My Products & Support by Product

Alyson Munroe, SAP
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Agenda

- Background
- Overview
- Demo
- Plans
- Discussion Points
Background
“I want to see support-related content for SAP products at a glance so that I don’t have to visit or search multiple web sites and repositories to stay up to date.”
“Hard to get to relevant information. It needs to be product focused. I am only using SAP BusinessObjects, but there is no link to narrow the focus.”
Customers looking for support-related content for their products had to visit multiple SAP web sites and applications to find that information.
Overview
Support by Product

Consolidates support-related content for SAP products/product versions.

Plus, the Launchpad offers a personalized ‘My Products’ option for customers.
Support by Product pages

**SAP Support Portal**: Public content with prominent link to Launchpad for authenticated content

**SAP ONE Support Launchpad**: Public *and* authenticated content, “My Products” personalization
Poll Questions 1, 2 & 3
DEMO
## Summary

<table>
<thead>
<tr>
<th>Support Portal Product Pages</th>
<th>Launchpad Product Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public content</td>
<td>Both public and authenticated content (using current authorization model)</td>
</tr>
<tr>
<td>Top installed products, volume products, strategic products (200+ estimated)</td>
<td>All products and versions available via product search</td>
</tr>
<tr>
<td>Recently viewed pages available as quick links</td>
<td>Personalization via My Products tile</td>
</tr>
<tr>
<td>Prominent link to Launchpad pages where authenticated content and personalization are available</td>
<td>Ability to save and edit My Products</td>
</tr>
<tr>
<td></td>
<td>Ability to save a single product/product version as a tile for quick access</td>
</tr>
</tbody>
</table>
Plans

- Display your saved ‘My Products’ in other SAP ONE Support Launchpad applications: incident creation, search, software download center
- Add Enterprise Support Academy / Learning Hub content
- Address issue with cloud release display
- Evaluate demand for new content repositories
Poll Questions 4 & 5
Discussion
Discussion Point 1: SAP Notes

We are evaluating the inclusion of SAP Notes into the Knowledge Base Article repository (Launchpad only).

In order to make this content useful, would you:

- prefer filters to drill down i.e. show me everything in a particular component area last two weeks?
- prefer free text search i.e. looking for a solution to a particular issue?
- imagine scenarios when both options could be useful?
Discussion Point 2: Missing Content or Features

Is any relevant **content** missing that you would find useful?

Are any **features** missing that would make the pages more useful?

Poll Question 6
Wrap Up Questions 7 & 8
Thank you.

Contact information:

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Customer Experience | Process & Innovation Office | Customer Success Services | SAP
Appendix
(Instead of live DEMO if needed)
Support by Product

Stay up to date with the latest featured content, SAP Knowledge Base Articles, Guided Answers, questions and blogs for a selection of SAP products.

The SAP ONE Support Launchpad includes all SAP products, with additional repositories like downloads and systems.

Read more about the support by product pages in the support by product FAQs.

Find a product

Recently Viewed Products:
- SAP Solution Manager
- SAP SuccessFactors Learning
- SAP BusinessObjects Business Intelligence platform

SAP 3D Visual Enterprise Author
SAP 3D Visual Enterprise Viewer
SAP 3D Visual Enterprise Generator
# SAP SuccessFactors Learning

## Featured Content

<table>
<thead>
<tr>
<th>SAP Knowledge Base Articles</th>
<th>Documentation</th>
<th>Guided Answers</th>
<th>Questions &amp; Blogs</th>
</tr>
</thead>
</table>

### Recommended Articles

- **Release Readiness KBAs**
  - [2824706](#) - Q3 2019 (1908) - SuccessFactors Learning (LMS) Release Information Summary

- **Recommended KBAs**
  - [2165346](#) - Learning Management System Refresh Process
  - [2318341](#) - LMS Connectors Knowledge Support and Tips
  - [2330530](#) - LMS Notifications Knowledge Support and Tips
  - [2377246](#) - SuccessFactors LMS Glossary Terms
  - [2324462](#) - CDP Integration in LMS Knowledge Support and Tips
  - [2088892](#) - How to Grant Support Access to SuccessFactors Support Staff
  - [2177797](#) - LMS: Setting up a Substitute Item in SuccessFactors Learning
  - [2485268](#) - How to Setup Curriculum Retraining

- **Helpful How-To KBAs**
  - [2493212](#) - FAQ on SuccessFactors Learning Management System (LMS)
  - [2484582](#) - FAQ on SuccessFactors LMS Reports
  - [2512691](#) - FAQ on SuccessFactors Learning Management System (LMS) - Content
  - [2273478](#) - FAQ on SuccessFactors Learning Management System (LMS) - Mobile

### Related Pages

- **Wikis:**
  - SAP SuccessFactors Wiki
  - Learning Management System Wiki

- **Customer Community:**
  - SAP SuccessFactors Community
  - Learning Community

- **Partner Community:**
  - SAP SuccessFactors Partner Delivery Community
  - Learning Partner Community

- **Blogs:**
  - Learning Resources Blog
  - Learning Native Log In Deprecation Q3 2020 - Innovation Alert
  - Learning Assessments Migration from Plateau Question Editor (PQE) Q4 2020 - Innovation Alert
  - Learning Administration Interface Flash Deprecation First Half of 2020 - Innovation Alert

### Release Information

- SAP SuccessFactors Q3 2019 Product Updates
- 2019 Release Schedule
# SAP SuccessFactors Learning

Previews of SAP Knowledge Base Articles and publicly available KBAs are listed here. [Log in to the SAP ONE Support Launchpad] to view full KBAs.

<table>
<thead>
<tr>
<th>Title</th>
<th>Released On</th>
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</thead>
<tbody>
<tr>
<td>2333808 - LMS Content Structure Knowledge Support and Tips</td>
<td>09/20/2019</td>
</tr>
<tr>
<td>2601761 - Character Limit For Import Data Templates</td>
<td>09/20/2019</td>
</tr>
<tr>
<td>2467990 - Change the Text for AICC Wrapper Agree/Disagree buttons - LMS</td>
<td>09/20/2019</td>
</tr>
<tr>
<td>2540366 - LMS - Notification Character Limit</td>
<td>09/20/2019</td>
</tr>
<tr>
<td>2750835 - Including Additional Email Addresses on Data Services/Data Extract Notifications - LMS</td>
<td>09/20/2019</td>
</tr>
<tr>
<td>2278087 - Unable to inactivate an Item due to error: The item is in use by Program(s)</td>
<td>09/20/2019</td>
</tr>
<tr>
<td>2784345 - Course Catalog Best Practices - Learning Administration</td>
<td>09/20/2019</td>
</tr>
<tr>
<td>2674615 - LMS ODATA API Questions : UserTodoLearningItems and fetch learning by manager</td>
<td>09/19/2019</td>
</tr>
<tr>
<td>2638137 - Employee Enrolment Digest - (LRN-24528)</td>
<td>09/19/2019</td>
</tr>
<tr>
<td>2377385 - To set the reporting level to be displayed for supervisor</td>
<td>09/19/2019</td>
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Showing 1 to 10 of 2509 entries
# SAP SuccessFactors Learning

## Documentation Categories:

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### What's New

**SAP SuccessFactors Release Information**

Please go to the release information page for what's new in our quarterly releases.

### Additional Pages and Links

- **SAP Jam**
  Go to our SAP Jam page.

- **SAP SuccessFactors Calibration**
  Go to our SAP SuccessFactors Calibration page.

- **SAP SuccessFactors Community**
  Go to the SAP SuccessFactors Community to join conversations about SAP SuccessFactors.

- **SAP SuccessFactors Compensation**
  Go to our SAP SuccessFactors Compensation page.

- **SAP SuccessFactors Employee Central**
  Go to our SAP SuccessFactors Employee Central page.

### Implementation

**Account Code Connector**

Implement the use of connectors to sync learning account codes in an SAP SuccessFactors integrated environment.

**Configuring Learning Item Connector**

Implement the use of connectors to sync learning items in an SAP SuccessFactors integrated environment.

**Creating Course Cancellation Policies**

Create cancellation policies to define how SAP SuccessFactors Learning should behave when a user withdraws from a course.

**Creating Learning Approval Processes**

Create approval processes to define how users receive approval for events in SAP SuccessFactors Learning.

**Creating a Learning Credit System**

Create a learning credit system to define how users receive credit for completing their courses.

**Defining Physical Learning Resources**

Define your physical learning environment so that you can track your educational assets.
## SAP SuccessFactors Learning

### View Additional Product Content in the Launchpad

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### Guided Answers

#### Skillsoft connector configuration and complete details
Skillsoft connector and the configuration

- **Product:** SAP SuccessFactors Learning
- **Component:** LOD-SF-LMS-CON

#### Troubleshooting LMS Connectors
This tree includes the basic configuration of connectors in LMS and the associated errors

- **Product:** SAP SuccessFactors Learning
- **Component:** LOD-SF-LMS-CON

#### User-SF connector configuration and complete details
Configurations and the settings required to run user connector-SF in order to populate the data in LMS from BizX

- **Product:** SAP SuccessFactors Learning
- **Component:** LOD-SF-LMS-CON

#### Plateau Report Designer (PRD) setup and utilisation
How to use PRD and what all configuration needs to be checked and the common error faced

- **Product:** SAP SuccessFactors Learning
- **Component:** LOD-SF-LMS-PRD

#### How to setup and run the connector through SFTP server
Connectors process through feed files

- **Product:** SAP SuccessFactors Learning
- **Component:** LOD-SF-LMS-CON
SAP SuccessFactors Learning

Questions

+ Ask a Question

How to Connect SuccessFactors LMS with SAP Cloud Platform and Extend the application - 3 weeks ago motiononxone

1 Answer | 0 Votes

Successfactor LMS : default start page setting
1 week ago omari.darwich

1 Answer | 0 Votes

“Before factory” property on LMS Plateau Report Designer - 1 week ago anthonyrosado2017

1 Answer | 0 Votes

SuccessFactors Learning: Update Learning History via Connector - 8 months ago mwijaya99

1 Answer | 0 Votes

How to check the size of each content item on the content server (SuccessFactors iContent server) - 2 weeks ago ben-trundley

1 Answer | 0 Votes

Blogs

+ Write a Blog

SAP SuccessFactors Learning – Useful Resources and Documents - 2 weeks ago luke.marson

0 Answers | 0 Votes

How to leverage industry experience and knowledge for your technical support questions - 1 month ago tod.keiffer

0 Answers | 0 Votes

Join a free live webinar on SAP Support's new live support channel for SAP SuccessFactors Solutions - 1 month ago theresa.boehme

0 Answers | 0 Votes

One small step for (a) learner, one giant leap for your organization! - 2 months ago margit.bauer

0 Answers | 0 Votes

Purpose-Driven Design for the SAP Jam Digital Learning User Experience - 2 months ago elle-savage

0 Answers | 0 Votes
Update of the SAP Support Backbone - Customer action required!

SAP’s support backbone has been updated. The legacy infrastructure remains in place to allow a safe transition for customers. Customers need to switch to the new infrastructure before January 2020 to ensure continuous connectivity.

This impacts every ABAP-based SAP system which is connected to the support backbone.

More impacts [here](#).

Be ready for connecting to the new infrastructure by following the [Checklists](#).
<table>
<thead>
<tr>
<th>Number</th>
<th>Title</th>
<th>Component</th>
<th>Version</th>
<th>Category</th>
<th>Released On</th>
</tr>
</thead>
<tbody>
<tr>
<td>0002361067</td>
<td>How to assign Transport Requests created outside CHARM</td>
<td>SV-SMG-CM</td>
<td>0006</td>
<td>How To</td>
<td>11.10.2019</td>
</tr>
<tr>
<td>0002766071</td>
<td>Error &quot;Action RELEASE_ALL cannot be performed during the current phase&quot; during status move - SAP Solution Manager 7.2</td>
<td>SV-SMG-CM</td>
<td>0002</td>
<td>Problem</td>
<td>11.10.2019</td>
</tr>
<tr>
<td>0002848632</td>
<td>Guided Self-Service (GSS) Performance Optimization</td>
<td>SV-SMG-SER</td>
<td>0002</td>
<td>Problem</td>
<td>11.10.2019</td>
</tr>
<tr>
<td>0002680092</td>
<td>Enterprise Search connector for object type PLM_xxx is not available</td>
<td>BC-EIM-ESH</td>
<td>0002</td>
<td>Problem</td>
<td>11.10.2019</td>
</tr>
<tr>
<td>0002421317</td>
<td>System constellation is empty when Upload to SAP Support Portal</td>
<td>SV-SMG-SVC</td>
<td>0006</td>
<td>Problem</td>
<td>10.10.2019</td>
</tr>
<tr>
<td>0002808800</td>
<td>Error &quot;500 Internal server error&quot; with Administration Cockpit - SAP Solution Manager 7.2</td>
<td>SV-SMG-CM</td>
<td>0001</td>
<td>Problem</td>
<td>10.10.2019</td>
</tr>
</tbody>
</table>
Welcome to the featured content for the SAP BusinessObjects Business Intelligence Platform [BI Platform]. Here you will find information about the SAP BI Server Platform and related functional areas like Web Intelligence, and other Analysis products.

Important information:

✓ Check out our new Guided Answers decision tree to quickly access the most important Best practices & KBAs!

✓ Priority-One Support Maintenance Phase for BI 4.0 will be available until 31st December 2017. For XI 3.1 the Priority-One Support Maintenance Phase has been extended until 31st December 2018. For further information, please see Priority-One Support Maintenance Phase for BI - KBA 2078591
My Favorites

- **EHP1 FOR SAP CRM 7.0 ★**
  SAP enhancement package 1 for SAP CRM 7.0

- **EHP6 FOR SAP ERP 6.0 ★**
  SAP enhancement package 6 for SAP ERP 6.0

- **SAP BUSINESS BYDESIGN 1905 ★**
  SAP Business ByDesign 1905

- **SAP ERP 6.0 ★**
  SAP ERP 6.0

- **SAP NETWEAVER 7.3 ★**
  SAP NetWeaver 7.3

- **SAP SOLUTION MANAGER 7.2 ★**
  SAP Solution Manager 7.2

- **SBOP BI PLATFORM 4.2 ★**
  SAP BusinessObjects Business Intelligence platform 4.2

- **SYBASE AFARIA 7.0 ★**
  SAP Afaria 7.0

Recently Viewed

- **SAP SOLUTION MANAGER 7.2 ★**
  SAP Solution Manager 7.2

- **SUCCESSFACTORS LEARNING 1908 ★**
  SAP SuccessFactors Learning 1908

- **SAP BUSINESS BYDESIGN 1905 ★**
  SAP Business ByDesign 1905

- **EHP6 FOR SAP ERP 6.0 ★**
  SAP enhancement package 6 for SAP ERP 6.0

- **SBOP BI PLATFORM 4.2 ★**
  SAP BusinessObjects Business Intelligence platform 4.2

- **SYBASE AFARIA 7.0 ★**
  SAP Afaria 7.0

- **SAP BUSINESS BYDESIGN 1805 ★**
  SAP Business ByDesign 1805

- **SAP BUSINESS BYDESIGN 1802 ★**
  SAP Business ByDesign 1802

- **SAP ERP 6.0 ★**
  SAP ERP 6.0