

Service: Feedback Notifications (SV-FDB)



MYSAP.ROLES_S_SV

Release 4.6C



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Service: Feedback Notifications (SV-FDB)

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

Support Line: Power User

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