SAP Concur **C·**

Welcome Pack I EXTERNAL

User Support Desk
Let's Get You Started

Give your team dedicated support
from SAP® Concur® experts.

THE BEST RUN **SAP**

User Support Desk
Overview

What is User Support Desk?

User Support Desk gives employees access to dedicated, 24/7 support from knowledgeable SAP Concur experts. Employees can contact these experts with application questions, service requests, or an incident involving unexpected behavior of any SAP Concur solution – saving you time and giving users the answers they need, when they need them.

With User Support Desk:

- SAP Concur acts as the first point of contact via phone, a link within the UI of your SAP Concur solution, online Knowledge Base, or even chat.

- Your users are supported by SAP Concur representatives who are familiar with your system configuration and the supported mobile platforms you use.

You'll save time and reduce the strain on your internal team by turning day-to-day support over to SAP Concur experts. And your users can be sure they'll get the answers they need right away.

What do you get?

What do you get with User Support Desk?

With quick, easily accessible, expert support, User Support Desk allows you to:

- Resolve most issues on first contact for your users.

- Improve employee satisfaction by delivering a knowledgeable, positive support experience.

- Increase adoption and compliance as users become more efficient with your SAP Concur solutions.

- Get assistance with change management when rolling out or expanding your SAP Concur solutions.

- Significantly reduce or eliminate support time, allowing you to focus on more mission-critical work.

- Scale as your business grows – supporting you as your team adds more people, more languages, etc. without adding headcount to do it.

- Deliver accurate reports – covering a periodic review of your objectives and reporting on performance indicators like opened and resolved support cases, number of support contacts and response time metrics.
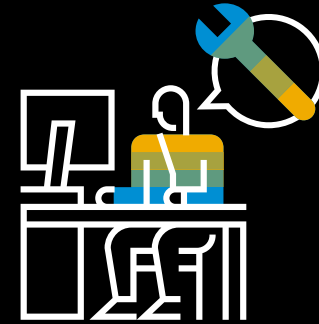
What are the available hours and languages?

English language support is delivered 24 hours a day, seven days a week, 365 days a year.

Local business hours for:

- Portuguese (Brazilian)

- French

- German

- Spanish

- Italian

- Japanese

- Mandarin

How do your users access User Support Desk?

How does it work?

Once you launch User Support Desk, your team can access the support they need in several ways.

It all starts with the User Support Desk portal.

- Users can conveniently access the SAP Concur User Support Desk portal by signing into their SAP Concur solution.

- They simply select "Contact support" under the "Help" navigation button in the corner of their SAP Concur window.

From the portal, users can:

1 Search the Knowledge Base by using the "ask us anything" search box which will point users to training videos, articles, top questions, and more.

2 Submit a service inquiry or request by using the "create a case" tab. From there, the solution will guide users through the completion of required fields and submission steps.

3 View and update submitted cases by using the "my cases" section on the home page and clicking the "case number" or "subject link."

4 Initiate a chat session by selecting "chat with support" and choosing from options for Expense, Travel, or Invoice based on what kind of assistance they need. Once selected, they can select "chat now" to initiate a session with an SAP Concur expert.

Accessing User Support Desk

The support link may appear next to the "Help" tab. Additionally, when all header space is occupied, the "Contact Support" link may also be found at the bottom of the page.

Note: Users may contact User Support Desk by phone for assistance as well. Global phone numbers can be found on the portal home page by selecting "support hotline," then "view global phone numbers."

Additional Resources

Quick Reference Guide: [Getting the Most from User Support Desk](#)

The reference guide is also available in [these languages](#):

- Spanish

- German

- Chinese (Simplified)

- Japanese

- French

- Portuguese (Brazilian)

Additional Resources

Thank You

With User Support Desk, our goal is to help you support your users without distracting your team – to boost user satisfaction, which boosts adoption, which boosts policy compliance and spend visibility.

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