VAR incident management
Contents

• VAR incident management
• Blocking customer installations to prevent incident creation
• Incident view for blocked customers
• Selecting your role(s)
• Tile navigation
• Creating a support incident on behalf of a customer
• Finding customer support incidents
• Real-time interaction: Expert Chat and Schedule an Expert
• Artificial Intelligence and machine learning – Incident Solution Matching
• Self-service and incident prevention – SMS notification and automatic translations
• Schedule a Manager
VAR incident management

- Value Added Resellers (VARs) that have attained a Partner Center of Expertise (PCOE) certification are authorized to sell and provide VAR-delivered support for SAP on-premise solutions.
- These partners must manage all their customer incidents via their SAP Solution Manager; the SAP ONE Support Launchpad should only be used in case of emergency if the partner’s Solution Manager is down.
- Partners’ use of SAP Solution Manager as incident management system is tracked as a KPI for their PCOE recertification.

**Exception:**
- The use of SAP Solution Manager is not mandatory for Partners that support only SAP Analytics, Mobile, Hybris, CEC commerce or Database solutions (excl. HANA), therefore those partners may use SAP One Support Launchpad for customer incident management.
Blocking cust. installations to prevent incident creation

Preventing VAR partner customers from sending incidents directly to SAP:

• VAR partners can request that SAP blocks all their end customers from submitting incidents to SAP on all installations that are supported by a partner. This is not set by default, it will only be set if the partner explicitly requests it. See SAP Note 1285423 for more information.

Customer view if their installations have been blocked:

• The customer is able to start the incident form as they may have other installations that are not supported by a partner.
• When they select an installation for the incident, the partner-supported installations are greyed out and a URL for the partner’s support website/system is presented in the column “Supported By”.

Partner view if their customers’ installations have been blocked:

• Even if a partner’s customers are blocked, the partner can still submit incidents on behalf of their end customers in the One Support Launchpad.
• This should be used only in emergencies when the partner’s Solution Manager is down, or in scenarios where the partner has no Solution Manager.
Incident view for blocked customers

Blocked customers are able to view incidents created/forwarded by their partner to SAP in the SAP ONE Support Launchpad

1. Log and connect to the SAP ONE Support Launchpad - S-user is required.
2. Select one of the following tiles: Incidents, Solution Proposed or Open Incidents. Tiles can be added, if missing, by going into the catalog
3. Select incident the status(es) you are interested in viewing
4. Press enter to run the search
5. Select an incident from the list to open it

6. A message is displayed explaining why the blocked customer cannot edit the incident.

7. Communication, during the incident lifecycle, can be checked by selecting the communication icon.
Selecting your role(s)

When you log into the One Support Launchpad for the first time, you will be prompted to select your role(s):

1. These roles determine which tiles (topics) are available to you when customizing your SAP ONE Support Launchpad homepage.
2. Select all the profiles that relate to your role.
3. “On Premise” refers to all topics that are not cloud-related.
4. If you are a user from a partner providing VAR-delivered support, you should select “Support Partner”. This role is essential for being able to create and manage incidents on behalf of your support customers.
Selecting your role(s)

To edit your role assignment:

1. Open the menu from the top right of the page and select “User Profile”
2. Select “Roles” and click on the pencil to edit
3. Add or remove ticks in the relevant boxes for the roles you want, and save
VAR-d partner specific authorization

Customer Incident Management (Partner)

➢ Gives a S-user the right to create, edit, send, close and view incidents on customer installations where the partner is maintained.
➢ Without this authorization it is not possible for partners to create incident on behalf of their end customers
➢ To know more about this authorization check KBA 2628152

Service Reports (Partner)

➢ Gives user the right to view EWA reports for customer installations where the partner is maintained.
➢ To know more about this authorization check KBA 2627899
Tile navigation

There are 6 tiles for Partner Support Incident Management. These show only incidents of end customers supported by the partner.

1. The tile “Find a Solution” leads to a solution search, after which it is possible to submit a support incident to SAP.
2. The rest of the tiles are shortcuts to pre-defined searches in the incident inbox.
Creating a support incident on behalf of an end customer

1. Select the tile “Find a Solution” or just start searching directly in the search bar at the top of the Launchpad.
2. Review the search results to see if a solution to your problem has already been documented. Learn more about our ‘automatic translation service’
3. If no solution can be found, click on the button “Submit an Incident” on the top right hand side of the page.
Creating a support incident on behalf of a customer

4. Select a **Customer Number** from the list
5. You will be reminded of your support partners obligations as covered in [SAP Note 2144008](#)

![Incident Billing Information](image)

This incident may be qualified as billable. To avoid unnecessary incident billing, please check the information here.

![Agree Button](image)

NB: Select the *Agree* button once you understand your support duties and carry on with the incident creation

6. Select the **S-user of the customer** using the icon. This is important as there needs to be a customer contact for the incident. Don’t worry, the partner S-user that logged the incident will automatically be recorded in the “Contacts” section of the incident.

![Customer and S-User ID](image)
Creating a support incident on behalf of a customer

7. Once the above fields have been filled, **S-User Name** and **Customer Name** will automatically be displayed.

8. Now select the system for which you want to create a support incident.

9. You can narrow down your search if you know which product or installation the system belongs to, or if you know the system ID you can enter that directly into the search field. Otherwise, just press Search and you’ll get a list of all systems.

10. Be careful with the search field, if you have entered a search term that is not in the system ID or description, it will return nothing.
Creating a support incident on behalf of a customer

7. Now select the system for which you want to create a support incident.

8. You can narrow down your search if you know which product or installation the system belongs to, or if you know the system ID you can enter that directly into the search field. Otherwise, just press Search and you’ll get a list of all systems.

9. Be careful with the search field, if you have entered a search term that is not in the system ID or description, it will return nothing.
Creating a support incident on behalf of a customer

10. Next, the fields for providing the incident details will appear.

11. **Select a component**

Best practices when creating incident:

- Record one issue per incident, as they may need to be assigned to different experts.
- Record the incident in English. Expert might not be available in your language.
- Ensure that system environment information is complete and up-to-date.
- Select the appropriate product component. This helps incident routing to the right experts. Check [SAP Note 2474005](https://support.sap.com) for how-to.
- Select the correct incident priority. Check [SAP Note 67739](https://support.sap.com).
- Document the steps by step for reproducing the issue. Provide your analysis of the problem and any SAP Notes/KBAs you’ve already applied.
- Provide trace files, core dumps or screenshots to illustrate the problem.
- Provide an open connection to the system, preferably with Line Opener Program. Maintain logon credentials in the secure area. See [SAP Note 2436508](https://support.sap.com).
Creating a support incident on behalf of a customer

12. You will receive **email notifications** when the incident is updated, provided that you have maintained a valid email address in your S-user profile. Any customer S-users associated to this incident will not receive email notifications from SAP.

13. Prior to submitting an incident check the **incident solution matching** which automatically proposes solutions based on incident data (e.g. incident description) in the incident creation form in SAP ONE Support Launchpad.

14. Submit the incident by clicking the green “Submit” button in the bottom right hand side of the page.

15. Alternatively you can **Save as draft** and submit it later. Draft incidents can be found via the “Draft (Partner)” tile on the SAP ONE Support Launchpad home page.
Finding customer support incidents

1. Click on one of the partner tiles for displaying incidents
2. Use the filters to narrow down the list
3. Use the global search or “Search in list” function within the incident list to search for key words in the fields Incident Number, Subject, Component, Reporter and Customer.

![Incident List](image-url)
Real-time interaction
Expert Chat and Schedule an Expert

**Expert Chat**
provides a live chat function that connects you to SAP technical support experts, instantly.

**Schedule an Expert**
connects you live with SAP Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you.

**Important**
- Due to the nature of the VAR-delivered support model, *indirect support customers* should not contact SAP directly for support and therefore these interaction channels are not intended for them.
- If you as a partner have blocked your customers from creating incidents in the SAP One Support Launchpad, then Expert Chat and Schedule an Expert will automatically also be blocked for them. (See SAP Note 1285423)
- A functionality allowing *VAR-delivered support partners* to use Expert Chat and Schedule an Expert for their customers’ systems is currently not available.
Artificial intelligence and machine learning
Incident solution matching

Incident solution matching automatically proposes solutions based on incident data (e.g. incident description) in the incident creation form in SAP ONE Support Launchpad.

Overview
- A new machine learning service based on artificial intelligence (AI) technology
- Automatically recommends solutions from SAP Notes and SAP Knowledge Base Articles when you create a new incident
- Ranks potential matches according to their semantic relevance based on incident data
- Accelerates the process of finding relevant solutions by learning from past incidents

Benefits
- Speeds up resolution time by receiving proposed solutions for your issue
- Find relevant SAP Notes and SAP Knowledge Base Articles in one quick step without manual searching effort
- The more you use incident solution matching, the more relevant the recommendations become

Access
- Simply access the SAP ONE Support Launchpad
- Go to the incident creation form
- Describe your issue as concisely as possible
- Automatically receive suggested solutions ranked in order of relevance in the left pane
- Select a component to further refine the results

Preview

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I CUSTOMER
Self-service and incident prevention
SMS notifications for SAP ONE Support Launchpad

**SMS for launchpad notifications** – It’s easy. It’s fast. And it’s customizable. You may now choose to receive text messages (SMS) on topics of your choice, from SAP ONE Support Launchpad.

---

### Overview
- New notification channel option available for SAP ONE Support Launchpad notifications
- SAP Support is offering additional ways to deliver notifications instantly via text messages (SMS)
- Read the blog to learn more
- Watch the video

### Benefits
- Driven by customer feedback, SAP Support now offers text messages (SMS)
- It is a new way to receive important notices and information, in addition to e-mail or launchpad-internal notifications
- It’s fast, easy, and customizable

### Access
- Enable SMS (text message) notifications through your launchpad notifications settings page
- Click on your Name and Manage Notifications at top right or access your settings page through this direct URL
- Choose your preferred notification method by toggling notifications on or off for launchpad, e-mail, and SMS
- Simply select the notice types you would like to receive

---

*NOTE: SAP does not charge you to send SMS text messages, however message and data rates may apply based on your existing wireless plan for receiving text messages.*

---

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I CUSTOMER
SAP launched automatic translations for SAP Notes and SAP Knowledge Base Articles (KBAs) in the SAP ONE Support Launchpad. Get fast, machine-generated translation – at the click of a button.

Overview

- Now available in Japanese and Brazilian Portuguese
- Coming soon – German, English, Spanish, Russian, Chinese, Korean, French, and Italian
- Translation is generated by the SAP Translation Hub and is specially designed to recognize SAP documentation and terminology
- Neural machine translation and artificial intelligence (AI) is used to process entire sentences and phrases for improved context
- Translation quality is continuously improving through feedback and learning

Benefits

- Breaks through language barriers
- Offers fast access to machine-translated SAP Notes and KBAs – in your preferred language – at no additional cost
- Works in real-time
- Lets you obtain the right SAP technical information, in the right context for your business

Access

- S-user required
- Access an SAP Note or SAP Knowledge Base Article in the SAP ONE Support Launchpad
  
  Choose the Languages tab and select Machine Translation. (Currently available for Japanese and Brazilian Portuguese. Others coming soon.)
  
  A new browser window opens and displays the machine translation
  
  See this KBA

Disclaimer: SAP automatic translation provides machine-translated content that has not been reviewed for accuracy.
Schedule a Manager for high priority incidents enables you to schedule a 15-minute call with an SAP Product Support manager to help manage or prevent potential service exceptions.

**Overview**
- 15 minute call booked with a Product Support manager from the related product area
- Available for incidents within Product Support
- Incident is on high priority for at least 2 days
- Book an appointment minimum 2 hours in advance
- Sessions delivered via phone
- Click here to learn more, or check this FAQ

**Benefits**
- Have live one-on-one discussion on your high priority incident with a Product Support manager
- Schedule a call at a time that is convenient for you and matches with the availability of the manager
- Experience a more enhanced communication with SAP’s Product Support management
- Schedule a Manager button appears in the incident editing page in SAP ONE Support Launchpad and is active when the following conditions are met:
  - The incident has been at priority High for at least 2 days
  - The incident is within Product Support
  - A Product Support manager is available for the session
- Click the Schedule a Manager button and then click Book a Session
- Click the Schedule a Manager button and then click Book a Session
- Add the appointment to your calendar and receive your callback at the scheduled time

Please note: this service is not offered for incidents processed within development support!