




Feature at a Glance

Support for Web Assistant standard content for supplier search

Andy Rubinson, SAP Ariba
Target GA: November 2021

PUBLIC

Feature at a Glance

Ease of implementation  High-touch
Geographic relevance  Global

Introducing: Support for Web Assistant standard content for supplier search

Customer challenge

To drive adoption and enablement, customers need helpful tools for onboarding and to guide them in the use of SAP Ariba products.

Meet that challenge with SAP Ariba

SAP Ariba Supplier Lifecycle and Performance introduces standard content for Web Assistant, powered by SAP Enable Now for supplier search, allowing users to:

1. Access online help for the search page, which provides a descriptive explanation of the user interface elements
2. Access product documentation

Experience key benefits

Web Assistant provides a consistent experience for end users with in-app user assistance allowing users to quickly access contextual help and documentation.

Solution area

- SAP Ariba Supplier Information and Performance Management
- SAP Ariba Supplier Lifecycle and Performance
- SAP Ariba Strategic Sourcing Suite

Implementation information

This feature is **automatically on** for all customers with the applicable solutions and is ready for immediate use.

Prerequisites and Restrictions

For SAP Ariba Supplier Information and Performance Management, this feature requires the “new architecture”.

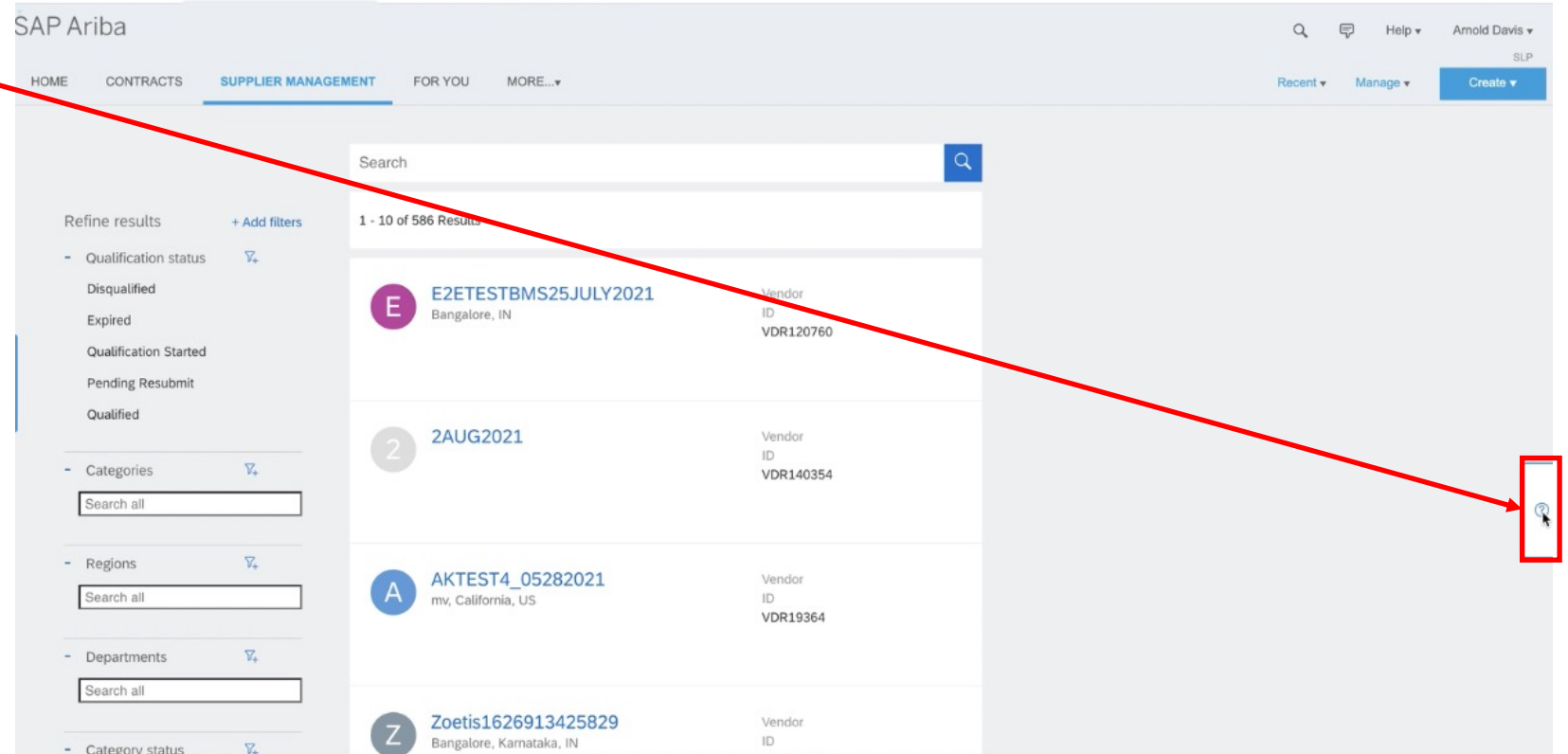
The parameter **Web Assistant in-context help for supplier management** must be enabled in your site. It is enabled by default.

Feature at a Glance

Introducing: Support for Web Assistant standard content for supplier search

Web Assistant Launch

- Clicking on the question mark icon on the right of the page launches the web assistant.

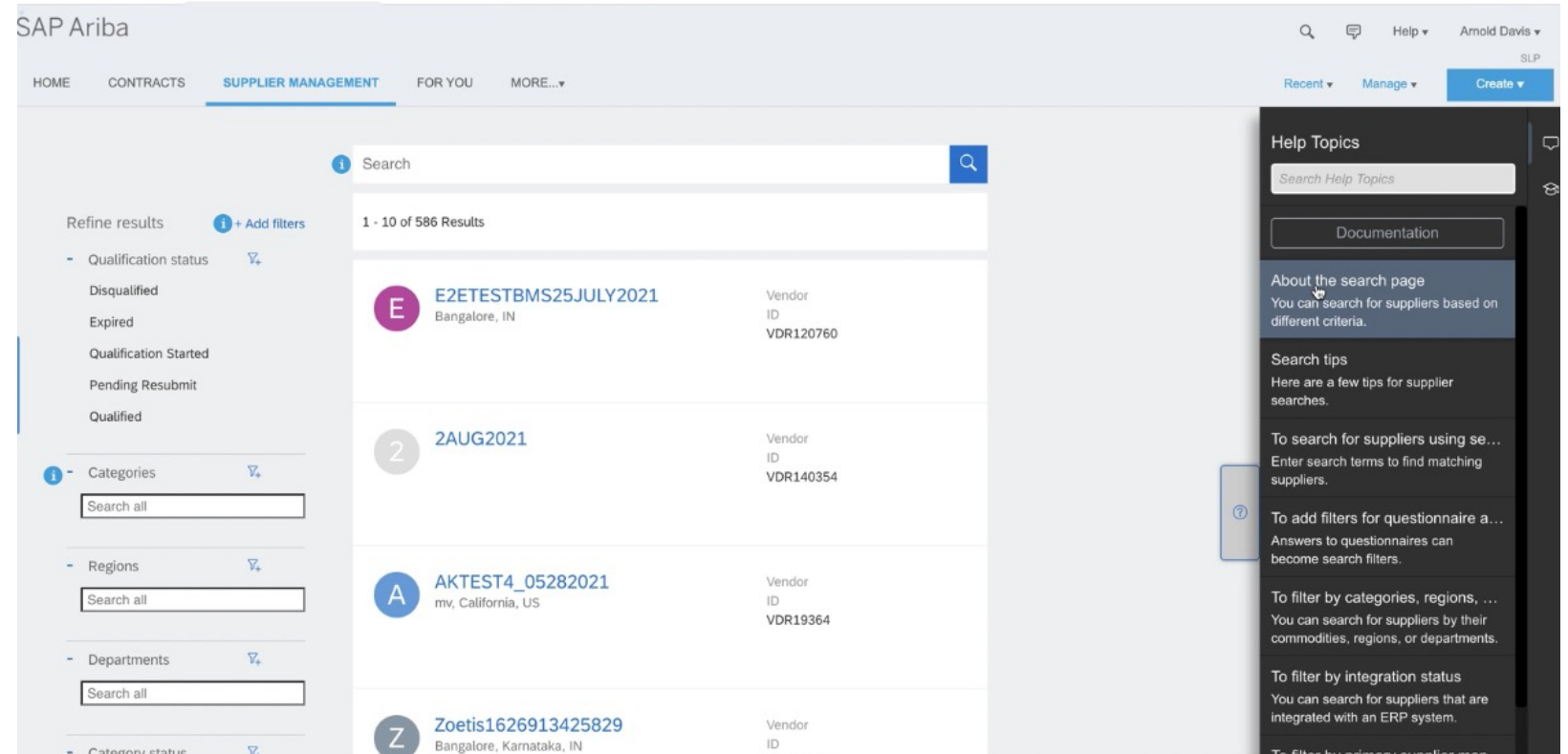


Feature at a Glance

Introducing: Support for Web Assistant standard content for supplier search

Web Assistant Launch

- On launch, the carousel appears on the right, with tiles offering assistance on elements specific to the page.



Feature at a Glance

Introducing: Support for Web Assistant standard content for supplier search

Web Assistant Navigation

- Some tiles provide general information for the page.
- Clicking on the top tile, a dialog box is launched providing overview details on the search page, including links to documentation.

The image displays the SAP Ariba Supplier Management interface. The top navigation bar includes 'HOME', 'CONTRACTS', 'SUPPLIER MANAGEMENT', 'FOR YOU', and 'MORE...'. The main content area shows a search bar with 'Search' and a magnifying glass icon, followed by '1 - 10 of 586 Results'. Below this, there are filter options: 'Refine results', '+ Add filters', and a list of filters including 'Qualification status', 'Disqualified', 'Expired', and 'Qualification Started'. A search result is visible for 'E2ETESTBMS25JULY2021' in Bangalore, IN, with Vendor ID 'VDR120760'. A 'Help Topics' sidebar is open on the right, showing a search bar and a list of topics. A dialog box titled 'About the search page' is overlaid on the search results, providing an overview of the search page and links to documentation. The dialog box content is as follows:

About the search page

The supplier search page includes filters for commodity categories, regions, ERP integration status, primary supplier manager, certificates, and, if your organization uses them, departments. It also includes filters for the supplier's status in various supplier management processes such as registration. To save or export a search, apply at least one filter.

More information:

- [How to search for suppliers](#)
- [How to save a supplier search and run it later](#)
- [How to export supplier search results for reporting and other uses](#)

The 'Help Topics' sidebar contains the following content:

Help Topics

Search Help Topics

Documentation

About the search page
You can search for suppliers based on different criteria.

Search tips
Here are a few tips for supplier searches.

To search for suppliers using se...
Enter search terms to find matching suppliers.

To add filters for questionnaire a...
Answers to questionnaires can become search filters.

To filter by categories, regions, ...
You can search for suppliers by their commodities, regions, or departments.


To filter by integration status
You can search for suppliers that are integrated with an ERP system.

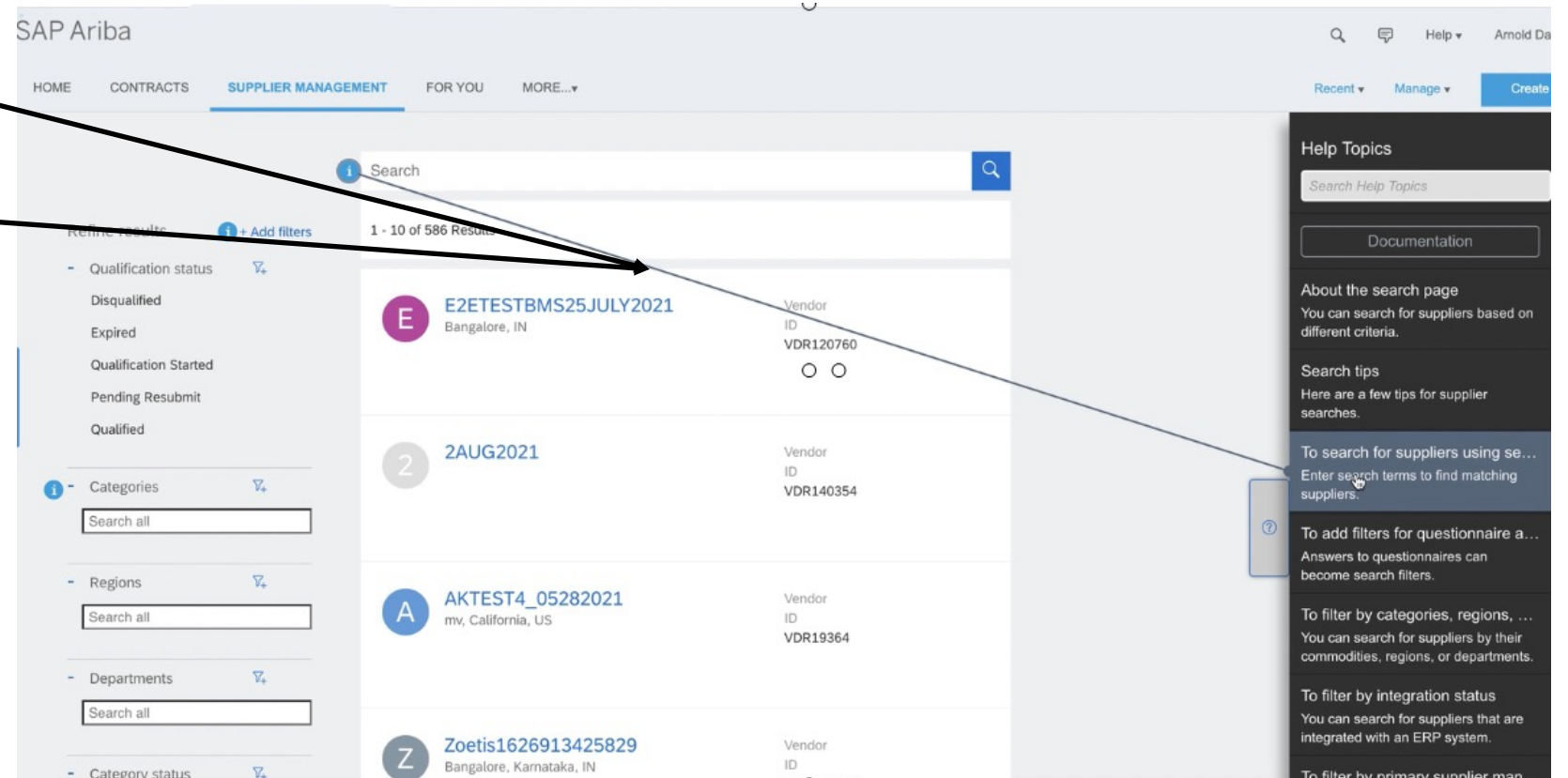
To filter by primary supplier man...

Feature at a Glance

Introducing: Support for Web Assistant standard content for supplier search

Web Assistant Navigation


-  Other tiles link directly to hot spots
- **Hovering over a tile linked to a hot spot shows a “laser” connecting to the hot spot it supports.**
- **Hovering over the hot spot also launches the “laser” connecting it to the tile it relates to.**

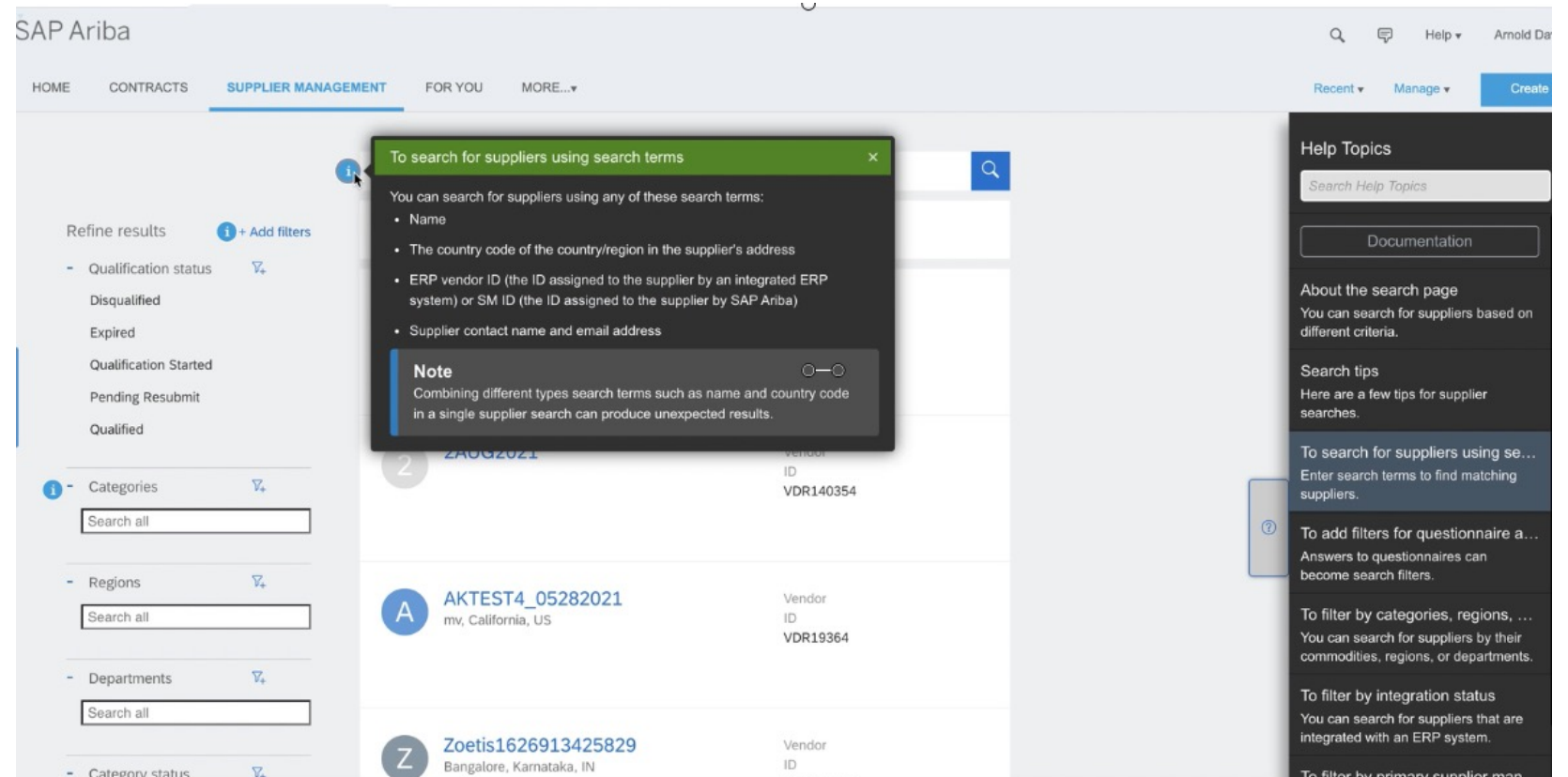


Feature at a Glance

Introducing: Support for Web Assistant standard content for supplier search

Web Assistant Navigation

-  Other tiles link directly to hot spots
- Hovering over a tile linked to a hot spot shows a “laser” connecting to the hot spot it supports.
- Hovering over the hot spot also launches the “laser” connecting it to the tile it relates to.
- **Clicking on the hotspot or tile launches a dialog box containing insight on the field being highlighted.**



The screenshot displays the SAP Ariba Supplier Management interface. The main content area shows a list of suppliers with columns for Name, Address, and Vendor ID. A dialog box is overlaid on the interface, titled "To search for suppliers using search terms". The dialog box contains the following text:

You can search for suppliers using any of these search terms:

- Name
- The country code of the country/region in the supplier's address
- ERP vendor ID (the ID assigned to the supplier by an integrated ERP system) or SM ID (the ID assigned to the supplier by SAP Ariba)
- Supplier contact name and email address

Note
Combining different types search terms such as name and country code in a single supplier search can produce unexpected results.

The background interface shows a search bar, a "Refine results" section with filters for Qualification status, Disqualified, Expired, Qualification Started, Pending Resubmit, and Qualified. There are also filter sections for Categories, Regions, Departments, and Category status. A "Help Topics" sidebar is visible on the right side of the page.

Feature at a Glance

Introducing: Support for Web Assistant standard content for supplier search

Web Assistant Navigation

- The search field at the top of the Web Assistant carousel can be used to search available topics in Web Assistant. *It does **not** return results from the full documentation available on the [SAP Help Portal](#).*
- A number of tiles and hot spots are available on the Supplier Search page including:
 - About the search page
 - Search field tips
 - Adding filters based on supplier questionnaire responses
 - Filtering on
 - Supplier categories
 - Supplier regions
 - Departments
 - ERP integrated suppliers
 - Supplier Manager
 - Supplier Certificates

