

Access Help Centre: Completing the Webform – Chat Selected

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.

The Chat option opens a side panel so that Suppliers can ask questions and get immediate responses.

The Chat will commence when a Help Centre Representative indicates they are connected.

Suppliers may need to wait based on the estimated wait time to chat with a Help Centre Representative

The “Help us help you faster” information requires your agreement; you will be unable to proceed if you do not agree to the “account and system information.”

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

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

Chat
Estimated wait time: 2 minutes
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

The chat panel will open. Wait for a Help Centre Representative to open the dialogue and respond as required.

9 Tick 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 **Company** name

Company: *

6 Enter Your Phone number, update the country code first

Your phone number: *

+61 123456789