Objectives

Objectives:

- Explain the partner support responsibilities
- Use the SAP search and logging tools
- Follow the required process for reproducing, researching and submitting a support message
- Describe the advantages of Remote Support Platform for supporting a customer

Business Scenario

Partner companies are required to set up a support organization with an experienced, fully staffed support desk. Additionally, multiple test environments should be established so that customer's problems can be replicated using the localizations and versions in use at the customer sites.

Support consultants need to know:

- The correct processes for working with SAP support
- How to use SAP's support tools to diagnose and manage customer problems

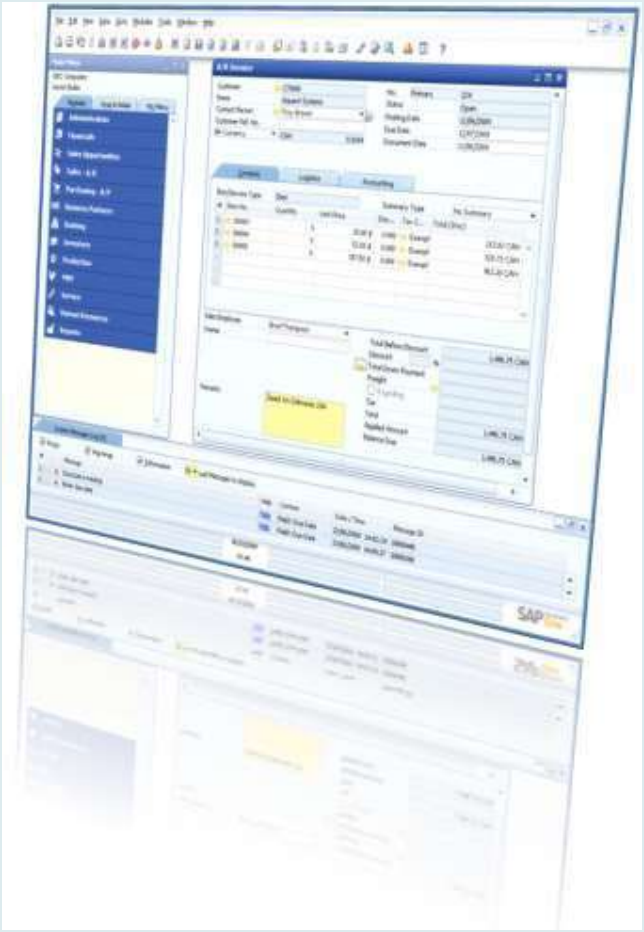
Agenda

- **Setting up Support**
- Support Tools
- Support Messages
- Remote Support Platform for SAP Business One (RSP)

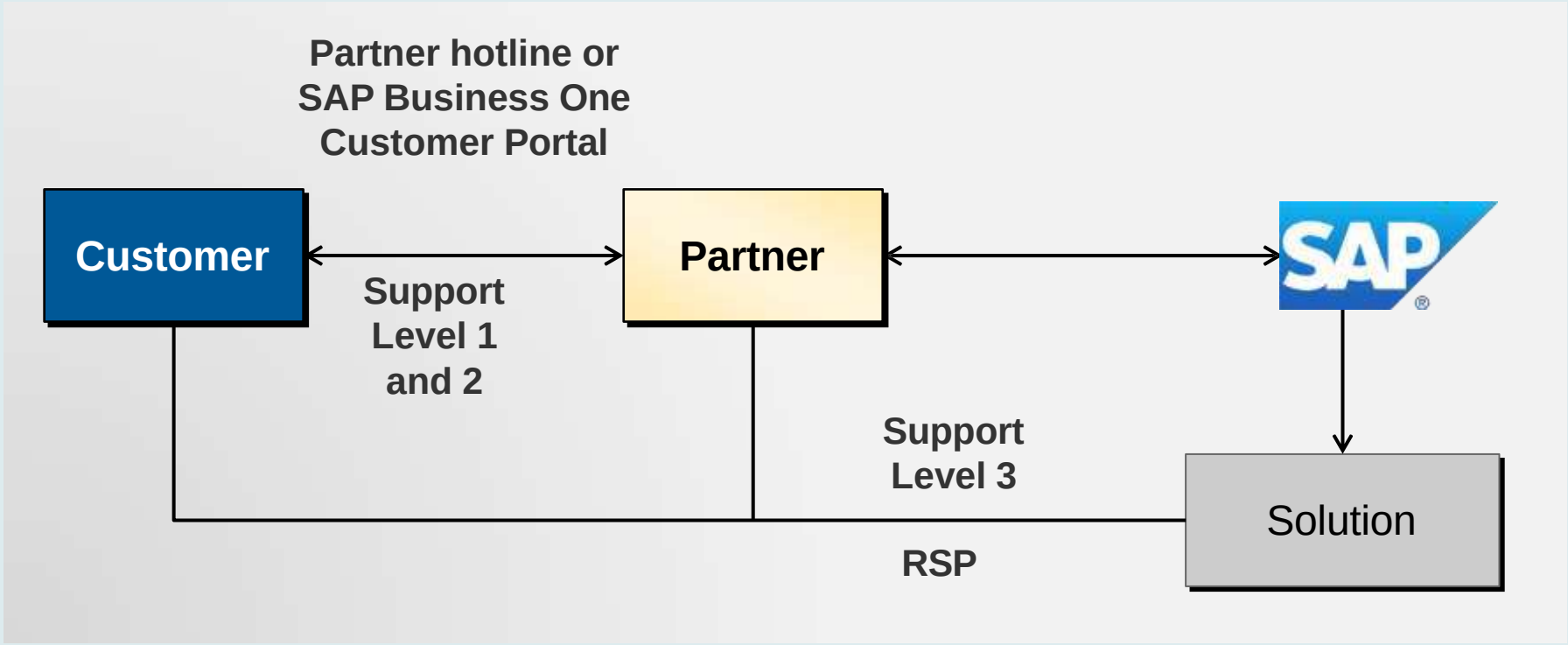
SAP Business One Support Cycle Navigator

- The SAP Business One *Support Cycle Navigator* is available on the PartnerEdge portal and provides the overall process and guidelines for a partner to establish a support department and work with SAP support.

Demo



Customer Maintenance and Support Levels



Support Levels

Support Level 1 and 2:

- Initial troubleshooting
- Search for known problems
- Reproduce the problem
- Isolate the problem to SAP Business One
- Create support message to SAP

Support Level 3:

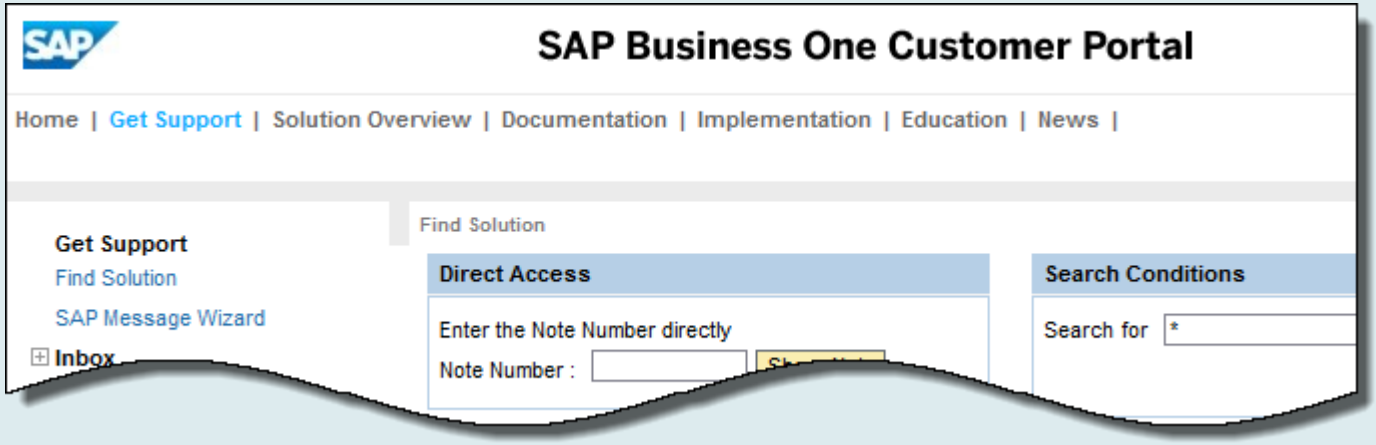
- Validate support message
- Diagnose problem
- Provide fix or workaround
- Create SAP Note

S-User

You must provide the customer with an s-user account and password

Using the s-user, the customer can:

- Login to SAP Business One customer portal
- Create support messages to partner
- Research problems using Support Desk



Contacting SAP Support

- Message Wizard (preferred)
- SAP Support hotline
- SAP Business One Duty Manager

以上内容仅为本文档的试下载部分，为可阅读页数的一半内容。如要下载或阅读全文，请访问：https://d.book118.com/808040070122006100