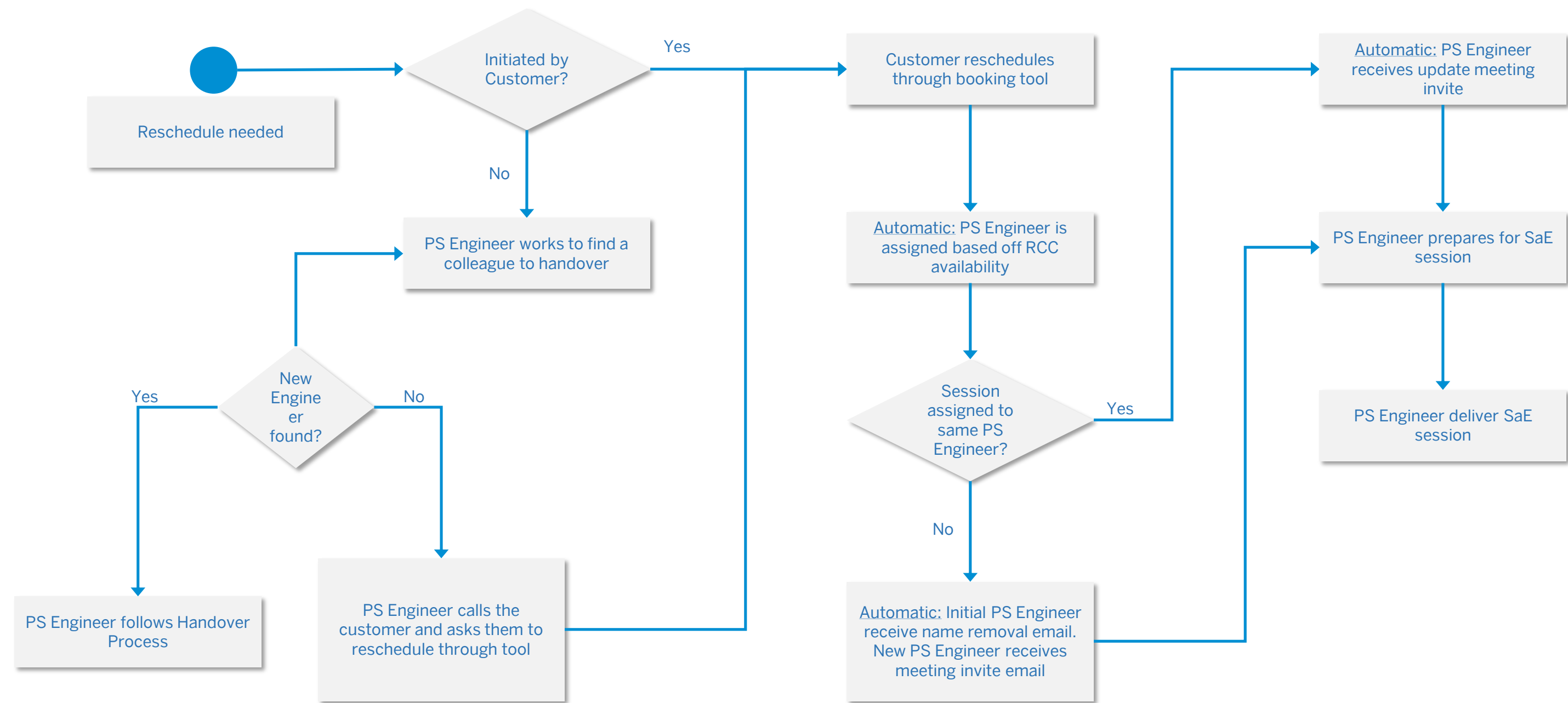


SaE Session Reschedule Workflow Overview



SaE Session needs to be rescheduled (by SAP)

The SaE sessions booked by customer are the highest priority. This should be considered before attempting to cancel or reschedule any sessions.

1. Make your line manager aware of this situation
2. If you cannot make the session you have one of two options:
 - a) Option-1: Work directly with your colleagues and identify an Engineer who can take over the session from you. In this case, ensure all details are transferred to the Engineer taking over. Full details for transferring a session to another engineer [here](#).
 - b) Option-2: Call the customer and ask them to reschedule in the booking tool.
 1. Direct contact over the phone must be made with the customer to cancel and/or reschedule the session to the next most convenient time for the customer.

Notes



Rescheduling the session has to be done by the customer himself via the SaE booking tool; SAP cannot do this on customer's behalf.

Reschedule session (by Customer)

Customers can reschedule sessions through the booking tool accessed via ONE Support Launchpad. You will receive a notification that the customer has rescheduled the SaE session. Then, in ServiceNow, it will show in the Activity panel that the appointment has been rescheduled.

- If the SaE case is still assigned to you, follow the SaE process as if this was a new SaE case.
- If the SaE case is not assigned to you anymore, the booking will be released in RCC and the same slot will then be made available as a free slot.
 - If you agree with the customer to reschedule and want to continue to be the one to hold the session but you did not get assigned after rescheduling, find the case, put your name as the processor of the appointment, and document this in an internal memo.

Notes



Rescheduling of sessions will still adhere to the 3 day booking lead time. If you and the customer agree to reschedule for an earlier window then managing this will be between you and the customer.

Change Log

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

Firstname Lastname, Location
Process owner

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Ramon Gupta	May 9 2017	<ul style="list-style-type: none">Initial document	Released
1.0.1	Christine Fikany	Jun 8, 2017	<ul style="list-style-type: none">Added "Attach KBA 2484024 – Schedule an Expert session has been delivered to the incident..."Modified Step 2 – "If SaE is not offered in the component chosen or if you are unable to get an expert on this component" by adding sub steps 3-6	Released
1.0.2	Christine Fikany	Aug 10, 2017	<ul style="list-style-type: none">Slide 3 – added a screen shot for accessing RCC settingsSeparated slide 10 into two slides for managing unforeseen events. Added handling sick days and customer requests increase in priority to this slideAdded new slide 21 – SaE session needs to be cancelled. Removed cancellation process from slide 19.Modified reschedule process in slide 20 by removing the comment "send the customer some open times you see in the SaE scheduling option..."Modified slide 14 to reflect new cancellation process.Added slide 23 for handling sick days.Added slide 24 for customer requests increase in priority of session	Released
1.1.0	Christine Fikany	Sep 29, 2017	<ul style="list-style-type: none">New "Handover, Rescheduling, and Canceling SaE session" Slide sequenceModification to slide 7 – "customer reschedule session", to add steps for rescheduling if the same processor does not get assigned to the session	Released
1.1.1	Christine Fikany	Oct 26, 2017	<ul style="list-style-type: none">Modified slide 9 - To cancel the session in BCP, in read only mode, go to the Routing-> Cancel SaE Session	Released
1.1.2	Christine Fikany	Nov 15, 2017	<ul style="list-style-type: none">New Hand over process created – slides 2-7	Released
1.1.3	Christine Fikany	Nov 29, 2017	<ul style="list-style-type: none">Slide 4 – removed requirement to notify STMsSlide 7 – added hyperlink to QM WIPSSlide 8 - deleted	Released
1.1.4	Christine Fikany	Dec 11, 2017	<ul style="list-style-type: none">Slide 16 added – The session is not delivered (for any reason by customer or SAP)	Released
2.0.0	Christine Osborn	Mar 13, 2018	<ul style="list-style-type: none">Rescheduling a session moved to it's own section	Released
3.0.0	Leonardo Reginato	Oct 7, 2019	<ul style="list-style-type: none">Initial document incorporating Service Now	Draft