

Welcome Pack | EXTERNAL

Service Assistant Let's Get You Started

Get the support you need, when and how you need it, to get the most value out of your SAP® Concur® solutions.

What is Service Assistant?

Service Assistant provides strategic, wide range support to help you hit the ground running with a new SAP Concur solution and get the most from your solution in the short- and long-term. By tapping into our global network of coaches, you and your team can stay focused on your day-to-day responsibilities while delivering the greatest impact from your SAP Concur solution.

With Service Assistant, your team of service coaches will provide support that is both consultative and collaborative to deliver guidance and information that helps you:

- Deliver continuous value from your SAP Concur investment — providing timely resolution of any challenges that may arise.
- Increase productivity by assisting with daily administrative tasks and questions.
- Create continuity — even as employees come and go.



What do you get?

What do you get with Service Assistant?

Service Assistant is designed to work flexibly — staying agile and responsive to changing circumstances and needs you may have in your business through:

- A designated team of service coaches available to help you solve challenges, optimize your Concur platform, and support your post-deployment needs.
- Best practice reviews, assistance with configuration requests, and recommendations on feature adoption.
- Group release notes call to make sure you understand what's new with your SAP Concur solution and how to put it to work for your organization.
- Ongoing support when, where and how you need it via phone, chat, or email.

What are the available hours and service level agreements (SLAs)?

- Dedicated phone available Monday-Friday 9am-7pm Eastern
- Chat available 24/7
- Portal Case or Email, responded to within 24 hours
- SLAs of 24 hours or 8 business hours



How does it work?

What does the engagement look like?

- 30-minute 1:1 coaching sessions set up at a time that works best for you
- A dedicated phone line just for Service Assistant customers
- A dedicated email channel
- Extended chat hours for immediate assistance



FAQs

What language(s) are available with Service Assistant?

Currently, Service Assistant is offered in English.

In what region(s) is Service Assistant supported?

North America, Australia, New Zealand, and United Kingdom.

Who can work with the Service Assistant global network of coaches?

For security and data protection purposes, the Service Assistant global network of coaches will only work with your company's Authorized Support Contact (ASC). Additionally, working with your ASC helps ensure your plans are successful, your objectives are met, and any configuration improvements are signed off by authorized decision makers within your organization.

Can I call the dedicated phone line at any time?

The dedicated phone lines are only operational during business hours from 9am to 7pm Eastern. You may reach Expertise and Care service via the 24/7 chat managed by our special team. You may also send an email to the dedicated Concur_CoachingBench@SAP.com.

Who do I reach out to schedule my coaching session?

If you would like to schedule a 1:1 coaching session, your ASC may reach out via phone, email, or chat. These inquiries are monitored, and SAP Concur personnel will route them to the appropriate team of service coaches.



Thank You

With Service Assistant, our goal is to help you reach your goals – to make sure your SAP Concur solutions are delivering what your business needs and freeing your team's time to do the work you hired them to do.

Ongoing Support

Got a question or need advice? Just ask your SAP Concur Representative.

Systems Issues

Check out the [administrator support page](#) to raise a case and/or ask your Service Coordinator.

Contact Us





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