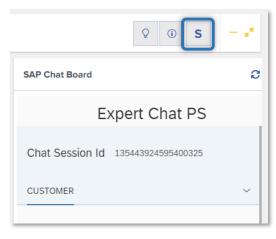
Expert Chat 2.0 – Customer Information

SAP Chat Board

Customer Information is displayed in the SAP Chat Board, located at the right frame of **Bold360 Agent Workspace**.

To have access to SAP Chat Board, please follow the steps described here.

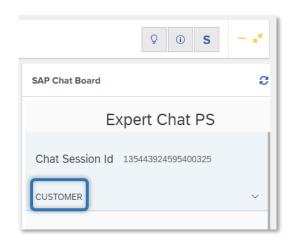


Step1

Click on "S" button at the top right menu to display/hide SAP Chat Board.

Customer Details on SAP Chat Board contains:

- Contract Type
- EUDP Flag
- Contact/Reporter Info
- System Information
- And more



Step 2

Navigate to Customer section. It contains all relevant data necessary for a successful Expert Chat session.



Step3

Scroll down the Chat Board to the bottom for links to:

Remote Access tool (STFK)

xSearch

Secure Area

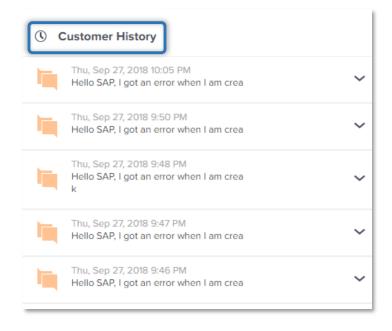
1

Expert Chat 2.0 – Customer Information

Customer History

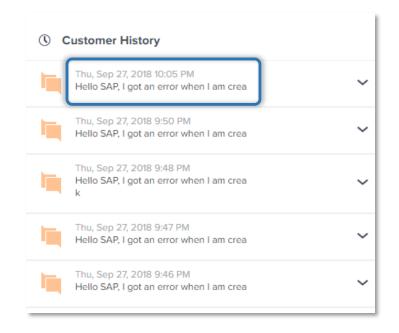
All previous Expert Chat interactions from the S-user of your current session are shown in the Customer History panel.

To have access to SAP Chat Board, please follow the steps described here.



Step1

Navigate to Customer History panel on Bold360 Workspace.



Step1

Click in any interaction to get more information

Notes

Due to data protection policies, Expert Chat sessions are automatically removed from Bold360 tool based on our data retention policy.

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

	Date	Description of changes	Status
Reilly, Ruth; Rodden, Stephen; Nagy, Janos; Sipocz, Eszter; Iturbe, Lucia; Maier, Bernd; Park, Jung In Kumar, Santhosh; Tang, Claire; Murray, Chris H	February 21, 2019	New document for Bold360	Released
Melinda Ludanyi	May 3, 2019	 WIPS 4.0 Initial Document 	Draft
Lisandro Magnus	November, 22, 2019	Document template update	Released
	Jung In Kumar, Santhosh; Tang, Claire; Murray, Chris H Melinda Ludanyi	Reilly, Ruth; Rodden, Stephen; Nagy, Janos; Sipocz, Eszter; Iturbe, Lucia; Maier, Bernd; Park, Jung In Kumar, Santhosh; Tang, Claire; Murray, Chris H Melinda Ludanyi May 3, 2019	Reilly, Ruth; Rodden, Stephen; Nagy, Janos; Sipocz, Eszter; Iturbe, Lucia; Maier, Bernd; Park, Jung In Kumar, Santhosh; Tang, Claire; Murray, Chris H Melinda Ludanyi May 3, 2019 New document for Bold360 New document for Bold360