



## Ask an Expert Peer – Customer FAQ

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## Overview

### What is “Ask an Expert Peer?”

Ask an Expert Peer is now an official and permanent channel of the [Next-Generation Support approach](#). In January 2018, SAP launched a large-scale pilot of the Ask an Expert Peer (AaEP) support channel for select SAP products. The feedback received from customers during the pilot was very positive and now the first wave to roll out Ask an Expert Peer as a new generally available channel has begun. In June 2019, Ask an Expert Peer became a generally available feature for SuccessFactors products.

Ask an Expert Peer allows customers to submit support-related questions to an expert peer group via a chat widget on our Support Portal. When you submit a question to Ask an Expert Peer, a qualified and approved external expert works with you in a private conversation to resolve your issue through chat in real-time. SAP vetted external experts receive compensation for their accepted answers.

The new Ask an Expert Peer can be used to get external expert-support for basic inquiries and low to medium priority inquiries. SAP will launch Ask an Expert Peer is available for the products listed below.

SAP SuccessFactors	SAP SuccessFactors Employee Central	Jan 2018
	SAP SuccessFactors Learning (LMS) Module	Jan 2018
	SAP SuccessFactors Onboarding	Jan 2018
	SAP SuccessFactors Recruiting	Jan 2018
	SAP SuccessFactors WFA & Reporting	<b>NEW Jun 2019</b>
	SAP SuccessFactors Compensation	<b>NEW Jun 2019</b>
	SAP SuccessFactors HCM Suite	<b>NEW Jun 2019</b>
	SAP SuccessFactors Performance and Goals	<b>NEW Jun 2019</b>
	SAP SuccessFactors Succession and Development	<b>NEW Jun 2019</b>
	SAP SuccessFactors Compensation channel	<b>NEW Jun 2019</b>
	SAP SuccessFactors Integrations	<b>NEW Jun 2019</b>
	More products to come....	

### Why is SAP Support offering this new Support Channel?

With the move to the Digital Enterprise, the way customers are doing business is changing. This means that customer’s preferences for how they receive support is also changing. Product Support is offering additional options for our customers to meet these changing needs. We empathize with our customers. We want to provide them ways to resolve issues as quickly as possible and adapt our Support processes to best meet their needs.

### What are some of the benefits of this new Support Channel?

Some of the benefits of using Ask an Expert Peer include:

- The channel lets you collaborate on your technical, product-related questions through one-on-one interactions with a qualified and approved expert outside of SAP.

- With Ask an Expert Peer, SAP has enabled a great new way to get your questions answered by an expert peer in your field.
- Ask an Expert Peer is a connection program that fosters peer-to-peer collaboration.
- The channel is designed to deliver fast issue resolution for for basic inquiries and low to medium priority incidents.
- When you submit your question, a qualified and approved expert works with you to resolve your issue through e-mail or chat. Conversations with your expert are private.
- Ask an Expert Peer provides you with fast answers. Chatting with the expert peer provides you answers in real-time.
- Access Ask an Expert Peer by:
  1. Clicking the green “Ask an Expert Peer” button on the home page of the SAP Support Portal
  2. Clicking the green “Ask an Expert Peer” button on the [Ask an Expert Peer page](#) on the support portal
  3. Click on the Ask an Expert Peer SAP ONE Support Launchpad tile in the “SAP SuccessFactors Solutions / Incidents” section
- In the SAP Support Portal menu under My Support, we have added an entry for Ask an Expert Peer next to the live channels and traditional support service options, so you have quick access.
- For your easy access in SAP ONE Support Launchpad, find the Ask an Expert Peer tile on your My Home screen. You will be directed to the channel’s landing page.

### How is this support option different from the other SAP Support channels such as Expert Chat, Schedule an Expert, a written incident, the Customer Interaction Center services, or the SAP Community?

Both real-time support channels, Expert Chat and Schedule an Expert, connect you live with SAP support through Skype for business or chat and can be used for any **technical**, product-related question no matter how complex the issue is. Both live channels let you collaborate with the same SAP engineer that you would file a written incident with – but offer you quicker and more efficient problem resolution.

As an alternative to the support channels that you already know, Ask an Expert Peer is designed to deliver fast issue resolution for technical, product-related questions, too, but is best for your basic inquiries and how-to questions. Additionally, Ask an Expert Peer connects you with an expert outside of SAP which will help you get industry insights, along with an experienced perspective about your question. The Ask an Expert Peer feature is only available to customers with the above-mentioned products.

The Customer Interaction Center (CIC) is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with **non-technical** queries. Learn more about CIC [here](#).

You can use Ask an Expert Peer when you prefer a private dialogue with qualified and approved experts. While the SAP Community is a **public** place where SAP professionals – SAP customers, partners, developers and employees – collaborate and innovate on all kind of questions not only related to support, Ask an Expert Peer is a new support channel that lets you have **private** conversations with qualified and approved experts about your topic. If you have a basic inquiry and you submit your question to Ask an Expert Peer, only you and the experts who are qualified in your topic area can see the question.

## Experts

### Public

### Who are the experts that will be solving my questions?

Individuals will receive special invitation to participate as an expert. The opportunity to be an expert will be offered to select SAP Mentors, partners, and active SAP Community members. Once you submit your question, it is private and can only be seen by the specific experts in the product area you chose.

A qualified external expert will then accept your question and collaborate with you directly, one-on-one through e-mail or chat to resolve your issue.

### How do we ensure expert applicants are qualified?

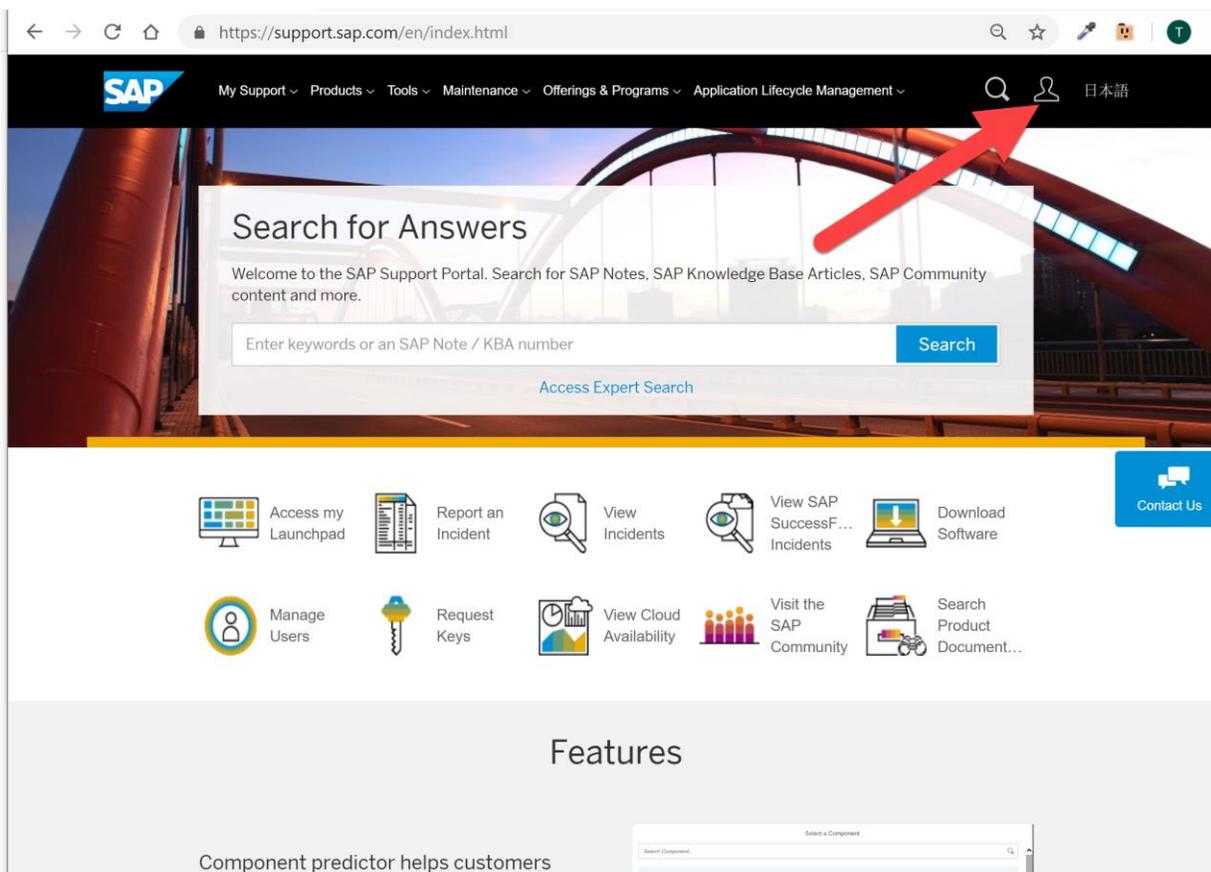
Expert applicants are required to pass a skills test and a written communication test before becoming an expert.

## Usage

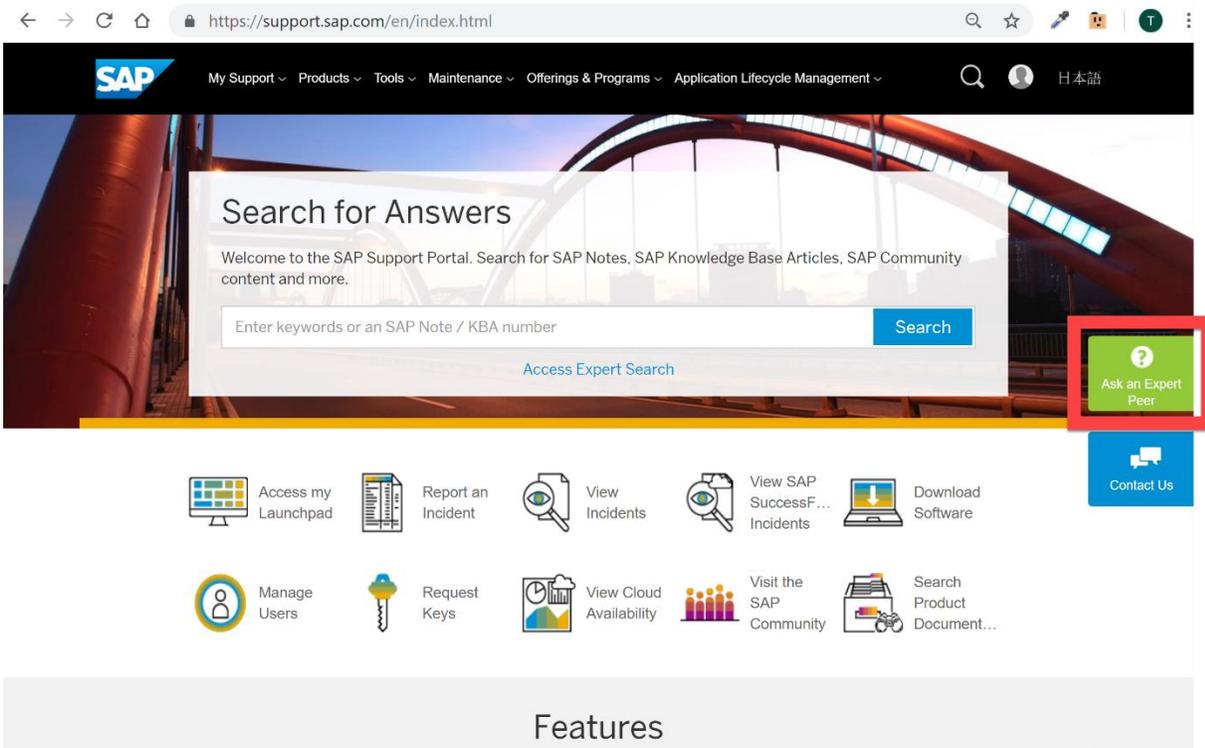
### How do I access this new support channel?

There are three way access Ask an Expert Peer.

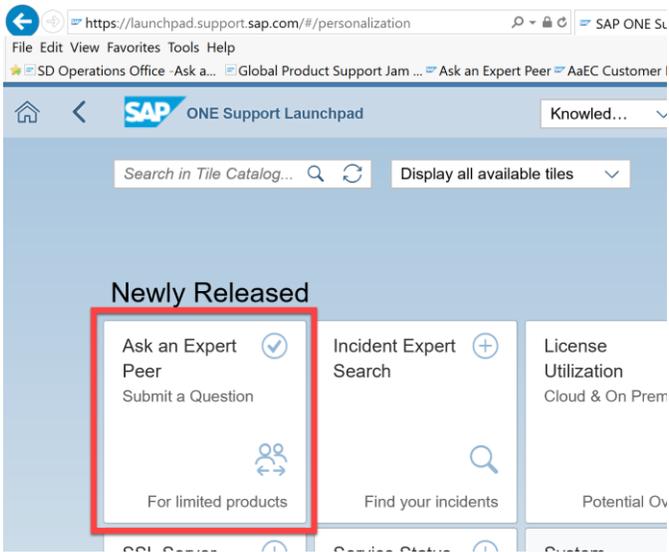
1. Access and log into the [SAP Support Portal](https://support.sap.com/en/index.html). You must log into the SAP Support Portal in order to see the access point for Ask an Expert Peer.



Once logged in, click on the Ask an Expert Peer tab and click on Ask an Expert Peer to bring up the question submission chat widget.



- 2. Access the tab and question submission chat widget from the [Ask an Expert Peer support portal page](#).
- 3. Click on the “Ask an Expert Peer” Launchpad tile in the “SuccessFactors Solutions / Incidents” section of the Launchpad



**How do I ask a question using the chat widget?**

- 1. You must accept the terms of agreement before you can use the widget:

The screenshot shows a dialog box with a close button (X) in the top right corner. It has two tabs. The left tab, titled "Learn More on the Ask an Expert Peer Portal Page", contains an information icon and text explaining that users can view FAQs and submit questions as an alternative if the chat submission button is blocked. The right tab, titled "Ask an Expert Peer Now", contains a speech bubble icon and text stating that users can submit a question to Peer Experts, limited to 20 questions per month, and should use HTML submission from the left tab if the chat window is blocked. Below the tabs is a disclaimer text block, and at the bottom are two buttons: "Accept" (green) and "Cancel" (orange).

**Learn More on the Ask an Expert Peer Portal Page**

View what are the best types of questions to ask with this channel. View FAQ and learn more about the feature. You can submit a question from this page as an alternative if the chat submission button on this tab is blocked.

**Ask an Expert Peer Now**

Submit a Question to the Peer Experts. Limited to 20 questions per month. Please use html submission from the Ask an Expert Peer link on the left if your chat window is blocked.

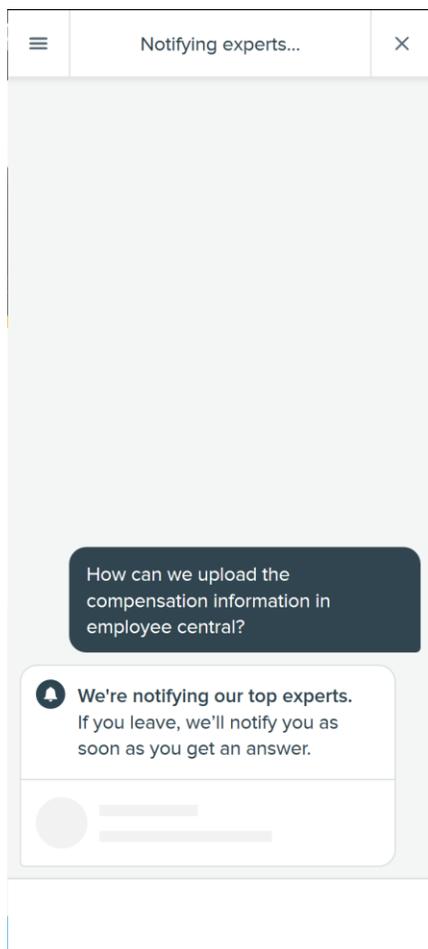
By clicking 'Ask an Expert Peer' you are leaving the SAP Support Portal and entering a site that is not hosted by SAP. By using the link, ASK AN EXPERT PEER that unless expressly stated otherwise in your agreements with SAP are about to access an external webpage which is not part of SAP's offering: (i) the fact that SAP provides links to external sites does not imply that SAP agrees or disagrees with the contents and information provided on such sites. SAP does not guarantee the correctness of the information provided. (ii) SAP does not give any representation regarding the quality, safety, suitability, accuracy or reliability of any external webpage or any of information, content and materials provided thereon; (iii) you visit those external webpages entirely at your own risk SAP shall not be directly or indirectly responsible or liable for any damage or loss caused or alleged to be caused by or in connection with your use of or reliance on any content, goods or services available on or through any such linked webpage.

Accept Cancel

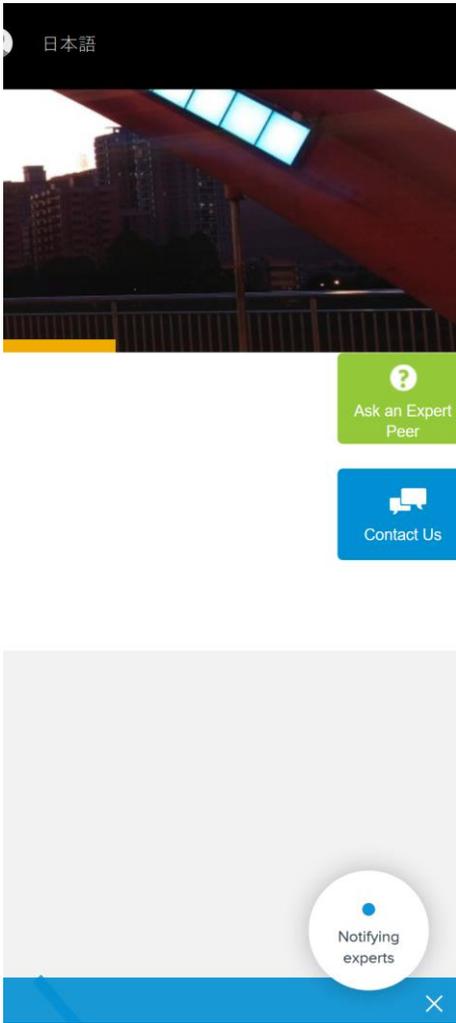
2. Select your product area and ask your question. Note that your name and email address will populate automatically from the information you have set up for your s-user ID.

The image shows a web form titled "How can we help you?" with a close button (X) in the top right corner. The form contains several fields: "NAME", "EMAIL", and "USER ID", all of which are filled with blurred text. Three red arrows point from the text "Credentials auto-fill and are Read Only" to these three fields. Below these are "PRODUCT FAMILY" (filled with "SAP SuccessFactors"), "PRODUCT" (a dropdown menu filled with "SAP SuccessFactors Employee Central"), and "YOUR QUESTION" (filled with "How can we upload the compensation information in employee central?"). At the bottom of the form is a blue button labeled "Send to Expert Peers".

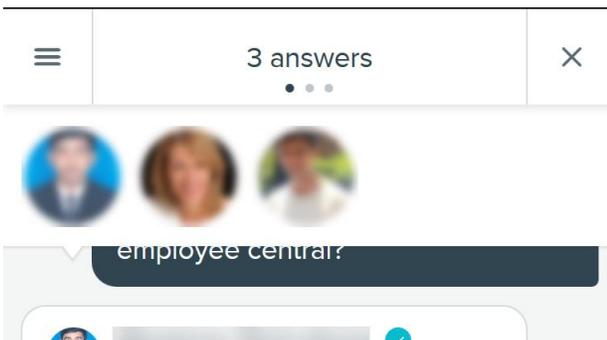
3. When you send your questions to experts, you will immediately see when one or more experts respond.



4. If you close the widget, you will see a floating bubble on the home page of the SAP Support portal. This bubble will notify you if there is a response.



5. When you receive one or more responses, you can manage the different conversations using the widget. In this example there are 3 ongoing private conversations going on with experts.



6. You will also receive an email notification that a question has been answered:



SAP SuccessFactors <alerts@directly.com>

Keiffer, Tod

2:40 PM

**answered your SAP SuccessFactors question "How can we upload the compensation information in employee central?"**

**i** If there are problems with how this message is displayed, click here to view it in a web browser.



is typing an answer right now for your question "[How can we upload the compensation information in employee central?](#)". Feel free to visit your conversation with Dharmin Thakkar at any time by opening the link below.



**said:**

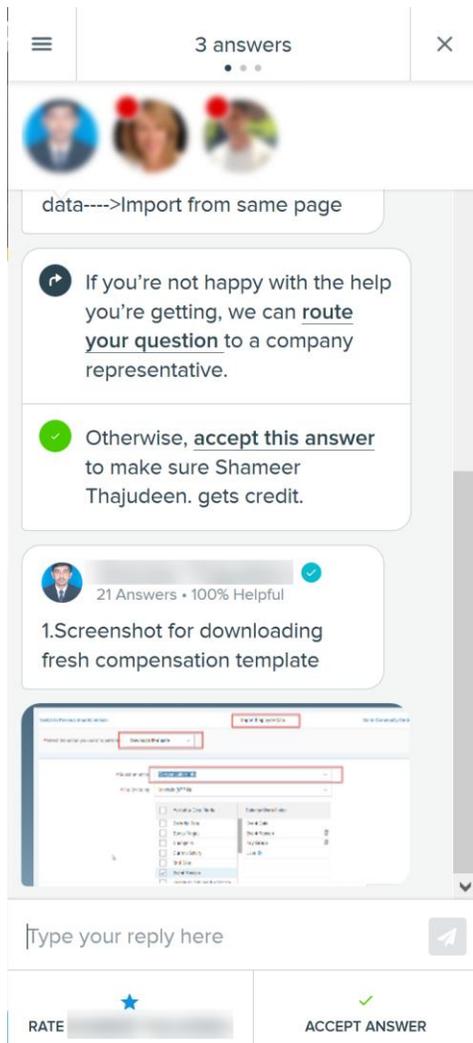
**ONLINE**

"Hello Tod, Greetings! This is Dharmin, EC expert. Do you want to mass upload compensation info of employees?..."

[View Answer](#)

By clicking on the answer you agree to our [Terms](#) and acknowledge our [Privacy Policy](#). This email was sent to [tod.keiffer@sap.com](mailto:tod.keiffer@sap.com). To unsubscribe, please click [here](#). To change your email settings, please click [here](#).

- 7. When you correspond with the experts, you can either accept an answer or you have the option to route your question back to SAP and close the question out in Ask an Expert Peer.



### Will this feature be integrated into the One Support Launchpad?

Ask an Expert Peer is a new channel in the Next-Generation Support offering and we are working on adding this service into the SAP ONE Support Launchpad experience. Until this technical integration is complete, Ask an Expert Peer will only be accessible from the homepage of the SAP Support Portal and through a SAP Support Launchpad tile. If you desire to use a Launchpad tile, you will need to add the tile from the Launchpad library.

### What types of questions can I submit to this channel?

This channel should be used for non-defect related inquiry and low to medium priority questions that don't require system access. We ask that you give this new channel a try and submit your question to the qualified and approved experts to help solve your question.

## Ask an Expert Peer

### Question Type Strength



#### Example questions that can be answered through this new channel:

- Can portlets be added to either the Employment Information screen or the Personal Information screen?
- Can we mass import admins from admin management (add new) with roles and other relevant fields? Do we have templates for this or can this be performed only through admin connectors? For those who don't have access to the servers.
- How do we utilize revision dates in LMS to drive retraining requirement?
- Why is the vertical scroll bar missing from some route map steps in requisitions?

#### What are the Service Level Agreements (SLA)?

By clicking the "Ask an Expert Peer" link you are leaving the SAP Support Portal and entering a site that is not hosted by SAP. By using the link, "Ask an Expert Peer" that unless expressly stated otherwise in your agreements with SAP are about to access an external webpage which is not part of SAP's offering: (i) the fact that SAP provides links to external sites does not imply that SAP agrees or disagrees with the contents and information provided on such sites. SAP does not guarantee the correctness of the information provided. (ii) SAP does not give any representation regarding the quality, safety, suitability, accuracy or reliability of any external webpage or any of information, content and materials provided thereon; (iii) you visit those external webpages entirely at your own risk SAP shall not be directly or indirectly responsible or liable for any damage or loss caused or alleged to be caused by or in connection with your use of or reliance on any content, goods or services available on or through any such linked webpage.

Please note that your question will not be monitored by SAP Support. However, at any time during the process you can choose to submit your question back to a SAP Support channel such as Expert Chat or a written incident where normal Service Level Agreements will be followed.

#### What if my question doesn't get answered?

For questions submissions that go 24 hours without a response, you will receive a notice to submit the question using one the ONE Support Launchpad channel options. We are working on a more automated experience so that questions can be automatically submitted to a different Launchpad channel options such as incident, chat or schedule an expert.

An Ask an Expert Peer expert who is working on your question can send the question back to SAP for processing if they think the question needs an SAP Support Engineer assistance. The experience will be similar to above where you will receive a notice to create an incident on the ONE Support Launchpad. We are working on a more automated experience.

#### Do I have to pay?

There is no cost when using this channel. This channel along with all the other support channels provided are a part of your maintenance agreement.

**Public**

**What do I do if the question submission widget is not working?**

Please go to the SAP Support Portal and access the Ask an Expert Peer page. On this page, under Important Topics, this question and the solution is listed there.