SAP Active Global Support Reference Guide

# Global Support Customer Interaction

## Getting the Most from Your Support

English Version

The Best-Run Businesses Run SAP™

Language versions are available at www.service.sap.com/contactus for Chinese (simplified), French, German, Japanese, Portuguese (Brazilian), and Spanish (Castilian and Colombian).

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# Customer Interaction Center

Contact by telephone or e-mail:

- Contact your local support center at www.service.sap.com/supportcenters
- View SAP® Note 560499 at www.service.sap.com/notes

SAP is committed to providing the very best in customer support. A key part of the support infrastructure is the customer interaction center (CIC). The CIC is available 24 hours a day, 7 days a week, 365 days a year, and it provides a central point of contact for assistance with nontechnical queries such as:

- Resetting S-user passwords
- Requesting certified or independent S-users
- Getting superadministrator details
- Registering company e-mail domains
- Navigating in SAP® Support Portal destination on the SAP Service Marketplace extranet
- Speeding up existing customer messages
- Escalating existing customer messages

The CIC also acts as a key entry point to the support advisory center for SAP Enterprise Support services customers.

You can contact the CIC by telephone, Web form, or e-mail; however, the most effective method of communication is by telephone.

To obtain technical support, create a customer message (see "Customer Message Handling" on page 10).

# SAP Service Marketplace

SAP Service Marketplace enables customers and partners to collaborate fully with SAP.

Segmented into specific portals tailored to your particular needs, SAP Service Marketplace is your one-stop access to exclusive information and an extensive spectrum of services, software, and consulting. SAP Service Marketplace provides the necessary information and tools to help you throughout the evaluation, implementation, and operation of your SAP solutions.

If you are getting started with SAP Service Marketplace, go to www.service.sap.com/support-welcome.

To register for your own personal demo of SAP Support Portal, go to www.service.sap.com/portaldemo.

## REQUEST AN S-USER ID

1. Go to www.service.sap.com
2. Click the *Registration* link
3. Complete the form and click *Submit*

If you receive an error that your e-mail domain is not registered, contact your local CIC at www.service.sap.com/supportcenters.
An S-user ID provides general access to SAP Service Marketplace.
To get additional authorizations, contact your superadministrator:
1. Go to www.service.sap.com/myprofile
2. Click the link *Display my Super and User Administrators*

## SINGLE SIGN-ON AND SAP PASSPORT

You can access many of the portals within SAP Service Marketplace without having to enter your user ID and password. If you are redirected to another SAP Service Marketplace server, you are automatically authenticated.

Single sign-on in SAP Service Marketplace uses SAP passports, which are also known as digital client certificates. The SAP passport is your digital passport and represents a connection between your access data for your local machine and your access data for SAP Service Marketplace.

For more information, go to www.service.sap.com/tcs.

## SUPERADMINISTRATORS

Listed as the main user in your company, a superadministrator maintains authorizations for all S-user IDs in the company.
Main tasks include:

- Assigning and removing authorizations of S-user IDs
- Creating new S-user IDs
- Deleting S-user IDs
- Defining additional administrators
- Registering e-mail domains

In addition to the classic user-administration tasks, the superadministrator is typically responsible for requesting license keys for new systems and for system data maintenance.

This can be done either by a superadministrator or by a local administrator who is responsible for specific installations.

- Request license keys at www.service.sap.com/licensekey
- Maintain system data at www.service.sap.com/system-data

# Access to SAP Software, SAP Solution Manager, and SAP Services

## SAP SOLUTION MANAGER

As a centralized and robust solution, SAP Solution Manager application management solution combines functionality, content, and direct access to SAP to increase the reliability, minimize risk, and lower the total cost of ownership of your SAP solutions. In addition, SAP Solution Manager serves as the hub for collaboration within the SAP ecosystem and, consequently, as the foundation of SAP Enterprise Support services. Customers with an agreement for either SAP Standard Support services or SAP MaxAttention™ services can also use SAP Solution Manager. However, for customers with SAP Standard Support, some usage rights are restricted.

SAP Solution Manager runs in your IT landscape and facilitates the support of your distributed software. For more information, go to www.service.sap.com/solutionmanager.

## ACCESS TO SAP SOFTWARE

The maintenance optimizer in SAP Solution Manager monitors the complete maintenance procedure for your entire SAP software landscape. As the central access point for activities related to planning for and downloading software updates, it simplifies the procedure for your support staff, thereby reducing your cost of operations. In addition, the software maintenance procedure increases the level of transparency and improves the traceability of software changes.

For older versions, to obtain SAP software electronically by download and on tangible media (CD/DVD), go to the SAP software download center at www.service.sap.com/swdc. Software licenses and S-user IDs are associated with a specific customer number. To download software from SAP Support Portal, you must use an S-user ID from the same customer number to which the license is assigned. If you do not have the correct authorization for this, contact your superadministrator.

SAP Enterprise Support services provide proactive support in addition to all the features of the SAP Standard Support agreement.

## SAP SUPPORT OFFERINGS

The SAP Standard Support agreement comprises basic support services for reliable response to technical disruptions and for maintaining system health and integrity. With this offering, customers benefit from insights into SAP solutions and expertise to mitigate risk, while tapping into the innovations that SAP continuously introduces.

SAP Enterprise Support provides additional proactive and extensive support with tools, methodologies, and services that enable better operations and faster innovations. This is reflected in the engagement focus, implementing "Run SAP like a Factory" operations standards and end-to-end (E2E) Application Lifecycle Management processes. The SAP Enterprise Support Academy program, part of SAP Enterprise Support, provides privileged access to knowledge on IT operations and IT innovation topics.

Customers' application landscapes may increasingly support global business processes that extend to clients, vendors, and business partners around the clock. SAP Enterprise Support addresses this increased demand by providing support for mission-critical business processes, making it the ideal offering for most businesses.

To request a support service under either SAP Standard Support or SAP Enterprise Support, create a customer message at www.service.sap.com/message using component **SV-BO-REQ** or use the support request function in SAP Solution Manager to directly access the support experts.

For information about the prerequisites for remote support services, see SAP Note 1437976 at www.service.sap.com/notes.

To learn more about the scope of these support offerings and the included remote services, go to www.service.sap.com/standardsupport and www.service.sap.com/enterprisesupport.

SAP MaxAttention – The premier SAP support offering, focusing on strategic partnerships between SAP and its customers, comprises tailored engineering services delivered by embedded support teams.

SAP launched SAP ActiveEmbedded services, an offering that augments SAP Enterprise Support by embedding a front-office SAP support team into a company's Customer Center of Expertise (COE) organization, to help reduce total cost of implementation and total cost of operation. In addition, SAP ActiveEmbedded delivers support for rapid prototyping and rapid-deployment solutions. SAP support specialists help ensure knowledge transfer to a Customer COE and drive high-quality and efficient operations with the Run SAP Like a Factory methodology, removing barriers to innovation.

With SAP MaxAttention, our premier support offering, companies receive tailored engineering services to optimize their system landscape, business processes, and general operations and to accelerate innovation. Embedded support teams have access to a dedicated back-office team of SAP specialists while providing on-site expertise for the duration of the contract. This long-term strategic engagement focuses on the Application Lifecycle Management strategy, the Integration Validation methodology, and the Run SAP Like a Factory program. Enabling our customers to operate SAP solutions with only two FTEs per shift is one of this program's goals.

SAP MaxAttention delivers SAP Rapid Prototyping services to **prove the value that game-changing SAP technology, such as the SAP HANA® platform and mobile solutions,** can bring to your company. Each SAP MaxAttention engagement is driven through a jointly determined balanced scorecard that can track the value an engagement can generate.

For information about additional services, go to the following links:

| What | Link |
|---|---|
| Continuous quality checks and improvement services for SAP® Enterprise Support services | www.service.sap.com/cqc |
| Customer Center of Expertise | www.service.sap.com/coe |
| Expert Guided Implementation sessions | www.service.sap.com/esacademy |
| SAP EarlyWatch® Alert service | www.service.sap.com/ewa |
| SAP EarlyWatch Check service | www.service.sap.com/earlywatch |
| SAP GoingLive Check service | www.service.sap.com/goinglivecheck |
| SAP GoingLive Functional Upgrade Check service | www.service.sap.com/goinglive-fu |
| SAP MaxAttention™ services | www.service.sap.com/maxattention |
| SAP OS/DB Migration Check service | www.service.sap.com/osdbmigration |
| SAP Solution Manager application management solution | www.service.sap.com/solutionmanager |

# Customer Message Handling

## CREATE A CUSTOMER MESSAGE

If you experience a problem or an error with SAP software or third-party software licensed through SAP, SAP recommends that you first search for known issues or fixes in forums, wikis, knowledge-based articles, and SAP Notes using the xSearch tool. This easy-to-use tool enables you to look up your search term in several repositories at the same time. For more information about xSearch, go to www.service.sap.com/xsearch.

If you require further assistance, create or submit an SAP customer message.

For SAP products, the most effective and efficient method for creating an SAP customer message is to create it directly in your SAP software application. (This does not yet apply to SAP BusinessObjects™ solutions and Sybase® software.) The message is transferred automatically to the service desk of SAP Solution Manager; from there the message is sent to SAP. Alternatively, you can create a customer message in SAP Support Portal at www.service.sap.com/message. To create a customer message in SAP Support Portal, you must have an S-user with appropriate authorizations.

Follow the message wizard as it guides you through the message creation process. Make sure that you complete all fields when creating the message.

A learning map and other useful links are available on the left side of the screen to provide further documentation and assistance.

Create one customer message per issue or problem.
If you require further assistance, contact your local CIC at www.service.sap.com/supportcenters.

## AFTER YOU SUBMIT A CUSTOMER MESSAGE TO SAP

When you have submitted a customer message to SAP, you should:

- Monitor the message for updates on a daily basis by going to the help desk function in SAP Solution Manager or to www.service.sap.com/inbox. Monitor more frequently for customer messages with a priority of “very high” and “high.”

A learning map and other useful links are available on the left side of the screen to provide further documentation and assistance.

- Respond quickly to all requests for supporting information.
- Send the message back to SAP after the update is completed.
- When a message is in "customer action," SAP is waiting for your response and cannot continue with the investigation. If the message remains in "customer action" status for too long, it will be closed automatically.
- When a message is in "customer action," you can change messages and send additional information.
- You can update a customer message at any time by using the memo type "Info for SAP."

## CHANGE THE STATUS OR PRIORITY OF A CUSTOMER MESSAGE

To change the status or priority of a customer message:

- When a customer message is in "customer action," you can change the priority of the message. For more information, see SAP Note 67739 at www.service.sap.com/notes.
- To request a change in the priority of a message that is with SAP for processing, contact your local CIC via www.service.sap.com/supportcenters.

## WHEN A CUSTOMER MESSAGE IS RESOLVED

After a customer message has been resolved:

- To ensure that the resolution meets your requirements, confirm the message in a timely manner. After a period of time, if the message is not updated, it will be closed automatically with no option to reopen.
- Complete the feedback questionnaire. SAP uses this information to refine and adapt its message resolution process. In this way you can influence SAP and benefit from improved support and service.
- If you are not satisfied with the way your incident was handled, provide SAP with your feedback as per SAP Note 736045 at www.service.sap.com/notes.
- If the issue or problem is still outstanding, return the message to SAP for further processing.

# Speeding Up and Escalating Requests

## SPEEDING UP THE PROCESSING OF A CUSTOMER MESSAGE

To speed up the processing of your message, contact your local CIC at www.service.sap.com/supportcenters. For information on how to provide details of how this issue is impacting your business, see SAP Note 1281633 at www.service.sap.com/notes.

## ESCALATING A CUSTOMER MESSAGE

To request an official escalation of your message, contact your local CIC at www.service.sap.com/supportcenters. For information about requesting an escalation and providing details of how the issue is impacting your business, see SAP Note 90835 at www.service.sap.com/notes.

An official escalation is justified in critical cases only. Failure to provide detailed information on how this issue is impacting your business will result in the request being denied.

## CUSTOMERS OF VALUE-ADDED RESELLERS

When your customer message is with your value-added reseller (VAR) for processing, contact your VAR directly for assistance.

## DEFINING BUSINESS IMPACT

While all technical details need to be provided in the message, SAP uses the details of how this is impacting your business to assist in prioritizing messages.

Information about the nontechnical or business impact is required for all requests to:

- Speed up processing of a message
- Raise the priority of a message
- Escalate a message
- Create a “very high” or “high” message

Go to SAP Note 1281633 and SAP Note 90835 at www.service.sap.com/notes and review the questions that relate to the issue's impact on your business. In your request, provide answers to questions about your systems such as the following.

**Production system:**

- Is the production system down?
- Which SAP product is affected?
- Which business processes are affected, for example, payroll or reporting?
- Are users affected? If yes, please explain.
- Is there a work-around in place? If yes, how effective is the work-around?

**Test, development, or QA system:**

- What is the planned date for production to go live?
- What are you going live with (SAP product version, support package, patches)?
- Is this issue a showstopper, and does it prevent the plans to go live from proceeding?
- Which stage of the project are you working on?
- What are the milestone dates of the project?

# Useful Links and Components

For more information, see www.service.sap.com/quicklinks.

**GETTING STARTED**

| What | Link |
|---|---|
| Learning maps | www.service.sap.com/smp-learningmaps |
| SAP® BusinessObjects™ software support | www.service.sap.com/bosap-support |
| SAP Developer Network site: SAP Service Marketplace extranet home page | http://wiki.sdn.sap.com/wiki/display/SMP/Home |
| SAP Service Marketplace | www.service.sap.com |
| SAP Service Marketplace, getting started | www.service.sap.com/support-welcome |
| SAP Service Marketplace, portal demo | www.service.sap.com/portaldemo |
| SAP Service Marketplace Tudou channel (for customers in China) | www.tudou.com/home/sapsmptv_channel |
| SAP Service Marketplace YouTube channel | www.youtube.com/SAPSMPTV |
| SAP Support Portal destination | www.service.sap.com/support |
| SAP trust center for services such as SAP passports | www.service.sap.com/tcs |
| xSearch tool | www.service.sap.com/xsearch |

## GENERAL

| What | Link |
|---|---|
| Application lifecycle management | www.service.sap.com/alm |
| Connect to SAP | www.service.sap.com/access-support |
| Customer message creation | www.service.sap.com/message |
| Data administration | www.service.sap.com/system-data |
| License keys<br>• SAP® BusinessObjects™ software temporary key<br>• SAP software temporary key | www.service.sap.com/licensekeys<br>and then choose *Obtain a temporary license key (ZIP file)*; see also SAP Note 1251889 at www.service.sap.com/notes<br>See SAP Note 94998 at www.service.sap.com/notes |
| Partner portal | http://partner.sap.com |
| Product availability matrix | www.service.sap.com/pam |
| Articles about SAP BusinessObjects solutions | www.sdn.sap.com/irj/boc/articles |
| Business Analytics community | www.sdn.sap.com/irj/boc |
| SAP BusinessObjects forum | https://forums.sdn.sap.com |

**GENERAL (CONTINUED)**

| What | Link |
|---|---|
| SAP BusinessObjects notes | www.sdn.sap.com/irj/boc/notes |
| SAP Business One application | www.service.sap.com/smb/sbocustomer |
| SAP Developer Network site | www.sdn.sap.com |
| SAP Enterprise Support engagement methodology | www.service.sap.com/tsm |
| SAP Enterprise Support services | www.service.sap.com/enterprisesupport |
| SAP Notes tool search | www.service.sap.com/notes |
| SAP public Web site | www.sap.com |
| SAP Solution Manager application management solution | www.service.sap.com/solutionmanager |
| SAP SuccessFactors Support Portal | www.successfactors.custhelp.com |
| Secure support services | www.service.sap.com/securesupport |
| Software catalog | www.service.sap.com/swcat |
| Software downloads | www.service.sap.com/swdc |
| Support offerings | www.service.sap.com/supportofferings |
| S-user administration | www.service.sap.com/user-admin |

## USEFUL COMPONENTS

The following are commonly used components to classify your customer message.
For more information, review the component structure via SAP Note 36677 at www.service.sap.com/notes.

| Issue Relating to | Component |
|---|---|
| License key request, general | XX-SER-LIKEY |
| License key request, SAP® BusinessObjects™ solutions | XX-SER-LIKEY-BOJ |
| License key request. SAP Sybase® software | XX-SER-LIKEY - SYB |
| Remote connection | XX-SER-NET |
| Analytic applications (analysis, dashboards, and reporting) | BI-RA |
| SAP BusinessObjects business intelligence platform | BI-BIP |
| SAP solutions for enterprise information management | EIM |
| SAP solutions for enterprise performance management | EPM |
| SAP solutions for governance, risk, and compliance | GRC |
| SAP Service Marketplace extranet | XX-SER-SAPSMP |
| SAP Service Marketplace, S-user | XX-SER-SAPSMP-USR |
| SAP Sybase Business Mobile | MOB* |
| SAP Sybase software | BC-SYB* |
| Software distribution center | XX-SER-SAPSMP-SWC |
| Software requests | XX-SER-SWFL-SHIP |

# SAP Notes

## RELEVANT SAP NOTES

| SAP® Note Name | SAP Note Number |
|---|---|
| 24-hour support not possible in this language | 32736 |
| Access to SAP Service Marketplace (Collective Note) | 422409 |
| Feedback about SAP product and service and support | 736045 |
| Customer messages – Customer logon data | 508140 |
| Engagement view for enterprise support | 1492013 |
| Global support customer interaction: Telephone/fax/e-mail | 560499 |
| How to download address directories and/or software from the SAP software download corner | 1266909 |
| J [Japanese]: Short text is changed to English | 69459 |
| Prerequisites for ordering remote services | 1437976 |

## RELEVANT SAP NOTES (CONTINUED)

| **SAP Note Name** | SAP Note Number |
|---|---|
| Priorities of problem messages | 67739 |
| Priority 1 support generally available | 46742 |
| Processing customer messages in English | 873046 |
| SAP message escalation procedure | 90835 |
| Service connections: Composite note (overview) | 35010 |
| Several questions reported in one message | 50048 |
| Speed up processing of a customer message | 1281633 |
| What is consulting – What is support? | 83020 |

## CONTACTING SAP

There are numerous methods to contact SAP. The following table contains the main methods.

| Contact | Link |
|---|---|
| Customer interaction center (CIC) | www.service.sap.com/supportcenters |
| Partner portal e-mail | channelpartner@sap.com |
| SAP | www.sap.com/contactsap/countries |
| SAP contracts departments | www.service.sap.com/contracts |
| SAP® Developer Network site (issues with P-users) e-mail | sdn@sap.com |
| SAP Education organization e-mail | education.<country>@sap.com<br>where <country> is your country |
| SAP Service Marketplace extranet feedback | www.service.sap.com/feedback |
| Submit a request to SAP | www.sap.com/contactsap |

www.sap.com/contactsap

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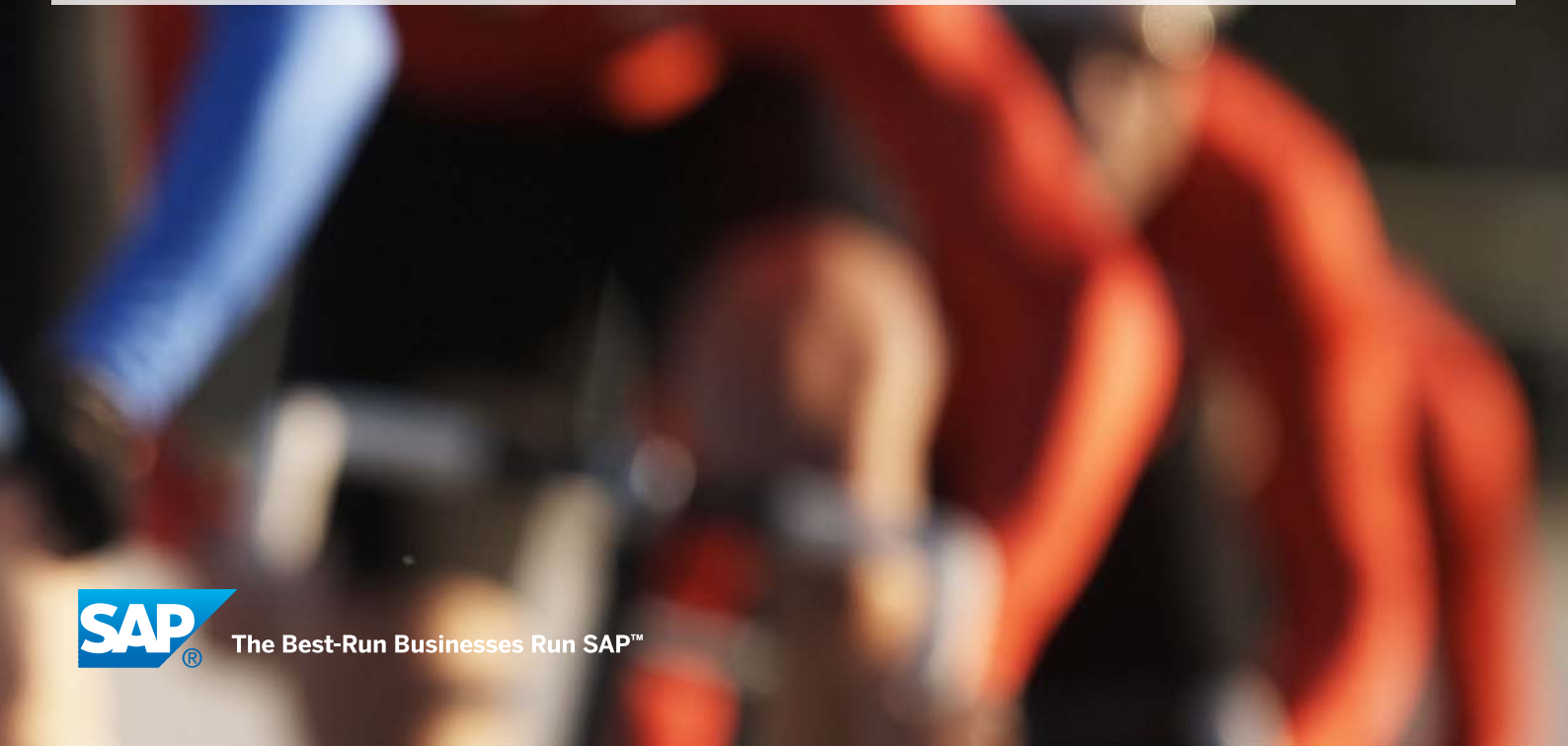

The Best-Run Businesses Run SAP™