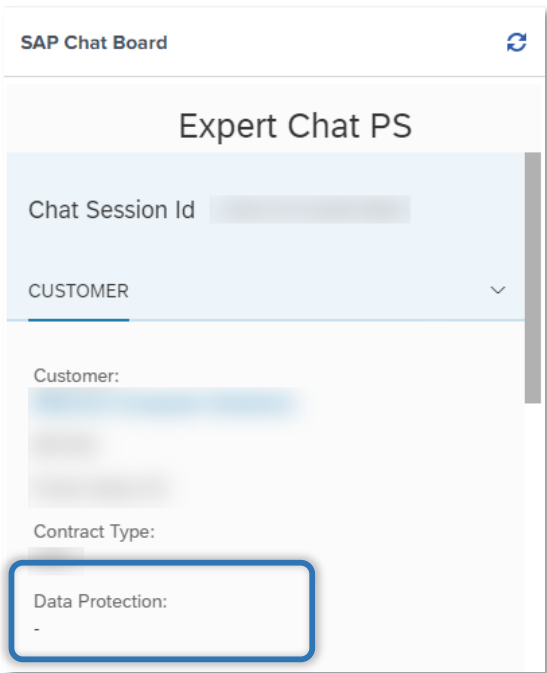


Expert Chat 2.0 – File Sharing

Exchanging Files during Expert Chat Session – Customer as Sender

To receive files from the customer during an Expert Chat session. Follow the steps below:

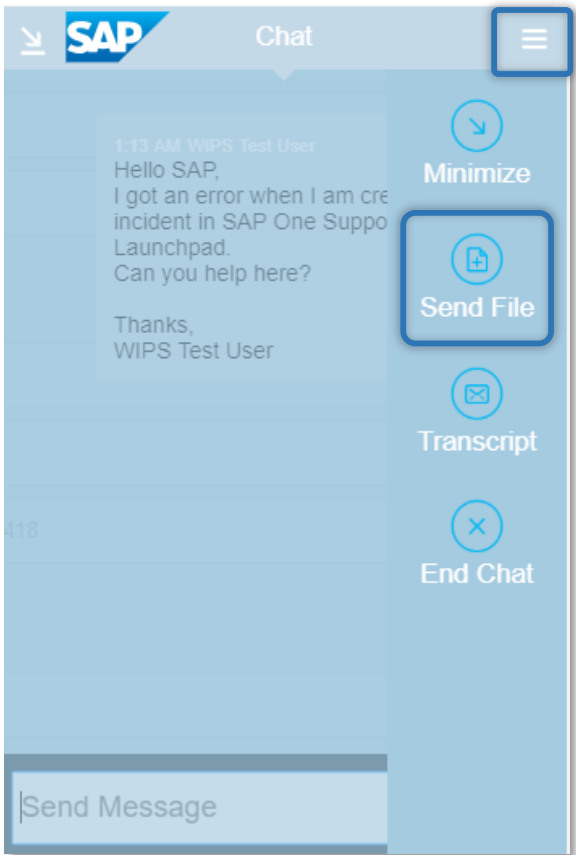


Step 1

To receive files from the customer during an Expert Chat session. Follow the steps below:

Check if you are compliant with EUDP flag before requesting any files from the customer.

Only proceed with you are EUDP complaint.



Step 2

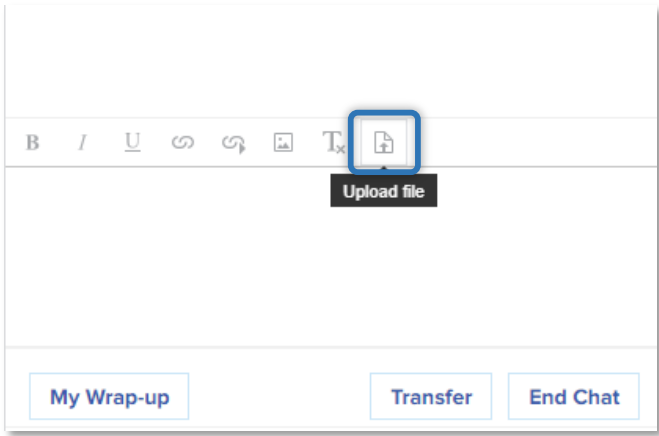
- Instruct the customer to:
- Click on Top Right menu.
- Click on “Send File” button.
- Select the file to be shared in the file selection menu.

Once the file is shared in the Expert Chat session, it will be displayed as an icon followed by the file name.

Expert Chat 2.0 – File Sharing

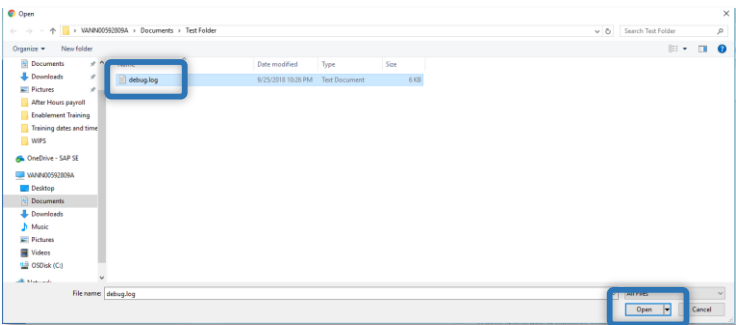
Exchanging Files during Expert Chat Session – SAP as Sender

To send files to the customer during an Expert Chat session. Follow the steps below:



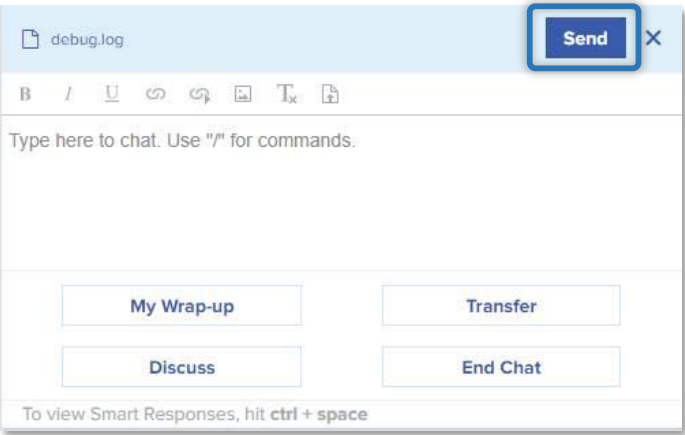
Step 1

Click on “Upload file”



Step 2

Select the file to be shared in the file selection menu and click on “Open”



Step 3

Click on “Send” to confirm

Further Information

- File links remain valid for 24 hours; keep this in mind when attempting to access links from a transcript, history, or the Chat Summary Report.
- All files exchanged during the Expert Chat session will be uploaded to a doc service
- After the “Create from Chat” button is pressed, a link for each file exchanged will be uploaded in the attachment area of the incident.
- The file size limitation is 25MB, up to 20 files per session.
- There is no file extension limitation at the moment. Please be careful on receiving files.

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

[illegible]