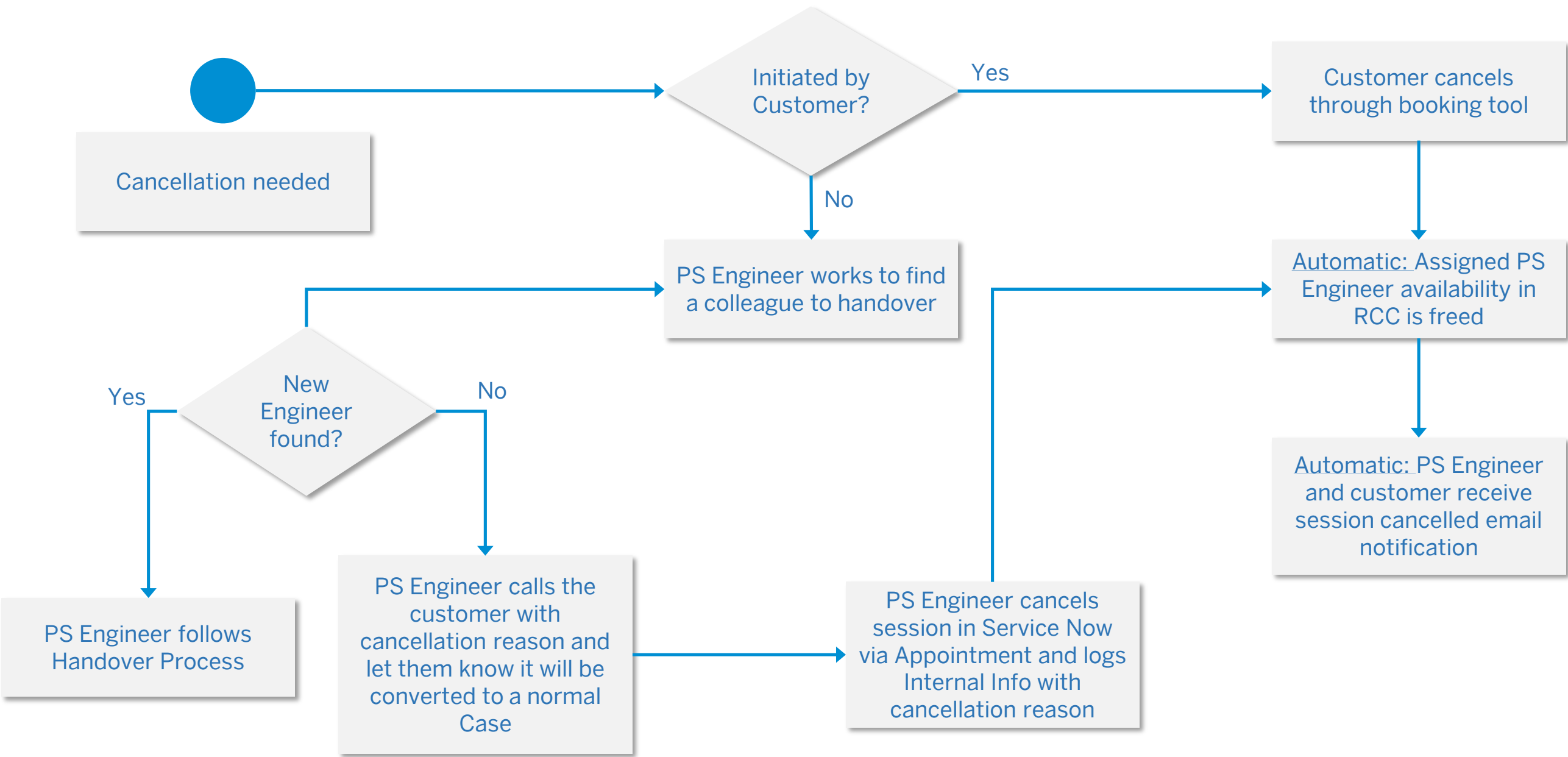


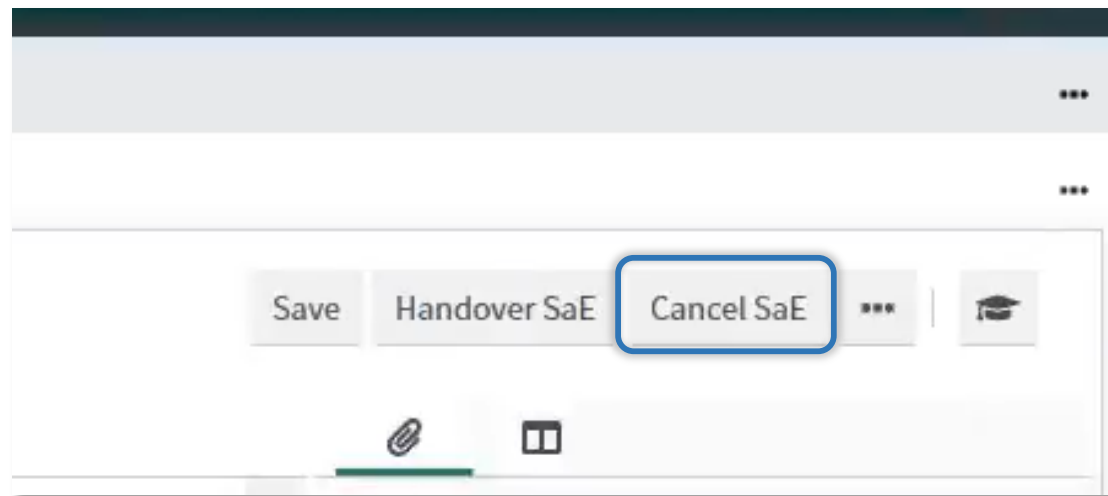
# SaE Session Cancel Workflow Overview



# SaE Session needs to be cancelled (by SAP)

**The SaE sessions booked by customer are the highest priority. This should be considered before attempting to cancel or reschedule any sessions.**

1. Make your line manager aware of this situation
2. If you cannot make the session you have one of two options:
  - a) Option-1: Work directly with your colleagues and identify an Engineer who can take over the session from you. In this case, ensure all details are transferred to the Engineer taking over. Full details for transferring a session to another engineer [here](#).
  - b) Option-2: Call the customer and inform them of the reason for cancelling the session, offer to cancel the session for them to be worked as a normal Case
    1. To cancel the session in Service Now, go to the Appointment > Cancel SaE
    2. If prompted with a confirmation, click Yes to proceed with cancellation



# When to Cancel a SaE session

**The SaE sessions booked by customer are the highest priority. This should be considered before attempting to cancel or reschedule any sessions.**

**Situations when you may need to cancel a session (this list may not include all situations, use best judgement when cancelling a session).**

- Customer doesn't show up to session
- Session is booked for an area where SaE isn't offered
- Customer requests session be cancelled but does not cancel themselves in the booking tool
- Customer requests increase in priority to high/VH (more details [here](#))

## Notes



It is possible to cancel the session in Session Completed status. If the session was not delivered for any reason and the session date/time has passed, you must still cancel session following [this process](#).

# Customer Cancel Session

**Customers can cancel sessions directly through the booking tool. You will receive a notification that the customer has cancelled the SaE session.**

- There will be a Notification in the Activity section mentioning that the appointment has been cancelled by the customer.
- The time-slot of Support Engineer will be freed and released in SaE tool as an “available slot”.
- No action from the support engineer is needed on the case.

IS

Integration User Launchpad -> SNOW

External Info • 2019-07-17 13:29:52

This appointment has been cancelled by the customer and the related incident will be set to Customer Action for final confirmation by the customer.

**Notes:**



**Manual action for cancelled SaE case – Set to Customer Action**

There is an open defect described in STRY0189058. When a customer cancels an SaE case, the customer is NOT set to “Customer Action” status automatically. Until this defect is fixed, please set the cancelled SaE case to Customer action manually by sending a Reply.

# Change Log

**What is a change log?**  
What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

**Laszlo Dobos**, [Budapest \(Hungary\)](#)  
Process owner

## Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Ramon Gupta	May 9 2017	<ul style="list-style-type: none"><li>Initial document</li></ul>	Released
1.0.1	Christine Fikany	Jun 8, 2017	<ul style="list-style-type: none"><li>Added "Attach KBA 2484024 – Schedule an Expert session has been delivered to the incident..."</li><li>Modified Step 2 – "If SaE is not offered in the component chosen or if you are unable to get an expert on this component" by adding sub steps 3-6</li></ul>	Released
1.0.2	Christine Fikany	Aug 10, 2017	<ul style="list-style-type: none"><li>Slide 3 – added a screen shot for accessing RCC settings</li><li>Separated slide 10 into two slides for managing unforeseen events. Added handling sick days and customer requests increase in priority to this slide</li><li>Added new slide 21 – SaE session needs to be cancelled. Removed cancellation process from slide 19.</li><li>Modified reschedule process in slide 20 by removing the comment "send the customer some open times you see in the SaE scheduling option..."</li><li>Modified slide 14 to reflect new cancellation process.</li><li>Added slide 23 for handling sick days.</li><li>Added slide 24 for customer requests increase in priority of session</li></ul>	Released
1.1.0	Christine Fikany	Sep 29, 2017	<ul style="list-style-type: none"><li>New "Handover, Rescheduling, and Canceling SaE session" Slide sequence</li><li>Modification to slide 7 – "customer reschedule session", to add steps for rescheduling if the same processor does not get assigned to the session</li></ul>	Released
1.1.1	Christine Fikany	Oct 26, 2017	<ul style="list-style-type: none"><li>Modified slide 9 - To cancel the session in BCP, in read only mode, go to the Routing-&gt; Cancel SaE Session</li></ul>	Released
1.1.2	Christine Fikany	Nov 15, 2017	<ul style="list-style-type: none"><li>New Hand over process created – slides 2-7</li></ul>	Released
1.1.3	Christine Fikany	Nov 29, 2017	<ul style="list-style-type: none"><li>Slide 4 – removed requirement to notify STMs</li><li>Slide 7 – added hyperlink to QM WIPS</li><li>Slide 8 - deleted</li></ul>	Released
1.1.4	Christine Fikany	Dec 11, 2017	<ul style="list-style-type: none"><li>Slide 16 added – The session is not delivered (for any reason by customer or SAP)</li></ul>	Released
2.0.0	Christine Osborn	Mar 13, 2018	<ul style="list-style-type: none"><li>Separated SaE Cancellation into own section</li><li>Slide 4– added to list reasons when sessions should be cancelled by SAP</li></ul>	Released
3.0.0	Leonardo Reginato	Oct 7, 2019	<ul style="list-style-type: none"><li>Initial document incorporating Service Now</li></ul>	Draft