

Access Help Centre: Completing the Webform – Ask an Expert Peer

Not available for Standard Account users

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

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 the user to another screen

Expert Peers are selected trading partners with 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.

Fields with an asterisk are mandatory –

First name: *

How to find the Account Number (ANID or BNO)


- ❖ While Signed into the SBN on BTP:
- ❖ Click on your initials (top right)
- ❖ The Account no will appear halfway down
- ❖ It will either be an AN or a BNO



You want to select “Ask an Expert Peer” option from the Contact Support Options provided

1 Select **Ask an Expert Peer**

Step 4 Contact options



Ask an Expert Peer
Recommended

2 Enter your **First name**

First name: *

3 Enter your **Last name**

Last name: *

4 Enter your **Email**

Email: *

5 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

6 Enter your **Phone number**, select the country code first from the drop-down

Your phone number: *

+61 123456789

9 Click on **I Agree**

I agree *

10 Click on **Submit**

Submit


8 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.

7 Enter the **Account ID**

Account ID: *

 The Help Centre will scroll through the Expert Peers that are available and select one; however, if there are no Expert Peers online, it will take you to another option