

Use Expert Chat

To solve your technical problems

PUBLIC

János NAGY – Real-Time Support Program Manager
SAP Product Support, November 18th, 2019

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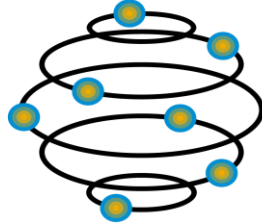
Intoduction to Product Support offerings

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

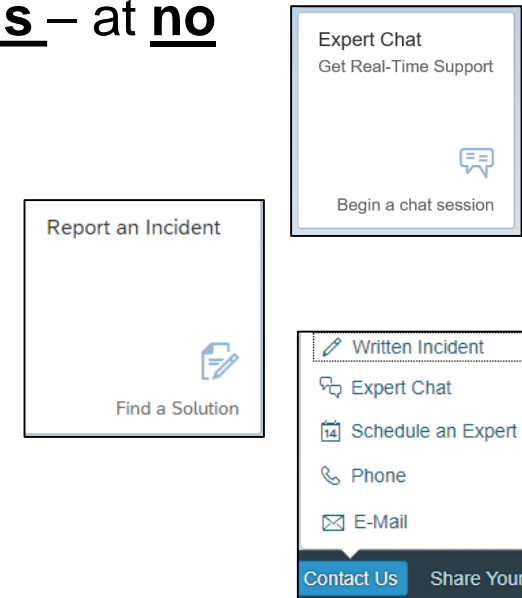
Expert Chat



Real-Time Interaction

What is Expert Chat?

- **Expert Chat is a live chat service from SAP Product Support. It connects you instantly to SAP technical support experts and offers to clarify your questions before filling an incident. 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 (Chat Tile)
 - Expert Chat functionality is part of the Incident submission process
 - Via Contact-Us menu
- **Upcoming change!** For SAP Business by Design / SAP Cloud for Customers products from 2nd December 2019 access will work via the SAP ONE Support Launchpad.



The logo features a stylized speech bubble icon with three horizontal bars in yellow, blue, and green above it. To the right of the icon, the text "Expert Chat" is written in a bold, black sans-serif font, and "Benefits" is written below it in a bold, yellow sans-serif font.

Expert Chat Benefits

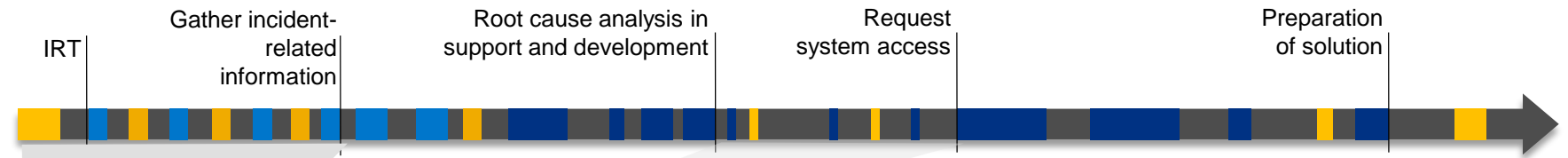
- **Time savings:** Businesses that implement Expert Chat begin to experience significant increases in value from their maintenance and support agreements with SAP.
- **Efficient issue resolution:** Through the Expert Chat service, SAP optimizes support process by consolidating all necessary information at an early stage to solve an issue during the interaction. 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

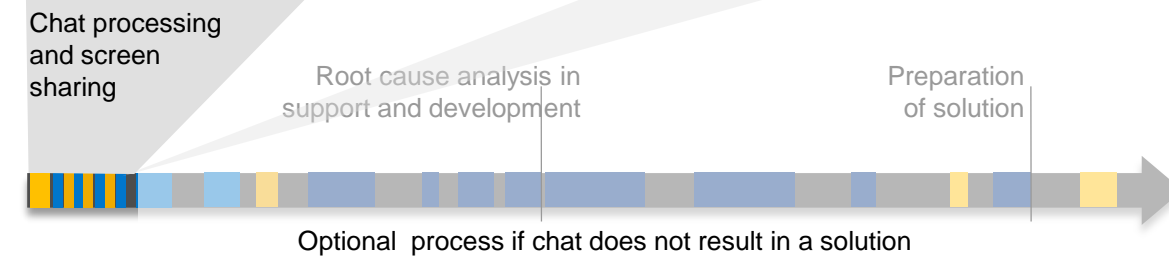
ILLUSTRATIVE

Typical incident flow Traditional incident



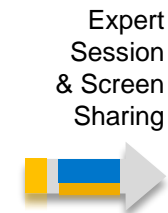
Ø 6 replies to customer
14-45 days processing time

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



600 sessions / month
40-50% solution rate
30 min length of call duration



Expert Chat

The major features of SAP's Expert Chat

- It connects you with the **same experts who work on your incidents**
- Offers **read-only screen-sharing** option for a clear understanding of your workflow
- **Bi-directional attachment** exchange
- Support expert always **creates an incident** for your convenience
- Safe to use for Customers who **activated EUDP flag** on their systems
- Direct **access to SAP's Customer Interaction Center (CIC)** – see more details later.

Prepare **Expert Chat** – in 3 steps

1

SAP KBA [2392095](#) - Requirements for a successful Expert Chat session

2

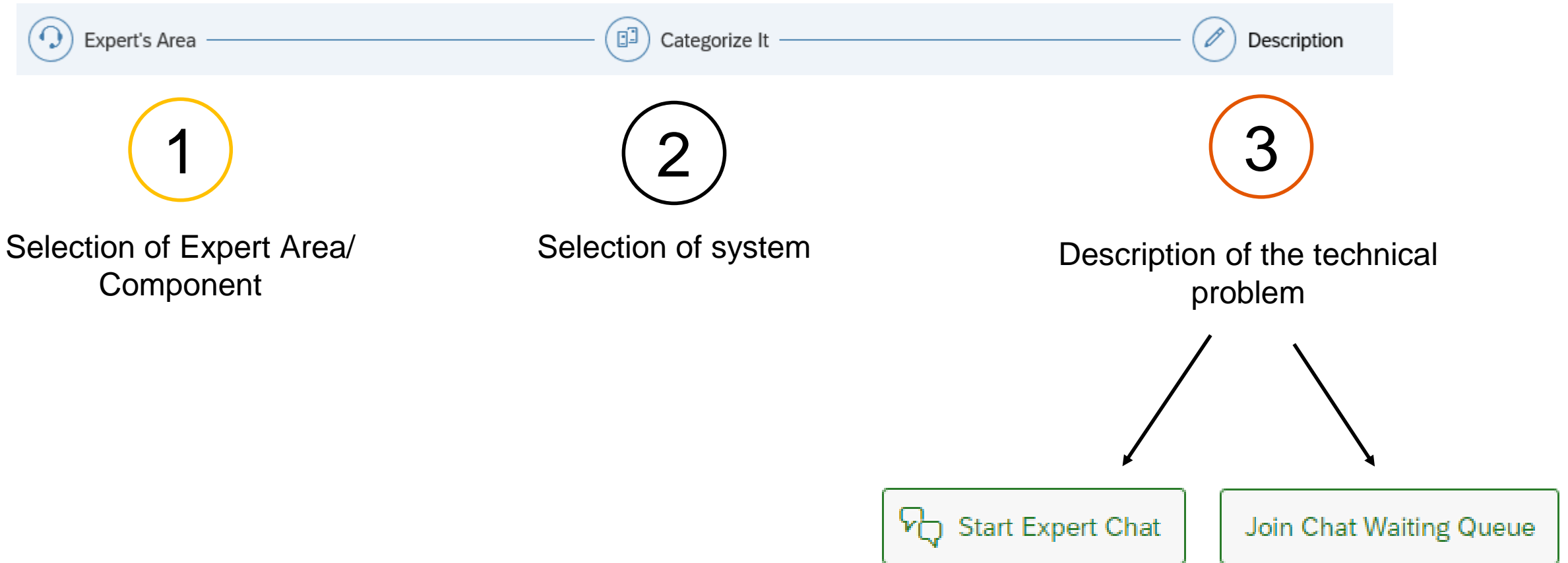
SAP KBA [2570790](#) - Expert Chat Frequently Asked Questions


3

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

SAP Support Portal Home / My Support / Product Support

Example: Workflow on **Expert Chat tile**



 We are sorry. There are no chat experts available at the moment. You can submit your issue as a regular incident and someone will contact you as soon as possible. As a reminder, Expert Chat is available Monday to Friday.

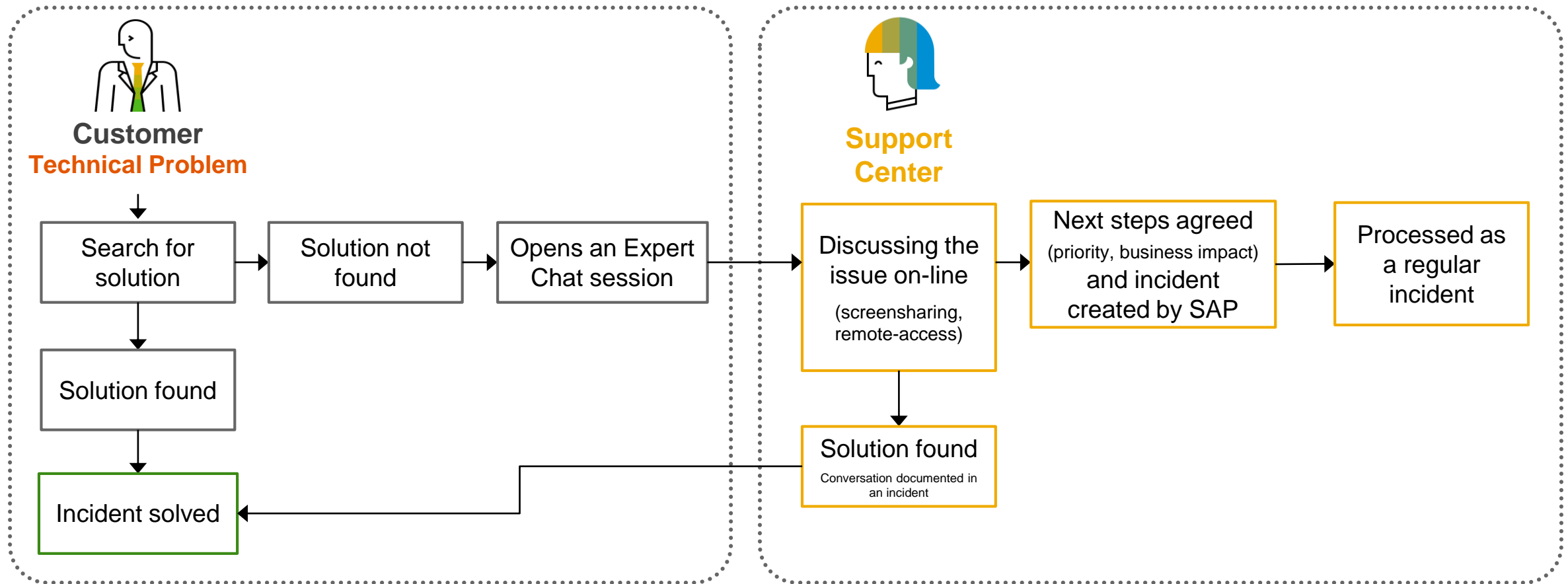
Create Incident

DEMO

How to start a Expert Chat

What happens after Expert Chat session?

Process at a Glance



Same support expert is working on Expert Chat as on incidents

Real-time interaction

Call-1-SAP and Customer Interaction Center (CIC)

Real-time interaction

Call-1-SAP and Customer Interaction Center (CIC)



CIC is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

Overview

- Contact channel for you for any nontechnical question such as:
 - Enquire about existing incidents
 - Ask questions about SAP ONE Support Launchpad and its applications
 - Get help for S-User queries
 - Request SAP remote services
- CIC can be reached by phone, chat, or e-mail

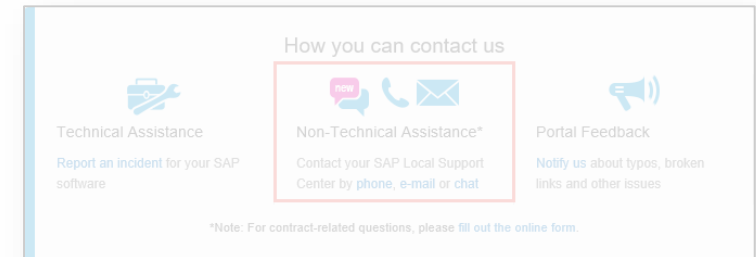
Benefits

- CIC is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries
- Universal free-phone number for contacting SAP support
- Access to service menu to select a specific product area you require, now including SAP Ariba, Concur, and SAP Fieldglass solutions
- Toll-free number accessible in most countries through landline phones and some mobile providers

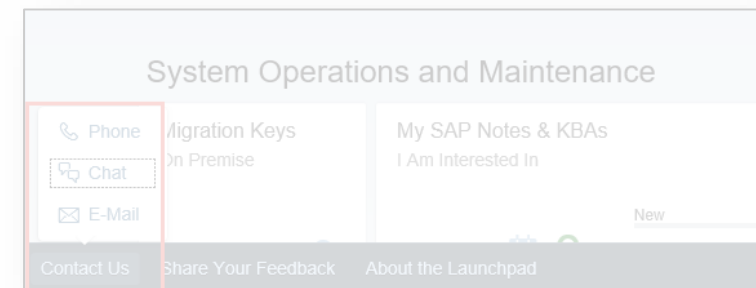
Access

- You can access CIC from the SAP Support Portal or through SAP One Support Launchpad
- Direct access:
 - [Chat with CIC](#)
 - [Call CIC](#)
 - [E-mail CIC](#)
- Learn more here:
 - [SAP Support Portal](#)
 - [Reference Guide](#)

Preview



SAP Support Portal



SAP ONE Support Launchpad

Real-time interaction

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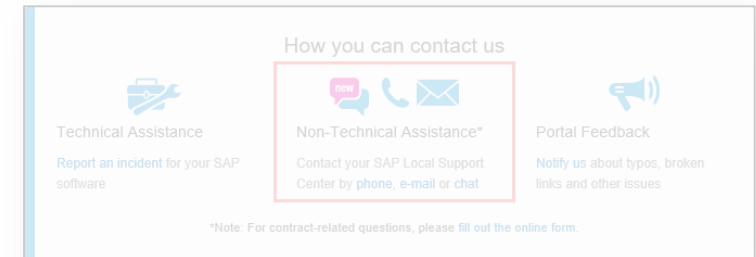
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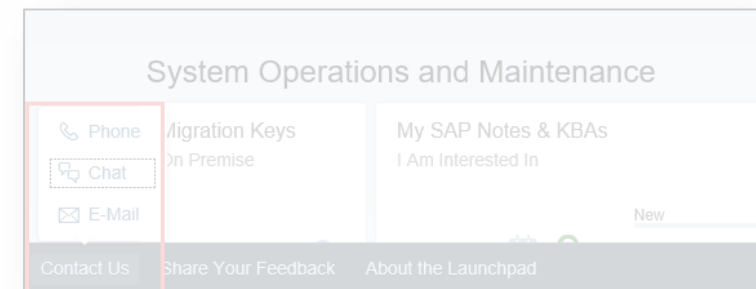
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SAP Support Portal



SAP ONE Support Launchpad

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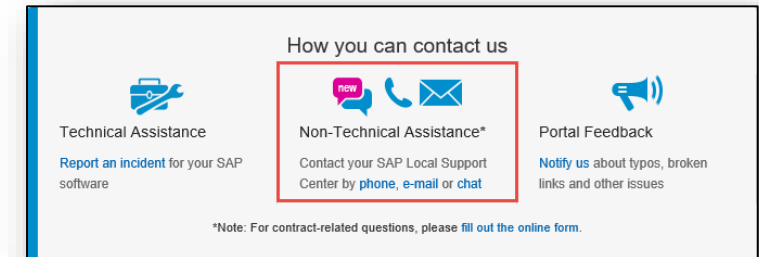
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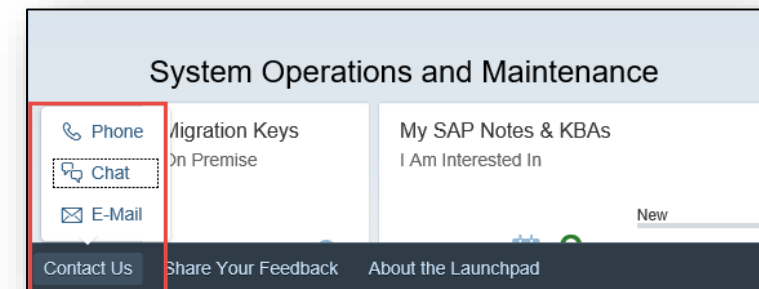
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 - [Call CIC](#)
 - [E-mail CIC](#)
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Preview



SAP Support Portal



SAP ONE Support Launchpad

DEMO

Chat with CIC

Questions and Answers

Summary

Notes, links and more

Upcoming session – Schedule an Expert benefits

▼ Schedule an Expert: Benefit from Real-Time Conversation with an SAP Expert

Date: December 10, 2019 - 04 pm (CET)

Presenter: Janos Nagy, Program Manager and Business Product Owner of Real-Time Support (Expert Chat and Schedule an Expert), SAP Hungary

Discover the SAP Next-Generation Support real-time channel *Schedule an Expert* and how it can help you implement and operate your SAP solutions, in any deployment model.

Similar to booking an online doctor's appointment, the [Schedule an Expert](#) service lets you connect one-on-one with SAP support in a live, 30-minute Skype call. Describe your technical issue, select the product area and a time that is convenient for you, and we will find a support expert to assist you. Talk to the same SAP engineer that you would create an incident with – but spend less time waiting for a response and resolution.

Schedule an Expert is ideal if you:

- Prefer a live conversation with a support expert instead of instant messaging or submitting written incidents
- Want to use screen sharing to illustrate an issue
- Need to schedule colleagues on your call with SAP support
- Want tips for prevention of incidents
- Schedule an Expert is available for all support levels, for new and open incidents
- Learn how to best use Schedule an Expert for your needs!

Register at <https://webinars.sap.com/sap-user-groups-k4u/en/ccoe>

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 series 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:

Janos NAGY

Real-Time Support Program Manager

SAP Digital Business Services

janos.nagy@sap.com

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