

# How to create an incident, contact your SAP Support or escalating an incident

## How to create an incident with SuccessFactors

1. Go to [Support Portal](#) page


The screenshot shows the SAP Support Portal homepage. At the top, there is a search bar with the text "Search for SAP Notes, Knowledge Base Articles and more (SuccessFactors: Try the new ONE Support search ?)" and a "Go" button. Below the search bar is a row of six navigation tiles: "Report an Incident", "View My Incidents", "SuccessFactors: View My Launchpad", "Manage Remote Connections", "Download Software", and "Request a Key". Below this row is a "Featured Content" section with two main items: "SAP Enterprise Support Academy" (represented by a graduation cap icon) and "Call your local SAP Support Center" (represented by a person with a headset icon). To the right of these items are two links: "Build the Skills that Drive Value - SAP Enterprise Support Academy Infographic" (marked with a "NEW" tag) and "Innovation Discovery Service - Your feedback counts!". On the right side of the page, there are two vertical sections: "New to Support?" with links like "Start Tutorial", "Getting Started", "Simplify Your Login", "Acquired Company Channels", "Welcome SuccessFactors!", and "Known Portal Issues"; and "Notifications" with links like "Portal Newsletter", "Important SAP Notes", and "Analytics Notifications".

2. Click on [SuccessFactors: View My Launchpad](#)

This screenshot is identical to the one above, but with a red arrow pointing to the "SuccessFactors: View My Launchpad" tile in the navigation row.


3. Click on Find a Solution / Report an incident

Welcome





Value and Innovation in Practive (VIP) Webinars  
SAP News

SuccessFactors Solutions / Incidents

<p>Find a Solution Report an incident</p>  <p>Cloud</p>	<p>Action Required Customer action needed</p> <p>0</p> <p>Cloud</p>	<p>Solution Proposed Need confirmation</p> <p>0</p> <p>Cloud</p>	<p>Open Incidents Outstanding incidents</p> <p>0</p> <p>Cloud</p>	<p>No Updates Within last 7 days</p> <p>0</p> <p>Cloud</p>	<p>Critical Very High &amp; High Incide...</p> <p>0</p> <p>Cloud</p>
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SuccessFactors - Administration

<p>Maintenance Schedule</p>  <p>14</p>	<p>Cloud Status Dashboard</p> 	<p>User Management Active users</p> <p>0 newly created</p> <p>0 total users</p>
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4. Under Search, please type in the keyword to your issue
5. If you are unable to find your solution, on the bottom right of the page, please click on [Contact SAP Support](#) to start your incident creation
6. Enter your Customer Number
7. Enter your S-user ID

Contact SAP Support

Customer Number:

\*Suser ID:  

8. **As always, when submitting an incident, please include the following:**
  - State the issue or problem
  - Provide the step by step replication process
  - Include examples (username, form names, etc.)
  - Business Impact
  - Attach full screenshots, not cropped images

# How to contact your local SAP Support Center

1. Go to [Support Portal](#) page

The screenshot shows the SAP Support Portal homepage. At the top, there is a search bar with the text "Search for SAP Notes, Knowledge Base Articles and more (SuccessFactors: Try the new ONE Support search ?)" and a "Go" button. Below the search bar is a row of six navigation buttons: "Report an Incident", "View My Incidents", "SuccessFactors: View My Launchpad", "Manage Remote Connections", "Download Software", and "Request a Key". To the right of the navigation buttons is a search bar labeled "Enter Note/KBA Number". Below the navigation buttons is a "Featured Content" section with two main items: "SAP Enterprise Support Academy" (represented by a graduation cap icon) and "Call your local SAP Support Center" (represented by a person wearing a headset icon). To the right of these items are two links: "Build the Skills that Drive Value - SAP Enterprise Support Academy Infographic" (with a "NEW" tag) and "Innovation Discovery Service - Your feedback counts!". To the right of the "Featured Content" section is a "New to Support?" section with links: "Start Tutorial", "Getting Started", "Simplify Your Login", "Acquired Company Channels", "Welcome SuccessFactors!", and "Known Portal Issues". Below the "New to Support?" section is a "Notifications" section with links: "Portal Newsletter", "Important SAP Notes", and "Analytics Notifications".

2. Click on "Call your local SAP Support Center"

This screenshot is identical to the one above, but with a red arrow pointing to the "Call your local SAP Support Center" button in the "Featured Content" section.

3. You can do a search for your country. Below is a sample "Dialing from the United States"

## SAP Local Support Centers

Contact us for all your SAP non-technical queries.  
We are here to support you  
24 hours a day,  
7 days a week,  
365 days a year.



### Dialing from the United States?

We are currently experiencing technical issues with some of our hotline numbers. During this time please dial

**1800 677 7271.**

Alternatively you can dial 00353 91 432799 (this is not a free number).

Please note that when using 00353 91 432799 you will have no access to the Service Menu, you will be connected directly to the Customer Interaction Center.

Search for a different country

Submit >

### Service Menu — What you will hear when calling us

Thank you for calling SAP Active Global Support. Please choose from one of the following options:

- 1**  For SAP Business Suite, SAP NetWeaver, Business Analytics or Sybase support, please **press 1**
- 2**  For Ariba customer support, please **press 2**
- 3**  For hybris customer support, please **press 3**
- 4**  For SAP money, customer and suite Cloud products support, please **press 4**
- 5**  For SuccessFactors Cloud products support, please **press 5**
- 6**  For any other SAP products, please **press 6**
- 7**  To listen to the menu in another language, please **press 7**
- 8**  To listen to this menu again, please **press 8**

For **urgent** requests, please open an incident and follow the escalation procedure below:

Call **(800) 677-7271**, **Option 5** and allow a representative to gather the information needed to proceed.

**The following guidelines should help in ensuring a smooth escalation experience:**

- If you have just opened the incident, please allow us time to work on it prior to requesting escalation.
- Have the incident # ready when you contact us.
- Voice that you specifically need to escalate an incident.
- Be prepared to provide the business impact of this issue on your organization.