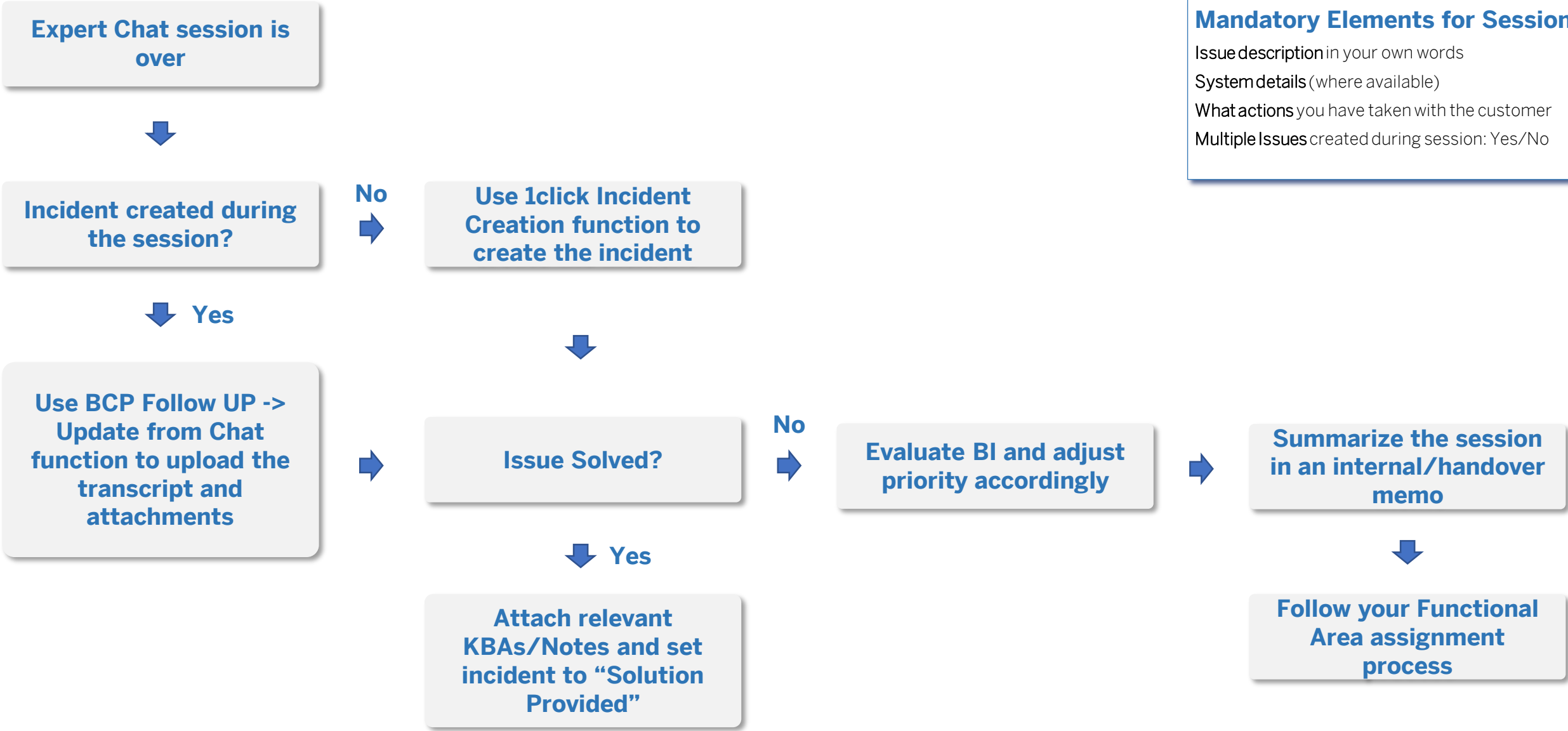


# Expert Chat 2.0 – Post-Chat Incident Processing

## Guidelines to handle the incident after the Expert Chat interaction



### HEC-Specific Process

Set the related SPC incident to "Solution Proposed"



### Mandatory Elements for Session Summary

Issue description in your own words

System details (where available)

What actions you have taken with the customer

Multiple Issues created during session: Yes/No



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## Scenarios

- For Very High chats, include Info to Customer memo explaining that chat is not the recommended channel for Very High.
- Further processing of the P1 incident follows the standard “[\(P1\) Very High Incident Handling](#)” process.
- Include the <https://support.sap.com/en/my-support/product-support.html> link which explains channels and priorities.
- When setting the priority, please refer to SAP Note #67739 for guidelines: <https://launchpad.support.sap.com/#/notes/67739>
- For EUDP Processing, refer to WIPS “[Working with customers incidents under EUDP Regulations](#)”
- Cloud Support – Incident Priority and Response Level can be found [here](#). It details the timeframe to which the customer needs to be updated on the incident status after it was created.
- For compliance reasons, do not edit the interaction transcript for multiple issues, instead copy the full transcript into each incident.
- When forwarding to next level of support, follow the standard “[From Product Support to Dev Support](#)” process.
- When processing on new component follow the standard “[Verify Components](#)” process.

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

| Version | Changed by  | Date              | Description of changes  | Status   |
|---------|---|-------------------|---|----------|
| 1.0.0   | 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 | <ul style="list-style-type: none"><li>New document for Bold360</li></ul>  | Released |
| 1.1.0   | Melinda Ludanyi   | May 6, 2019       | <ul style="list-style-type: none"><li>WIPS 4.0 Initial Document</li></ul> | Draft    |
| 1.1.1   | Lisandro Magnus   | November 22, 2019 | <ul style="list-style-type: none"><li>Document Template Update</li></ul>  | Released |
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