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SAP Business One Cloud
Support

November 2023

SBO9999-EN

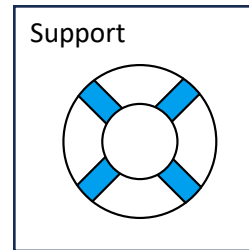
Contents

- Background information on the support process
- Difference between technical and content-related support as well as cost assumption
- Structure of the Support App
- Create a new issue
- Choose the right ticket priority
- Tickets processing and status information

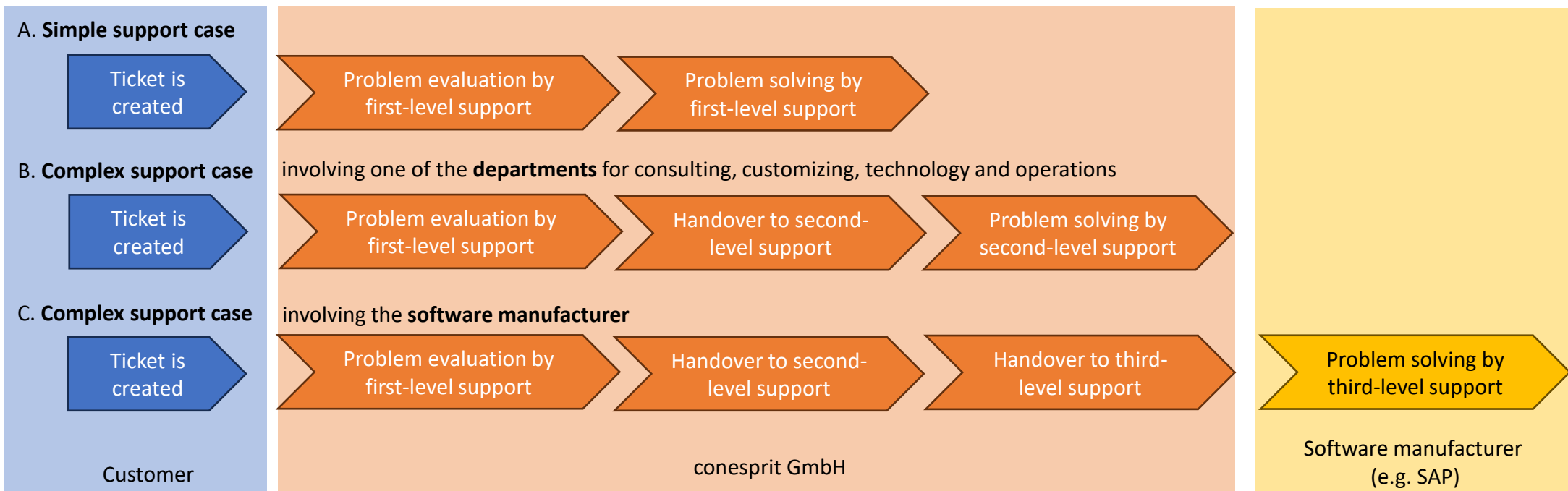
Background information on the support process

Unfortunately, even the best software is not immune to errors. A coherent support process enables the targeted recording of errors and problems, their reproduction and their elimination.

With the support app, our customers and we (conesprit GmbH) work closely together. It allows for a simple yet robust support process. With the help of the app, all necessary information is collected in order to ensure seamless third-level support from our software manufacturers if necessary. You can access the central support app in the portal using the following tile:



Depending on the complexity and reproducibility, support cases go through the following **ideal steps**:



Technical Support

Technical support covers general system availability as well as its components, such as Apps. This means that technical support problems and errors tend to affect several or possibly all customers and not just a single customer.

Generally speaking, technical support is included in the hosting and therefore no additional costs for technical support are charged.

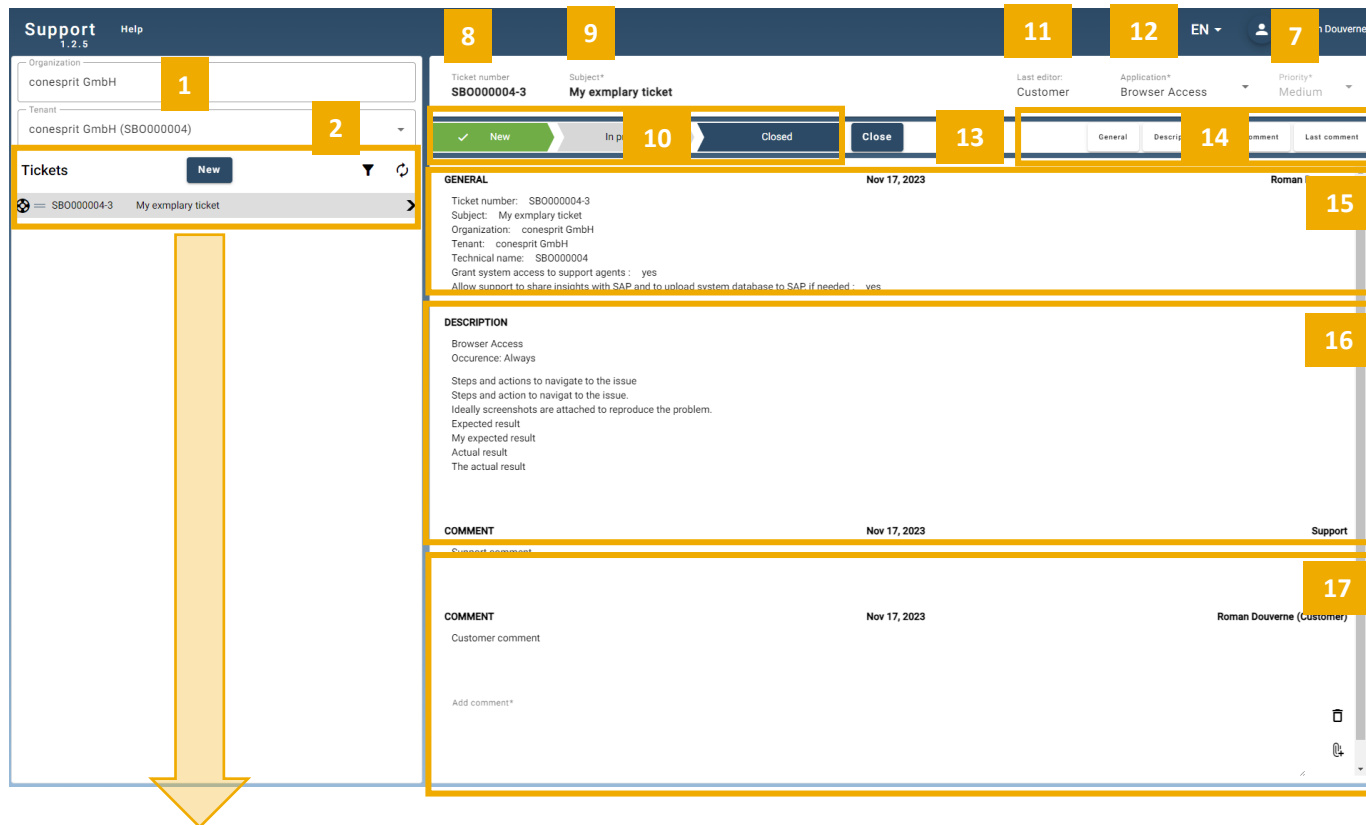
However, there are *exceptions*: If the problem or error is due to system modifications and/or customization the costs must be covered by the customer.

Content-related Support

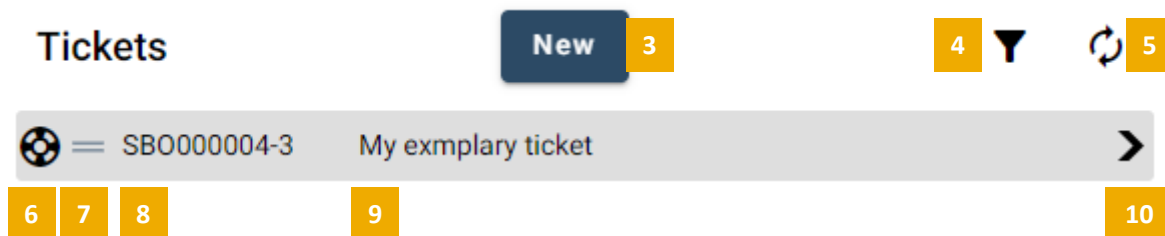
Content support relates to the operation and/or enhancements of the system as well as their components. These can be small things. However, it is also possible that extensive changes or training are necessary.

Content-related support is not included in hosting. If costs are incurred, support creates a cost estimation in the ticket. The customer must actively accept the cost estimation. No costs are charged that have not been agreed upon beforehand.

Structure of the Support App



1. **Organization:** If you work in multiple organizations, choose the appropriate organization
2. **Tenant:** The tenant in which the error occurs
3. **New:** Create a new ticket. See page 6
4. **Filter:** Show and hide closed tickets
5. **Refresh:** Refresh ticket directory
6. **Next party:** Ticket is waiting either for the customer (person) or for support (lifebuoy)
7. **Priority:** See page 8
8. **Ticket no.:** Unique ticket number
9. **Subject:** Powerful short description
10. **Status:** Divided into new, in progress and completed. See page 9
11. **Last editor:** Party that last processed the ticket
12. **Application:** The application or app in which the error occurs
13. **Close:** Changes the status of the current ticket to "Closed". Final step to close the ticket. A ticket can be reopened.
14. **Navigation bar:** Navigates to General, Description, first and last comment
15. **General:** General information about the ticket
16. **Description:** Ticket description with step-by-step instructions, the expected and the actual result
17. **Comments:** Customer and support comments



Create a new issue (1/2)

- 1. Application:** Select the application in which the error or problem occurs. This list is generated dynamically. Only those applications that are installed on the respective client are displayed.
- 2. Frequency of occurrence:** Indicate whether the error always occurs or only occurred on a specific date.
- 3. Subject:** Please provide a strong subject that summarizes the problem.
- 4. Agreements:** These consents must be given in order for us to accept a ticket.
- 5. Priority:** Please choose the appropriate priority. For further background information see page 8.
- 6. Attachments:** Attachments and especially screenshots help us to understand and recreate the support case. When taking screenshots, please make sure that both the app name (usually at the top left) and the app version (where available) are shown.

The screenshot shows a 'Create new issue' form with the following elements and callouts:


- 1:** Application* dropdown menu showing 'Browser Access'.
- 2:** Frequency of occurrence radio buttons, with 'Always' selected and 'Date' set to '11/17/2023'.
- 3:** Subject* text input field containing 'My exemplary ticket'.
- 4:** Two checked checkboxes: 'Grant system access to support agents' and 'Allow support to share insights with SAP and to upload system database to SAP, if needed'.
- 5:** Priority* dropdown menu showing 'Medium'.
- 6:** Attachment button with a paperclip icon and the text 'Attachment'.

Additional text in the form: 'operations are affected.' and 'Screenshots help to understand the problem better. Please use screenshots wherever possible. Ideally, highlight the problem in color in the screenshot (e.g. with the snipping tool). Make sure that the application name and also the version (usually at the top left corner) are visible on the screenshot.'

Create a new issue (2/2)

- 7. Steps and actions to get to this problem:** Please provide step-by-step instructions on how you got to the problem in the app. The more detailed this guide is, the easier it will be for us to reproduce the problem.
- 8. Expected result:** Please summarize the result you would have expected if no problem had occurred.
- 9. Actual result:** Please describe the different actual result. Ideally, you document this result with a **screenshot** and upload this screenshot as an **attachment**. This helps us to reproduce the support case.

Screenshots help to understand the problem better. Please use screenshots wherever possible. Ideally, highlight the problem in color in the screenshot (e.g. with the snipping tool). Make sure that the application name and also the version (usually at the top left corner) are visible on the screenshot.

 Attachment

Steps and actions to navigate to the issue

Steps and action to navigat to the issue.

Ideally screenshots are attached to reproduce the problem.

7

Expected result

My expected result

8

Actual result

The actual result

9





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Choose the right ticket priority










SAP defines the priorities for problem reports as follows:

	Priority	Description
	Very high	<p>A report is assigned a priority of "Very High" if the issue has a serious impact on business operations, resulting in serious losses with a significant impact on business. This is usually caused by the following circumstances:</p> <ul style="list-style-type: none">- Complete loss of a system;- Disruptions to core SAP system functions in the supported end user's productive system; or- Delays in a go-live or upgrade scheduled for the next three (3) business days.- There is no workaround available.
	High	<p>A report should be given a "high" priority if business processes are seriously affected and necessary tasks cannot be carried out. The disruption is caused by incorrect or non-executable functions in the SAP software that are necessary for business processes and tasks in the relevant situation.</p> <p>The report requires immediate attention as the disruption can have serious effects on parts of productive business processes.</p>
	Medium	<p>A report should be given a "Medium" priority if normal business processes are affected. The disruption is caused by a faulty or non-executable function of the SAP system.</p>
	Low	<p>A report should be given a "low" priority if the disruption in question has little or no impact on normal business processes. The disruption is caused by faulty or non-executable functions in the SAP system that are not needed on a daily basis or are only needed very rarely.</p>

Classification of test and/or development systems:

The same problem situations in test or development systems usually lead to a priority that is one step lower than for productive systems.

Processing tickets and status information

Action	Description	Status
New ticket	A new ticket is created using the New button 	New 
Processing by support	The ticket is being processed by support. This step will be completed in a comment from support.	In process 
Processing by the customer	Möglicherweise sind weitere Angaben vom Kunden zu erbringen. Dieser Schritt wird durch einen Kommentar des Kunden abgeschlossen. Fügen Sie hier auch idealerweise Anhänge (Screenshots, etc.) hinzu. 	In process 
...	Further steps/comments from support or the customer may be necessary. If applicable. Second and third level support is called in to process the ticket. This step ends with the development of a solution to the problem.	In process 
Close	If necessary, the customer tests the problem solution and ideally confirms the successful solution to the problem with a comment. The customer closes the ticket with the close button. <i>Note:</i> A ticket can always be reopened later using the reopen button.  	Closed 



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