

# SAP Solution Manager 7.2 Service Desk – Short Instruction

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## Table of content

<b>1</b>	<b>Information about document</b>	<b>3</b>
1.1	General	3
1.2	Reference documents / links	3
1.3	Abbreviations and terms	3
1.4	Target audience	3
<b>2</b>	<b>Introduction</b>	<b>4</b>
2.1	Purpose of the document	4
<b>3</b>	<b>SAP Solution Manager 7.2 Service Desk</b>	<b>4</b>
3.1	Login	4
3.2	Overview	5
3.3	Open new message	6
3.4	Processing (new created message)	7

# 1 Information about document

## 1.1 General

Document Number	434	Version	0
Classification	ÖFFENTLICH	Status	genehmigt
Author	Ruth Hanno	Period of validity	3
Latest updates made by	Christian Schmitt	<b>Valid until</b>	<b>17.01.2021</b>
Manager in charge	Christian Schmitt		
Approved on	18.01.2018	Approved by	Urs Ehrbar
Summary	10.01.2018 – Anpassung Solution Manager Release Stand auf 7.2 (CSH)		

## 1.2 Reference documents / links

Document name	Document number

## 1.3 Abbreviations and terms

Abbreviation	Meaning

## 1.4 Target audience

<b>Document is designed for</b>
All ERP sourcing AG employees

## 2 Introduction

### 2.1 Purpose of the document

The following documentation contains an instruction for end users of the SAP Solution Manager 7.2 Service Desk.

Only the most important points, such as message opening, add attachments etc. will be explained.

## 3 SAP Solution Manager 7.2 Service Desk

### 3.1 Login

Go to URL <https://servicedesk.erp sourcing.ch>.

Enter *username* and *password* and choose *Login*.



### 3.2 Overview

The overview page shows the following status:

**Confirmed:** Already solved and closed messages. ERP sourcing AG has the possibility to reopen confirmed messages, but only within 30 days. After 30 days, messages will be set to closed automatically.

**Sent to Support:** Open messages or messages which have been sent back to the processor after an inquiry (information req. to Customer) or a proposed solution.

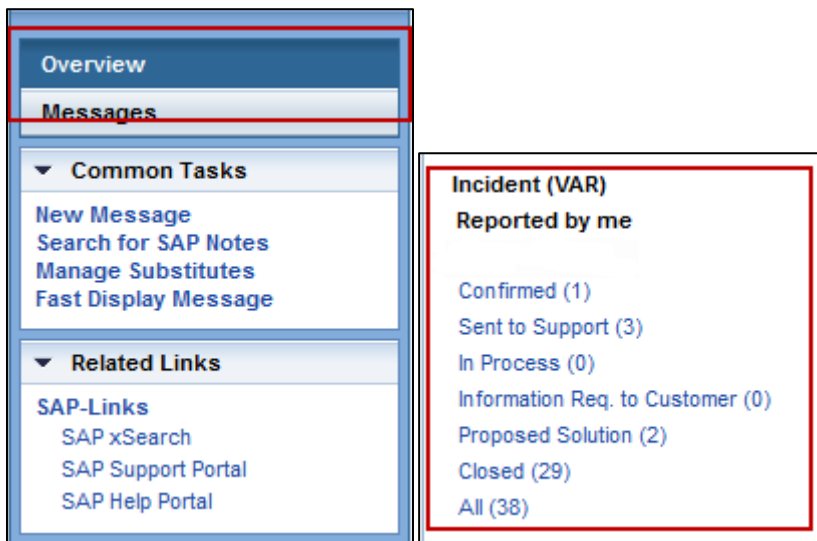
**In Process:** Messages which are assigned to a processor.

**Information Req. To Customer:** The processor has a question or information for the customer. Customer has to read and answer the question if necessary.

**Proposed Solution:** Messages which have been solved and needs to be confirmed or sent back.

**Closed:** Solved and closed messages. These messages cannot be opened. This status will be set automatically, if the status is confirmed more than 30 days.

**All:** View of all created messages.

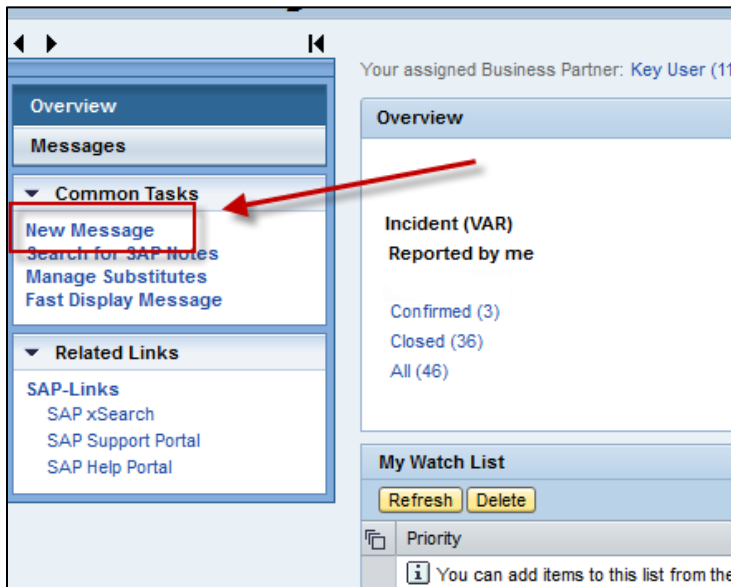


The screenshot shows the SAP Overview page. On the left, there is a navigation menu with 'Overview' and 'Messages' highlighted. Below this are sections for 'Common Tasks' (New Message, Search for SAP Notes, Manage Substitutes, Fast Display Message) and 'Related Links' (SAP-Links, SAP xSearch, SAP Support Portal, SAP Help Portal). On the right, a summary box titled 'Incident (VAR) Reported by me' displays the following counts:

Status	Count
Confirmed	1
Sent to Support	3
In Process	0
Information Req. to Customer	0
Proposed Solution	2
Closed	29
<b>All</b>	<b>38</b>

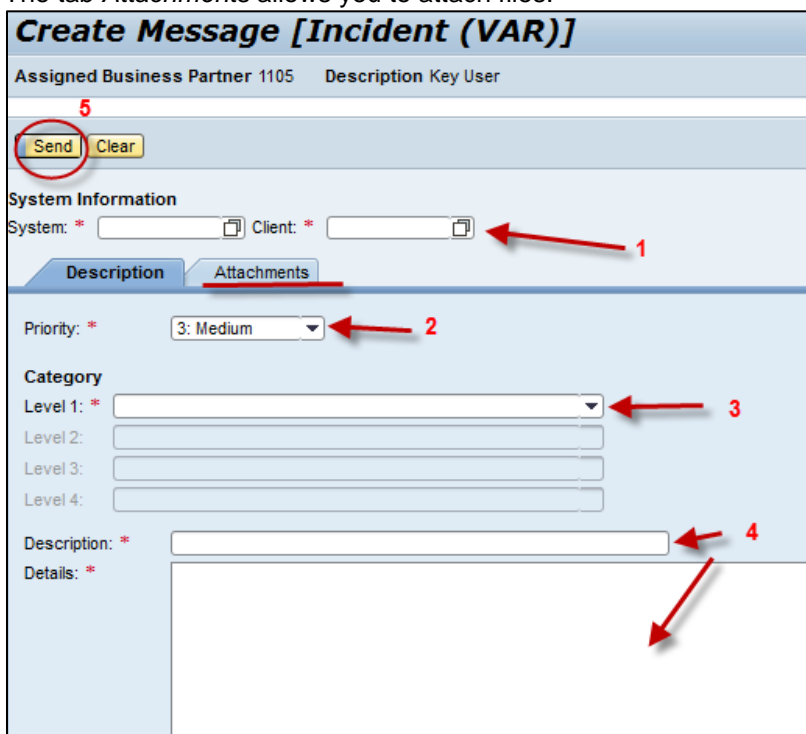
### 3.3 Open new message

Select *New Message* (Overview page):



1. Select System and Client
2. Select Priority
3. Category: Select appropriate Service group (Department)
4. Fill in description and details
5. Send – Message will be send to Support

The tab *Attachments* allows you to attach files.



### 3.4 Processing (new created message)

In the overview list, the first message is marked. This shows the last created support message. Below the list (detail section) there are several buttons to modify the message.

ID	Description	Priority: Text	User Status
90001015	Test RHA	3: Medium	Sent to Support
90000954	Test 18.02.2014 RHA	3: Medium	Confirmed
90000947	Testmessage - Please Ignore	4: Low	Confirmed
90000895	Test 06.02.2014 RHA	3: Medium	Confirmed
90000852	Test 23.01.2014 RHA	3: Medium	Confirmed
90000851	Test 23.01.2014 RHA	3: Medium	Confirmed
90000692	Test 04.09.2013 RHA	3: Medium	Closed
90000685	Testmessage VAR Partner aut. to SAP	1: Very High	Closed Sent Automatically to SAP
90000684	Testmessage from VAR aut. to SAP	1: Very High	Closed Sent Automatically to SAP
90000562	Test 11.07.2013 RST	3: Medium	Closed

**Details of Incident (VAR) 90001015**

Priority: 3: Medium  
 Status: Sent to Support  
 Description: Test RHA

**Attributes**

- Reply --> opens a text window to respond. For messages with status *Information Req. to customer* you can add more information. If the ticket has the status *Proposed Solution* and you disagree, you can send back the message by choosing *Reply*. To send the message click *Send Reply*.

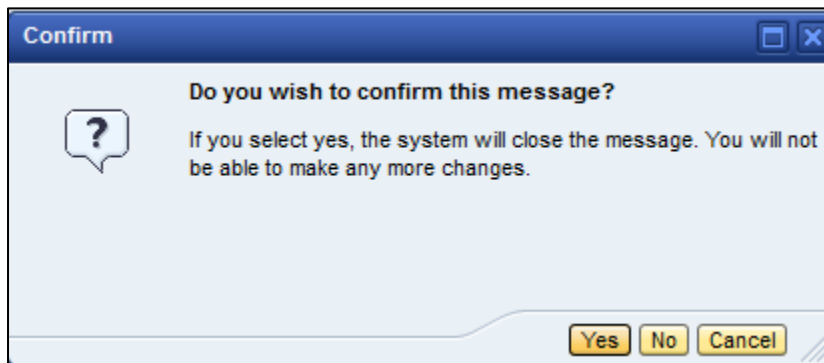
**Send Reply**

Priority: 3: Medium

Reply:

- *Add attachment* --> Attach files

- *Confirm/Close* --> opens a window to confirm/close the message. If the processor has solved the problem/request, he sets the status to *Proposed Solution*. You will receive an e-mail that your problem/request is solved (proposed solution). If you agree with the solution click on *confirm* and then *Yes*. You cannot open a confirmed message. Only ERP sourcing AG can open a confirmed message within 30 days. After 30 days, messages will be set to *closed* automatically. These messages cannot be opened again.



- *PDF Print View* --> shows the print view of the message
- *Add to Watch List* --> adds the marked message to the *Watch List*