Validate and Close the Case

At A Glance

Case Management Process

Log a Case → Categorize a Case → Investigate and Diagnose → Resolve and Recover → Validate and Close

Validate and Close the Case

Purpose

The Case record can only be closed either when the customer validates and actively accepts the resolution provided by the Support Engineer or when there is no response from the customer for 30 days.

By closing the Case record, the customer confirms that the reported issue has been resolved.

1. Customer action define the Case record Status

Scenario 1: Customer accepts the resolution

1a Customer reviews the resolution and accepts the solution provided

1b Case is closed and the state changes from Resolved to Closed

Scenario 2: Customer rejects the resolution

1a Customer reviews the resolution and rejects the solution

1b Case is reopened for recategorization and further investigation. The state changes from Resolved to In Progress.

See WIPS entry for Categorize a Case

Scenario 3: Customer takes no action

1a Case is automatically closed in 30 days

2. Customer receives SAP Support Interaction Survey (SIS)

Scenario 1: Customer closes the case by accepting the resolution

2a Customer is automatically redirected to fill the survey

2b Survey results are available

Scenario 2: Case is automatically closed after 30 days

2a Survey is sent by e-mail 3 days after the case is automatically closed

2b Survey results are available

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1. Customer Validates the Resolution and Closes the Case

Case Management

Notes

If a LoB does not use SAP One Launchpad, all those steps are done via e-mail and information is captured in the Activity Stream

Scenario 1: Customer accepts the resolution

Step 1

Customer is notified of the proposed resolution via e-mail or SAP One Launchpad.

In Launchpad, customers can view the proposed solution in the communication box.

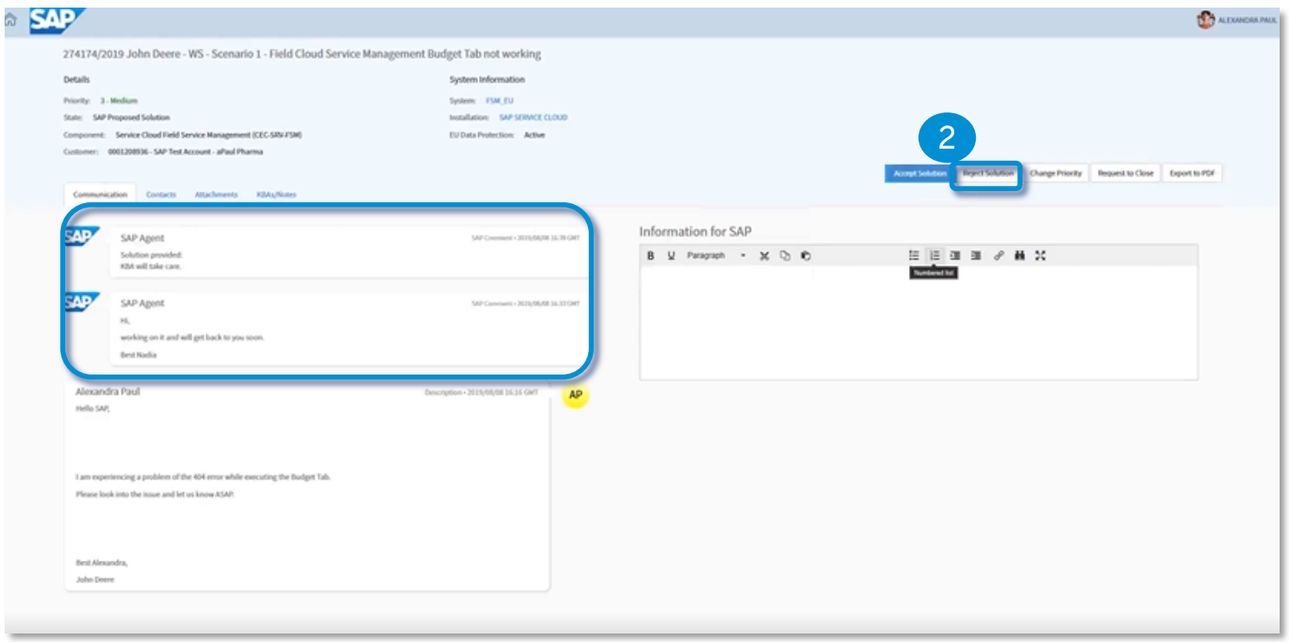
Step 2

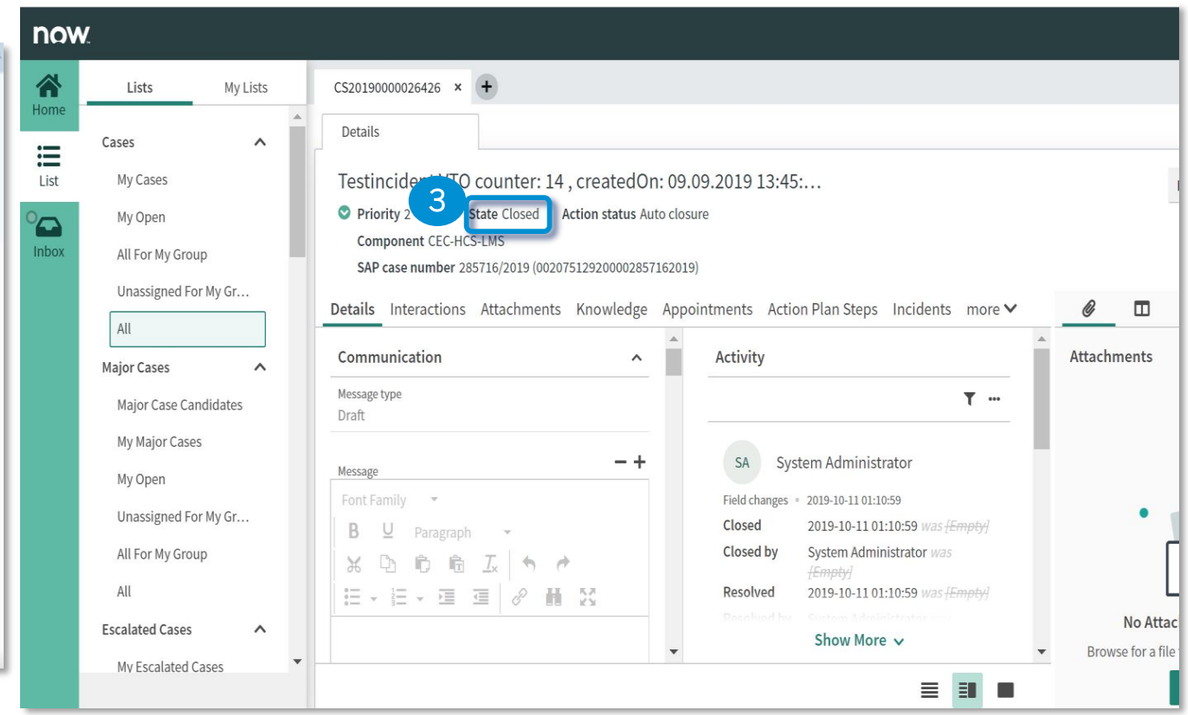
Customer accepts resolution via e-mail or SAP One Launchpad.

In Launchpad customer click Accept Solution and can add any additional information in the Information for SAP box.

Step 3

Once customer accepts the resolution, the case record in NOW System automatically changes to Closed.





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1. Customer Validates the Resolution and Closes the Case

Case Management

Notes

If a LoB does not use SAP One Launchpad, all those steps are done via e-mail and information is captured in the Activity Stream

Scenario 2: Customer rejects the resolution

Step 1

Customer is notified of the proposed resolution via e-mail or SAP One Launchpad.

Via SAP Launchpad, customers can view the proposed solution in the communication box.

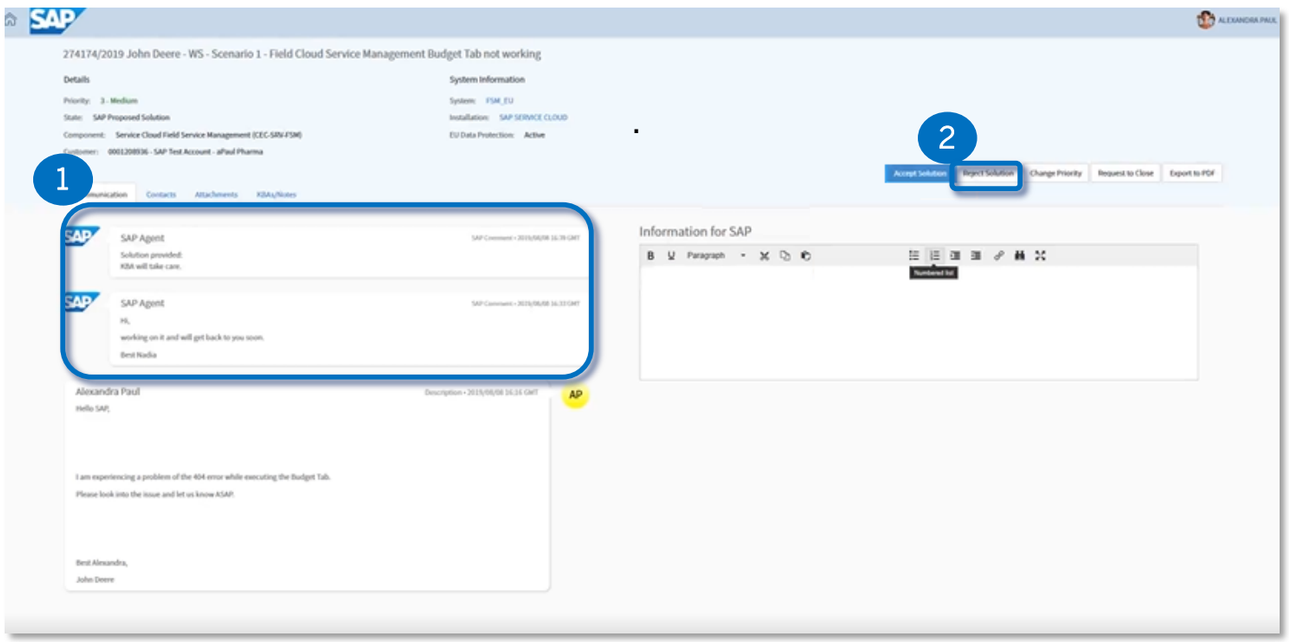
Step 2

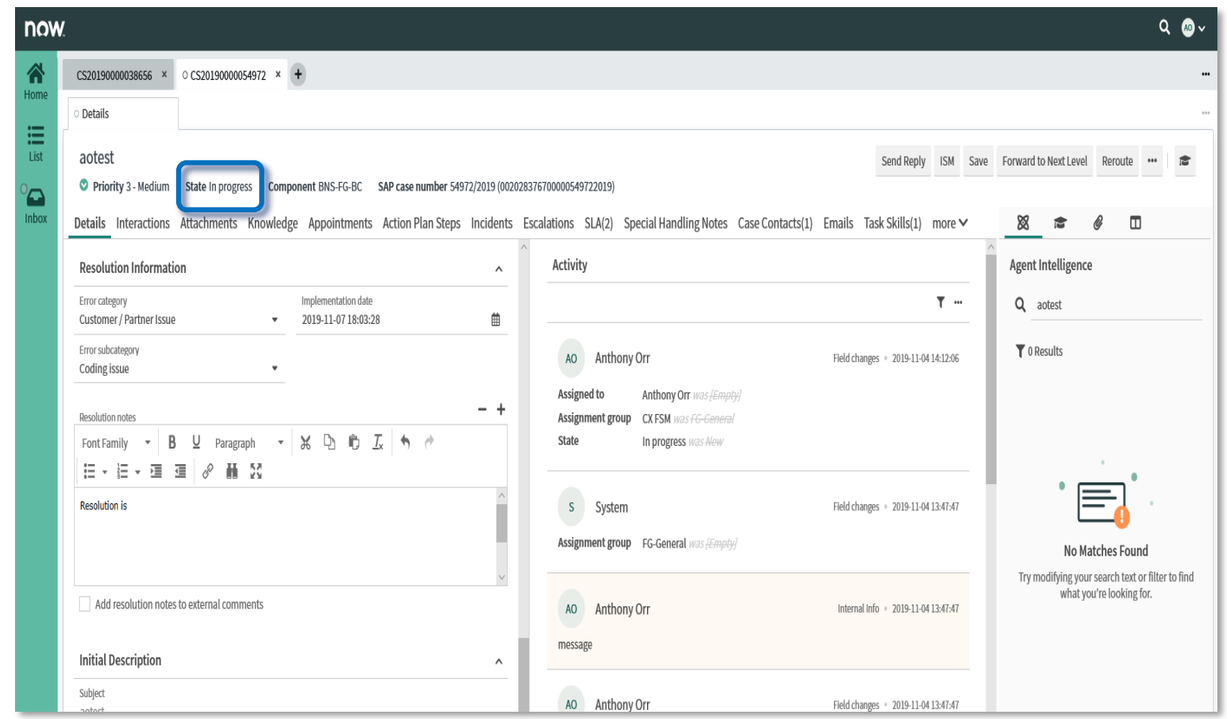
Customer accepts resolution via e-mail or SAP One Launchpad.

Customer click Reject Solution and can add any additional information in the Information for SAP box.

Step 3

Once customer rejects the resolution, Case is reopened for recategorization and further investigation. Record in NOW System automatic changes from Resolved to In Progress .





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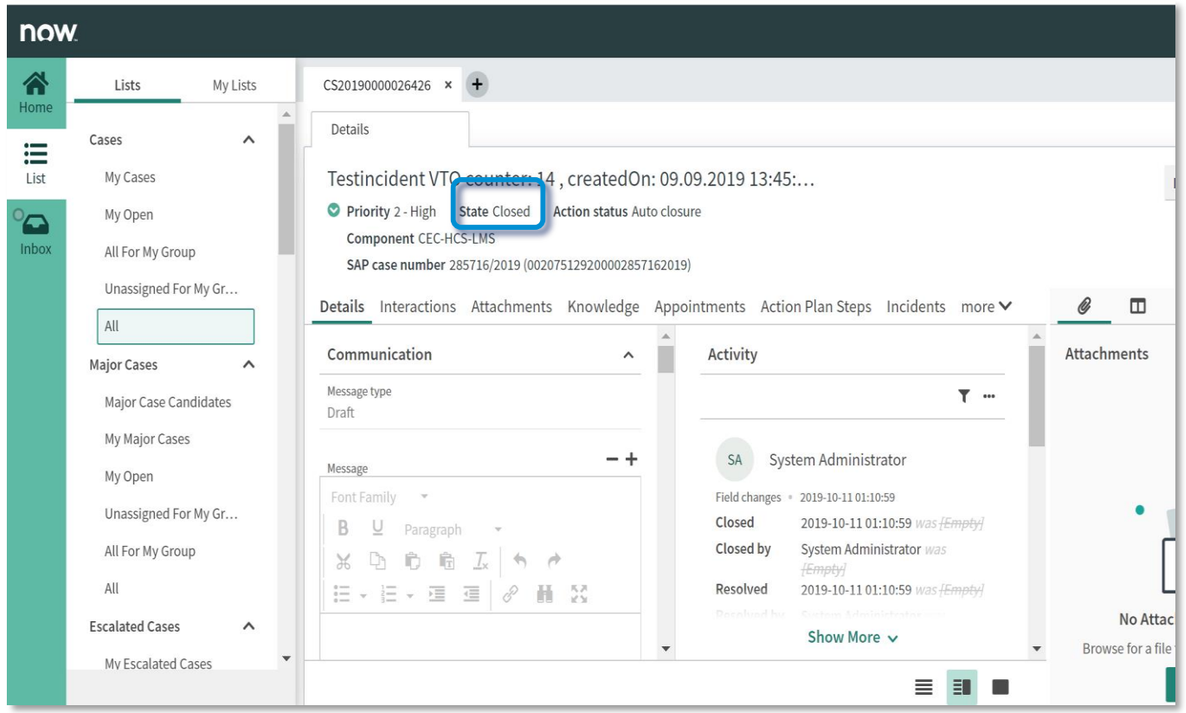
1. Customer Validates the Resolution and Closes the Case

Case Management

Scenario 3: Customer takes no action

Customer takes no action, Case is automatically closed after 30 days.



Notes

If Customer takes no action, the case is closed, This could be for many reasons. The customer may request that the case is reopened. Best practice is to create a new case.

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2. Customer receives survey

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Notes

If a LoB does not use SAP One Launchpad, the survey link is sent by e-mail and results are linked to the NOW Case.

SAP Support Interaction Survey (SIS)

The SAP Support Interaction Survey (SIS) is a direct feedback channel to support, allowing customers to express their satisfaction regarding a particular incident, and the product related to that incident. It appears automatically once a customer confirms an incident in the SAP ONE Support Launchpad. It takes less than a minute to fill out the five questions, and a text area also allows customers to write additional feedback. The Scores range from 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. The questions cover three topic areas:

1) Satisfaction with Support for handling that particular incident

2) Satisfaction with the SAP product affected by that particular incident

3) Feedback on exactly which Notes/KBA solved particular issues

Scenario 1: Customer closes the case manually accepting the resolution

2a Customer is automatically redirected to fill the survey

The SIS questionnaire appears automatically when Customer confirms an incident in the SAP ONE Support Launchpad, or receives by e-mail.

2b Survey results are available

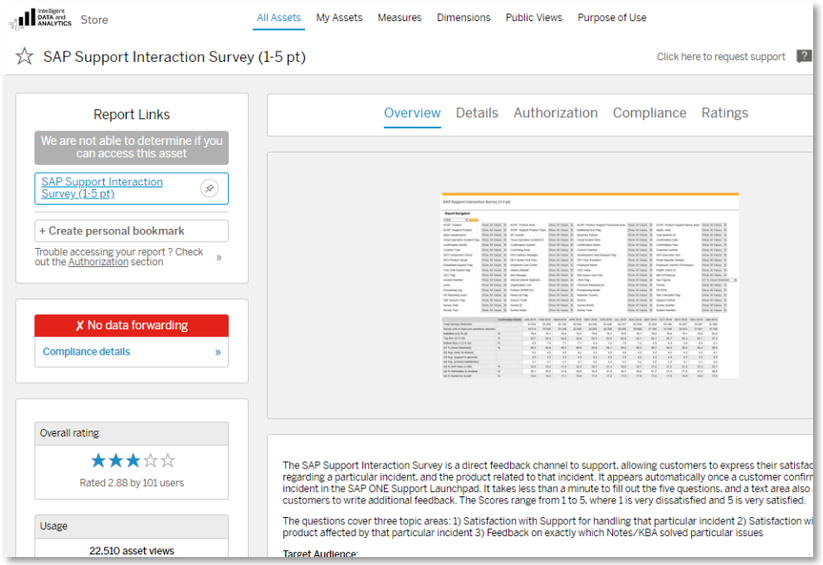
Survey results are available and accessible via Enterprise Analytics Store.

Scenario 2: Case is automatically closed after 30 days

2a Survey is sent by e-mail 30 days after the case is automatically closed

The SIS questionnaire is sent by e-mail.

2b Survey results are available and accessible via Enterprise Analytics Store.



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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

Blanca Serrano, Madrid
Process Manager

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Melinda Ludanyi	June 13, 2019	▪ WIPS 4.0 initial document	Draft
2.0.0	Nádia Xavier	Nov 25, 2019	▪ WIPS 4.0 Golden Standard baseline document	Draft

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