Downgrading Unjustified Priority 1 – Very High Case

Case Management

When to downgrade P1 Case?

When the business impact provided by the customer cannot justify the Very High Priority based on the predefined criteria, the Support Engineer should contact the customer and provide explanation for the downgrading of the P1 Case.

Click the hyperlinks to see the definitions and criteria for priority levels and how to communicate and document information using Interaction record.

How to downgrade P1 Case?

Step1

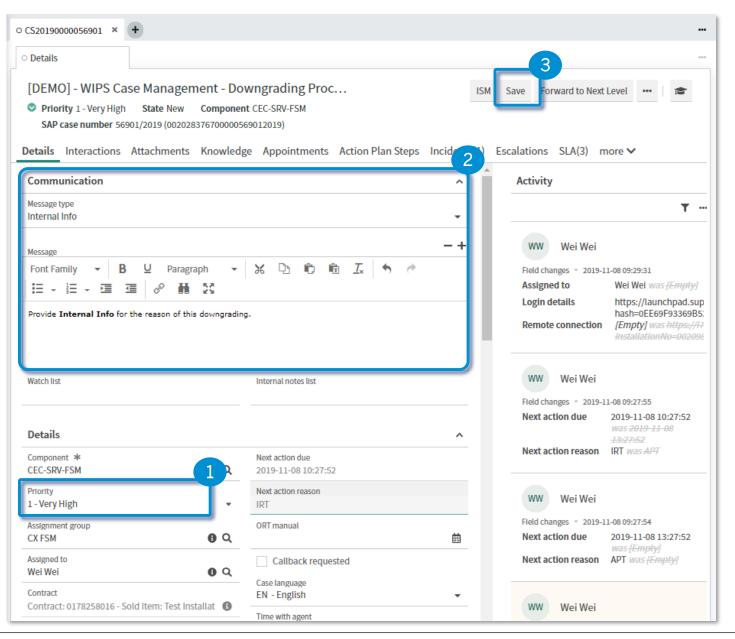
Change **Priority** in the system.

Step 2 (if necessary)

If the Support Engineer needs to provide more internal information and reasoning for downgrading, document this internal comment in the **Message** field and select **Message type** as **Internal Info**.

Step3

Click **Save** to update the record.



Note



This Downgrading Process does not apply to MA and AE customers.

If an MA or AE customer disagrees to downgrade the priority, P1 should be retained.

Best Practice – What if customer disagrees?

If customer disagrees to the downgrading when contacted, junior Support Engineer should **consult manager or senior colleagues** to review the judgement **before changing the priority**.

If the customer still disagrees and if the business units work with CIC, the Support Engineer can:

- advise customer to provide feedback to the respective country support via e-mail address support.
 support.emea@sap.com).
- CIC will monitor this customer feedback which will be evaluated by the Support Management.

1

Downgrading Unjustified Priority 1 – Very High Case

Case Management

Step 4

Select **Message type** as **External Info**. In the **Message** field, provide the following information to the customer.

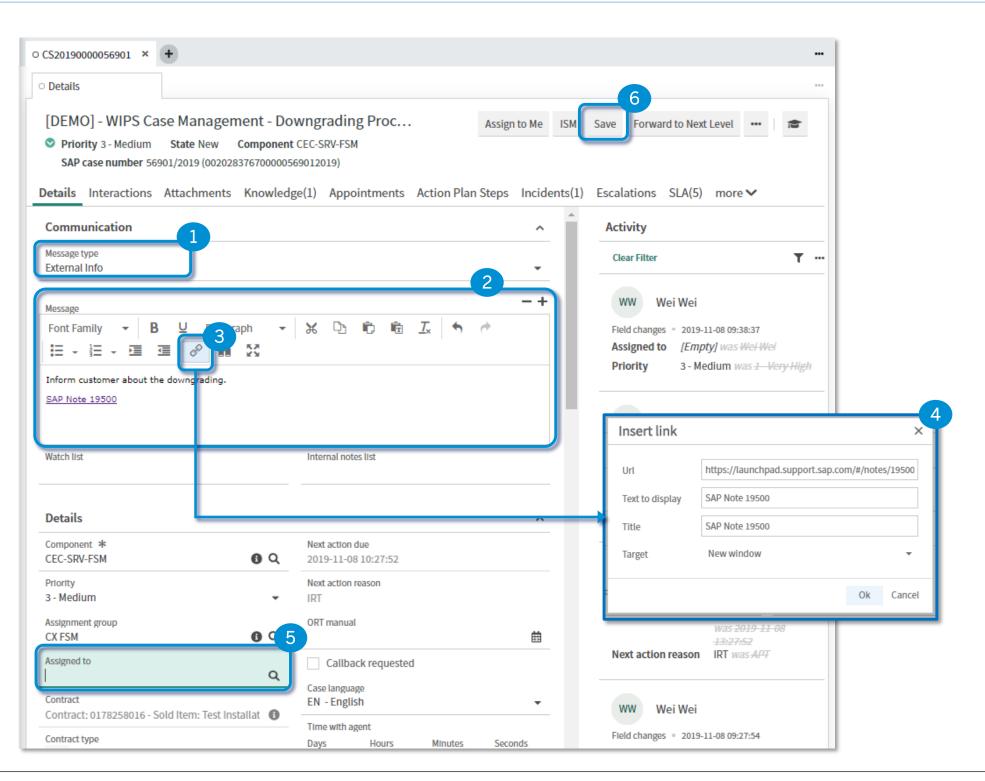
- Reason for downgrading
- Regular General Case Management Process will be followed
- Link to SAP Note 19500 (using Insert/edit link functionality)

Step 5

Remove any processor's name in the field **Assigned to** in order to return the Case to the unassigned queue for new dispatching.

Step 6

Click **Save** to update the record and send the information to customer.



Change Log Case Management

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

Blanca Serrano, Madrid

Process Manager

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Melinda Ludanyi	July 2, 2019	WIPS 4.0 initial document	Draft
2.0.0	Wei Wei	Nov 18, 2019	■ WIPS 4.0 Golden Standard Baseline Document	Released

INTERNAL