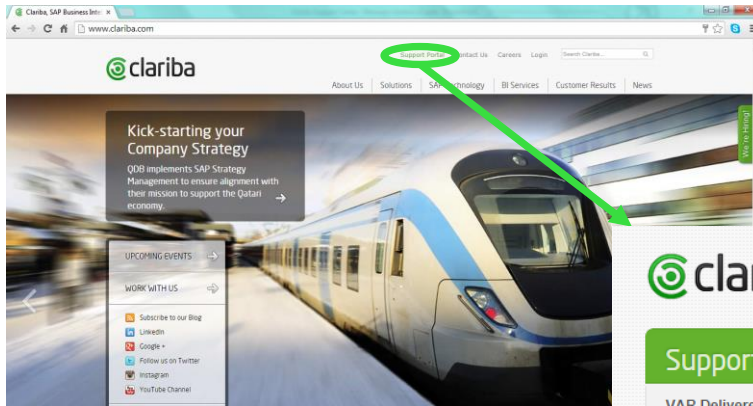# clariba

Customer Support Guide

Customer Center and SAP Solution Manager
Quick User's Guide

Clariba Customer Support Portal

Entry Page

Clariba Customer Center

Incident process with Clariba Customer Center

Click "Knowledge Base" to search for a solution.

Click "Contact Support" to open a Support Case.

Clariba Customer Center

Incident process with Clariba Customer Center

Clariba's SAP Solution Manager

Solution Manager authentication

- To be used for Priority 1 issues after office hours.
- You will receive your credentials by email or you can request them directly at support@clariba.com.

Clariba's SAP Solution Manager

Incident process within the Clariba Support Portal
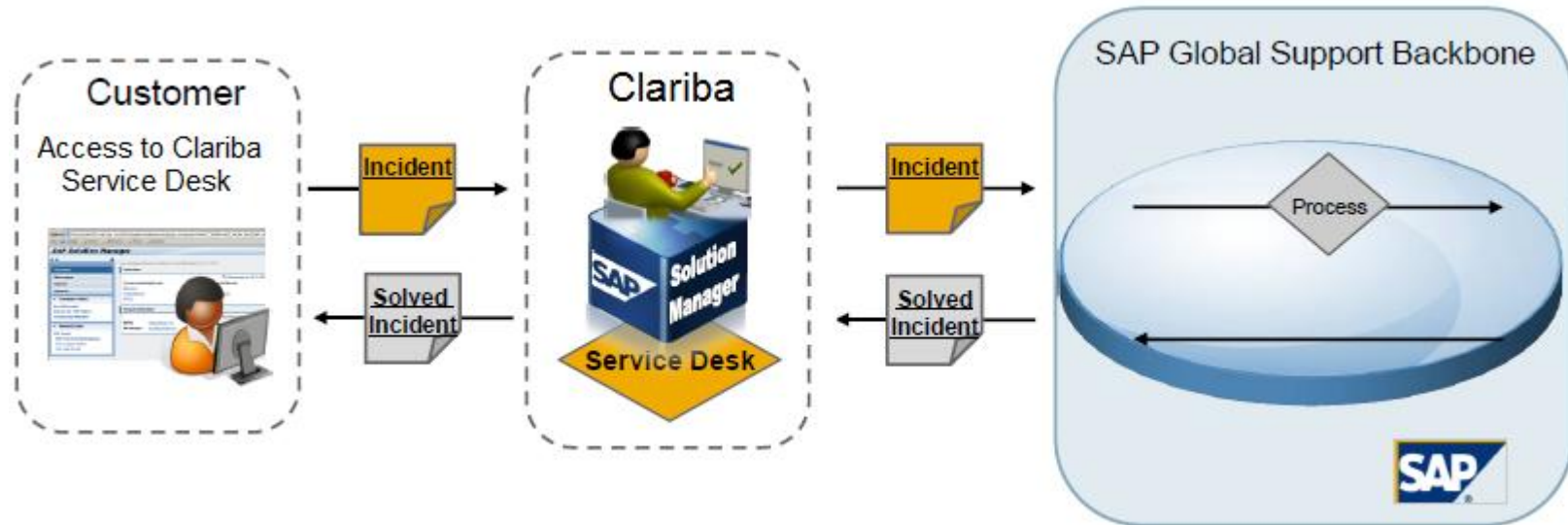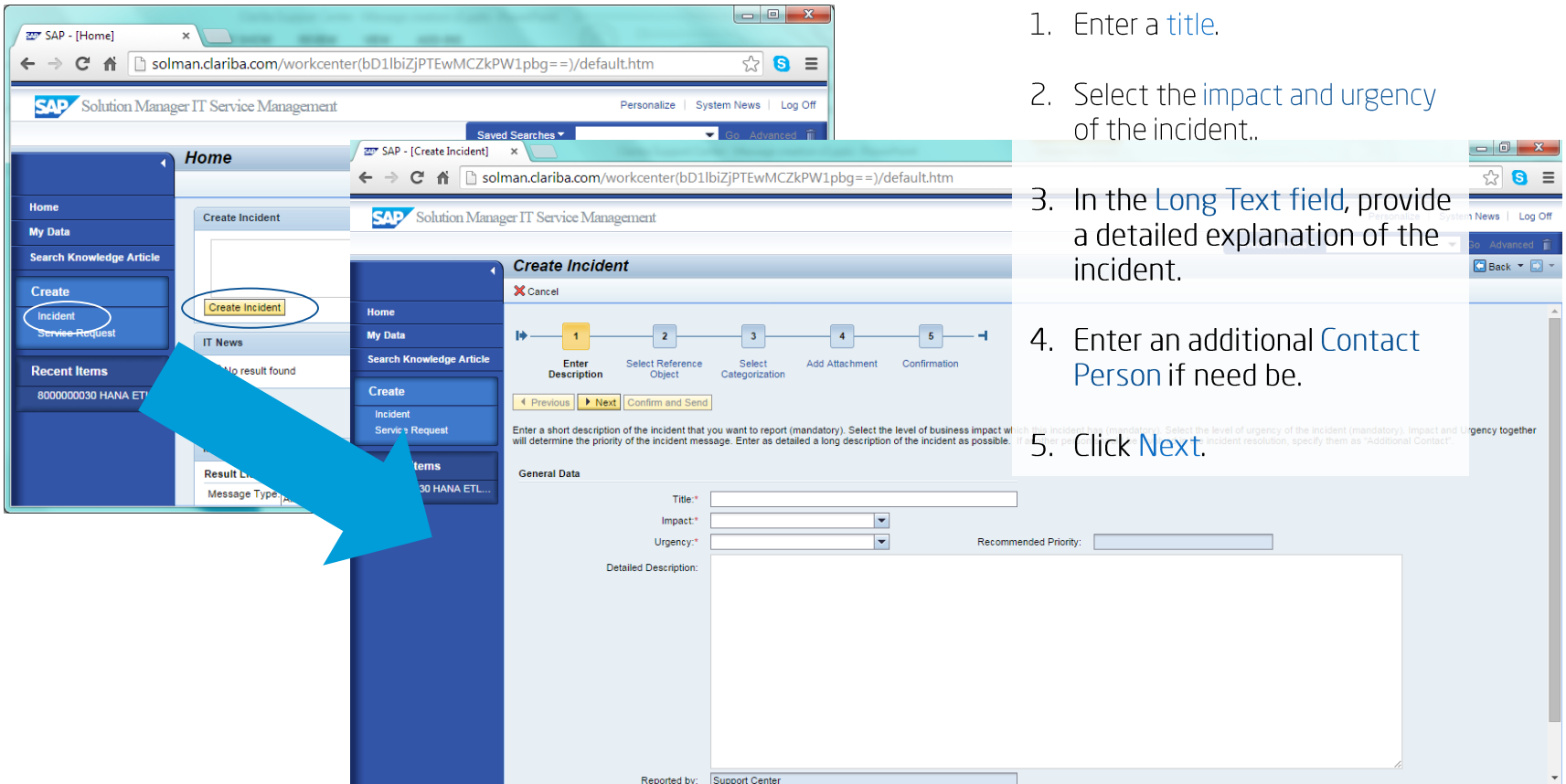
- Customer creates an incident via Clariba Support Portal at http://www.clariba.com.
- Clariba receives the incident in the Customer Center and works on the solution.
- Clariba solves the incident and proposes a solution.
- Occasionally, Clariba forwards the incident to SAP via SAP Solution Manager to assist in the resolution.
- Customer confirms the solution and closes the incident.

Clariba's SAP Solution Manager

Customer workspace
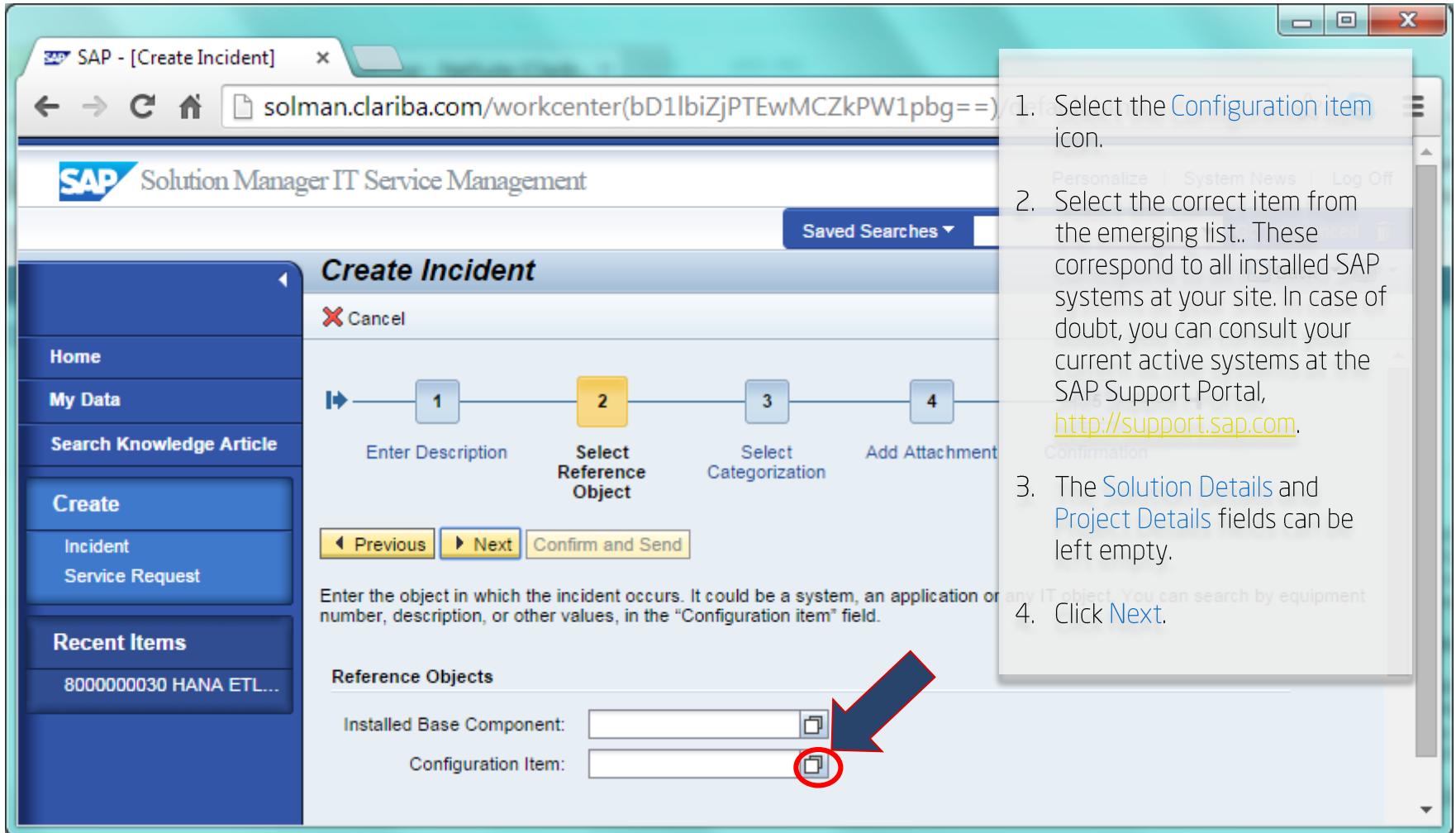
To create a message just follow the link in the left panel or the "Create Incident" button:

1. Enter a title.

2. Select the impact and urgency of the incident..

3. In the Long Text field, provide a detailed explanation of the incident.

4. Enter an additional Contact Person if need be.

5. Click Next.

Clariba's SAP Solution Manager

Creating a new incident
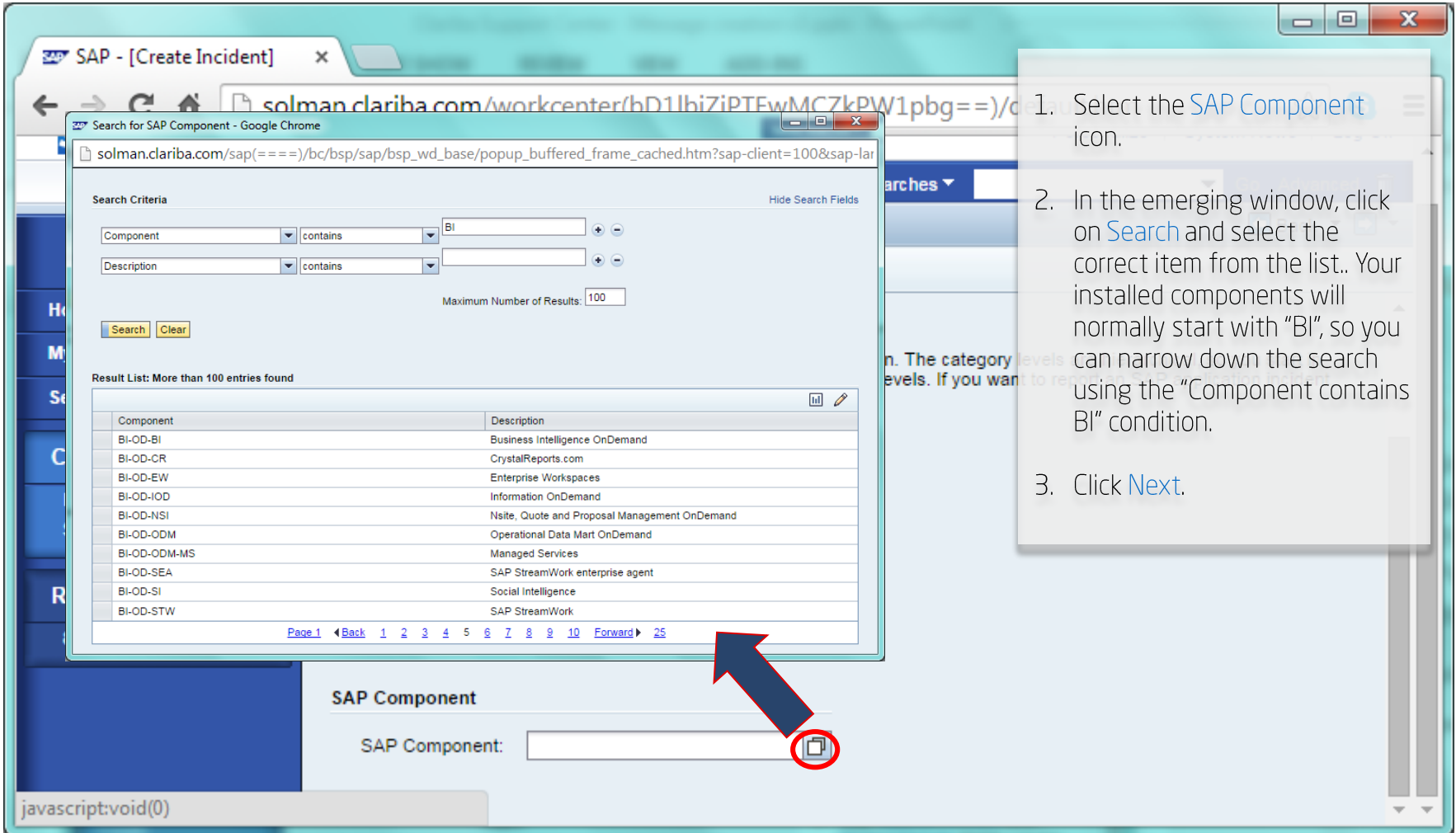
1. Select the Configuration item icon.

2. Select the correct item from the emerging list.. These correspond to all installed SAP systems at your site. In case of doubt, you can consult your current active systems at the SAP Support Portal, http://support.sap.com.

3. The Solution Details and Project Details fields can be left empty.

4. Click Next.

Clariba's SAP Solution Manager
Creating a new incident

1. Select the SAP Component icon.

2. In the emerging window, click on Search and select the correct item from the list.. Your installed components will normally start with "BI", so you can narrow down the search using the "Component contains BI" condition.

3. Click Next.

Clariba's SAP Solution Manager

Creating a new incident

1. Click on the Attachment icon.

2. In the emerging window, click on Choose file and select the file you want to attach to the incident, if any.

3. Click Next.

Clariba's SAP Solution Manager

Creating a new incident

Clariba's SAP Solution Manager
Tracking current requests

- You can track the progress of your requests from the home screen.
- You can use the Message Type and Status filters to shorten the list.
- You can open each incident for further changes.

Clariba's SAP Solution Manager

Tracking current requests

Once open, you have the possibility to Confirm (close) the message or to Save and Reply back to Support. In case you decide to send it back to Support you must write a Reply in the pop-up window and click Send Reply.

Clariba's SAP Solution Manager

Message status definition

- **Sent to Support**: A new incident has been successfully sent to support. Any action has been performed yet from the support staff side.

- **In progress**: Clariba Support confirms the receipt of the message and starts working on its resolution.

- **Customer action**: The incident is awaiting for an action to be performed by the incident creator (usually the customer).

- **Proposed Solution**: A solution or workaround has been provided in order to solve the incident reported.

- **Confirmed**: Customer agrees with the solution provided and confirms the incident. Confirmed incidents are not editable anymore.

- **Sent to SAP**: A Very High Priority incident has been sent out of the Clariba Support Center working hours or has been escalated by Clariba. Once the message has been sent directly to SAP, the communication for this incident will normally take place between the End User and SAP, with assistance from Clariba Support when required.

SLA (Service Level Agreement)

Priorities will be determined based on urgency and impact. Urgency is the extent to which a delay is acceptable. Impact is the extent to which a call interrupts the service levels that were agreed upon.

Priority 1: Very High

The problem has very serious consequences for normal business transactions and urgent, critical work cannot be performed. This is generally caused by complete system outages.

Priority 2: High

The interruption in the management information environment involves at least two areas of information and/or at least 10 users experience any inconvenience.

Priority 3: Medium

The interruption in the management information environment involves two areas of information maximum and/or 10 users at most experience any inconvenience.

Priority 4: Low

The interruption in the management information environment involves one area of information only and no more than 5 users experience any inconvenience.

Clariba Support

SLA Response and Maximum Processing Time

Clariba will comply with the initial response times and the maximum processing times of incidents as shown in the table below. These are generic guidelines that may be superseded by specific contractual commitment.

Priority of Support Incidents	Agreed Initial Response Time (to Principal)	Agreed Maximum Processing Time (Before forwarding to SAP if required)
1 = Very High	SAP SLA applies: 1 hour (24*7h)	SAP SLA applies: 4 hours (24*7h)
2 = High	4 working hours	2 working days
3 = Medium	8 working hours	4 working days
4 = Low	16 working hours	8 working days

Clariba Support

Additional information

- Clariba Support is only guaranteed in English. Other languages may be available after the initial communication depending on resource availability.

- In addition to the Customer Support Portal, Clariba Customers may report incidents or service requests to the E-mail address support@picis.com or the telephone numbers listed in the Contact Us section of www.clariba.com. Select the "support" option when needed once you reach the main menu in order to access the support hotline.

- For any other questions or inquiries, please contact support@clariba.com.