

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?

Step 1

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**.

Step 3

Click **Save** to update the record.

The screenshot shows the SAP Case Management interface for a case titled "[DEMO] - WIPS Case Management - Downgrading Proc...". The case details include: Priority 1 - Very High, State New, Component CEC-SRV-FSM, and SAP case number 56901/2019 (002028376700000569012019). The interface has tabs for Details, Interactions, Attachments, Knowledge, Appointments, Action Plan Steps, Incidents, Escalations, SLA(3), and more. The Details tab is active, showing a Communication section with a message type of "Internal Info" and a message field containing "Provide Internal Info for the reason of this downgrading." The bottom section shows details for the case, including Component CEC-SRV-FSM, Assignment group CX FSM, Assigned to Wei Wei, Contract 0178258016, and Next action due 2019-11-08 10:27:52. Numbered callouts indicate the steps: 1 points to the Priority field (currently 1 - Very High), 2 points to the Communication message field, and 3 points to the Save button.

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.<region>@sap.com (e.g. support.emea@sap.com).
- CIC will monitor this customer feedback which will be evaluated by the Support Management.

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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.

The screenshot displays the SAP Case Management interface for a case titled "[DEMO] - WIPS Case Management - Downgrading Proc...". The case details include Priority 3 - Medium, State New, and Component CEC-SRV-FSM. The SAP case number is 56901/2019 (002028376700000569012019).

Numbered steps indicate the process:

1. Select **Message type** as **External Info** in the **Communication** section.
2. Enter the message content in the **Message** field: "Inform customer about the downgrading. SAP Note 19500".
3. Click the **Insert link** icon in the message editor.
4. In the **Insert link** dialog, enter the URL: "https://launchpad.support.sap.com/#/notes/19500", the text to display: "SAP Note 19500", and the title: "SAP Note 19500".
5. Clear the **Assigned to** field in the **Details** section.
6. Click the **Save** button in the top right corner.

The interface also shows the **Activity** section with a filter for "Wei Wei" and a list of activities. The **Details** section includes fields for Component, Priority, Assignment group, and Next action due.

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

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Process Manager

Change Log

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