

CIM Chat Process

1. CIM Chat

The purpose of CIM Chat is to answer questions quickly and help our requestors on the sport/in real time.
Thus, our goal is to accelerate the speed of response via direct and real time conversation for straightforward requests, and avoid incoming CIM SRs which could have been closed by a single update, or advice.

2. Prerequisites

- Install the [LUCS Client](#)
- Service Team Assignment: Everyone must be assigned to the service teams by region in Luware.

Please note



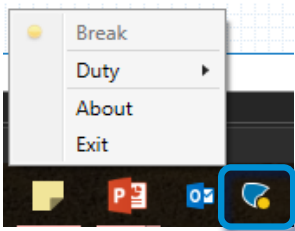
If you can not install or use the LUCS Agent, please contact [Tamas Kormany](#) , [Grace Song](#)(APJ) or [Maxoel Ribeiro](#) (AMER).

3. How to handle CIM Chat?

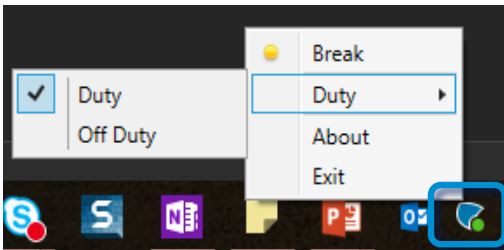
- After you installed the Luware agent, the icon for LUCS will be placed on your desktop.



- Once you run the app, a small icon will appear on your tray. Right click allows you to set yourself On- and Off Duty.



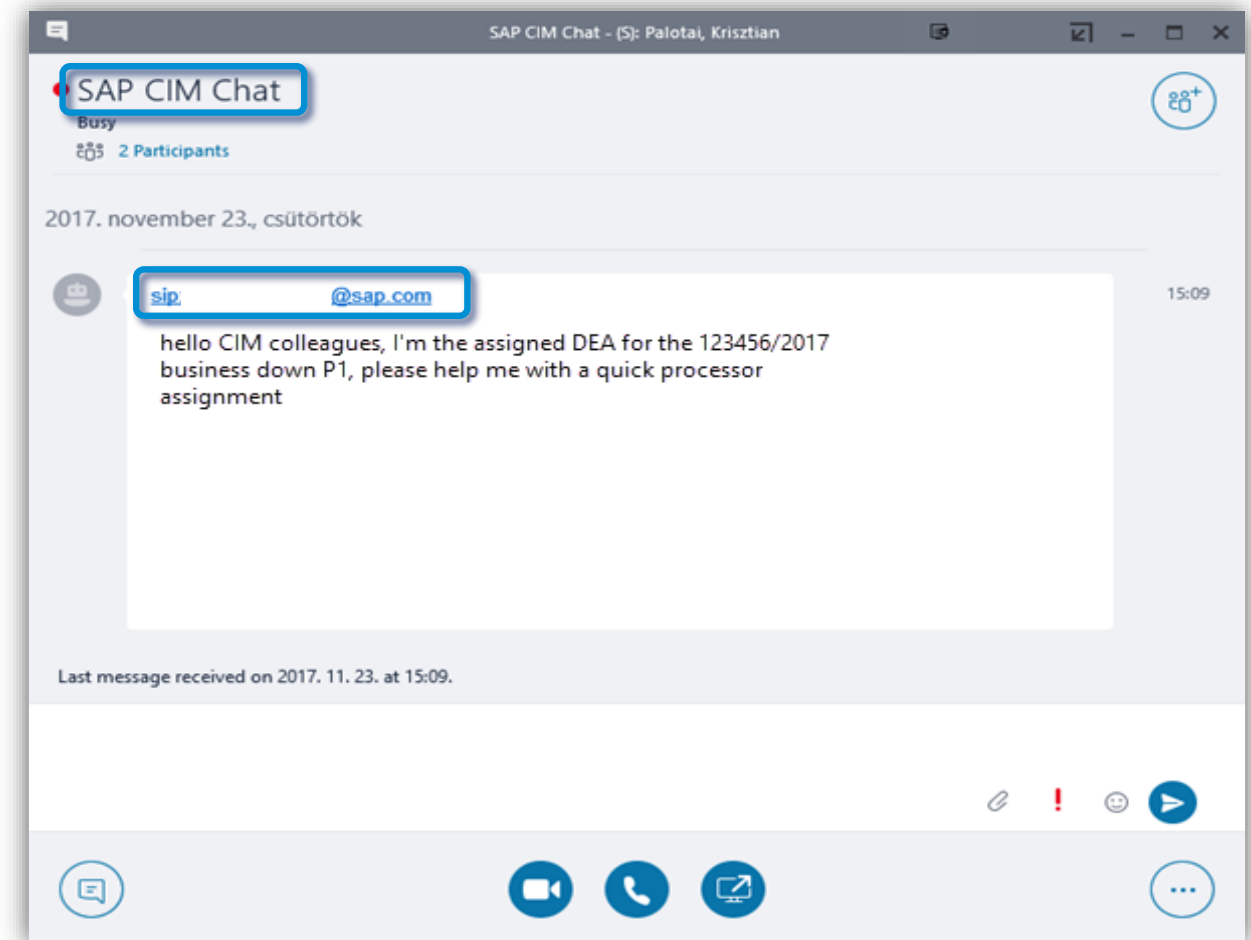
- CIM Chat will be routed to your user only if you are ON Duty AND your Skype Status is AVAILABLE (Green).



CIM Service Request Handling

3. How to handle CIM Chat?

- Once the requestor starts a chat with the Skype user: SAP CIM Chat and a CIM MoD is available, the CIM Chat window pops up.
- You will see the sip ID of the requestor (aka.: user name), you can observe that – in case there is no other available MoD on Duty – the status of the CIM Chat will turn red.
- This means that in case another call comes in to the CIM chat it will be redirected to the waiting queue. The waiting queue will drop the call after two minutes, advising the requestor to try again later.

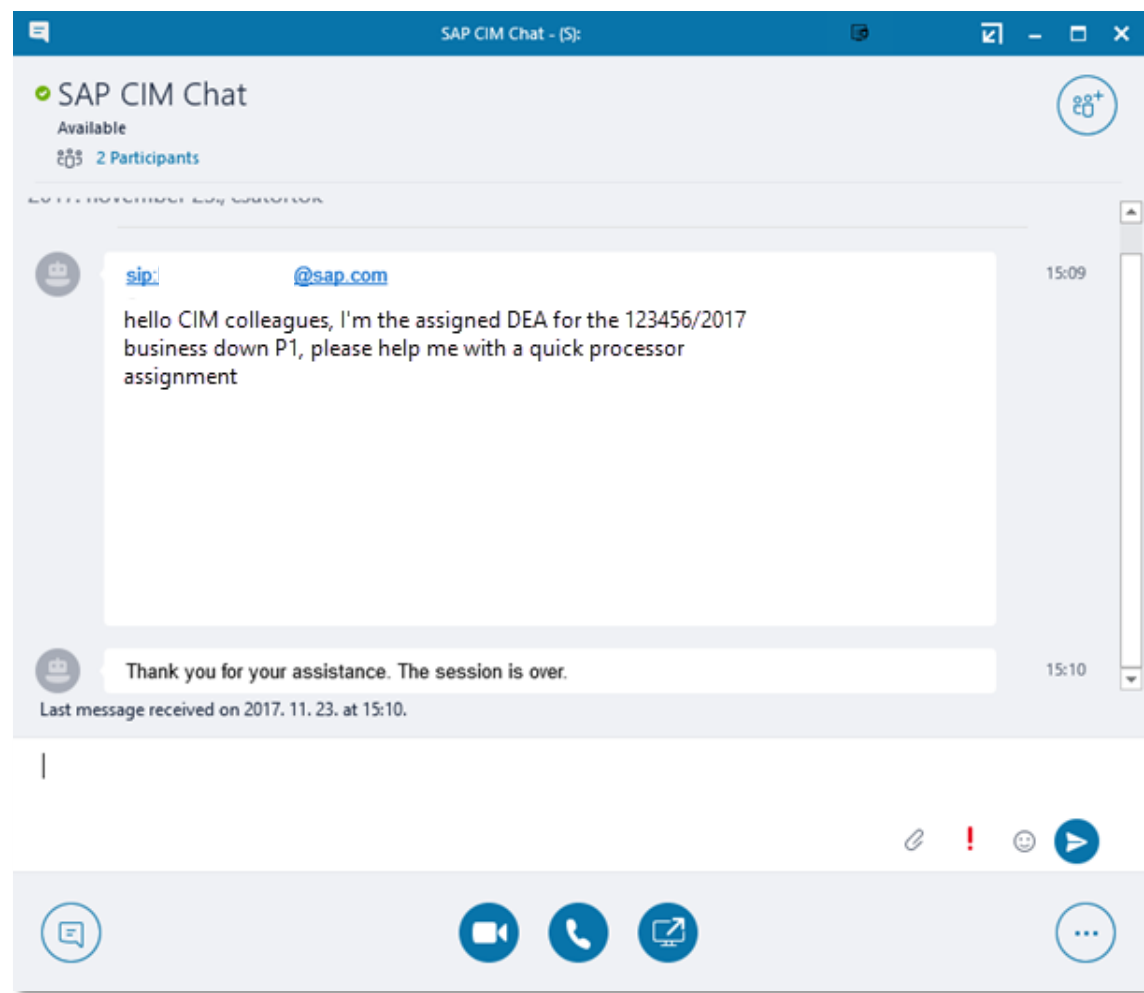



CIM Service Request Handling

3. How to handle CIM Chat?

Incoming Chat requests

After the requestor quits the chat, you will be notified in the session and the status of SAP CIM chat turns green again. The content of the session is available until you close the session window. Archiving is not possible..



**Please note**

It is important to close the chat window once you finished, because you can't handle the next call until the current session window is open.

CIM Service Request Handling

3. How to handle CIM Chat?

Staffing

At least 1 MoD must be logged in to the CIM Chat. Availability must be maintained 24x7.

Process flow

- Introduction

The MoD greets the requestor, identifies him/ herself (Name, LoB, Region), and asks what he/ she can do to help

– e.g.: Hello, I am XY from CIM EMEA, how can I help you?

- Identifying the problem

The MoD identifies exactly what the requestor wants to achieve and what he/ she can do to help.

Basically, we help with processor assignment via chat, therefore everything else should have a CIM SR open.

CIM Service Request Handling

3. How to handle CIM Chat?

Processor flow

- Administration and Actions

You must trigger the requested actions and do the administration during the chat session or shortly after that, in order to maintain continuous service.

The actions by CIM must be updated into the respective incident as an internal memo and followed up by triggering the necessary resources.

You can use the following template:

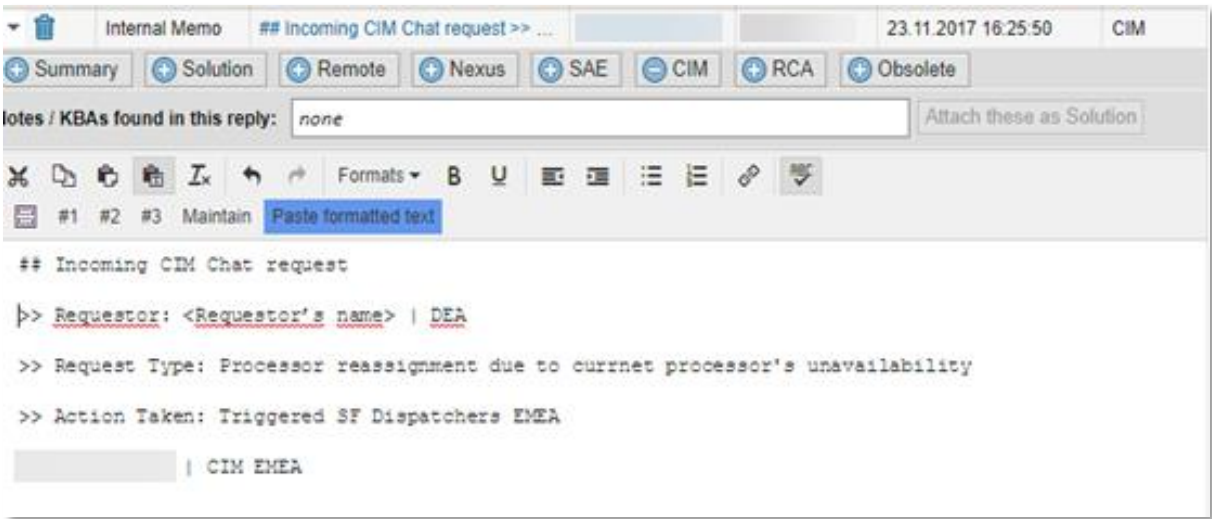
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## Incoming CIM Chat request

>> Requestor: <Requestor's name> <Requestor's Role (DEA)>

>> Request Type: Processor assignment/ re- assignment -< a short reason>

>> Action Taken: Triggered <QM/ IMS Manager/ Dev. Comp Owner/ DL etc.>

<Your Signature>
```



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

Hui Xu (Joe), [Shanghai](#)
Process owner

Change Log

Version	Changed by	Date	Description of changes	Status
1.1.1	Artur Locks	Dec 11, 2017	<ul style="list-style-type: none">Initial document	Released
2.0.0	Diully Zeferino	Nov 21, 2019	<ul style="list-style-type: none">Initial document for ServiceNow system	Released