Expert Chat 2.0 – Handling Multiple Issues

At A Glance

Handling Multiple Issues



Purpose

Assist the customer one issue at a time. Create an incident after or during each issue before assisting on the next one. For compliance reasons, do not edit the interaction transcript for multiple issues or remove any attachments, even if the files were provided for the previous issue.

Change the incident title, problem description, add a summary of relevant details for the new issue based on the chat transcript, system details and component accordingly for each additional new incident.

Please follow Warm Handover process in case you need to transfer the interaction to another expert. In this situation, check if there aren't additional issues for your team area before transferring the interaction.

Change Log Secondary title if needed

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

Lisandro Magnus, Brasil

Process owner

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Reilly, Ruth; Rodden, Stephen; Nagy, Janos; Sipocz, Eszter; Iturbe, Lucia; Maier, Bernd; Park, Jung In Kumar, Santhosh; Tang, Claire; Murray, Chris H	February 21, 2019	New document for Bold360	Released
1.1.0	Melinda Ludanyi	May 7, 2019	WIPS 4.0 Initial Document	Draft
1.1.1	Lisandro Magnus	November 22, 2019	Document Template Update	Released
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