

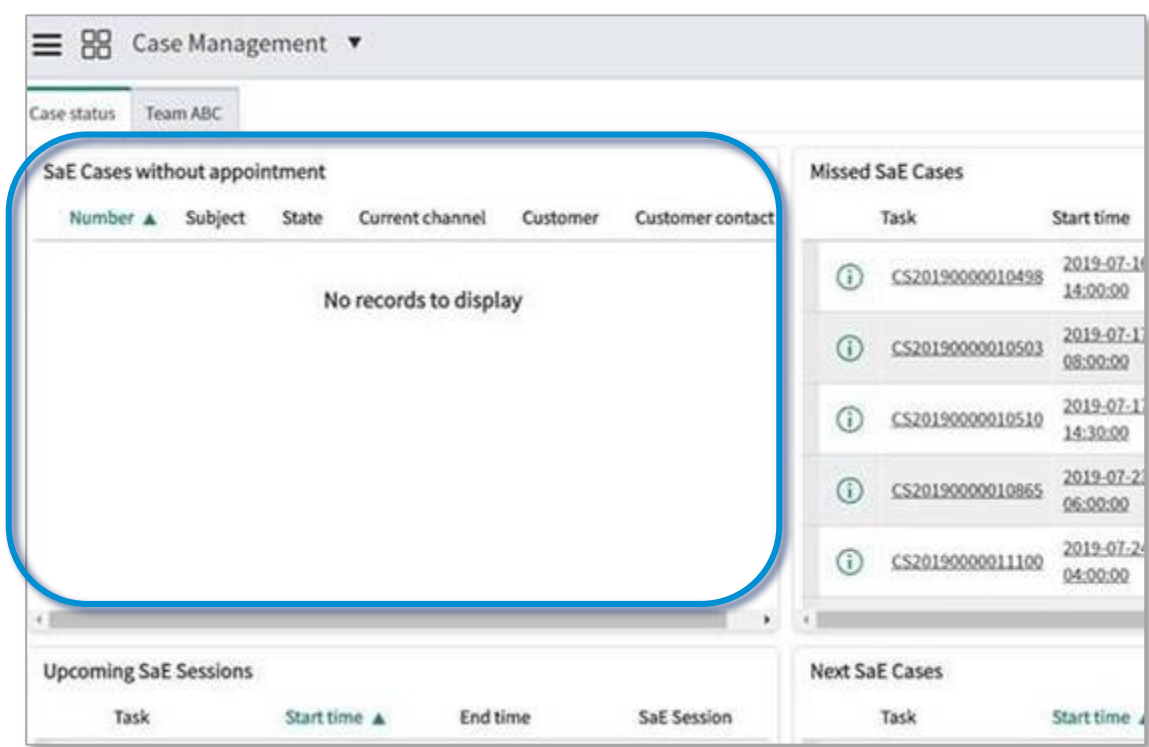
# Handover SaE customer incidents from BCP to ServiceNow

## At A Glance

### For the first phase of SuccessFactors working with ServiceNow, a manual action for SaE cases is needed

Follow the below steps to import missing appointment data from BCP to ServiceNow

1. Review the dashboard “SaE Cases without appointment” in ServiceNow



2. If cases are listed here an urgent ITdirect ticket with priority Very High must be created. Open a ticket to have the appointment data imported.
- a. Open an ITdirect ticket by clicking this link: [https://fiorilaunchpad.sap.com/sites#Help-Inbox&/create/ZINE/IMFIT\\_DBS\\_INCIDENT\\_CUST/](https://fiorilaunchpad.sap.com/sites#Help-Inbox&/create/ZINE/IMFIT_DBS_INCIDENT_CUST/)
  - b. Fill in the CaseNumber in the “Issue Description”
  - c. Click “Submit” to send your ticket.
  - d. For urgent requests please send an additional email to [Dean Li and Samuel Irvine](#)

#### Itdirect link (full):

[https://fiorilaunchpad.sap.com/sites#Help-Inbox&/create/ZINE/IMFIT\\_DBS\\_INCIDENT\\_CUST/##SaE-ServiceNOW##Copy%20SaE%20Data##/01/null/BCP/###INCIDENT-DATA###%0A%0ACaseNumber:%20%0A%0A#####%0A%0APlease%20assign%20this%20ITdirect%20ticket%20to%20Dean%20Li%20or%20Samuel%20Irvine.%0A%0AThis%20SaE%20case%20has%20been%20forwarded%20to%20ServiceNow.%20Please%20copy%20the%20SaE%20appointment%20data!%0A%0AThanks!/null/null/null](https://fiorilaunchpad.sap.com/sites#Help-Inbox&/create/ZINE/IMFIT_DBS_INCIDENT_CUST/##SaE-ServiceNOW##Copy%20SaE%20Data##/01/null/BCP/###INCIDENT-DATA###%0A%0ACaseNumber:%20%0A%0A#####%0A%0APlease%20assign%20this%20ITdirect%20ticket%20to%20Dean%20Li%20or%20Samuel%20Irvine.%0A%0AThis%20SaE%20case%20has%20been%20forwarded%20to%20ServiceNow.%20Please%20copy%20the%20SaE%20appointment%20data!%0A%0AThanks!/null/null/null)

#### 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	André Pürschel	Dec 14 2019	<ul style="list-style-type: none"><li>Initial document</li></ul>	Released

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Firstname Lastname	Month DD, YYYY	<div><div></div><div>Value</div></div>	Released
	Name	Oct 01, 2016	<div><div></div><div>Value</div></div>	
	Name	Oct 01, 2016	<div><div></div><div>Value</div></div>	
	Name	Oct 01, 2016	<div><div></div><div>Value</div></div>	
	Name	Oct 01, 2016	<div><div></div><div>Value</div></div>	