



Hacemos **simple** la complejidad de los negocios

# Incident Escalation From Enterprise Support



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# Support Level Scaling

Incidents scale up until resolved:



**Level 1:** It is the initial level at which an incident arrives. Attended by Process Technologies.



**Level 2:** It is the level to which the incident goes if it is not solved in Level 1. Attended by Process Technologies.



**Level 3:** It is the level to which the incident goes if it is not solved in Level 2. Attended by SAP.



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# Level 1:

## Tasks to be done by Process Technologies:

- Incident description is completed if it is necessary
- The priority is checked, changing it if it is wrong
- Component is verified and changed if it is wrong
- Remote connection is verified
- Looking for notes and messages that could help to solve the incident
- Some file that can help solve the incident is added
- It is translated into English if necessary

## Level 2:

### Tasks to be done by Process Technologies:

- Search for the error
- Customizations are checked
- Debugs, dumps, etc. are analyzed
- Incident happens
- If necessary, access the customer's system
- The solution is tested
- The solution is provided so that the client can apply it
- Forums and other resources are consulted
- A summary report is made before raising the incident to SAP in case of not finding the solution

# Level 3:

## Tasks to be done by SAP:

- Error messages are analyzed in detail
- The time to have the solution is determined
- Check whether the incident is caused by a licensed product
- The solution is provided, and the note is created / modified
- Program code solutions are provided
- Access to the client's system if it is necessary
- The solution is provided so that the client can apply it



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**Thank you!**

