



Product Support @ #sitBCN

Bernhard Luecke (he/him), SAP
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Public



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Agenda

SAP for Me & Support

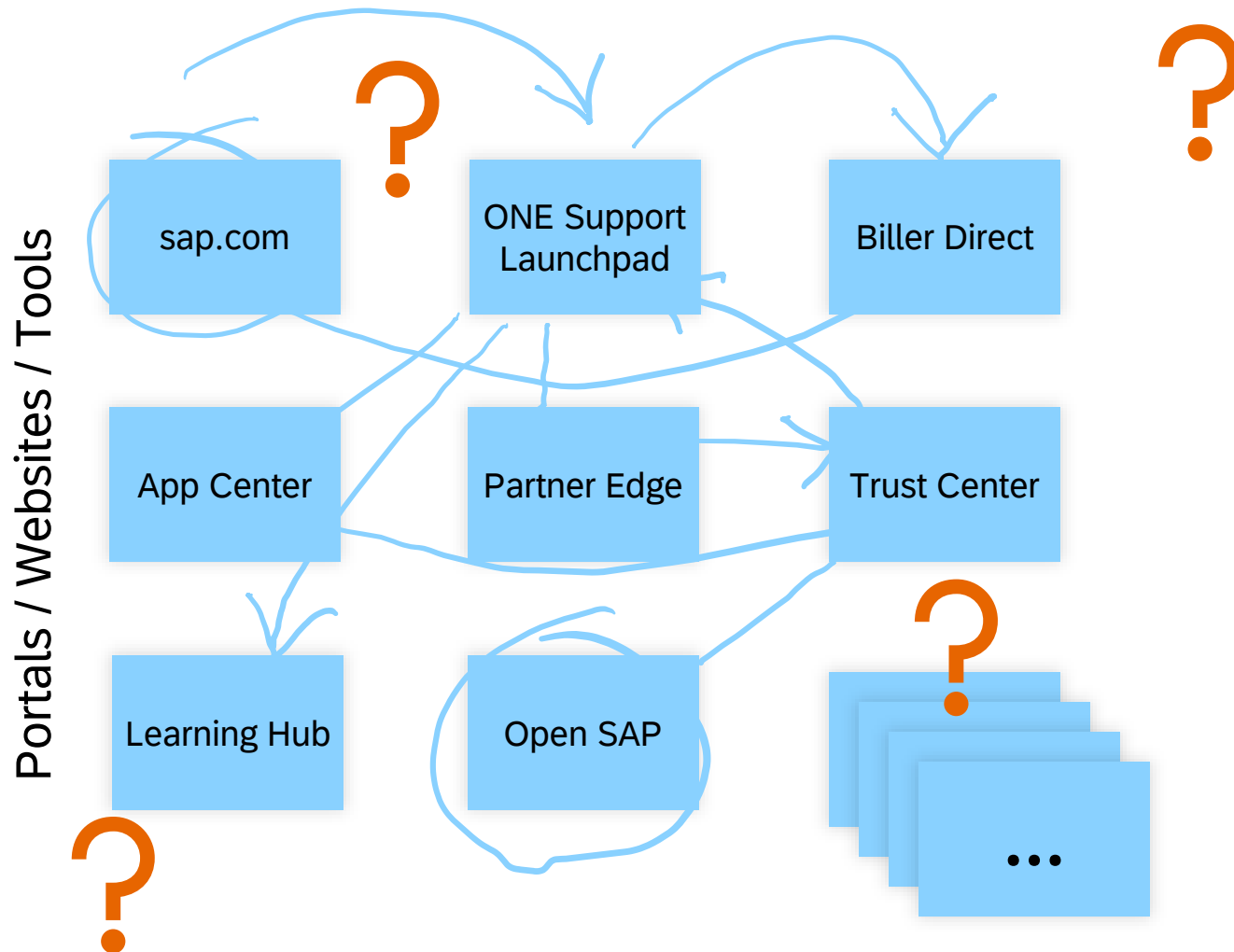
Ask me Anything about SAP Support

SAP Product Support – Labs view

The background is a solid blue color. It features several large, semi-transparent blue geometric shapes. On the left, there are two parallel diagonal lines. In the center, there is a large, wide, shallow triangular prism-like shape. On the right, there is a more complex, multi-faceted transparent prism that appears to be floating or refracting light, showing internal reflections and refractions.

WHY

Why SAP for Me?



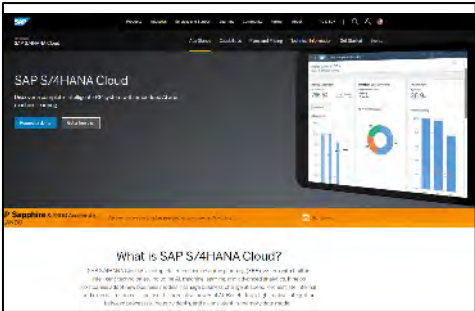
The Challenge

- Too many portals and tools
- Missing transparency
- Limited self-services
- No focus on individual interests and needs

SAP's Primary Customer Experience Websites

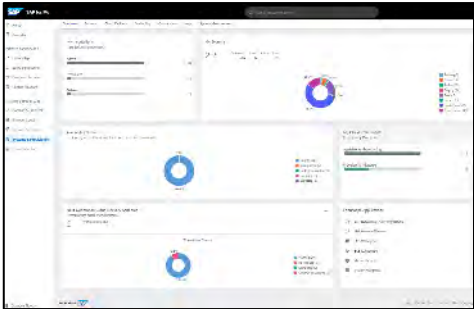
Simplifying our digital customer experience with three primary digital touchpoints

SAP.com



SAP.com

SAP for Me



me.sap.com

SAP Community



community.sap.com

Access Types	Public Personal Professional	Public Personal Professional	Public Personal Professional
Target Group	All Users	Customers Partners	Customers Partners Consultants
Content Focus	Informative Content	Relevant, Complete, Self-Service Content	Social Content

Our scope

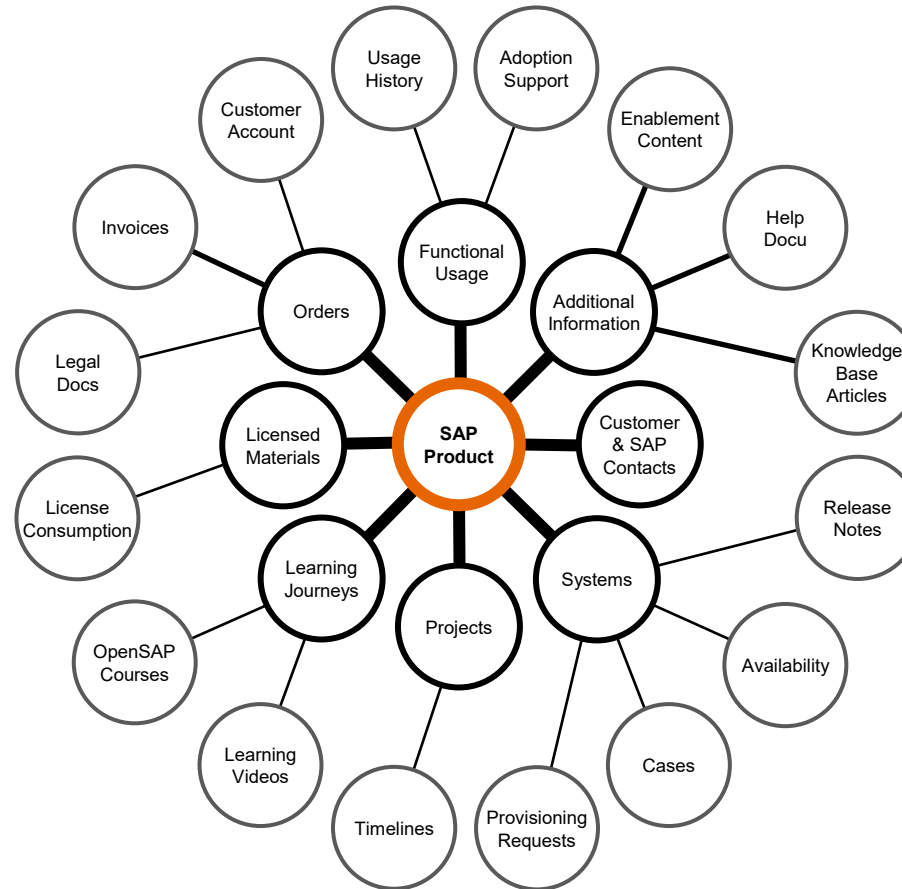


Decision makers
and other people
engaging with SAP

Without SAP for Me

- Too many portals and tools
- No overarching picture across the SAP portfolio
- Missing transparency
- Limited self-services
- No focus on individual interests and needs

**What we do with SAP for Me –
taking advantage of semantics**



me.sap.com

With SAP for Me

Start at **one** entry point

Personalize views based on
your role and interests

Get transparency across
your complete SAP Portfolio

Take action with
self-services for your needs

Actively influence
your products and SAP for Me

Support Applications Key Features

Get instant solutions to solve your product issues or engage with us using the '**get support**' application.

Describe Your Issue

Issue Categorization and
Prioritization

Support Channel
Recommender

Auto-proposed
Solutions

Personalized
Case Management

Omnichannel
Support

AI Predictor
Services

Best Action

Top Suggested
Knowledge

New
Case List

- Cross platform support interactions. e.g. start on SAP for Me portal and pick up on your mobile

- Product & Product Function categorization for faster routing
- Business impact guidance and definition

- Based on your issue the most suitable support channel will be recommended (Expert Chat, Ask an Expert Peer, Schedule an Expert, SAP Community, Case)

- Improved search and suggested knowledge (combine hot and trending solutions, and new search engine)

- Easy to use tabular lists (My Cases, Open Cases, Sessions, Drafts etc)
- Personalized filters and sorting

The background is a solid blue color with several large, semi-transparent, geometric shapes in various shades of blue. These shapes are angular and layered, creating a sense of depth and movement. The word "DEMO" is written in a white, sans-serif font on the left side of the image.

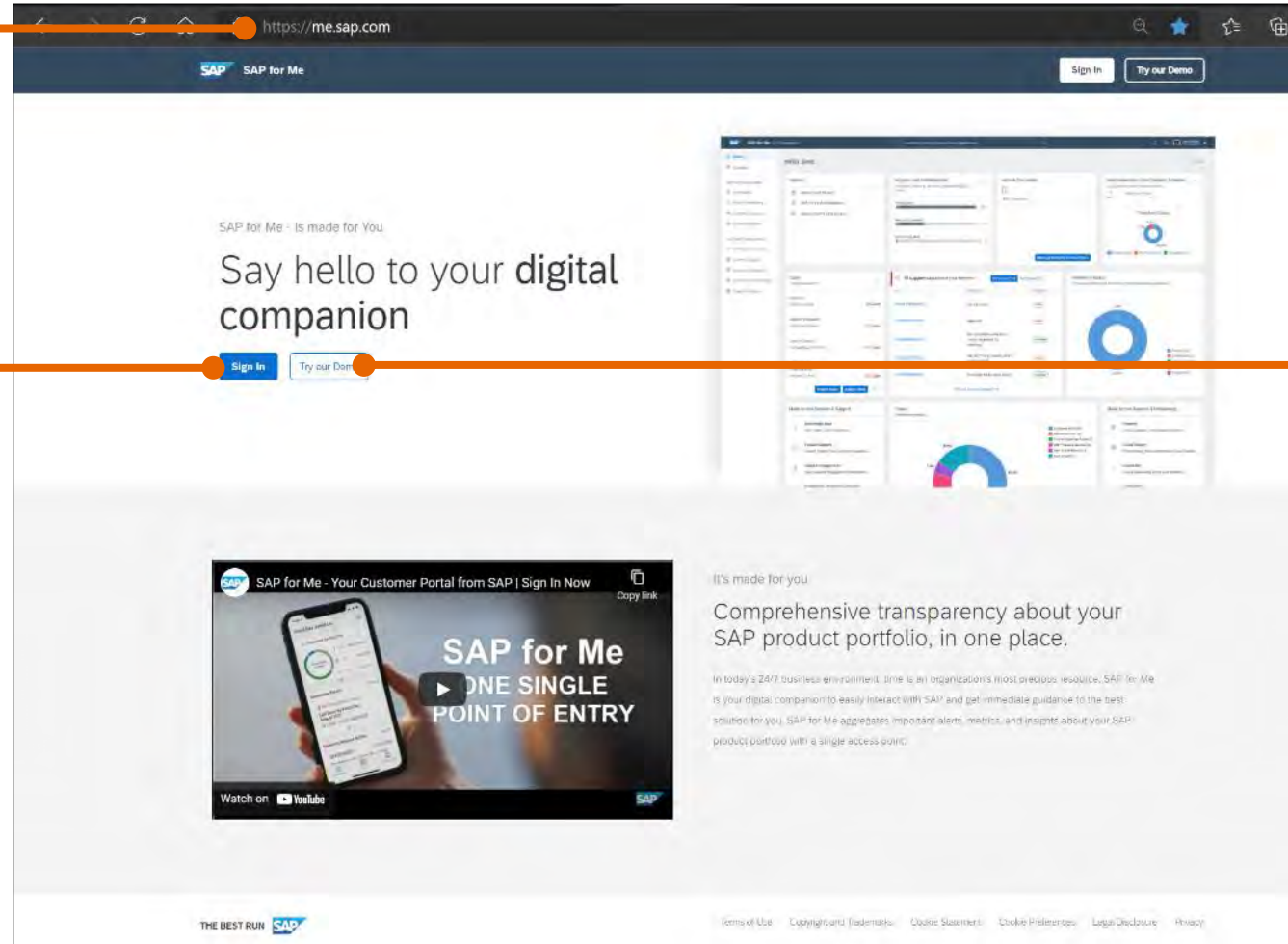
DEMO

Demo

Go to me.sap.com

Use Sign-In

- If you have an S-user



Use Try our Demo

- Does not require any user
- Shows only mock data (no real data)

Updated Look & Feel

The screenshot displays the SAP for Me dashboard for user Sylvanas. The interface includes a top navigation bar with a search bar, a left side panel with navigation links, and a main content area with various dashboards and cards.

Annotations:

- Search Bar:** Located at the top right of the dashboard.
- Edit Card Catalogue:** Located at the top right of the dashboard, near the search bar.
- Home:** Located at the top left of the dashboard, near the search bar.
- Calendar:** Located at the top left of the dashboard, near the search bar.
- Partner Dashboards:** Located in the left side panel, under the 'PARTNER DASHBOARDS' section.
- Customer Dashboards:** Located in the left side panel, under the 'CUSTOMER DASHBOARDS' section.
- Capability Entry Point:** Located in the left side panel, under the 'SYSTEMS & PROVISIONING' section.
- Side Panel:** Located on the left side of the dashboard.
- Help Page:** Located at the bottom right of the dashboard.

Dashboard Content:

- Home:** Welcome Sylvanas, SAP HotNews (To be reviewed 118), SAP HotNews (To be reviewed 118), SAP HotNews (To be reviewed 118).
- Quick Access Systems & Provisioning:** System (On in Systemic On-boarding System), Cloud Delivery (Provisioning, Juice Generation Cloud Transition), Availability (Cloud Availability Event and statistics), Connectivity (Remote Connection, Remote Access Restrictions).
- Manage Users and Authorizations:** Manage S-Users & Technical Communication Users, Total Users (409), Recently created (230), Action required (0).
- Next-Generation Cloud Delivery Schedule:** Systems with open checklist items (3), WSDM next 60 days (3), Transition Status (0.0%, 100.0%), Planned (0), Re-Planned (0), Completed (30), Continuous Upgrade (0).
- SAP Enterprise Cloud Services:** What's New?, ECS Workspace, ECS Landscape, Availability, SAP EarlyWatch Alert Dashboard.
- Support Cases:** 55 support cases need your attention, All Cases (55), My Cases (0), ID, SUBJECT, PRIORITY, LAST CHANGE, 00009331432022, test for apaul, MEDIUM, vor 3 Tagen, 00009330282022, test - apaul, MEDIUM, vor 3 Tagen, 00009040882022, Max height for dialogs is not set, MEDIUM, vor 3 Tagen, 00045470372022, TM Process Practice 2: C5359339, LOW, vor 5 Tagen, 00001489142022, 123, HIGH, vor 6 Tagen.

Demo

Titel: Missing BPKIND field in Fiori App F3163

Description: On the app F3163 - Manage Business Partner Master Data we do not have the field Business Partner type even if we try to add the field using the “Adapt UI” tool.

We have already found the note [2865228 - Field\(s\) Missing in Business Partner Master Fiori Apps - SAP for Me](#). When we checked the SAP Customer Influence channel, we found two relatable requests: 262816 and 289815.

We also checked the SAP Note 2787216 - Fiori applications for Business Partner, Customer and Supplier Master Data - Scope, Features and Functionalities where we found the information that the field Business Partner Type is available on the app F3163.

Can you help us and check why we do not have this field, please?
SAP on-premise 2021 version.
Cient: DEV 110

Final Component: LO-MD-FIO-BP

Solved by: Knowledge Article [KB0727624](#)

Titel: No TO create for TR generated from material staging for a production order

Description: No TO create for TR generated from material staging for a production order

The issue observed in Production System P14.

1. Create a production order in transaction CO01 where the components are to be picked
2. Release the order and save.
3. WM-PP material staging can be executed either automatically
4. TR's are generated for the component materials.
5. For some of the materials, TO can be generated and instead, the TO quantity has been Updated & Open Quantity is 0 Transfer Requirement set to fully processed.
6. For some of the materials, No TO's can be generated. But TO Quantity is Updated & Transfer Requirement set to fully processed.

Final Component: LE-WM-TFM-PP

Solved by: KB0118491 & KB1933100

Digital Support Experience

Support Applications



The '**Get Support**' application provides a step-by-step guided support experience by using artificial intelligence to predict the right product categorization and recommends the most suitable support channel.

Overview

- SAP for Me is the central-entry point for SAP support.
- Optimized and improved '**Get Support**' application.
- Get instant solutions to solve your product issue or avail of the guided support experience to define your issue
- Allow the embedded artificial intelligence services to recommend most suitable support channel (Expert Chat, Schedule an Expert, Ask an Expert Peer, SAP Community, Case)

Benefits

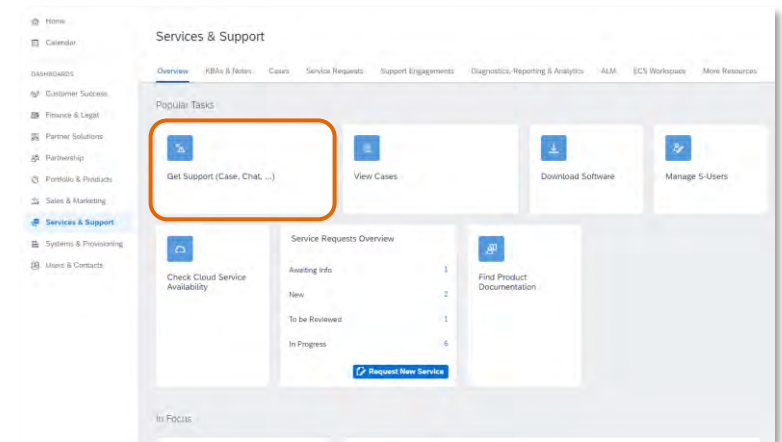
- Simplified and intuitive user-led design to get faster and more efficient product support
- Seamless omnichannel support experience across SAP for Me portal and mobile app.
- Tailored business impact to report very high issues effectively.
- AI-enabled product predictor and support channel recommender for an effortless experience.
- Integrated support decision trees to help you narrow down the problem area.

Access

- <https://me.sap.com/home>
- '**Service and Support**' [dashboard](#) → '**Get Support**' application in SAP for Me your customer portal
- Direct link QR Code



Preview



Unlocking Success with a Modern Customer Portal

- 1 100.000 Unique Visitors per day*
- 2 1 Million Page Views per day*
- 3 Over 50 digital self-services



Agenda

SAP for Me & Support

Ask me Anything about SAP Support

SAP Product Support – Labs view

Ask Me Anything about SAP Support !





Further Information

GENERAL OVERVIEW

- Log in to the [portal](#)
- Visit our [website](#)
- Download the app [Apple Store](#) / [Google Play](#)

DEEP DIVE

- View the [specific blog posts](#)
- Follow us via [#sapforme](#)
- Watch the [Introduction Video](#)

SUPPORT

- Use the [SAP Support Portal](#)
- Explore the [SAP for Me Online Help](#)
- Review the [permissions](#)

Enterprise Support Day

- View the [agenda](#)
- **Register** [here](#)
- **Highlight:** *“Effortless Support Experience with Built-In, AI-Driven Bi-Directional Support”*

Agenda

SAP for Me & Support

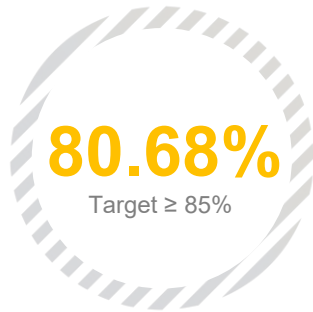
Ask me Anything about SAP Support

SAP Support – Labs view

DC S&P Key Performance Indicators – Q3 PS



Example



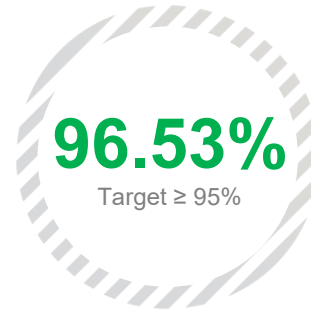
Customer Effort Score

-1.50ppt from Q2 2023



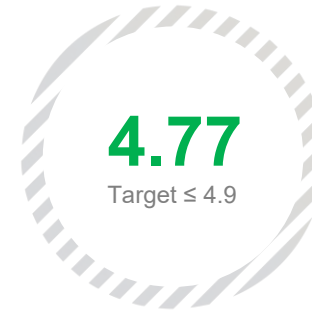
IRT Compliance

-0.78ppt from Q2 2023



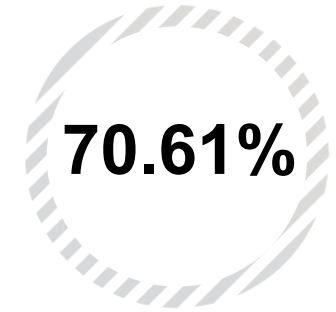
APT Compliance

-0.45ppt from Q22023



Time to Clear Backlog

-0.07 from Q2 2023



Solution share

-0.15ppt from Q22023

Summary

- Processing Times affected as result of factors from slide 7, and more processor changes during summer vacation period – see also below for Focus KPI – CES.



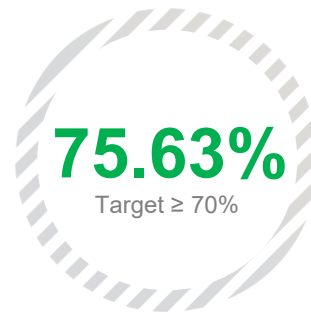
ORT Compliance

+0.40ppt from Q22023



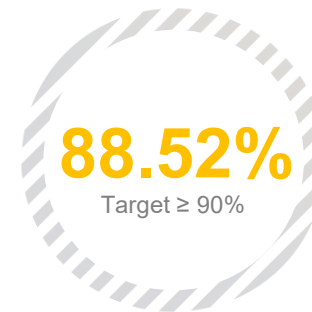
P1 Solved Within 5 Days

-3.18ppt from Q2 2023



P2 Solved Within 14 Days

-3.09ppt from Q2 2023

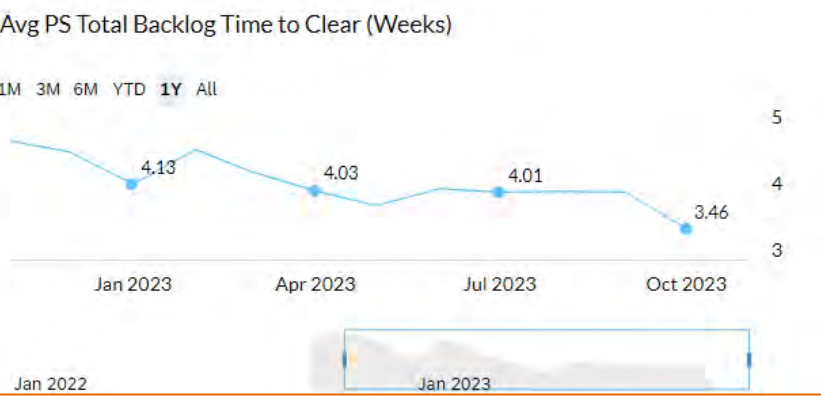
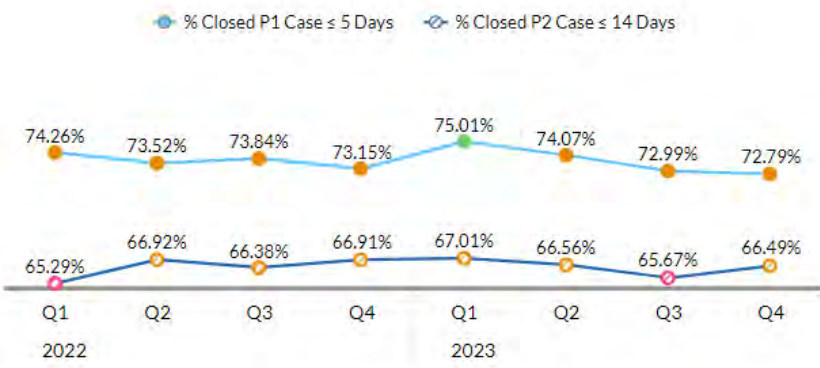
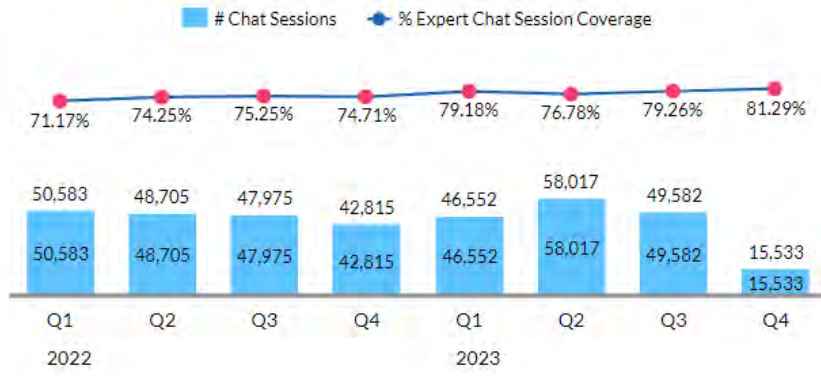
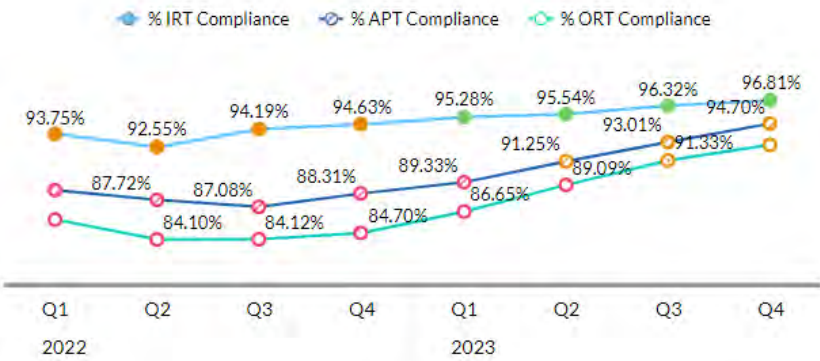
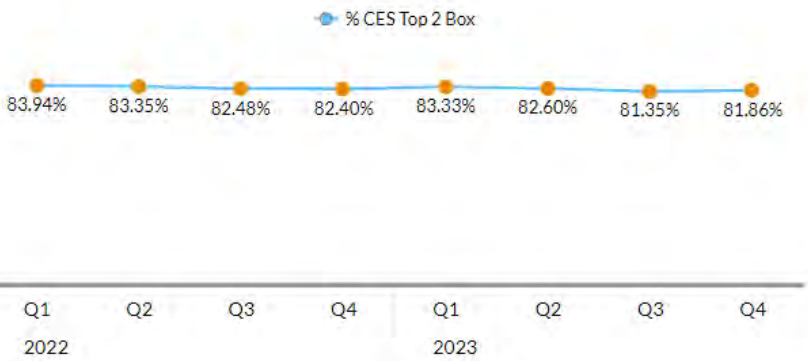


Chat Session Coverage

+3.10ppt from Q2 2023

PS & Dev Support Trends

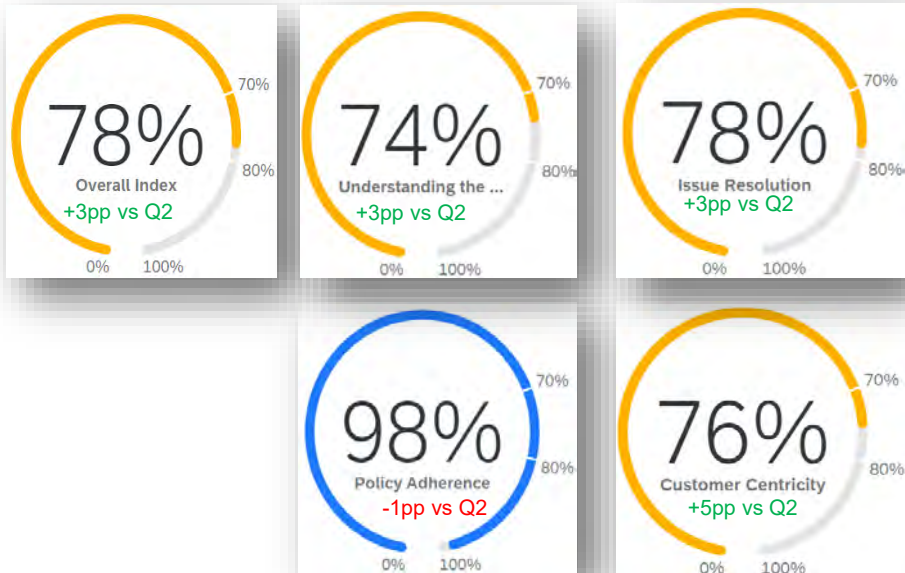
Example



QAA and STC Results

Example

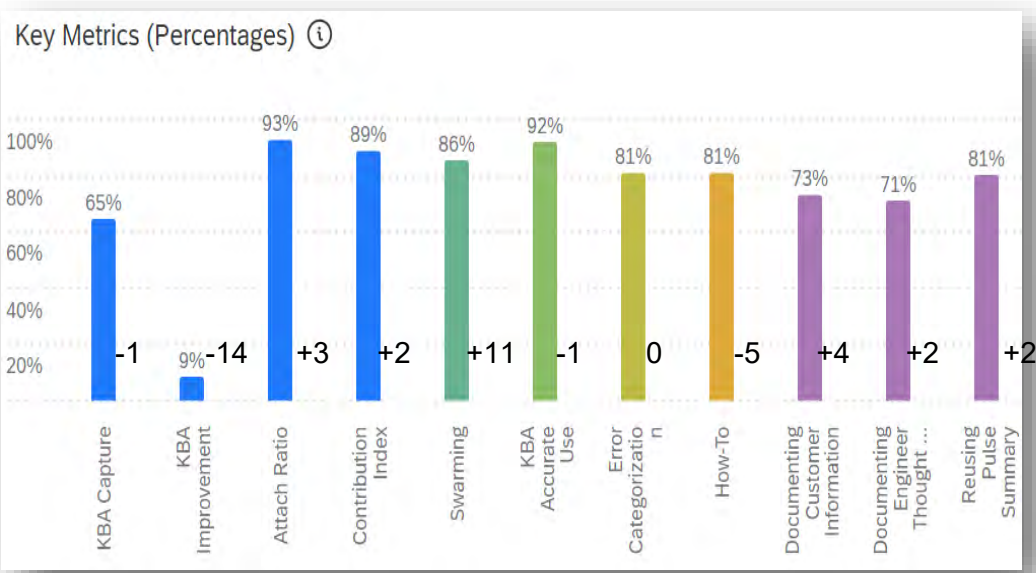
QAA Q3



Summary

QAA reviews are taken serious by STMs, and are used to drive ongoing improvements.

STC Reviews Q3



Summary

Case review findings also reveal improvement needs in KBA creation and updates.

How We Work in DC

Example

How We Work empowers us to minimize effort, increase customer loyalty and make our success sustainable



**We empower
our people**

Learning Framework

Build/Enhance a Resilient Mindset

Career path and Personal Development

Awards/Appreciation/Recognition



**We prevent
cases**

KCS enhancements: Archiving KBAs, Error Categorization, Central KBAs, KCS with LOOP

E2E Mindset for integrated support delivery

“LOOP” with Front Office

Drive “Knowledge Evolution” in DC



Support Team Coach Implementation



**We work
efficiently**

Proactive delivery & backlog management - automation, transparent waiting time

Accelerate Adoption of Support Innovations



KPI Improvement – Focus KPI per Quarter per Product Family

Unjustified SIS

Ensure Support Readiness



**We minimize
customer
effort**

Identify and Reduce Customer Effort drivers

Enable Customer and Partner Readiness

Customer Experience Management

Q1 2023

Q2 2023

Q3 2023

Q4 2023

Keep the promise

Tell it like it is

Build bridges not silos

Stay curious

Embrace differences

Thank you.

(and register for more [here](#))

Contact information:

Bernhard Luecke (he/him)
bernhard.luecke@sap.com

A promotional graphic for SAP Enterprise Support Day 2023. It features a blue background with white and yellow text. On the right side, there is a photo of Stefan Steinle, a man with glasses and a light blue shirt, standing with his arms crossed. The SAP logo is in the bottom right corner.

SAP Enterprise Support Day 2023

Time Zone 1: NA & LAC	02:30 p.m. – 02:45 p.m. EST / November 8, 2023
Time Zone 2: APJ & GC	02:30 p.m. – 02:45 p.m. SGT / November 9, 2023
Time Zone 3: EMEA & MEE	02:30 p.m. – 02:45 p.m. CET / November 9, 2023

Customer Support & Innovation as a Driver of Transformation – with Assets included in SAP Enterprise Support

Stefan Steinle
Executive Vice President, Head of Customer Support and Innovation,
SAP Product Engineering, SAP