

Question	Response
Are you having plans to pick up this idea. It has many votes and still no timeline - Thank you :-) https://influence.sap.com/sap/ino/#/idea/205275/?section=sectionComments	Definitely a part of the backlog, Will try to get this prioritized in 2022.
Other than changing the naming from 2202 to Q1 and so on, is there anything else changing with this new format	There's actually no change in the format. The release is still called 2202 which you can see in the presented slides
When is SAP Service Cloud integration with SAP S/4HANA Service planned regarding S/4 On-Premises? So creating a SRVO follow up document from a Service Cloud Ticket	
Which Microsoft licence is required for the MS Teams integration?	customers will need exchange online license. Information is part of our documentation as well.
A question about the data Workbench. Will it be possible to import a new role partner to an existing business partner that already has the role customer. In the scope the option that a BP can have multiple roles is enabled. Currently, additional roles can only be added via the UI.	This functional oData enhancement is currently not planned, additional roles can only be added via UI and via integration (i.e. S/4).
Current Teams integration is poor due to application authorization, please consider https://influence.sap.com/sap/ino/#/idea/276096/?section=sectionVotes	Yes we are aware of this issue. Issue with respect to authorization impacts appointment and visit to enable them for team collaboration. share wrokspace, deal room and outbound call is independent of this authorization. we are working on to resolve authorization issue.
In vie w of Teams integration there is no more need for integration with SAP JAM ? Or the customer must choose between MS Teams and SAP JAM?	MS Team integration is not taking out JAM integration. we are still working on new enhancements for team integration and based on features supported via team integration, customers can decide whether they want to work with MS Team integration or SAP JAM
Microsoft Teams integration: Is it an option that is charged in addition to the standard system?	No additional charge

Is it possible to have one deal room for several opportunities?	No, for such scenario, you need to use share workspace
Microsoft Teams Integration: what is the timeline for CTI? Without this addition, the Teams integration is not of satisfying use for outside sales when Teams Voice and Video is already enabled.	Here we have a dependency on Microsoft. its not possible to project any timeline.
Teams Integration - Will the integration be possible for custom objects as well?	Currently not possible. we are looking into this
can this be used for perfect store visits as well? does it make sense?	In Theory yes as it is just a different visit type and the capability if teh object "visit" in general.
is the share workspace or collaboration with in sales team or its also for external(Customers)	you can invite external people as well. But visibility to C4C object for invited external part is dependent on authorization given to them
Are there plans to support Inbound calls in a future Release? i.e. opening the Contact object based on the phone number.	Here we have a dependency on Microsoft. It's not possible to project any timeline.
This will only be in the Sales Cloud & not in the Service Cloud?	MS teams is available for both sales and service cloud
Will the new quick view "arrow-button" also be available in the "sales quotes" and "sales orders" tabs in the account detail view?	Yes, if its a list
Shared collaboration - does it work for Service Tickets as well?	yes
Hi Emanuel, I think it is one or even two years ago that I asked the question why one can no longer convert a Lead directly into a Sales Quote. I was promised back then that you would discuss this with Günter Willmer. Up to now I did not get any feedback. So do you have a timeline when this will come again? It used to be there but got removed at one point. Thanks for your update.	The feature is still supported. Lead Overview -> Sales Quote facet -> Create New. The Lead requires an existing account.
We use manufacturing rep firms that use C4C sales opportunities but since they are not on our active directory will that cause MS Teams challenge as they would be external users I believe	they can be part of team but access to C4C object is dependent on authorization given to them

Can the Opp team members already be defaulted or suggested into Shared workspace?	Currently not possible. shared workspace envisioned to work with pre defined team. feature you are referring to is addressed via deal room
Is it possible to share also Reports via the workspace	Currently not possible. We are working on to enable share work space for dashboard and reports
Would you please give some information about TEAMS authorizations in bigger companies. Is everything depending on general authorizations in MS TEams provided from companies IT	For Appointment and Visit, since its involves creation of MR, consent is given by Admin. We are working on a concept where we give end user the required consent. For share workspace and deal room, there is no admin consent required provided feature is enabled by admin
Shared Collaboration work: Is it also available in Service Cloud, or only in Sales Cloud?	Available in Sales and Service cloud
How to process again the failed deal room? do we need to create new, or it will automatically reprocessed?	you need to create a new one.
what should we do if deal room creations fails? where to check ? how to understand what went wrong ?	we are working on to show log information to detail out what went wrong
Can you explain the difference between Deal Room and JAM Groups? I am puzzled as it seems to me to be more or less the same business case behind it.	From collobration perspective, it might be same. We are working on some additonal enhancements in coming days which will bring the feature at par with what we currently have with Jam. Additonal advantage you get from MSFT team integration is, you can add required workspace in team client without switching between MS team and C4C client. The offering has more advantage when it comes to enabling appointment and visit for team collobration because context object get added automatically as part of meeting and end user/participants can view/edit before or during the call based our authorization.

Will the connection MS Teams -> Sales Cloud also work via SSO?	yes
Teams Integration - Is SSO working when adding a workspace within Teams?	currently no
what is the support mechanism works between SAP and Microsoft? in case of issues will SAP incident management will be first point of contact?	Yes
MS Teams Outbound Calling - When you trigger a Click to call from C4C, will this create a phone call activity C4C?	Currently no but we would like to enable this in coming releases.
I didn't understand, when adding a C4C tab into Teams, I saw the possibility to choose any object , not only opportunity	Yes because share workspace is enabled generically for good number of objects. Deal room is tied only to opportunity
Workspace: Is it also possible to delete a workspace afterwards if the deal has been closed or for any other reason?	As of now, you can delete it from team client. Going forward, we will provide better lifecycle management from C4C client as well
Is Shared workspace available for Tickets also?	Yes
Can i add a workspace from Teams only via username/password or also via SSO?	Currently via username and password.
The outbound calling through Teams, does that create any activity in the background or does it just place the call through Teams. If it creates an activity, does it tie the activity to the object from when the call is placed? For example, if i click the number on a lead, it will link the activity to the lead and account and contact etc.	Currently it just places a outbound call. In later releases, we want enable this feature for follow-up activity creation.
How to customize the Opportunity Sections for Teams Channel?	You can't customize a screen for team channel. End user will see the same screen in team channel, what has been customized for browser. No special treatment or work required.

Microsoft Teams Integration: what about the timeline of 'incoming calls' integration with C4C, similar to the MS Outlook 'add-in'?	Here we have a dependency on Microsoft. its not possible to project any timeline.
Microsoft Teams Integration - are there future plans to bring this into the Service/Ticketing space?	Share workspace and outbound call is available for service work space.
Dealroom and Workspace: what happens, when you have users in dthe MS Teams channel which ar not users in SAP?	They can participate in collobration but they will not be able to access C4C screen if they don't have required authorization.
Is Teams integration also enabled for Workcenter object "Appointments"?	Yes it was already available for appointment.
Sales rep groupware features, please confirm that sales rep does not need both a sales license and a service license.	The server side Groupware integration is available for Enterprise Edition and the Sales & Service Core. Both these license version have access to most Service features.
Do you have a separate presentation for service core scenarios? I could see very little innovation on SAP Service Cloud.	There is only one service innovation in this release, this is part of the main deck.
Automatic link Email to OPP is this available on Client Side Outlook Integration as well?	The Groupware integration feature discussed today is only for the server side integration.
do we have update in Service Cloud - Utilities Contact Center	We do not have enhancements related to Utilities i this release.
I don't understand what the difference is between Teams and Deal Room	Deal room always leads to creation of dedicated team and team channel with the flexibility to pull all required people participating in an opportunity with just a few clicks. Share work space is a generic feature where the customer would like to enable end user to do collobration with a dedicated team already setup by admin.
Visit Planning Add-On / Visit planning: where can we see find the link for the registration? We also would like to know more features of this Add On in terms of full tour planning	Here is the link: https://influence.sap.com/sap/ino/#campaign/2762 Its also included in the slide deck. We will also plan a webinar shortly to share all features of Dynamic Visit Planning.

For ML: Is the prerequisite of 5000 opportunities minimum with change history of minimum a year still valid to have ML on your tenant? And I assume the second Prerequisite (Enterprise edition) is not relevant anymore due to the new Licensing model? The reason I ask is that we (we're an implementation partner) want to test ML, as we need this to explore some of the Intelligent Sales execution functionalities and in our Test tenant, we don't meet the prerequisites of 5000 oppts and change history of a year.	The pre-requisite for ML deal score is a minimum of 1000 opportunities Won and 1000 opportunities Lost. ML is available for Enterprise Edition and in the new license model for the Intelligent Sales add-on.
For Machine Learning feature, can it detects non-English keywords? Since we have multiple business user we need multiple language supports? Also some custom keyword support will be fine i think.	For business text intelligence (smart note recommendation), currently we are supporting other languages except english as well like spanish, french and german.
Is customer insights limited to customers on S/4 ECC? as we are EHP 6_8 SP13	Thank you for your question on Customer Insights! If you would like to take advantage of leveraging insights from S/4HANA you can either configure the S/4HANA Cloud or on-premise integration. Please feel free to take a look at our externally available product documentation: https://help.sap.com/viewer/b4bb2e0a5bec4458a22bb0da507eb906/CLOUD/en-US/109264cfd5c14e06af1f98b25cca1751.html
IS Teams integration available for Service Tickets? also is shared collaboration possible for a Ticket or bunch of tickets for same customer?	Yes
Hi, I have reviewed the slides and did not notice any release notes related to Utilities. Can you please confirm there are no Utilities related improvements in this release	There's no item in 2202 for utilities
Intelligence in recommendation is solely for cloud for customer or can be enhanced also in an implementation including CPQ ?	The enhancement to include the opportunity dataset to recommend products is only for SAP Sales Cloud.

Header Layout Enhancements: are this new UI elements are also available in SAP Cloud Application Studio (SDK) for custom implementations?	No, please note that header layout enhancements are not available in PDI.
Are the partners able to activate add-ons for demo proposes? there is a specific way to order the activation? We ask for it via incident but we had no clear answer	The add-ons are available on the partner price list to license for demos.
License: where can we get more information about Sales and Service Core license? Is it included into the enterprise License?	Sales & Service Core License is a new license model following the enterprise edition concept. For more details, please contact your account executive.
is it now possible to add opportunity Involved Parties directly from the guided selling view?	Currently, only contacts and sales team members can be added. For the full fledged involved party maintenance, a navigation to opportunity is required at this stage.
Is Teams integration also enabled for Workcenter object "Tickets"?	Yes
Each client business has a different criterion for forecast, but in C4C sales cloud, we don't have option to additional fields or to do enhancements in this. So due to this many of the clients are not using the forecasting in c4c .Is they any plan to give option to the Administrator to add more attributes for forecast crietria.	Thank you for the feedback. We would be keen to understand these needs to further improve our forecasting solution. Kindly write to Anne/me with the details and we will be happy to take the discussion forward.
Will sales users ever be able to use only the guided selling screen, rather than guided selling and opportunity, which is difficult / confusing for users. Can we default opportunity links to open guided selling rather than standard opportunity overview?	Thanks for the feedback. We are currently evaluating the same to provide a configuration and will provide more updates soon.
Will BADI be included in Feb release?	Yes it has been already released in 2111, HFC03
is SAP going to Retire Service Tickets< i am asking because i see no new features added to Ticket TI since more than an year now	There are no intention to retire service ticket short/medium term.
when converting the Email to Ticket manually, how the customer will be identified/updated automatically in the ticket?	The customer will be identified with its e-mail adress.

ion add o n on EUDP Tenants?	The Add-ons are build on a microservice architecture, which is non EU DP access restricted.
What about Whstapp Native Integration?	We recognized the importance of that and other social channels but can't talk about specific plans yet.
New Global Search - what is the status of the New Global Search? It was presented as a beta feature in 2108 and we haven't had an update since.	New Global is still in BETA phase as of 2202. We need to add some more objects and also extensibility before we can decide on GA or Phased GA. Eligible customers can request support to turn on Global Search in their Test systems.
When will Microsoft Teams CTI Integration for inbound Calls be available for Service?	Here we have a dependency on Microsoft. It's not possible to project any timeline.
When will Emarsys replace Marketing Cloud? What are our options if we've purchased Marketing Cloud but have yet to start implementing?	Emarsys Account Engagement is not going to replace Marketing Cloud as it is quite different in approach and solution scope. For further questions I recommend to contact O'Shea, Niall niall.o-shea@sap.com
EMARSYS: this topic causes some confusion. Can you please clarify b2b and b2c difference? In our understanding it is B2C marketing, only. (Meaning B2B marketing is done with Marketing Cloud). Now what is the roadmap, do we need Emarsys as additional licence? Proper overview required please - currently totally confused, sorry	Emarsys is targeting B2C market but as presented we build an add-on on top of Emarsys to support an integration to Sales Cloud with B2B data synchronization. The main focus is to support Sales Teams in need for more advanced Marketing capabilities. - Marketing Cloud support also B2B but the solutions are quite different. Marketing Cloud targeting more central marketing departments with planning, execution of broad marketing scenarios. Account Engagment more targeting leightweight sales scenarios.
What is the future of Service Cloud? There are hardly any improvements in the last few releases.	We have focused the last releases on the service agent console and therefore have invested less in the core product. We do expect to see more investment back in the core product towards 2nd half of 2022

Account Engagement - Is an extra license required to use this?	Yes it will be an add-on based on Emarsys Core. The price will be published as soon as we go into release to customers
Emarsys: please clarify the roadmap of Marketing with Emarsys and Marketing Cloud. This year SAP made a statement that both solutions are targeting different approaches ... now Emarsys seems to take over everything?	The Account Engagement add-on does not intend to be a successor for other solutions at SAP. It provides services to support sales scenarios and targets sales teams in particular.
When do I use SAP marketing cloud and when Emarsys ? Segmentation can also be done in SAP Marketing cloud	The two solutions are quite different. SMC really targeting central marketing departments with advanced capabilities while Account Engagement provides more lightweight use cases targeted towards sales teams.
Is there also an integration of the data on the relationships in Sales cloud towards Marketing cloud?	There is no out-of-the-box integration to Marketing Cloud.
ISE Forecasting: Is it possible to forecast using opportunity volume rather than revenue?	This is planned in our roadmap to forecast by volume/quantity in the Forecast Tracker.
Emarsys will be embedded in the sales cloud, right?	No, Emarsys is a separate product that can be bought to support more advanced marketing scenarios but directly integrated into sales cloud
Is the beta program also available for SAP partners?	Yes, also available to Partners
Can Emarsys support B2B scenarios?	Yes this is part of the Add-on to support B2B data and processes.
Are there any changes in service?	We have focused the last releases on the service agent console and therefore have invested less in the core product. We do expect to see more investment back in the core product towards 2nd half of 2022
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