Schedule an Expert Overview

How do I get started with SaE?

1. Assign yourself to expert areas in BCP via **Administration -> Sef Assignment SaE**.
2. Maintain availability in RCC

Full details here.

I just received a Schedule an Expert session, what do I do now?

1. Verify session details for completeness and **call customer** if more information is needed
2. Generate a unique Skype URL and copy/paste in the Case Appointment. Details here.
3. Prepare for session by researching issue, gathering KBAs, notes, etc. Details here.
4. Join the session about 5 minutes early and deliver when customer arrives.

What do I do if I receive a SaE session for a product I don't support?

1. Put a **Internal Info** in the Case with reason for moving session (e.g. wrong nexus area).
2. Change the component to the correct one in the ServiceNow Case and save
3. Initiate a SaE Handover via **Appointment -> SaE Handover**
4. If a processor is available at same date/time, assign them the session (Note: If session is less than 3 days in advance then a warm handover is required).
5. If there are no engineers available, follow the handover process here.

What if the session request is for consulting topics?

Similar to regular written Cases, SAP Product Support delivers a limited amount of consulting via SaE. See guidance for time dedication and for full details at Consulting WIPS.

What if the customer doesn't join the call?

1. Make two more attempts to call customer directly.
2. If customer still doesn't answer, cancel session in ServiceNow via **Appointment -> Cancel SaE session**.

Details here.

When do I need to cancel a session?

If you receive a session but it is not delivered for any reason, you must cancel the session via **Appointment -> Cancel SaE session**.

Note: Sessions can be cancelled after session date/time has passed

Please see the following sections for more details os SaE Processes

- Getting Started
- Process Overview
- Rescheduling a Session
- Canceling a Session
- Handover Process
- Unforeseen Events

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

Firstname Lastname, Location
Process owner

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Christine Osborn	Mar 13, 2018	▪ Created SaE Overview slide	Released
1.0.1	Laszlo Dobos	Jul 3, 2018	▪ Rewording: "What if the session request is for consulting topics?"	Released
2.0.0	Leonardo Reginato	Nov 18, 2019	▪ intiial document incorporating Service Now	Draft