

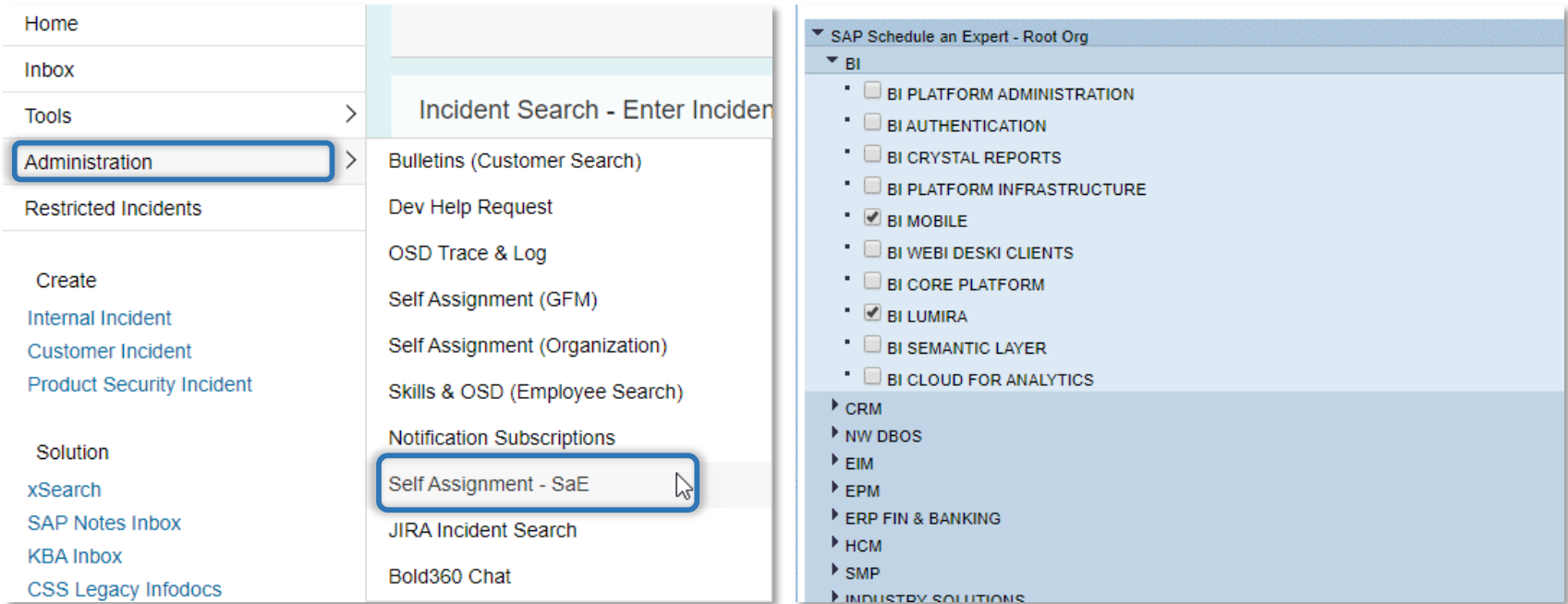
# Schedule an Expert (SaE) Overview

- Part of the Next Generation Support initiative
- Currently offered only in EN
- New way for customers to obtain assistance from Support
- Allows customers to schedule a 30-minute, 1:1 meeting with a Support expert on the same types of questions that would be in a written incident
- Tool-based scheduling and routing of SaE requests to best available engineers based on skills and time-zone
- Customers have an opportunity to get help from Product Support via scheduled appointments at a time of their choosing.
- The first available session displayed to a customer will be available 3 business days from the time of booking. This gives engineers 2 full days of preparation and the session would be on the third day (at the earliest).
- Deliver a support experience that is more proactive and personal
- Gain high customer satisfaction and contribute to deflection of written Cases
- Scheduled SaE sessions take priority over written Cases

# Self-Assignment in BCP to work with Schedule an Expert

**You need to assign yourself to SaE topics via the self-assignment tool in BCP:**

This self-assignment is necessary to push SaE sessions to you based on the availability maintained in RCC.



## Step1

In BCP, click in the Administration tab > Self Assignment – SaE

## Step2

Select the nexus (expert) area/s you work on.  
Click Save.

# Maintain RCC SaE availability

**To allow the system to route SaE sessions to you, please ensure you have maintained availability for SaE in the [RCC tool](#).**

The information maintained in RCC is used to assign a session to you.

1. Go to RCC settings by clicking the three horizontal bars in the top right corner of the RCC window.
2. Set the **maximum number** of SaE sessions that should be assigned to you per day and per week.
3. Click activities you want to maintain SaE availability for.
4. Tick the **SaE checkbox** in the activity details
5. Adapt the **SaE availability time** if required and save your changes.
6. Your **SaE availability** is displayed in the RCC calendar.
7. If you set any activity in RCC that has 0% On queue by default and you still want to offer SaE sessions, set yourself 10% On queue to enable SaE availability.

## Notes



Schedule must be maintained for at least 2 weeks in advance.  
You are expected to maintain your schedule in multiples of 30 minutes starting at 00 or 30,  
e.g.  
09:00 -10:00  
09:00 -10:30  
etc.

SaE appointments assigned to you will be displayed in RCC too

# 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"><li>Initial document</li></ul>	Released
1.0.1	Christine Fikany	Jun 8, 2017	<ul style="list-style-type: none"><li>Added "Attach KBA 2484024 – Schedule an Expert session has been delivered to the incident..."</li><li>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</li></ul>	Released
1.0.2	Christine Fikany	Aug 10, 2017	<ul style="list-style-type: none"><li>Slide 3 – added a screen shot for accessing RCC settings</li><li>Separated slide 10 into two slides for managing unforeseen events. Added handling sick days and customer requests increase in priority to this slide</li><li>Added new slide 21 – SaE session needs to be cancelled. Removed cancellation process from slide 19.</li><li>Modified reschedule process in slide 20 by removing the comment "send the customer some open times you see in the SaE scheduling option..."</li><li>Modified slide 14 to reflect new cancellation process.</li><li>Added slide 23 for handling sick days.</li><li>Added slide 24 for customer requests increase in priority of session</li></ul>	Released
1.1.0	Christine Fikany	Sep 29, 2017	<ul style="list-style-type: none"><li>New "Getting Started" slide sequence</li><li>Added additional clarification comment on the 3-day lead time on first slide</li><li>Added bullet on first slide stating "Scheduled SaE sessions take priority over written incidents"</li></ul>	Released
1.1.2	Christine Osborn	Mar 13, 2018	<ul style="list-style-type: none"><li>Broke content out into smaller section, no major content changes</li></ul>	Released
1.1.3	Laszlo Dobos	Sep 11, 2018	<ul style="list-style-type: none"><li>Extending slide 3, „Maintain SaE availability in RCC" with using RCC activity which has 0% on queue time by default</li></ul>	Released
2.0.0	Leonardo Reginato	Sep 24, 2019	<ul style="list-style-type: none"><li>Initial document incorporating Service Now</li></ul>	Draft