Release Notes Wave 6 / 2018

SAP ONE Support Launchpad and SAP ONE Support Applications
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Introduction

The document describes the new features available since the last wave of the SAP ONE Support Launchpad and the various redesigned service and support applications such as Incident Form, Software Download Center, Search, User Management, License Keys, and SAP Notes etc.

New Applications and Tiles

Expert Chat

The Chat with an Expert tile has been renamed Expert Chat. Once you click on it, you will see new streamlined support options – making it easier to direct your inquiry.

Customer COE Incident Quality Dashboard

After a successful piloting phase, the redesigned Customer COE Incident Quality Dashboard application has become available for all customers (including those without a Customer Center of Expertise). Based on our pilot users’ feedback, further improvements have been implemented.

The Customer COE Incident Quality Evaluation is one criteria which SAP reviews within the scope of the Customer COE Primary Certification.

The Customer COE Incident Quality Dashboard provides an at-a-glance overview of quality-related key figures for confirmed incidents. You can access these statistics for the installations that you have got the Support Desk Evaluation authorization for.

The redesigned application offers several filters, and you can save your selection criteria for future re-use.
Tiles offer access to data like Fulfillment Rate, Process Quality, Error Categorization, Priority Distribution, and CCOE Certification. In these sections, drop-downs allow you to narrow down the information to what you are interested in:

- **For Fulfillment Rate:** Fulfillment Rate per Customer/Installation; Fulfillment Rate per Customer/ Component; Trend Analysis
- **For Process Quality:**
  - Duration: Total Time in Days; Time at SAP; Time at Customer
  - Documented: Known Bug; Unknown Bug

The information is presented in various formats, as charts or in data tables. By clicking one of the KPIs in a table or bars in a chart, you can open a list of associated incidents that can be examined in more detail from there. The columns in these lists can be customized to your needs.
The application uses SAP’s Web Assistant functionality to offer context-sensitive online help.

Enter the tile catalog to add the Incident Quality Dashboard tile to your launchpad homepage.

**Video Tiles**

Video how-to tips and tricks can now easily be accessed via the new tiles SAP ONE Support Launchpad – Watch the videos, Next-Generation Support – Watch the videos, and SAP

Support Portal – watch the videos that you can find in the tile catalog and add to your homepage.

All three tiles point to the respective YouTube playlists of the SAP Digital Business Services YouTube channel, giving you direct navigation access from the SAP ONE Support Launchpad.

Control Center

NOTE: Currently, this feature is only available for pilot customers. It is planned to be released by end of week 34.

The launchpad’s central search field can now be used to directly enter commands to either launch applications or perform predefined actions such as “Create an incident” or “Display a specific support user”.

A command always consists of an intent e.g. “open”, “create”, “display”, and a keyword e.g. “Expert Chat”, “Incident 123456789” etc. Once the command is recognized, a suggestion is provided allowing you to execute the command at the click of a button.

See the appendix for the currently available list of intents and keywords.

Launchpad and General Functionality

Streamlined Contact Us Menu

We have changed the Contact Us menu to streamline support help and inquiries.
Click **Expert Chat** to enter a selection of options that you can choose from: **New Incident**, **Existing Incident**, **S-User**, **SAP ONE Support Launchpad & SAP Support Portal**, or **Other**.

Depending on your choice, your inquiry will automatically get routed to the experts at SAP Product Support or your local SAP Customer Interaction Center.

**Amended User Profile Interface**

To improve transparency about available roles, the **Roles** section in the user profile page now shows them all at a glance.
Before this change, only the roles that you had chosen were displayed, and you had to enter the *Edit* mode to see all others.

**Alert About New Notifications**

On entering the SAP ONE Support Launchpad, a small pop-up will make you aware of any new notifications since your last visit.

**Notifications About SAP Passport Expiry**

The *SAP Passport* application allows you to install a browser certificate on your local PC, giving you single sign-on access to the SAP ONE Support Launchpad and a variety of other SAP websites without entering your user ID and password. The application now offers notifications through the
launchpad’s central notification center. According to your notification setup, you will be notified 30 days prior to the expiry date of your S-user’s most recent browser certificate:

If the e-mail or SMS notification channels are enabled, the alert will be sent to the address or phone number, respectively, specified in your user profile.

Please note that by default launchpad and e-mail notifications have been activated for all customers who requested an SAP Passport in the past. Visit the Notification Center if you want to add SMS text message notifications or unsubscribe from this service.

**New Role SAP Concur**

SAP ONE Support Launchpad visitors can now select the new role SAP Concur.

Newly created users can select it when logging in to the SAP ONE Support Launchpad for the first time.
Afterwards, like all other roles, the new role can be assigned or unassigned in your user profile.

For the SAP Concur role, the tile group SAP Concur – Administration has been introduced. By default, it contains the following tiles:

- Service Status Dashboard
- Incident Dashboard
- Training Toolkit

Search

Add Selected Notes to Worklists

You can now select multiple SAP Notes or KBAs in the result list of the launchpad’s central Knowledge Base search and add them to a worklist. This allows you to share tasks with your colleagues, work on projects collaboratively, and track the progress through the Guided Worklists application and its notifications.

When adding notes to a worklist, you can create a new one or add them to an existing list.
All worklists can be tracked in the *Guided Worklists* application entered via the *My Worklists* tile.

**New Knowledge Base Search Repository**

Launchpad visitors having the *C/4HANA (Hybris)* role assigned to their user profile can, in addition to SAP Notes and KBAs, also find results in the SAP Sales Cloud (Callidus) knowledge base.

**Guided Worklists**

**Add Selected Notes to Worklists**

You can now select multiple SAP Notes or KBAs in the result list of the launchpad’s central *Knowledge Base* search and add them to a worklist, [see above](#).

**Add Custom Tasks**

You can add custom tasks to an existing worklist: In the worklist, click the “Add” button, specify all required details (task name and description, a link to further information, and the assignee), and save the task to the existing ones in the worklist.
Incident Management

Customer COE Incident Quality Dashboard

After a successful piloting phase, the redesigned Customer COE Incident Quality Dashboard application has become available for all customers. It provides an at-a-glance overview of quality-related key figures for confirmed incidents. See above for more details.

SAP Notes and Knowledge Base Articles (KBAs)

SAP Notes Dependency Browser

To avoid complications and unplanned efforts, the SAP Notes Dependency Browser helps you analyze the prerequisites for an SAP Note that you are going to implement. It can be opened by clicking “Show in dependency browser” in the note’s Prerequisites section.
Prerequisites are visualized as a graph. The iteration depth is visualized by groups. Click the Legend button to quickly identify all SAP Notes that require manual action, and with a single click display them through the “View selected SAP Notes” button.

**Better Readability of PDF Version of SAP Notes & KBAs**

After first improvements went live in the last launchpad release, the PDF version for SAP Notes and KBAs has been further refined. This dramatically improves the readability especially for large tables, which were not displayed properly before.

**User Management**

**Longer History of Deleted Users**

The number of months for which deleted user IDs are listed under the application’s Deleted Users tab has been extended from 6 to 12 months.

**Phase-out of Clusters: Next Steps**

Clusters, which allowed large companies’ super-administrators to group customer numbers and installation numbers and then assign S-users authorizations on this level, are being phased out. Customers using the legacy feature are encouraged to clean up their users’ authorization profiles and
either assign authorizations on an individual basis or, if several users share the same profile, use modern authorization packages. SAP offers a variety of services to help with the transition, see this SAP Community blog.

If no action is taken, user administrators will eventually be alerted about users who still have got clusters assigned to their authorization profile.

**System Data Management**

The following enhancements have been implemented:

- Loading times for the list of all systems has been improved, and endless scrolling has been introduced: Instead of clicking the “More” button to load the whole list, you can simply scroll down the list; further systems will then be loaded on demand.
- A newly introduced flag makes it clear which add-on product versions were added manually.

Note that manually added entries will not be removed by automated update channels like Landscape Management Database (LMDB); they can only be removed manually.

**License Key Management**

For the License Key application, the following enhancements have been implemented that will further improve the usability of the tool:

- The license key search field is now restricted to 10 characters. When searching by system number – system numbers consist of 18 characters with 9 leading zeros –, you can simply ignore the leading zeros from the beginning of the system number. This change greatly improves the efficiency of this search function.
- The font color for system ID, name and type has been improved, and tool tips assist you with the completion of each field.
Service Messages

Multi-selection for Automatic Message Forwarding

Since the most recent SAP ONE Support Launchpad release on July 5th, 2018, hosting partners can set up auto-forwarding of SAP EarlyWatch Alert (EWA) messages to their end customers. SAP will then automatically forward any update of a service message to those users of the customer specified by the partner.

This feature now supports multi-selection: In the list of all service messages, the partner can select multiple EWA messages and, by clicking the *Set up auto-forwarding* button, specify a forwarding rule for all of them.
**Appendix**

**Control Center Intents, Keywords, and Examples**

<table>
<thead>
<tr>
<th>Intent (use lowercase)</th>
<th>Keyword (case-insensitive)</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>migration key</td>
<td>“display migration key” opens the <em>Migration Keys</em> application</td>
<td></td>
</tr>
<tr>
<td>my notes</td>
<td>“show my notes” opens the <em>My SAP Notes &amp; KBAs</em> application</td>
<td></td>
</tr>
<tr>
<td>security notes</td>
<td>“open security notes” opens the <em>SAP Security Notes</em> application</td>
<td></td>
</tr>
<tr>
<td>hot news</td>
<td>“display hot news” opens the <em>SAP HotNews</em> application</td>
<td></td>
</tr>
<tr>
<td>guided worklist</td>
<td>“open guided worklist” opens the <em>Guided Worklists</em> application</td>
<td></td>
</tr>
<tr>
<td>software download center</td>
<td>“open software download center” opens the <em>Software Downloads</em> application</td>
<td></td>
</tr>
<tr>
<td>user management</td>
<td>“show user management” opens the <em>User Management</em> application</td>
<td></td>
</tr>
<tr>
<td>system data</td>
<td>“show system data” opens the <em>System Data</em> application</td>
<td></td>
</tr>
<tr>
<td>system data AND &lt;number&gt;</td>
<td>“display system data 800001302” shows details for system 800001302</td>
<td></td>
</tr>
<tr>
<td>earlywatch alert</td>
<td>“display earlywatch alert” opens the <em>SAP EarlyWatch Alert Workspace</em> application</td>
<td></td>
</tr>
<tr>
<td>system overview</td>
<td>“open system overview” opens the <em>System Overview</em> application</td>
<td></td>
</tr>
<tr>
<td>expert chat</td>
<td>“display expert chat” opens the <em>Expert Chat</em> application</td>
<td></td>
</tr>
<tr>
<td>incident AND &lt;incident number&gt;</td>
<td>“show incident 123456” displays incident 123456</td>
<td></td>
</tr>
<tr>
<td>incident</td>
<td>“open incident” opens the <em>Incident List</em> application</td>
<td></td>
</tr>
<tr>
<td>&lt;incident number&gt; AND ’/’ OR ’ ‘ AND Year</td>
<td>“123456/2017” or “123456 2017” displays incident 123456/2017</td>
<td></td>
</tr>
<tr>
<td>‘create’ OR ‘report’</td>
<td>“create incident” opens the <em>Report an Incident</em> form</td>
<td></td>
</tr>
<tr>
<td>‘s’ OR ‘S’</td>
<td>“s0000123456” searches for user S0000123456</td>
<td></td>
</tr>
</tbody>
</table>
2018 Release Dates

The 2018 release dates for the SAP support applications are:

- Wave 1: Thursday, 11.01.2018
- Wave 2: Saturday 03.03.2018
- Wave 3: Monday, 09.04.2018
- Wave 4: Saturday 26.05.2018
- Wave 5: Thursday, 05.07.2018
- Wave 6: Saturday 18.08.2018
- Wave 7: Thursday, 27.09.2018
- Wave 8: Saturday 17.11.2018

Piloting Program for the SAP ONE Support Launchpad

We invite interested customers and partners to a special piloting program for the SAP ONE Support Launchpad. In this program, we offer roll-out and feedback sessions where we present new functionality that has become available since the previous release, give an outlook and insight on what we are currently working on, and collect and discuss feedback and ideas with participants. Sessions are held every 6-8 weeks. All interested parties can participate without obligations. The only prerequisite is a valid Feedback Agreement with SAP.

In case you would like to be involved and invited to future sessions, simply send an e-mail to saponesupportlaunchpad@sap.com containing your name, S-user ID, e-mail address, and name of your company.