



SAP Ariba 

Feature at a Glance

Availability of Web assistant help in guided buying

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PUBLIC

THE BEST RUN 

Ease of implementation ● High-Touch

Geographic relevance ● Global

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Customer challenge

Lack of adoption and user challenges with navigating the guided buying capability can lead to an inefficient buying process, support requests, and potential for non-compliant spend.

Meet that challenge with

SAP Ariba

Guided buying now has in-application help through Web assistant from SAP Enable Now. As users work in guided buying, they can open a help panel that contains context-sensitive information. Help topics describe specific functions and What's New content for new feature roll-out, so users can perform just-in-time learning as they use guided buying.

Customers with an SAP Enable Now license may add end-user in-product help and guidance, including:

- Hot-Spots on UI level elements, explaining their purpose
- Guided Tours that walk users through common processes
- Page-level help including customer-specific process documentation, videos, and internal links

Experience key benefits

Guided buying now has integration with Web assistant from SAP Enable Now, which provides a consistent user experience across the application. Through the Web assistant in-app help console available in guided buying for standard and custom content, end users have access to the contextual help topics defined as hot spot areas and the product documentation for easy reference and understanding of guided buying functionality.

Solution area

SAP Ariba Buying, with the guided buying capability
SAP Ariba Buying and Invoicing, with the guided buying capability

Implementation information

This feature is automatically on for all customers with the applicable solutions but requires **customer configuration**.

Prerequisites and Restrictions

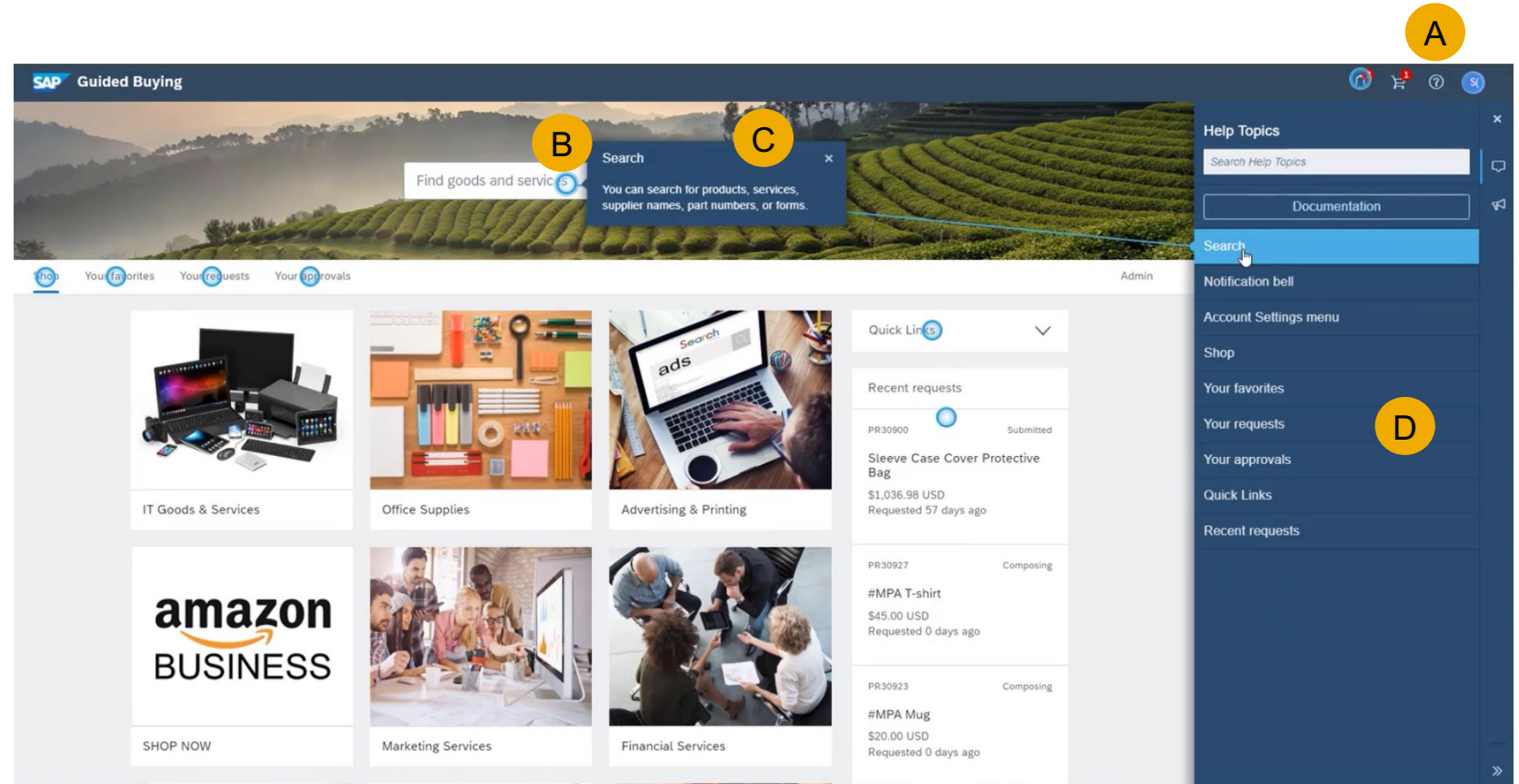
None

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Launching Web assistant

- A. To launch Web assistant, click the ? Icon in the upper right of the screen
- B. The help panel will appear containing the tiles associated with hot spots on page
- C. Clicking on the hot spot or the corresponding tile launches a dialog box
- D. The tiles shown are context specific and will change from page to page to be relevant to the screen elements displayed
- E. All help information initially shown is standard and covers the most frequently used pages in the application. It is available to all end users at no cost.
- F. Additional standard content will be added for additional pages in future releases.

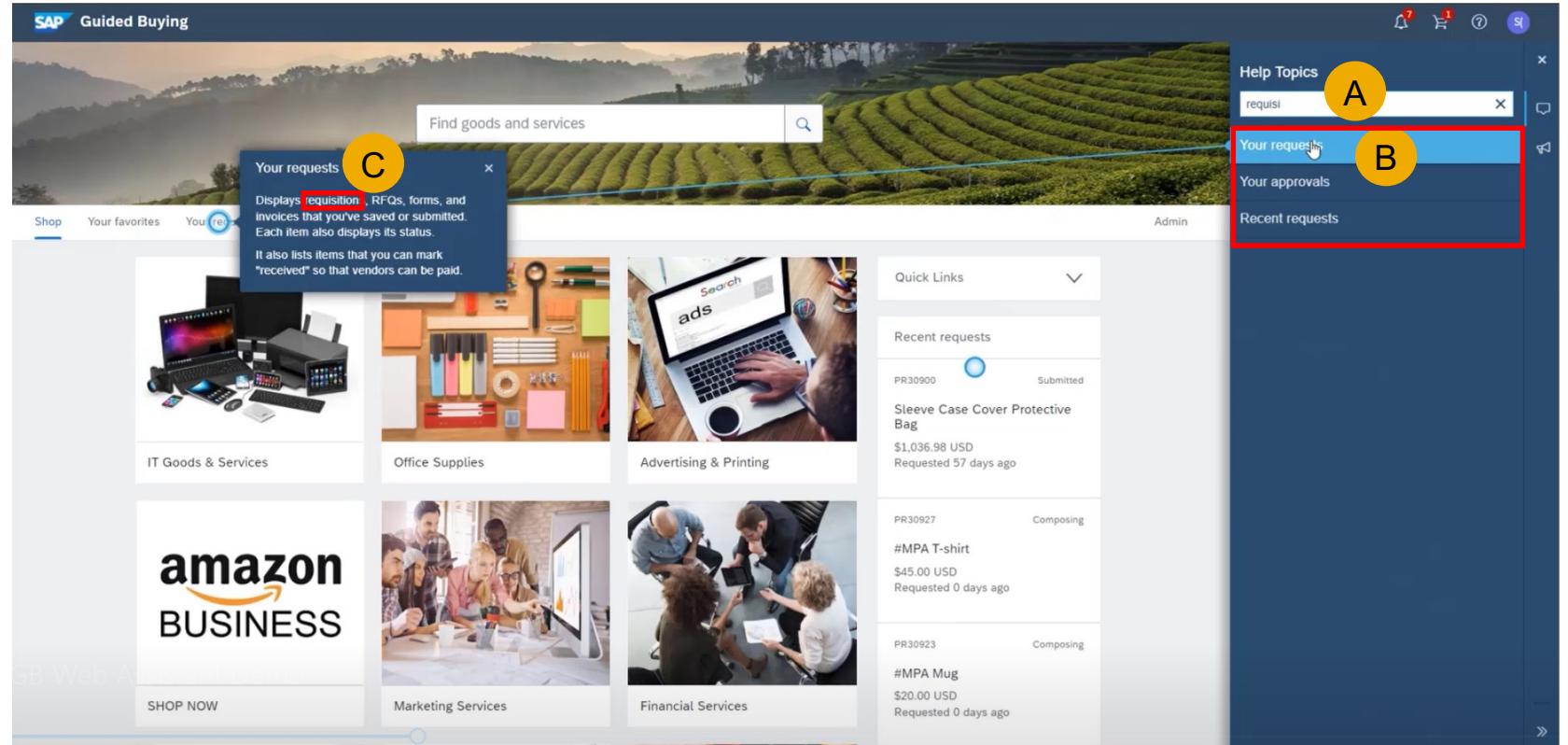


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Search help topics

- A. Type in a search term in the search field below Help Topics
- B. Note that the list of tiles is reduced to only items containing your search term
- C. Search term is seen in the dialog box corresponding to the selected tile

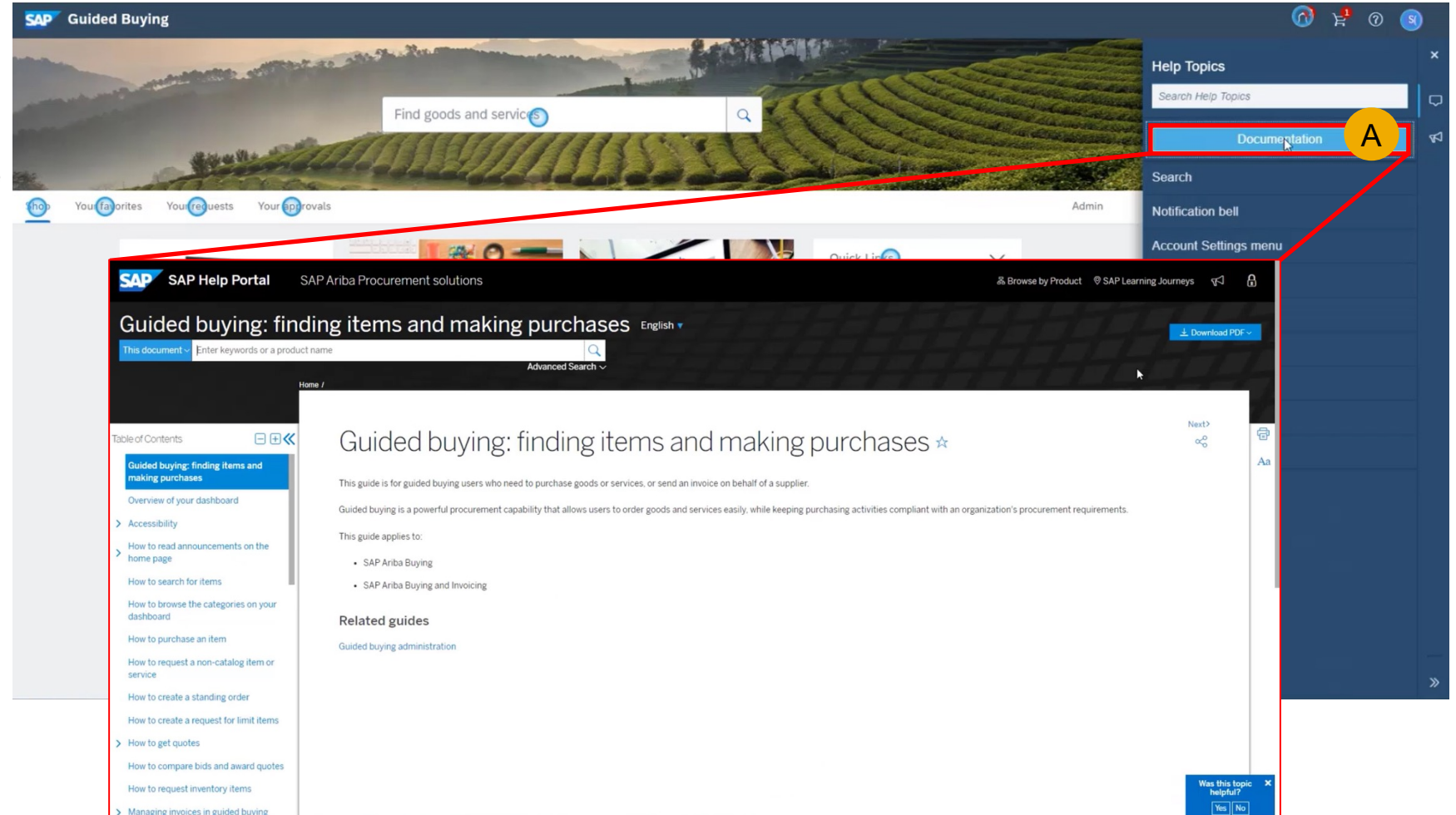


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Product documentation

- A. Clicking on the Documentation button launches a new browser window containing relevant information from the SAP Help Portal

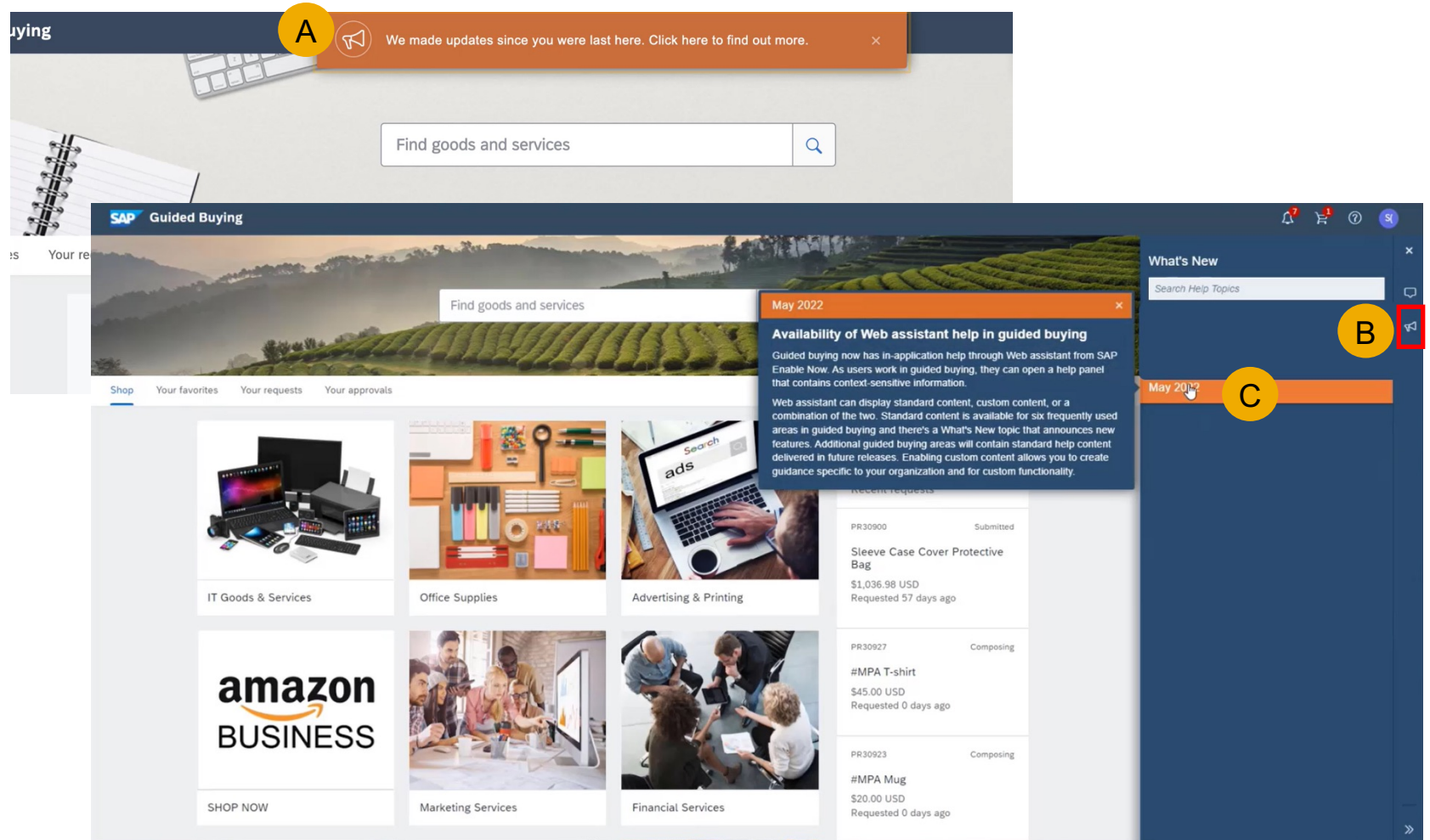


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What's New

- A. The first time a user logs in after the introduction of a new feature, an announcement is shown at the top of the page alerting users
- B. After the first login, users may access What's New information by clicking on the bullhorn icon
- C. Then clicking on a tile to launch the dialog box with details



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Context-specific guidance

- As users move from page to page, the guidance changes to reflect relevant information to that page

The image displays three sequential screenshots of the SAP Guided Buying interface, illustrating how help topics are context-specific. Each screenshot shows a different stage of the buying process with a corresponding 'Help Topics' sidebar.

- Top Screenshot:** Shows search results for 'keyboard'. The 'Help Topics' sidebar includes 'Search Help Topics', 'Documentation', 'Company catalog', 'Refine catalog results by', and 'Not finding what you're looking for?'. A red box highlights the 'Company catalog' and 'Refine catalog results by' options.
- Middle Screenshot:** Shows the product page for 'HP Stylish - keyboard and mouse set - US'. The 'Help Topics' sidebar includes 'Search Help Topics', 'Documentation', 'Item description', 'Quantity', 'Add to cart', and 'Add to favorites'. A red box highlights the 'Add to cart' button.
- Bottom Screenshot:** Shows the checkout page for 'HP Stylish - keyboard and mouse set - US'. The 'Help Topics' sidebar includes 'Search Help Topics', 'Documentation', 'Manage locations', 'Manage details', 'Comments', 'Attachments', 'Approval flow', 'Quantity, Unit of measure, Unit price', 'Start date/End date', and 'Expected/Max amount'. A red box highlights the 'Comments' option.

Blue lines connect the red boxes in the top two screenshots to the 'Add to cart' button in the middle screenshot, and from the 'Comments' option in the bottom screenshot to the 'Comments' dialog box on the checkout page.

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Admin Settings

- A. Web assistant must be enabled in the guided buying parameters in order to show standard content, by clicking Manage Parameters on the Admin page
- B. Click Change value
- C. For standard content, set PARAM_ENABLE_WEB_ASSISTANT to standard
- D. For custom content, set PARAM_ENABLE_WEB_ASSISTANT to the custom configuration file URL value from SAP Enable Now, which is part of the SAP Enable Now license required to create custom content. For more information about creating custom content, see [Enable custom content](#)

The screenshot shows the SAP Guided Buying Admin interface. At the top, there is a header with the SAP logo and 'Guided Buying' text. Below the header, there is a navigation bar with a back arrow and the word 'Admin'. The main content area is titled 'Parameters' and contains a table of parameter settings. The table has columns for 'Name', 'Description', and 'Value'. The parameter 'PARAM_ENABLE_WEB_ASSISTANT' is highlighted, and its 'Change value' button is circled in yellow and labeled 'B'. Two modal windows are open, one for 'Standard' content (labeled 'C') and one for 'Custom' content (labeled 'D'). Red arrows point from the 'Change value' button in the table to the respective modal windows. The 'Standard' modal shows the value 'standard' in a text input field, and the 'Custom' modal shows the value 'configuration file URL' in a text input field. Both modals have a 'Change value' button and a 'Cancel' button.

Name	Description	Value
PARAM_ENABLE_CONTRACT_SELECTION_RFQ	Contract selection and new supplier UI	false
PARAM_ENABLE_CUSTOMIZATION_STRUCTURE		false
PARAM_ENABLE_HEADER_TEMPLATE		true
PARAM_ENABLE_SHIPPING		true
PARAM_ENABLE_SHIPPING		true
PARAM_ENABLE_SHIPPING		true
PARAM_ENABLE_SHIPPING		false
PARAM_ENABLE_CLICKSTREAM_PUBLISH	Enable logging for the Search3.0/catalog/gb integration	false
PARAM_ENABLE_SUPPLIER_DIVERSITY_NON_CATALOG_FLOW	Enable to identify if in supplier diversity program	true
PARAM_ENABLE_WEB_ASSISTANT	Displays Enable Now Web Assistant. Set to "false" to disable this feature or "standard" to display standard content, or enter a URL to display custom content from Enable Now.	false

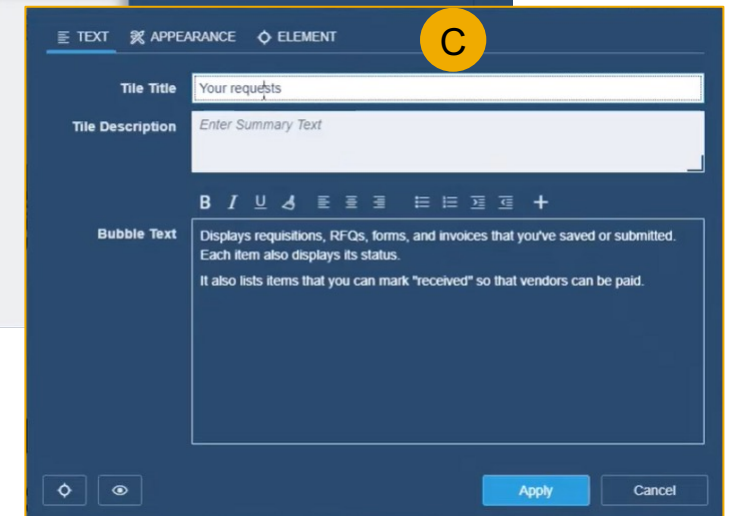
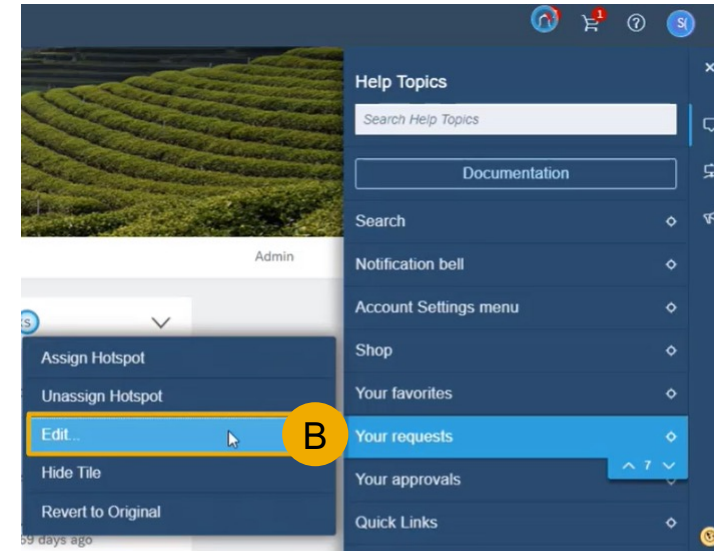
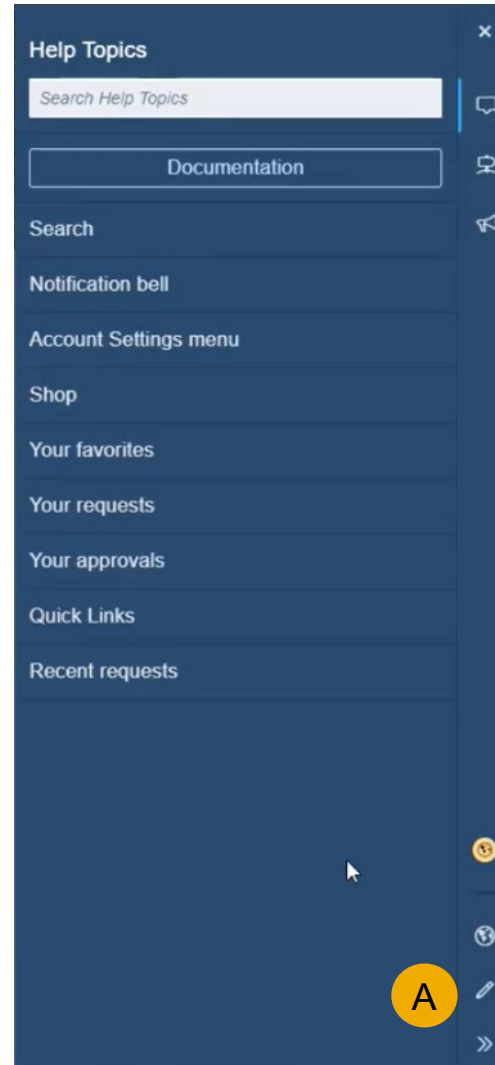
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Customizing content

To make changes to the standard content with an SAP Enable Now license, organizations may modify existing guidance or add their own information and documentation.

- A. Click on the pencil icon at the bottom of the help panel to begin the editing process
- B. Select the tile you wish to modify and select Edit
- C. A dialog box appears where you can modify the Tile Title, Tile Description, and Bubble Text, as well as modify the appearance of the guidance. Make changes and hit apply



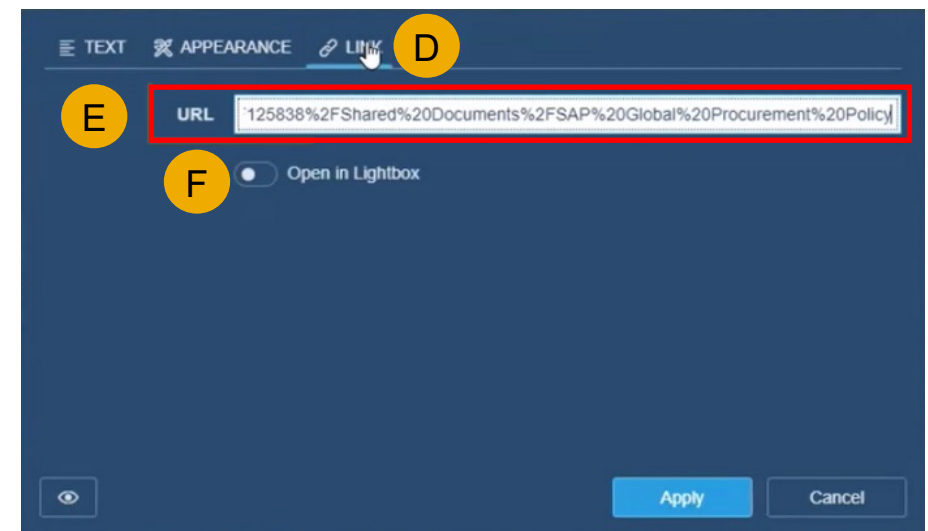
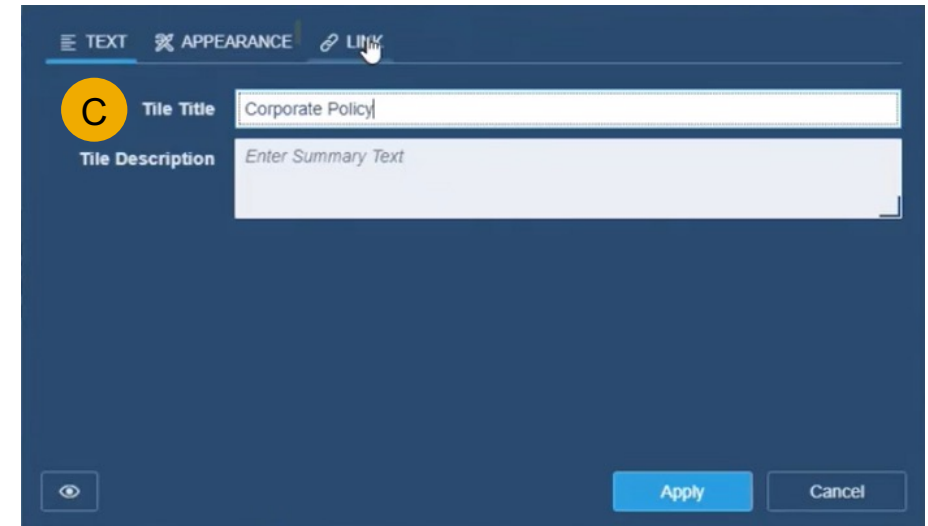
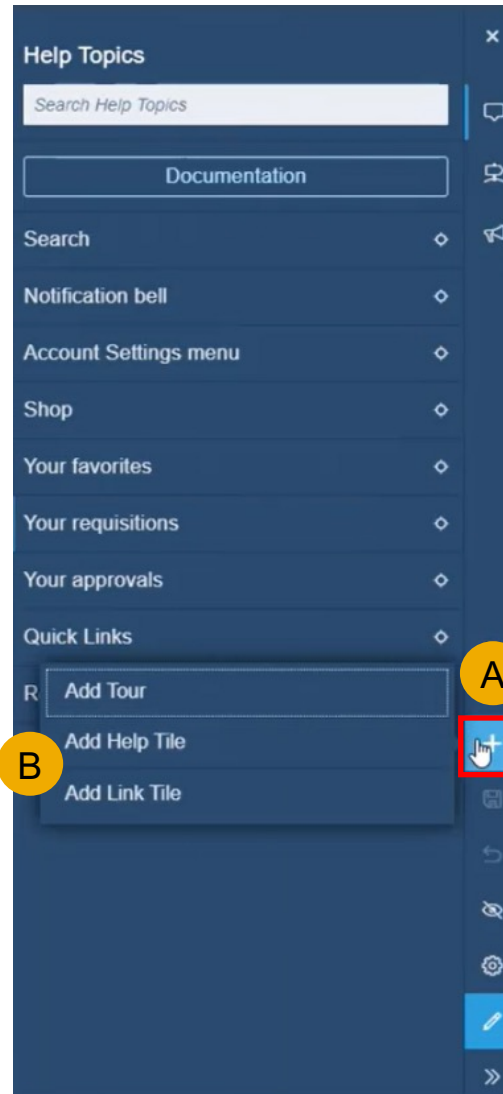
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Customizing content

To make changes to the standard content with an SAP Enable Now license, organizations may modify existing guidance or add their own information and documentation.

- A. To add a new tile or guided tour to the help panel, click the + icon
- B. Select Add Tour, Add Help Tile, or Add Link Tile
- C. Using Add Tile as the example, enter Tile Title and Tile Description in the dialog box that appears
- D. Click on the Link tab
- E. Enter the URL of the document or video you would like displayed to users when they click on the tile
- F. Toggle Open in Lightbox if you would like it to open inside the application vs. opening in a browser window



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Private Community

- In order to avoid multiple paths to in-application guidance, we recommend that customers using a private community turn it off if enabling Web assistant in guided buying.
- This can be done in the Admin section by updating ENABLE_COMMUNITY_PANE to false

The screenshot shows the SAP Guided Buying Admin interface. At the top, there is a search bar with the text "Find goods and services" and a magnifying glass icon. Below the search bar, the page title "Admin" is displayed with a back arrow. The main content is a table of system parameters. The row for "ENABLE_COMMUNITY_PANE" is highlighted with a red border. The table has four columns: parameter name, description, value, and action.

Parameter Name	Description	Value	Action
PARAM_ENABLE_CATALOG_STREAM_FUBLISH	Enable logging for the Search/catalog/gb integration	false	Change value
PARAM_ENABLE_SUPPLIER_DIVERSITY_NON_CATALOG_FLOW	Enable to identify if in supplier diversity program	true	Revert to default
PARAM_ENABLE_WEB_ASSISTANT	Displays Enable Now Web Assistant. Set to "false" to disable this feature or "standard" to display standard content, or enter a URL to display custom content from Enable Now.	https://webassistant-framework.enable-now.cloud.sap/wa_cfg/ariba_guided_buying_int_con_prod/WebAssistant.js	Revert to default
DISABLE_SM_ORG_FILTERING	Disable PU/POrg supplier filtering	false	Change value
ENABLE_TREE_MENU_CHOOSER	enable treemenu chooser	true	Revert to default
ENABLE_PU_FILTERING_FROM_GB	Enable PU Filtering from GB	false	Change value
DISABLE_AUTO_APPROVAL_FLOW_GENERATION	DISABLE_AUTO_APPROVAL_FLOW_GENERATION	true	Revert to default
ENABLE_ON_BEHALF_OF_CRITERIA	Enable on behalf of criteria	user, plant, pu, companyCode	Revert to default
ENABLE_SHOW_APPROVER_GROUP_MEMBERS	ENABLE_SHOW_APPROVER_GROUP_MEMBERS	false	Revert to default
ENABLE_COMMUNITY_PANE	Enable communities panel	false	Revert to default
ENABLE_COMMON_SUPPLIER_ADDRESS	Use common supplier addresses instead of Partitioned Supplier Address	false	Revert to default
PARAM_ENABLE_CUSTOM_ATTRIBUTES	Enable Form Custom Attributes	true	Revert to default

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