Support Line Feedback (SV-FDB)

HELP.SVSLF

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SAP™

Copyright

Icons

Icon	Meaning
⚠	Caution
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	Recommendation
	Syntax
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Support Line Feedback (SV-FDB)

Purpose

The SAP Support Line Feedback allows SAP users to contact their support group directly from within the SAP System. The support group can consist of the Customer Competence Center (CCC) or the SAP support group.

- SAP users can enter their inquiry or problem on a simple entry screen and send it to their responsible support group. To create notifications, they do not have to log onto another system.

- The responsible support unit may be able to process the notification more effectively. While an SAP user is recording a notification, the SAP System automatically enters the system data in the notification, which is needed for efficient processing.

- The CCC is linked directly to SAP. Employees in the CCC can forward the notifications in their system directly to SAP. They do not have to log onto the SAPNet - R/3 Frontend separately.

You can use the feedback notifications to directly link an SAP end user to:

- The Customer Competence Center (CCC)

- SAP

Features

The Support Line Feedback is supported by the following functions:

- Notifications in the SAP System: Tools to process and manage problems efficiently. Since these notifications are fully integrated in the SAP System infrastructure, potential interface problems are eliminated. To be able to use the functions in the Support Line Feedback effectively, you should be familiar with the notifications in the SAP System.

- The SAPNet - R/3 Frontend: an SAP-based service system that is available to all SAP customers worldwide as a central SAP installation. This system is the technical interface between your SAP System and SAP.

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Notification Processing in the Customer Competence Center

Purpose

SAP users can create notifications in their SAP systems at any time, to send inquiries, problems, or confirmations to their relevant Customer Competence Center (CCC).

Process Flow

To create a notification, the SAP user records a short text and long text. All other important information needed to process the notification is supplied by the SAP System (for example, installation number, release, current transaction, support package). This information enables the CCC to reply to the notification quickly and effectively. This information consists of user-independent data that can be displayed at any time while creating a notification.

To send the notification, the user enters his or her user ID and password. A notification is then automatically created in the CCC's SAP System. The employees in the CCC can than process the notification in their SAP System.

If the CCC employee who is responsible for processing a notification cannot provide a solution, he or she can forward the notification to SAP via a bi-directional interface. The notification's processing status at SAP is updated in the notification.
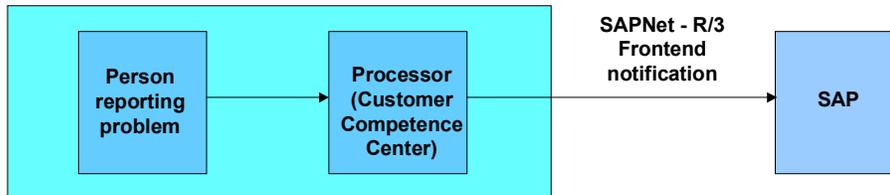
With respect to the flow of information, a distinction is made between the following persons:

Person reporting the problem: The person confronted with the problem, who reports it

Processor: A CCC employee who is responsible for processing incoming notifications

Recording Problems

Procedure

1. Choose *Help → Feedback*.

2. Specify the component and enter a short text and long text.

3. Save/send your notification.

You can display the associated system data by choosing the corresponding icon.

The logon screen of your Customer Competence Center's system appears.

4. Enter your user ID and password.

A dialog box appears displaying the notification number and transmission status.

Result

The transmitted problem is created as a notification in the CCC system.

Processing Notifications

Use

The persons responsible for processing notifications receive mails in their inboxes or worklists, informing them that notifications need to be processed. They can also use the search function to display an overview of all notifications for which they are responsible for processing.

A notification can be called up for processing in the following ways:

- Using your workflow inbox

- Using your worklist

- Changing the notification directly (provided the notification number is known)

Procedure

1. Depending on how you want to process the notification, choose one of the following options:
   - *Inbox* → *Inbox*
   - Worklist: *Notification* → *Change data*
   - *Notification* → *Change*

2. If you have not been specified as the notification processor, enter your name in the *Coordinator* field.

3. Display the notification long text by choosing the *Long text* tab.

4. Search for internal notes by choosing *Solution database* in the action box.

5. Search for SAP notes by choosing the *Notes* tab.

6. Once you have found a suitable note, choose *Create note* in the action box.

7. Enter the note number and note short text in the dialog box and then choose *Continue*. You can then display the note.

The remaining steps are optional.

8. If you placed a telephone call, you can document the details of the call by choosing *Log telephone call* in the action box.

9. If you want to record internal notes for the notification, choose *Create note* in the action box.

10. If you want to forward the notification after checking the subject matter, enter a coordinator and save the notification.

Processing Notifications

Sending a Notification to SAP

If the CCC cannot solve your problem, proceed as follows:

1. Choose *Info for SAP* in the action box.

2. Enter a problem description for SAP.

3. Choose *Send to SAP* in the action box and then save your data.

A notification is created at SAP. The notification at the CCC receives the status *SUB* (subsystem).

Updating Notifications

Use

The SAPNet - R/3 Frontend is essentially a passive system. This means that the CCC system must trigger the retrieval of any newly created data (for example, notes, replies, etc.) from the SAPNet - R/3 Frontend.

Procedure

To update all of the notifications that have been forwarded to the SAPNet - R/3 Frontend, proceed as follows:

1. Choose *Worklist → Refresh notif. → Manually*.

The system checks your SAPNet user. This means that you can only update the notifications for which you have the corresponding authorizations in SAPNet.

To *automatically* update all notifications that have been forwarded to the SAPNet - R/3 Frontend, have your system administrator proceed as follows:

1. Choose *Worklist → Update notifications → Plan batch job*.

By planning a batch job, you can have the system update the notifications forwarded to the SAPNet - R/3 Frontend at regular intervals. The job uses a standard user to log on to the SAPNet - R/3 Frontend. This user should have all SAPNet - R/3 Frontend authorizations for notifications.

To update a single notification, proceed as follows:

1. Choose *Notification → Change*.

2. Choose the *Update notifications* function in the action box.

Processing a Reply from SAP

Use

When you call up a notification, you can first check whether the notification was changed in the SAPNet - R/3 Frontend since the last update. If so, you must update the notification by choosing *Update notification* in the action box.

You can find SAP's reply by choosing the *Long text* tab. To view any assigned notes, choose the corresponding tab. If SAP's reply is not conclusive, you can send the notification back to SAP for further processing.

Procedure

If the Customer Competence Center is satisfied with SAP's solution, the notification can be confirmed as follows:

1. Call up the notification.

2. Choose *Confirm notification* in the action box.

Search Functions in the Customer Competence Center

Use

The system provides separate search functions for both SAP notifications and tasks. You can call up these search functions by choosing *Worklist → Notification → Change data* or *Worklist → Task → Change data*. The system then switches to the change mode.

Configuring the Support Line Feedback

Procedure

You must maintain the following attributes manually:

1. Choose *System settings* → *SAP Installation*.

2. Maintain the following data:

- SAP installation numbers

- SAP operating system, SAP database system, SAP Frontend, SAP Release, SAP system type, SAP add-on ID, SAP add-on release

- SAP URLs for calling up the note search in SAPNet

Choose *Environment* to maintain the following value:

- Coding for SAP notifications (QM catalog)

Direct Link to SAP Support

Purpose

With a direct link to SAP, users can also record notifications, inquiries, problems, or confirmations in their SAP System at any time.

In this case, the notification is sent directly to SAP and not to the Customer Competence Center. To create a notification, the user enters his or her user ID and password. The notification is then created in the SAPNet - R/3 Frontend, from where it can be sent to SAP.

Process Flow

Notification Creation (by Person Reporting Problem)

This procedure for creating notifications is the same as the one for processing notifications via the CCC. In this case, however, the person reporting the problem does not send the notification to the CCC; instead, he or she creates it in the SAPNet - R/3 Frontend.

Notification Processing (by Notification Processor)

For notification processing, the person responsible logs on to the SAPNet - R/3 Frontend and checks the existing notifications. This person can then forward the notifications directly to SAP or confirm them if they were solved.