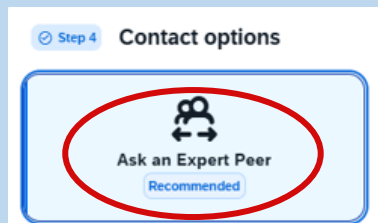


SAP Business Network – Access Help Centre Completing the Webform – Ask an Expert Peer Selected



You have selected Ask an Expert Peer from the Contact Support Options provided

Step 1: Select the Ask an Expert tile



Step 2: Enter your First name

First name: *

Step 3: Enter your Last name

Last name: *

Step 4: Enter your email address

Email: *

Step 5: Enter your phone number Select the Country Code first

Your phone number: *

+1 201-555-0123

Search

- United States +1
- United Kingdom +44
- Australia +61
- Canada +1
- Ireland +353

Step 6: Enter the phone number

Your phone number: *

+61 123456789

Step 7: Enter the account ANID

Account ID: *

Step 9: Read the “Help us help you faster” information

Help us help you faster:
 Agree to share data with an SAP Support Engineer to view logs. Consenting to share this data will help us fix your issue faster. Some account and system information will be sent to SAP SE and support calls and chats may be recorded.

Step 9: Tick I agree

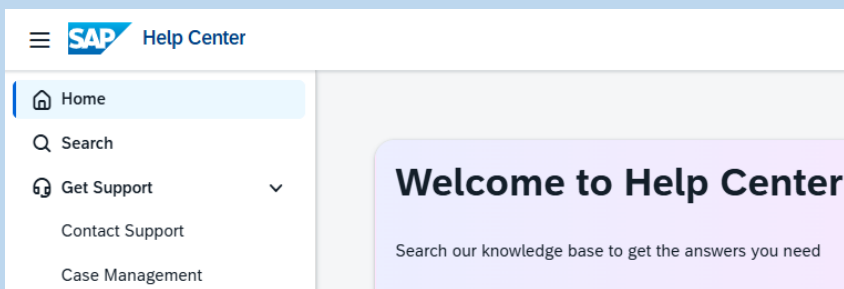
I agree *

Step 10: Click on Submit

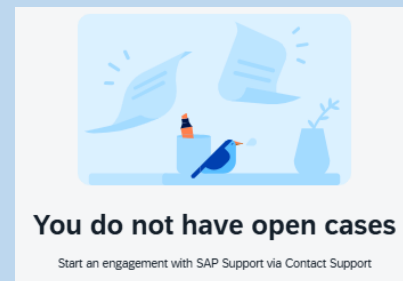
A chat panel will open, and you will be able to ask questions

All Cases are shown under Case Management

Step 1: Select Case Management



Step 2: All open cases and their status will be displayed, where there are no open cases the screen message is displayed



There may be instances where a solution is not available based on the responses provided, or there is no access to Contact Options due to time zones or account level.

Ask an Expert Peer allows customers to submit support-related questions to an expert peer group via a chat widget.

All information in blue can be selected to provide further information and may take a user to another screen

...ity and training, to help address tec
[Privacy Policy and Terms of Use.](#)

Expert Peers are selected trading partners that have a high level of knowledge and understanding of using the SAP Business Network .

When an Expert Peer is unavailable a message indicating that your case will be referred to the Help Centre.

The “Help us help you faster” information requires your agreement

Note: We use the information collected to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our [Privacy Policy](#) and [Terms of Use](#).

Translation services may be used in support calls, chats, and email communications.

Fields with an asterisk are mandatory

First name: *