SAP optimizes support process by discussing all necessary information within a 30 minutes Expert session. For more complex issues, a follow-up will take place as an incident.

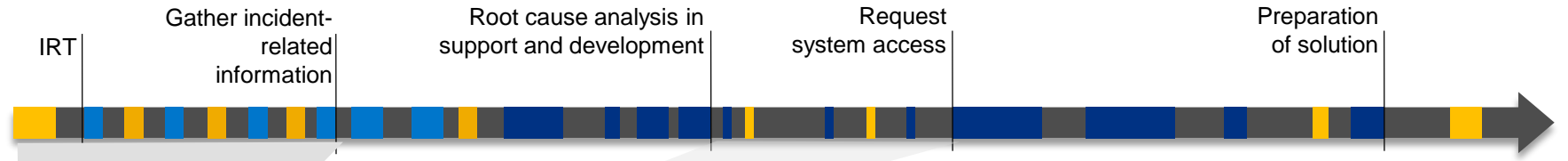
Live support with Expert Chat and Schedule an Expert

Optimizing the incident flow

ILLUSTRATIVE

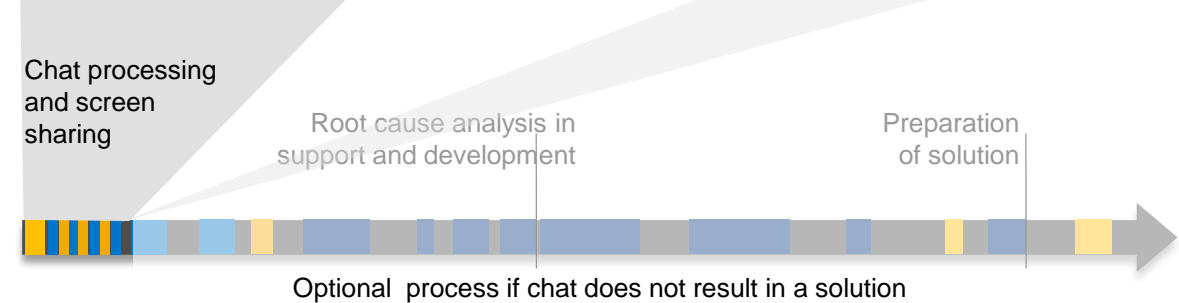


Typical incident flow Traditional incident



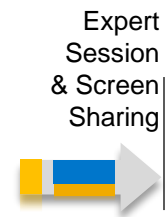
Ø 6 replies to customer
14-45 days processing time

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



1000 sessions / month
50-60% solution rate
30 min length of call duration



Schedule an Expert

The major features of SAP's Schedule an Expert

- It connects you with the **same experts who work on your incidents with a 30 minutes long skype meeting**
- **Offers self-service booking process**
- Offers bi-directional and **read-only screen-sharing** option for a clear understanding of your workflow
- **Bi-directional attachment** exchange
- Safe to use for Customers who **activated EUDP flag** on their systems
- Uses SAP's incident framework

Book an Expert Session – in 3 steps

1

New technical issues - Select your **Product Area** and your **SAP installation**

Open support cases - Select the case from the inbox

2

Select the comfortable date and time

3

Provide details - if available upload log files, screenshots or related documents – and book

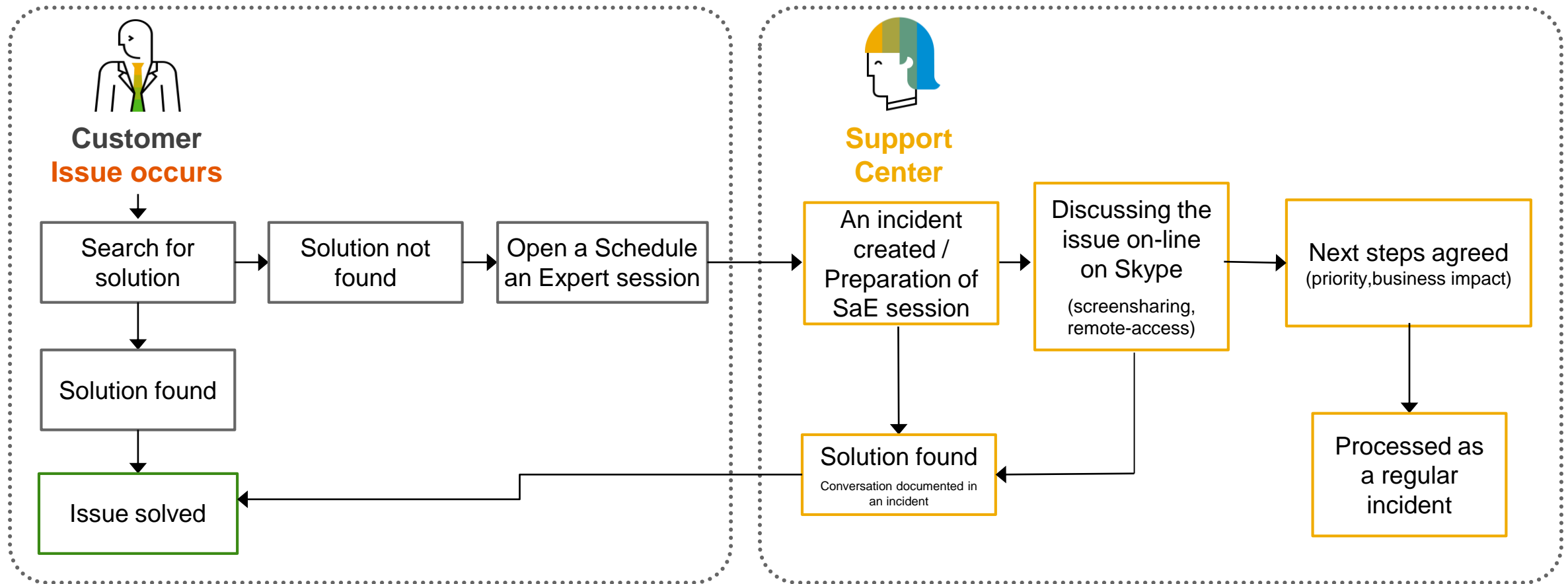
Wait for confirmation / meeting details (sent by email)

DEMO

How to book Schedule an Expert Session

What happens after a Schedule an Expert session?

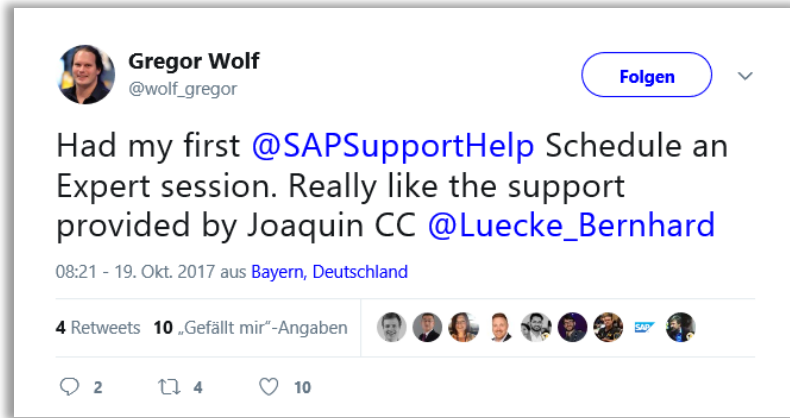
Process at a Glance



The same support expert is working on Schedule an Expert sessions as on incidents

Real time support with Schedule an Expert

Customer feedbacks and objective metrics



“ It was great using the Schedule an Expert session. I was able to **talk directly with an expert** and explain the problem statement and he guided me to the steps to execute. ”

- Customer survey feedback

“ Schedule an Expert is an **excellent service**. We can get a lot of knowledge from SAP product support, it is **very easy to use** by phone and remote screen sharing. We think this tool will reduce incidents and **help us solve issues more quickly** by ourselves. ”

- Customer survey feedback

“ I'm very satisfied with this new possibility. It was very easy to book an appointment for the call. I had the feeling it is **much easier to talk** about a problem or functionality as writing a lot of messages until both sides are on the same page. It **saves a lot of time**. Thank you for this new possibility. I will definitely use it again. ”

- Customer survey feedback

4.4

highest customer satisfaction amongst support channels

52%

fewer interactions

76%

time and costs saved for customers when compared to written incidents

Questions and Answers

Summary

Notes, links and more

Key take aways

Choose the correct channel to get your issue resolved faster

**Choose the Right
Next-Generation Support Tool
for Your SAP® Solutions**

Live business needs live support. SAP offers the Next-Generation Support approach for the Intelligent Enterprise – anywhere, anytime, and on any device.

Seeking Guidance on Incident Resolution
Explore our channels for Next-Generation Support.

Expert Chat
Start an

The infographic features a dark background with white and yellow text. Below the text is a row of white line-art icons: a laboratory flask on a stand, a staircase, a potted plant, a person holding a tablet, a person pointing at a screen displaying a circular progress indicator, a person at a desk with a computer, and another person at a desk with a computer. At the bottom, there are two circular buttons: a white one labeled 'Expert Chat' and a yellow one labeled 'Start an'.

Direct URL to infographic: [PDF](#) or [HTML](#) format.

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



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 2016, finding answers, [demo on Google search for Knowledge Base Articles](#)

Video: SAP TechEd 2016, Support and social media, [demo on “guided answers”](#)

Video: SAP TechEd 2017 interview on [self-service and community](#)



Schedule an Expert

Schedule an Expert landing page ([SAP Support Portal](#))

Blog: SAP Expands Schedule an Expert Again ([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 2017, Next-Generation Support, [demo on Schedule an Expert 2482688 - *** MASTER KBA *** Schedule an Expert.](#)

[2476729 - How to book a Schedule an Expert session](#)

[2705707 - How and why to use Schedule an Expert for open incident \[VIDEO\]](#)

[2478334 - How to join a Schedule an Expert session with Skype for Business \[VIDEO\]](#)

[2475939 - How to cancel or reschedule a Schedule an Expert session](#)

[2651981 - Schedule an Expert - Frequently Asked Questions](#)

[2651182 - Schedule an Expert for Open Incidents - Frequently Asked Questions](#)



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](#))

[2213344 - Starting an Expert Chat with SAP Support \[video\]](#)

[2392095 - Requirements for a successful Expert Chat Session with SAP Product Support](#)

[2570790 - Expert Chat Frequently Asked Questions - SAP Product Support](#)



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](#)



Social media

SAP Support Help on [Twitter](#)

SAP Cloud Support on [Twitter](#)

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

Thank you.

Contact information:

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