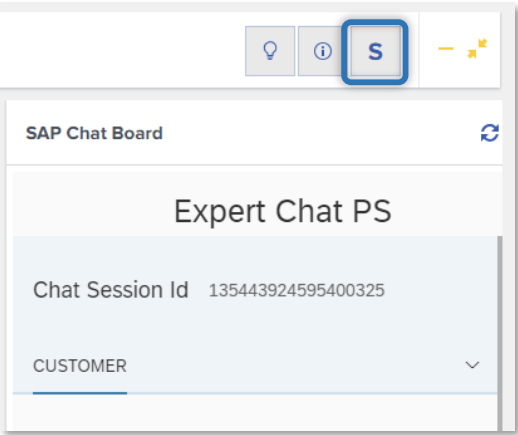


Expert Chat 2.0 – Customer Information

SAP Chat Board

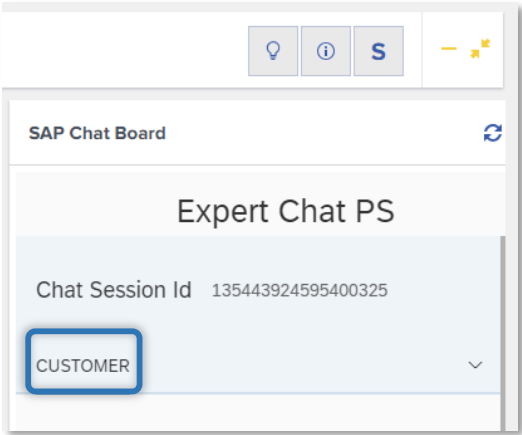
Customer Information is displayed in the SAP Chat Board, located at the right frame of **Bold360 Agent Workspace**.

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.



Step2

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

Customer Details on SAP Chat Board contains:

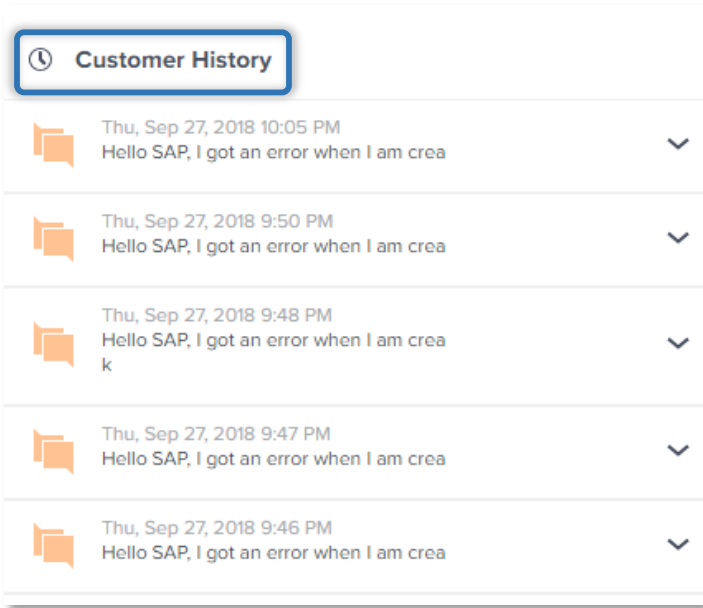
- Contract Type
- EUDP Flag
- Contact/Reporter Info
- System Information
- And more

Expert Chat 2.0 – Customer Information

Customer History

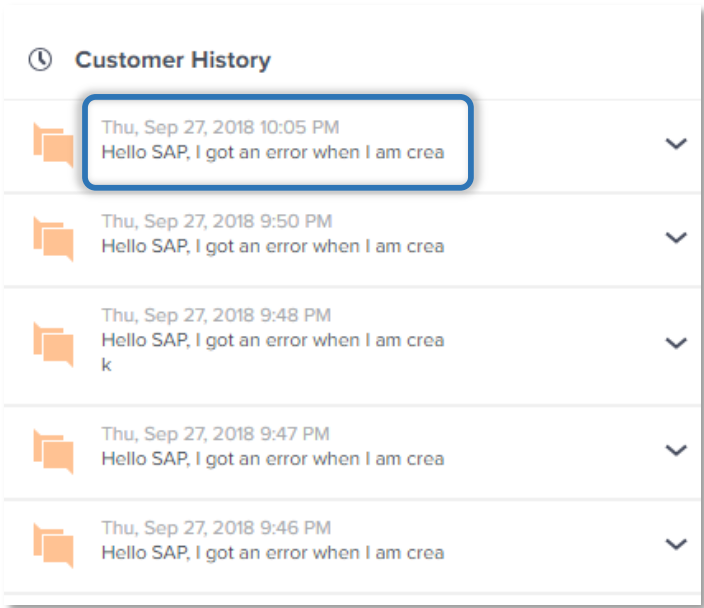
All previous Expert Chat interactions from the S-user of your current session are shown in the Customer History panel.

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

[illegible]