Intro to SAP Community Real-Time Support for Procurement Webcast Series

Technical Support – Procurement

Business Network. External Workforce. Procurement Apps.



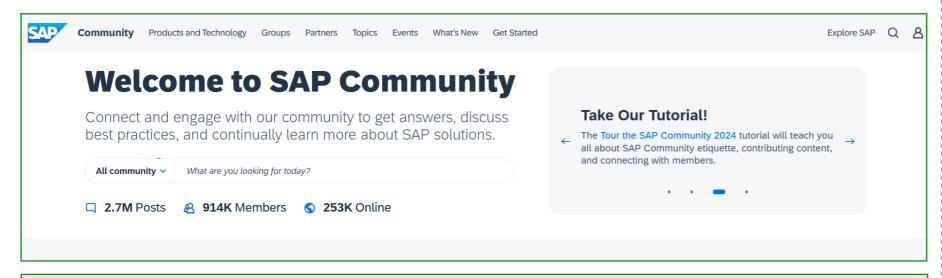
Agenda

- 1. Introduction
- 2. Get registered
- 3. How you can engage in the Community
 - 1. Q&A
 - 2. Follow tags
 - 3. Blogs
- 4. Features
- 5. Where to learn more
- 6. Questions and thanks



The Basics

What is the SAP Community?



Connect and engage with like-minded professionals

Ask questions and share your product knowledge

Participate in discussions with SAP experts

Follow topics that align with your interests and/or location

Learn and stay current on SAP products through blogs

Explore and join groups, events, and fun contests

SAP Community provides:

An open forum for any and all SAP users.

A wealth of information tagged for easy access.

A professional network
that encourages and
enables connections and
collaboration.

SAP Community Tour

The Basics

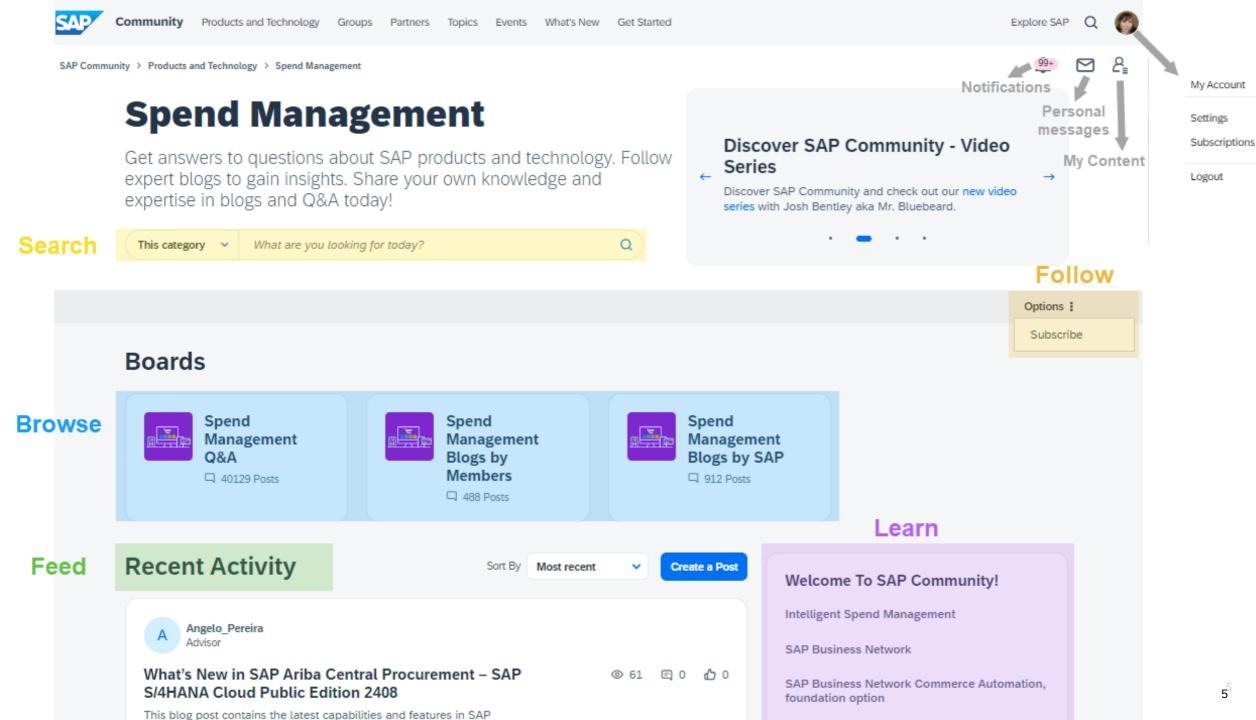
Getting started



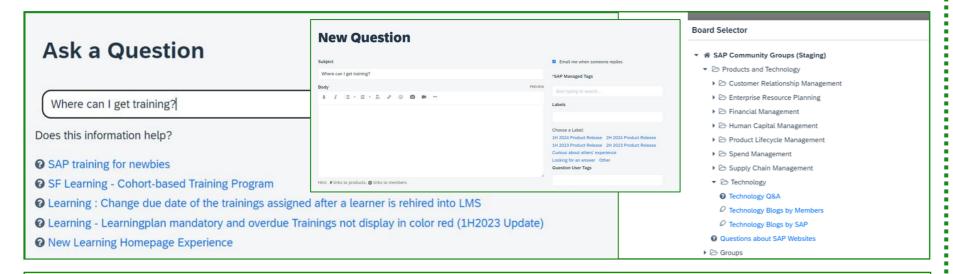
How to register on the SAP Community

Register on the SAP Community

- 1. Go to community.sap.com
- 2. Click the avatar & icon in the upper-right
- 3. Sign In with an existing SAP Universal ID or Create one
- 4. Accept the Terms of Use
- 5. Create a Display Name
- 6. Click **Register**



Q&A – Questions



A well-written question includes:

Clear & descriptive title

Steps taken that led to your question

Error messages

Screenshots

Specific details (product version, customizations, roles or user authorizations, etc)

Correct SAP managed tag(s) added

Search and browse

Before asking a new question, search to see if there is already an answer on Community.

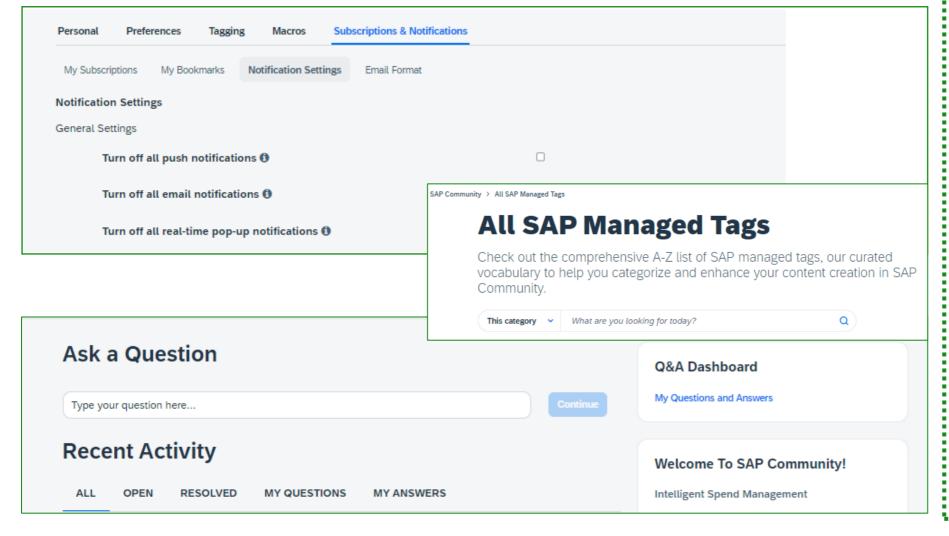
Browse for answered questions by product, topic, industry, tags, etc.

View recommended content before posting.

View our quick <u>video</u>

<u>tutorials</u> on how to use
the Community.

Q&A – Finding questions that need answered

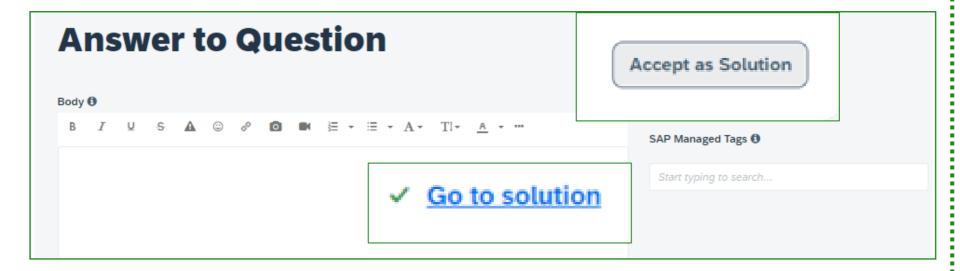


Subscribe to product tags

- Click Products and Technology > All SAP Managed Tags
- Find and click on an SAP product that you are familiar with or interested in
- 3. Click **Subscribe**

View unanswered questions from a Q&A board under a topic page, by tags, or through your Community Digest email notification.

Q&A – Answers



Etiquette and content rules:

Act professionally, ethically, and with integrity

Respect fellow members

Do not engage in personal attacks or bullying

Encourage free sharing of knowledge

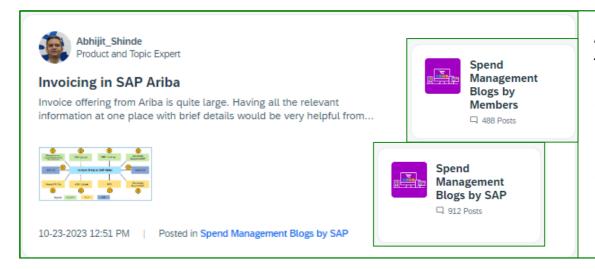
Comments vs Answers

A comment is useful when clarifying an issue, asking for more details, or providing extra information.

An answer should contain the solution to the question.

Follow the SAP
Community <u>Rules of</u>
<u>Engagement</u> whenever you are participating.

Blogging



A blog post is a snapshot in time:

- No changes/updates are allowed.
- A new blog post should be created if content becomes outdated.

Effective blogging:

Tells a story

Focuses on the reader

Informs the target audience

Starts a conversation

Shares a personal experience

Provides valuable pieces of knowledge

Is written in the author's unique voice

Blogs by Members & SAP

Learn about new features released for products you use.

Discover success stories and read about SAP's latest innovations & transformative efforts.

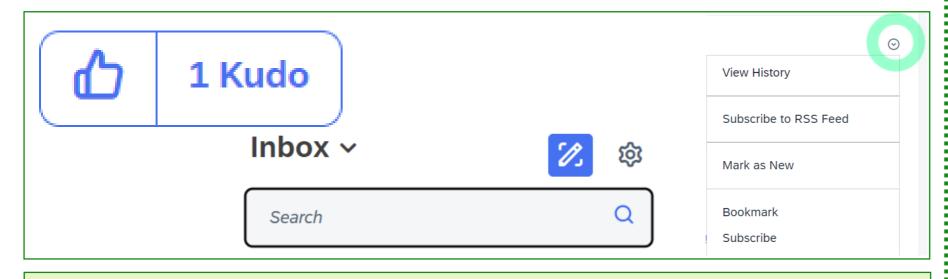
Post and comment

about your experiences and the topics you care about most.

Learn all about blogging in our <u>SAP Community</u>
<u>Tutorial</u> and <u>how-to</u>
videos.

Other Features

Kudos, bookmarks, messages and more!



Personalize your Community:

Add an avatar image

Share your passions and career aspirations

Create a signature

Customize your home page and feeds

Get email notifications

Found some great information?

Give Kudos to a message to let others know it is useful or important.

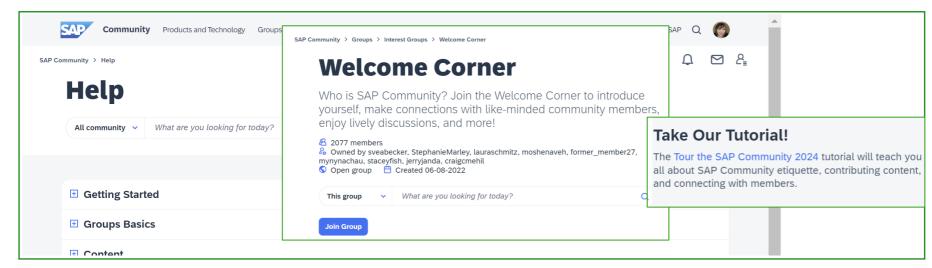
- Earn badges
- Get new ranks

Bookmark content or mark it as new to come back to it later.

Send a private message to commune with other members.

Resources

Become a Community expert



SAP Community Tour

Webcast Q&A

Video tutorials

Rules of Engagement

Thank you for joining!

