

SAP Ariba and SAP Fieldglass

Coming Soon

Phone Support Enhancements

July, 2023

EXTERNAL



Product Support – Procurement

SAP Business Network. SAP Fieldglass. SAP Ariba.



Overview

We value your time. No more waiting on hold – with a simple click of a button, request a call from us and we will call you back as soon as the next Support Agent is available.

To assist in emergency bidding – we are releasing a new and improved product feature that will make it even easier to request immediate assistance.

All existing Ariba direct dial support numbers will be decommissioned on August 18th.





Key Benefits

Following industry best practices, we aim to improve our Support experience



No more waiting on hold – we call you



No need to remember or record a specific phone number



We'll have your basic information before we call you back with a support case already created – enabling us to solve your issue faster

Demo Session





Call to Action

- ❖ Update all existing internal documents and **remove any Ariba direct dial phone numbers** from them
- ❖ Share this information internally. **All your event users should know about these changes:**
 - Starting on Aug 18th, existing numbers will not complete the call any longer.
 - Help Center should be the focal point for regular support.
 - In case of emergency assistance (event ending in 60 min) required, they should use the new feature to get phone support.
 - Review and share the FAQ on [how to receive expedited support](#).

An aerial, high-angle photograph of a modern city at night. The image is oriented vertically, with the top of the image at the bottom of the frame. The scene is dominated by a dense grid of skyscrapers and commercial buildings, many of which are illuminated with vibrant blue and white lights. A prominent feature is a large, curved highway interchange with multiple lanes, showing significant light trails from moving vehicles. The city's layout is highly organized, with wide roads and distinct blocks. The overall atmosphere is one of a bustling, technologically advanced urban environment.

Any Questions?

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Thank you!

