Help Center 2.0 for Suppliers
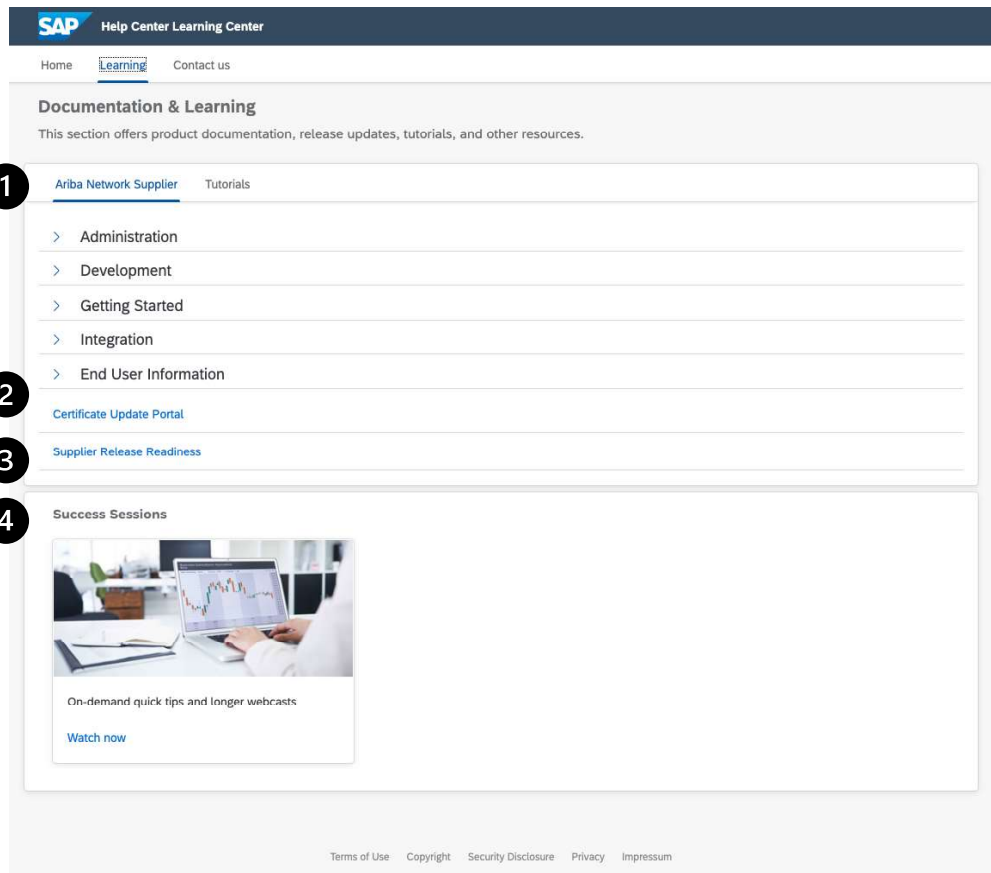
Help Center 2.0
Home experience for Suppliers

1. Navigation bar offering Home, Learning, and Contact us
2. Search powered by *Elasticsearch*
3. Published Supplier Information Portals that are accessible only if a Supplier has a Trading Relationship and the Buyer has a published Supplier Information Portal
4. Support articles and Product Documentation that is personalized to where the user was in the SAP Ariba product

Help Center 2.0
Learning experience for Suppliers

1. Browsable Product Documentation content from help.sap.com

2. Quick access to certificate update dates and historical changes

3. Quick access to the Supplier Release Readiness portal that delivers content to Suppliers on a quarterly basis to prepare for upcoming releases

4. On-demand Success Sessions hosted by SAP Ariba Product Support that deep dive in to features and functionality of the Network

Help Center 2.0
Contact us experience for Suppliers

1. Quick access to see and follow up on "open" and recently "closed" Service Requests. Click in to the Service Request to follow up via phone, chat, or email (subject to availability)

2. Need help with a new issue? Start with kicking off a search with our AI-based Recommendation Engine and engage with our Guided Assistance intention matching algorithm to find your answers

3. [Sourcing Suppliers only] Have an event ending in 60 minutes or less and you need help as soon as possible? Access the priority line and engage with our Market Integrity Specialists

Help Center 2.0
Contact us experience for Suppliers

1. Guided Assistance walks you through a Q&A based experience to deliver the answers you need

2. Our AI-based recommendations are matched to the words in your search and how our agents match up our users questions to our content items. This is a powerful engine that even our Support agents use to multiply our knowledge

3. Can't find your answer? Click the blue "Continue to next step" to engage with Support

Help Center 2.0
Contact us experience for Suppliers

1. Full description gives you an opportunity to explain your issue in your own words and provide as much information as possible for Support to help you with your issue or question with speed and accuracy

2. As you complete the form, our Recommendations will adjust and provide different content as we learn more about your issue

3. Add up to four attachments to depict your issue

4. Select your issue type that categorizes your question or issue. The Issue area further categorizes your question or issue. We will use this information to recommend a Support channel and route your request to the right team to support you

5. Business impact helps us further route your request to the right team and informs us of the criticality of your request.

Help Center 2.0
Contact us experience for Suppliers

1. Complete your contact information. Support will use this to contact you regarding your request, so please validate and make sure it's correct!

2. Click "One last step" to see recommended channels of support

Help Center 2.0
Contact us experience for Suppliers

1. Based on the information provided in the previous screen, we will customize the recommended channel to what our users have told us. Because this is a dynamic recommendation, users may be recommended Phone over Email or even Chat depending on the language, Support availability, and issue.

2. Select your method of contact and click "Submit" and we will be in contact with you. If you forgot to add an attachment, click "Back" and add it.