

**ACCESS MANUAL  
FIORI SOLMAN 7.2**



We **simplify** business complexity.



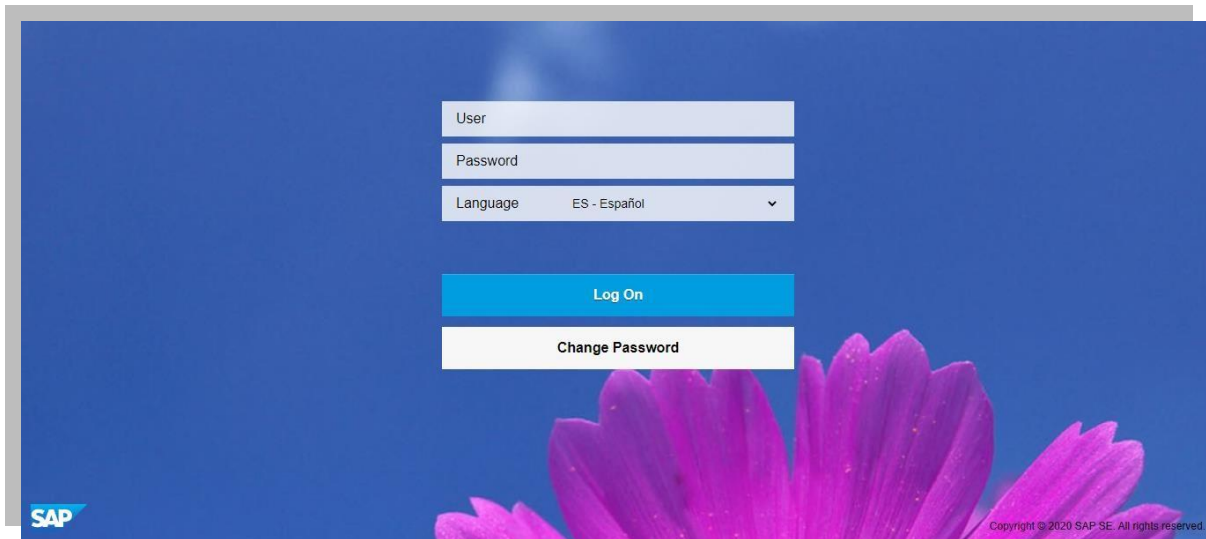
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## Access with User and Password

Fiori access: <http://fiori.protech.com.ar:8000/sap/bc/ui2/flp>



The following boxes will be display:

## Create message



In this option you can create messages/incidents to be reported to the Help Desk.

The following data must be completed:

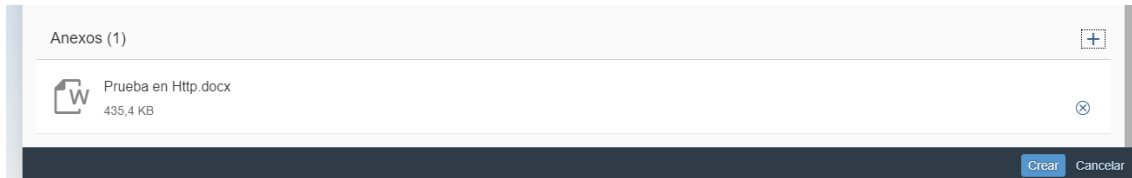
The screenshot shows the SAP 'Crear incidente' form with several callout boxes highlighting required data:

- Categoría:** A dropdown menu with options: OSS, Soporte Correctivo, Soporte Evolutivo.
- Dentro de Cada Una:** A list of system codes: ABAP, AF, BASIS, CO, FI, MM, OM.
- ESTE DATO ES OPCIONAL:** A section for optional data including 'Componente' (Logistics Execution, Logistics - General) and 'Dentro buscar el detalle:' (Global Trade, LO-HU, Handling Unit Management).
- Prioridad:** A dropdown menu with options: 1: Muy alto, 2: Alta, 3: Media, 4: Baja.
- Título:** A text field containing 'PRUEBA CUS\_INT\_KY 19/3'.
- Nombre del Contacto:** A text field containing 'Martha'.
- Usuario:** A text field for the user reporting the incident.
- Descripción:** A large text area containing a detailed description of the incident.
- Elemento de Configuración:** A dropdown menu showing 'Sistema QAS00001 0020649246 500' and 'H.Koch H.Koch'.
- Elemento de Configuración (Detalle):** A list of system configurations for selection, including 'Sistema PRD000008 0021040601 500'.

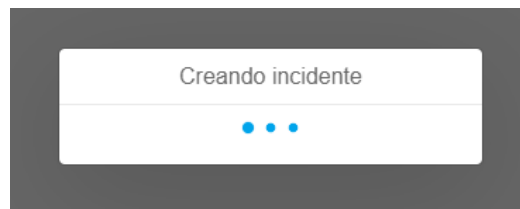
Attach a document:

The screenshot shows the 'Anexos (0)' section with a plus sign icon and a message: "No hay ningún anexo asignado. Soltar aquí los ficheros para cargar o utilizar la tecla '+'."

Explanatory documents may be attached in this section. Pressing “+” the Windows tab will be enabled to select the document (s).



Once all the necessary information is charged, press the button



The incident will be seen in the list “My incidents”

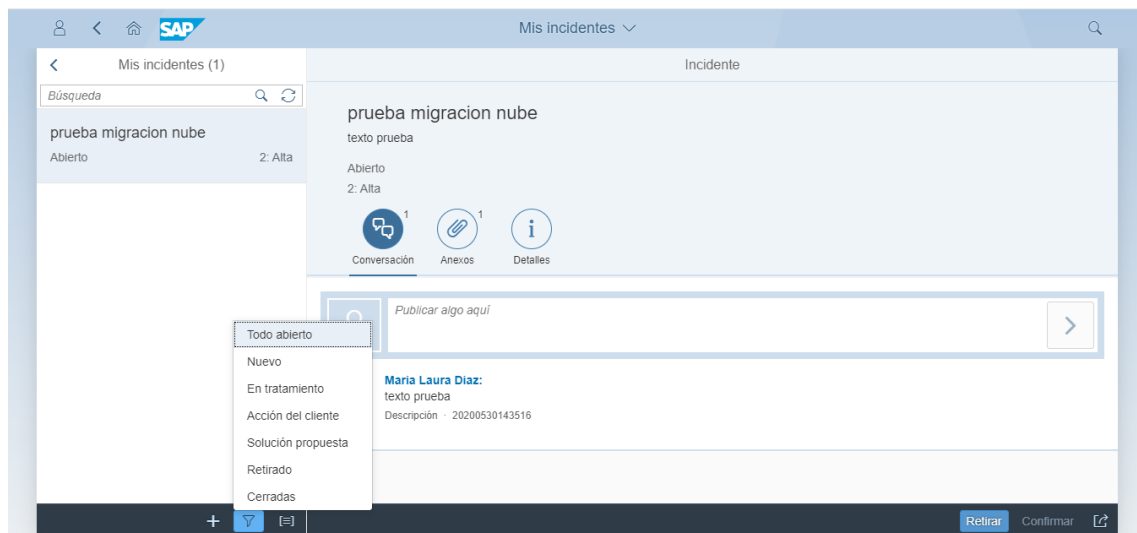



To cancel it, press the button “Retirar”, the system will ask you for confirmation and it will be canceled.

## Check My Messages



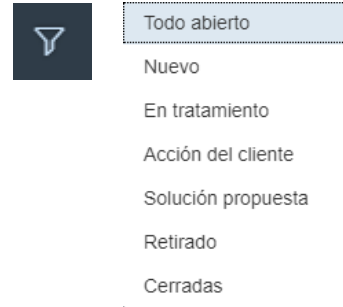
All messages created by the user operator are displayed:



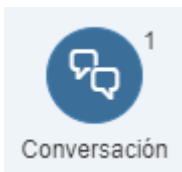
Messages can be group by pressing the button  and then selecting one of the options:

- Ninguno
- Prioridad
- Estado
- Última modificación

Messages can be filtered according to their status by pressing the button:



Screen icons:



You can get a look at the details added by the interlocutors in the treatment of the message.

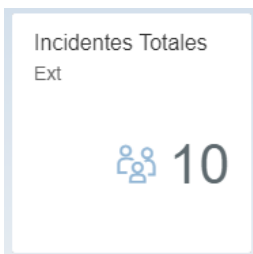


You can get a look and download the attachments included in the ticket.



You can check the ticket details: number, status, priority, type, etc.

## Check My Messages (all customers)



All company messages that the operator user has authorized are displayed, this case applies to operators reporting messages for more than one customer.

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## Optional emergency channels for contacting and recording incidents.

- [soporteprocess@protechcompany.com](mailto:soporteprocess@protechcompany.com)
- Argentina: 0810-555-5445
- United States: +1(786) 818-7669
- From outside +(54 11) 4788-4313