

# Case Creation by Customers

## Case Management

### Purpose

Although Support Engineers can create Cases on behalf of the customers, SAP also offers the following channels to customers for the Case creation by themselves.

The majority of the incoming cases are created by customers

#### Option A: SAP ONE Support Launchpad

Customers can report their issues via the link <https://launchpad.support.sap.com/> to create new records.

**NOTE:** The record created in SAP ONE Support Launchpad is named as **Incident**. Pay attention to the naming difference when communicating to the customers.

#### Option B: Expert Chat

For specific components, the customers can chat with an expert when reporting the issue in SAP ONE Support Launchpad, instead of creating an Incident in Support Launchpad (Case in NOW)

**NOTE:** For each chat, a Case in NOW system must be created by the Chat engineer.

#### Option C: Emails

It is a functionality available under specific conditions where customers can write an e-mail to a specific e-mail account to create a Case

**NOTE:** In the Now System, cases created via e-mail will be identified in the Source Channels as email (Automated)

#### Option D: Schedule an Expert (SaE)

Customers can create Schedule an Expert sessions for a group of SAP Products. SaE is a 30 minutes one-on-one live session with a SAP Support Engineer.

When Customers books a session, a case record is automatically created.

**NOTE :** The [list of available products](#) grow over the time and can be checked by customers before book a session.

#### Option E: Global Support Customer Interaction Center (CIC)

[CIC](#) provides a central point of contact for assistance with non-technical queries.

Customers can:

- get additional information about the status an Incident
- speed up the processing of an incident
- change Incident´s priority
- request for Escalation

#### Option F: Build-In (CoPilot Digital Assistant) direct from the customer application

It is the possibility of creating a Case via the embedded digital assistant direct in the customer application that experiences the issue.

#### Option G: Solution Manager/ SAP Resolve

Partners or Customers can report an issue in their Solution Manager or SAP Resolve to create a record.

**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

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## Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Melinda Ludanyi	June 13, 2019	<ul style="list-style-type: none"><li>WIPS 4.0 initial document</li></ul>	Draft
2.0.0	Nadia Xavier	Oct 31, 2019	<ul style="list-style-type: none"><li>Previous content adjusted in the Golden Standard template</li></ul>	Released