Service: Feedback Notifications (SV-FDB)

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The following documentation describes the single roles of the "Feedback Notifications (SV-FDB)" component.

Support Line: Power User

Technical name: SAP_SV_FDB_SUPPORT_LINE_LEVEL1

Tasks

The Support Line Power User creates R/3 notifications and pre-screens feedback notifications from end users.

SV-FDB Activities

This role includes the following activities:

- Creating R/3 notifications

- Checking that all the information required for further processing has been entered in existing R/3 notifications

- Pre-screening R/3 notifications for the next level

- Searching for notes

- Solving problems if possible

Support Line: CCC Employee

Technical name: SAP_SV_FDB_SUPPORT_LINE_LEVEL2

Tasks

The employees at the Customer Competence Center (CCC employees) process the R/3 notifications that have been pre-screened by the Support Line Power User and send these to SAP for further processing if necessary.

SC-FDB Activities

This role includes the following activities:

- Processing R/3 notifications

- Searching for notes

- Solving the problem, if possible

- Sending the notification to SAP Support

- Liaising with SAP support