

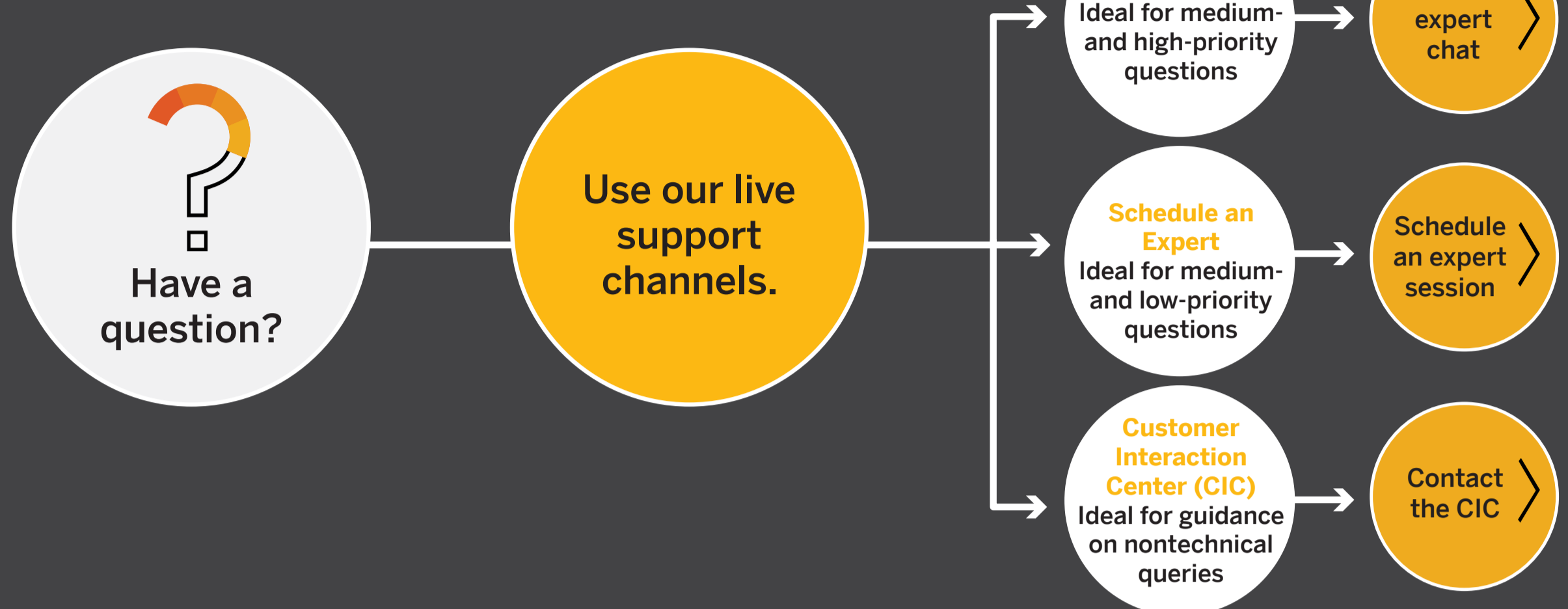
Choose the Right Next-Generation Support Tool for Your SAP® Solutions

Live business needs live support. SAP offers the Next-Generation Support approach for the Intelligent Enterprise – anywhere, anytime, and on any device.



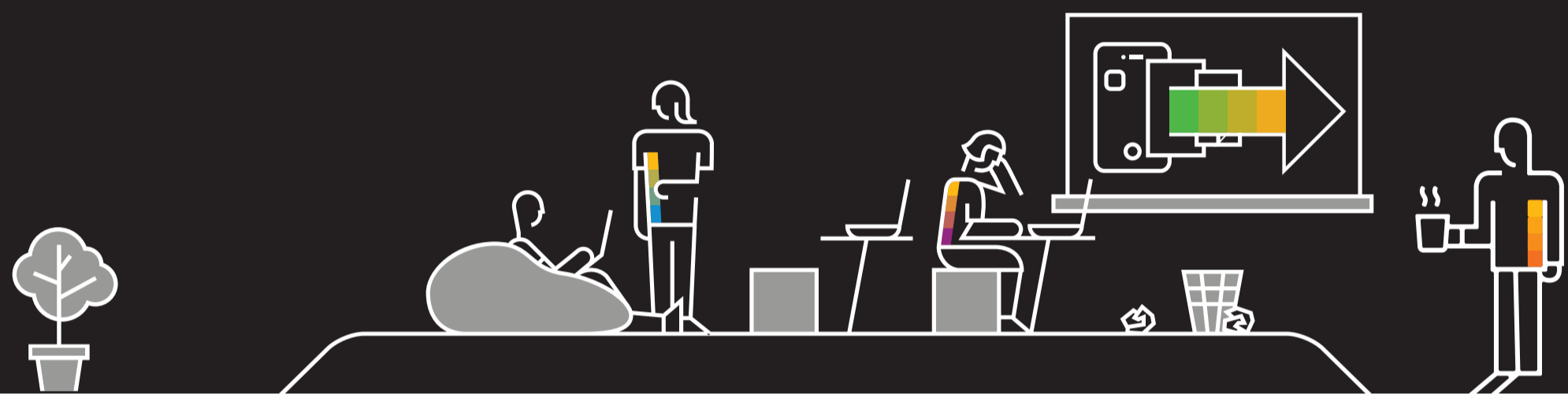
Seeking Guidance on Incident Resolution

Explore our channels for Next-Generation Support.



Solve a Technical Issue

After exploring [self-service options](#), you may need live, direct access to SAP support experts.



Schedule an Expert Service

Schedule a call with an SAP technical expert.

- One-on-one, 30-minute call to discuss a technical topic
- Skype for Business access to experts
- Appointments scheduled at least three days in advance so technical experts can prepare

Benefits

- Live help from a technical support expert
- Reduced waiting time for resolution



Watch the video: [Next-Generation Support: Schedule an Expert](#)



Expert Chat Service

Connect instantly with an SAP technical expert.

- Live chat on a product-related technical question
- Real-time connection in less than 60 seconds
- Screen sharing

Benefits

- Faster, more efficient resolution than traditional support
- Lower project and operational costs



Watch the video: [Next-Generation Support: Expert Chat](#)



Contacting the Customer Interaction Center

The CIC provides a central point of contact for nontechnical queries on topics such as SAP ONE Support Launchpad, user management, incident management, and much more.

[Learn more about the CIC.](#)



Start at [Contact Us](#)



Click on [Communication Channel](#)



Chat



Call



E-mail

The CIC is available **24** hours a day, **7** days a week, **365** days a year.



Learn More

See how the Next-Generation Support approach delivers the answers you need at [SAP Support Portal](#) or [SAP ONE Support Launchpad](#).

