

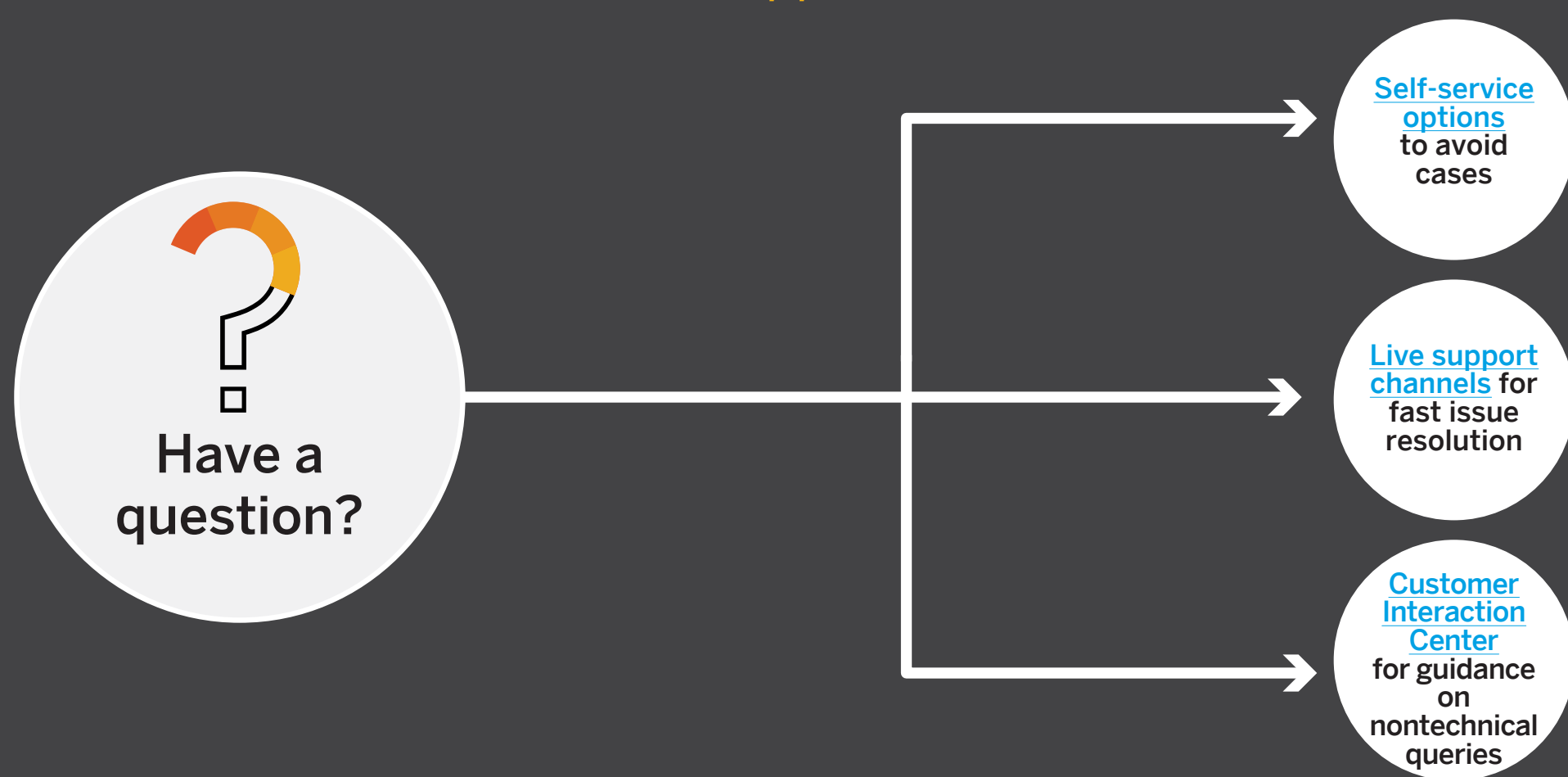
Choose the Right Real-Time Support Tool for Your SAP Solutions

Live business needs live support. SAP offers the Real-Time Support approach for the intelligent enterprise – anywhere, anytime, and on any channel.



Seeking Guidance on Case Resolution

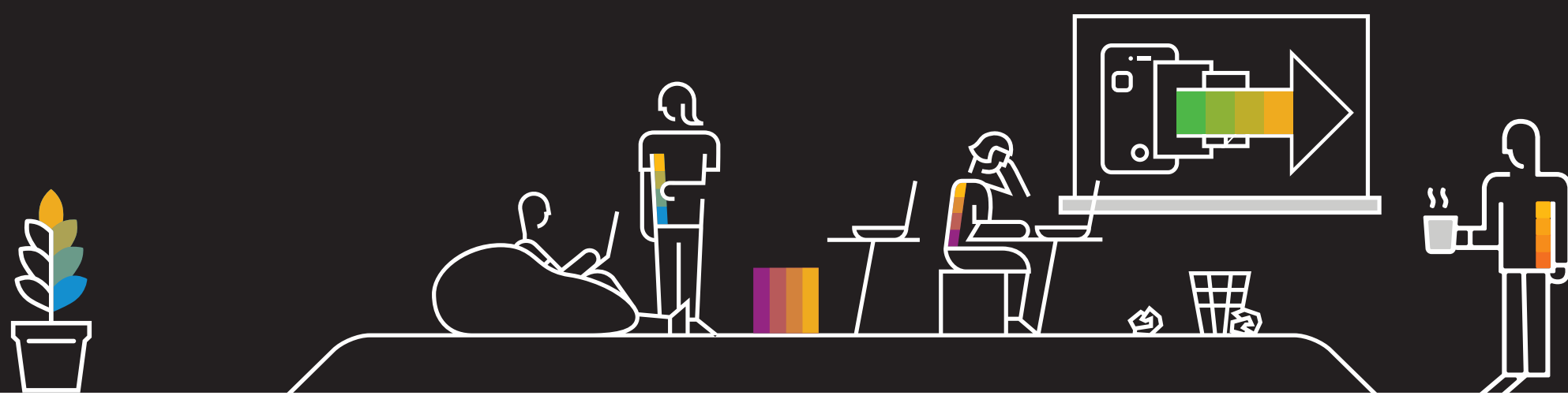
Explore our channels for Real-Time Support.



Solve a Technical Issue

The Real-Time Support approach provides self-service options and collaboration platforms such as the [Ask an Expert Peer service](#) and [SAP Community](#).

In addition to these comprehensive solutions, you also have live, direct access to SAP support experts.



Live Support Channels



Schedule an Expert Service

Schedule a call with an SAP technical expert. (Book your appointment at least 48 hours in advance for new issues and 24 hours in advance for existing cases.)

- One-on-one, 30-minute call to discuss a technical topic
- Microsoft Teams access to experts

Benefits

- Live help from a technical support expert
- Reduced waiting time for resolution



Expert Chat Service

Connect instantly with an SAP technical expert.

- Live chat on a product-related technical question
- Real-time connection in less than 60 seconds
- Screen sharing

Benefits

- Faster, more efficient resolution than traditional support
- Lower project and operational costs



Schedule a Manager Service

Schedule a call with a product support manager. (Book your appointment at least 2 hours in advance.)

- One-on-one 15-minute call with a product support manager from the related product area
- High or medium priority status for your case for at least two days
- Calls conducted over the phone

Benefits

- Enhanced communication with management from the Product Support group
- Improved service exception prevention and management



Learn more online: [Real-Time Support: Schedule an Expert](#)



Learn more online: [Real-Time Support: Expert Chat](#)



Learn more online: [Real-Time Support: Schedule a Manager](#)



Contacting the Customer Interaction Center

The Customer Interaction Center service provides a central point of contact for nontechnical queries on topics such as SAP for Me, user management, case management, and much more.

[Learn more about Customer Interaction Center.](#)



Start at [Contact Us](#)



Click the communication channel



Chat



Call



E-mail

Customer Interaction Center is available **24** hours a day, **7** days a week, **365** days a year.



Learn More

See how Real-Time Support delivers the answers you need at [SAP Support Portal](#) or [SAP for Me](#). Become more efficient with tools from Product Support with the [Support Accreditation](#) at no additional cost.

