

# Technical Quality Manager at SAP

## User Story

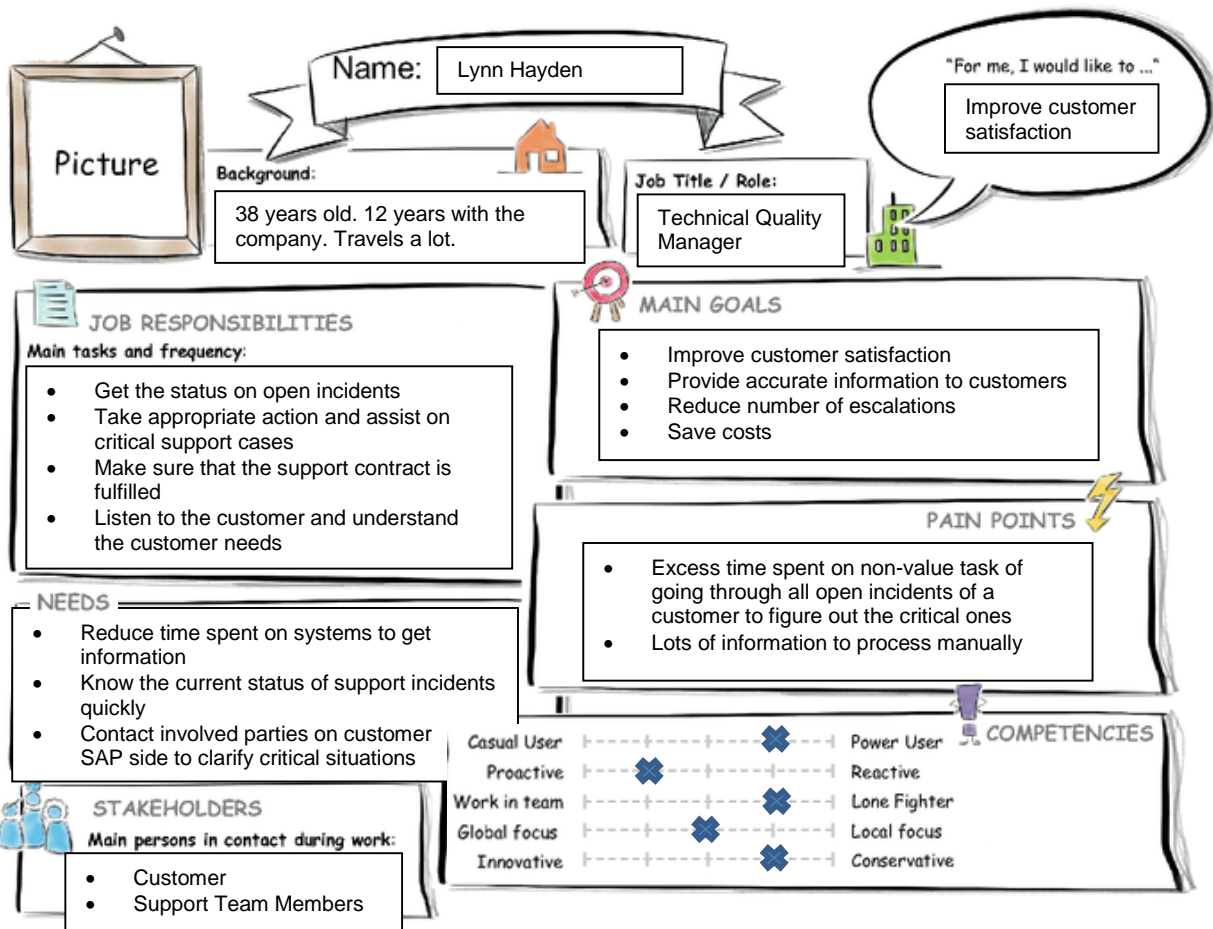
During their daily work the Technical Quality Managers – in short: TQM - at SAP do need to know what's going on at support for their customers. They are the quality assurance for the customer. Avoiding any dissatisfaction and prevent escalations is very important for SAP and the TQMs work is essential to this.

TQMs travel a lot. They do not have access to SAP support system on every place and every device. As a first step, I would like to support their work with an application that provides a brief overview on the support status of customers a TQM is responsible for.

The analysis concentrates on all incidents a customer opened at SAP within the last 3 to 6 months. Every incident is a description of a specific issue the customer face in one of its installations. Besides checking the general situation, the TQM specially pays attention to pain points a customer might have: long running incidents, productive down situations, incidents that do not have any progress.

Based on this a TQM decides whether to contact SAP support to pay more attention to a special case. He may also contact the customer to get feedback of him and de-escalate a highly sensitive situation.

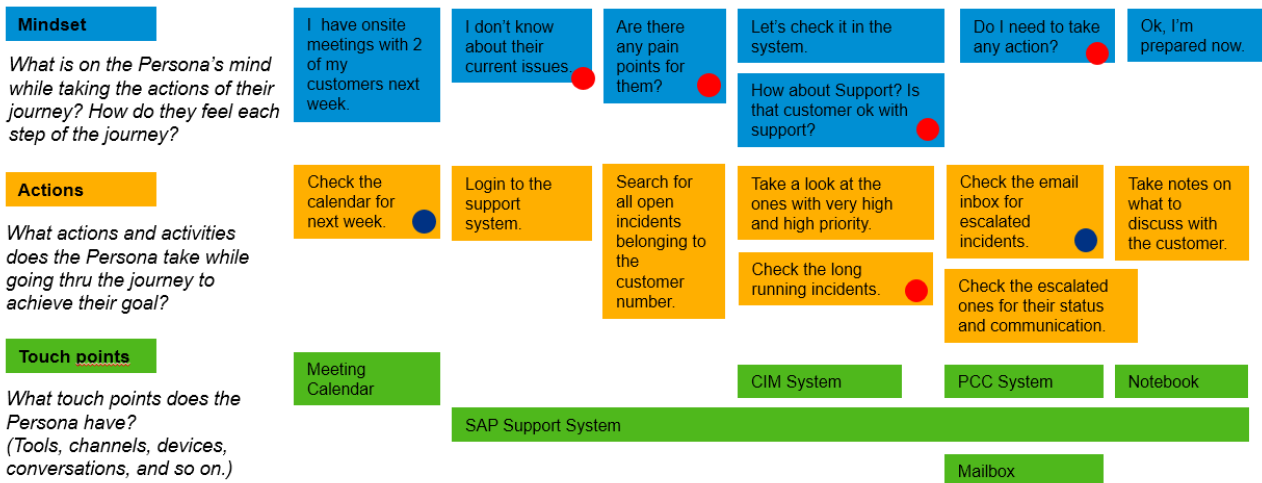
# Persona



# User Experience Journey

## Current User Experience Journey







Duration of the Journey: 2 hours minimum



# Point of View

Technical Quality Manager Lynn Hayden needs a way to quickly get the current status on support incidents of her customer. She needs to know about urgent issues or pain points that she is able to intervene early to avoid any escalation.

## Mockup

My Customers	My Customer
10002458 <input type="text"/> <input type="button" value="⊗"/> <input type="button" value="🔍"/>	Fake Product Ltd. <span style="float: right;">10002458 Germany</span>
10000101 Trust Me Bank <small>USA</small>	<div style="background-color: #e0f2f1; padding: 5px;"><span> Information</span> <span> Contacts</span> <span> Incidents</span> <span> Critical Incid...</span> <span> Advanced A...</span> <span> Satisfaction</span></div>
10005789 Fast Car Company <small>France</small>	Address
10002458 Fake Product Ltd. <small>Germany</small>	<p>Street Address: Posin Street 3 City: Berlin ZIP Code: 10117 Country: Germany</p>
10002459 Fake Product Ltd. <small>Germany</small>	
10009612 Consulting Ltd. <small>India</small>	

My Customers

- 10000101 Trust Me Bank USA
- 10005789 Fast Car Company France
- 10002458 Fake Product Ltd. Germany
- 10002459 Fake Product Ltd. Germany
- 10009612 Consulting Ltd. India

My Customer

Fake Product Ltd.
10002458  
Germany

*i* Information
*👥* Contacts
*📄* Incidents
*⚠️* Critical Incid...
*📊* Advanced A...
*📈* Satisfaction

Incident ID	Priority	Component	Status	Description	IRT	MPT
3127954757	High	XX-CSC-IN-FI	In Process	error 8i 565 during stock transfer exc...	0	0
4463364415	Very high	HAN-LM-UPG-DB	New	No ESS after HANA upgrade to 102.05	15	0
9157134820	Very high	SV-BO-DB-ORA	In Process	Connect to database failed	OK	80
7966253421	High	BC-SRV-COM	In Process	SMS delivery failed with error	OK	120
9853326398	Medium	IS-AFS-MM-IM	In Process	Movement type 313 E is not planned	OK	111
4547450295	Medium	BC-CST-NI	In Process	Unable to open remote connection in...	OK	67
3993232346	High	AP-ACC	In Process	BYD1602:interface error: WS-Aoplica...	OK	1

My Customers

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My Customer

*i* Information
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*📊* Advanced A...
*📈* Satisfaction

Escalated Incidents  ON

Priority  Very High  
 High  
 Medium/ Low

SLA Violation  IRT  MPT

Link to the prototype:

[https://standard.experiencesplash.com:443/api/projects/a379d63f89911fa80ba59fe6/prototype/snapshot/latest/index.html#/1457704170821\\_S0](https://standard.experiencesplash.com:443/api/projects/a379d63f89911fa80ba59fe6/prototype/snapshot/latest/index.html#/1457704170821_S0)



# Web IDE App

Choose a Customer. Navigate to Incidents for example.

My Customers (5)

Enter a Customer name or a part of it.

- 10009612 Consulting Ltd. India
- 10002458 Fake Product Ltd. Germany
- 10002459 Fake Product Ltd. Germany
- 10005789 Fast Car Company France
- 10000101 Trust Me Bank USA

Customer Details

**Fake Product Ltd.** 10002458 Germany

Information
 Contacts
 Incidents 19
 Critical
 Advanced
 Satisfaction

Incident ID	Priority	Component	Status	Description	IRT (%)	MPT (%)
3127954757	High	XX-CSC-IN-FI	In Process	error BI 565 during stock transfer excise posting.	0	0
4463364415	Very high	HAN-LM-UPG-DB	New	No ESS after HANA upgrade to 102.05	15	0
9157134820	Very high	SV-BO-DB-ORA	In Process	Connect to database failed	OK	80
7966253421	High	BC-SRV-COM	In Process	SMS delivery failed with error	OK	120
9853326398	Medium	IS-AFS-MM-IM	In Process	Movement type 313 E is not planned	OK	111
4547450295	Medium	BC-CST-NI	In Process	Unable to open remote connecton in SAP support portal	OK	67
3993232346	High	AP-ACC	In Process	BYD1602:Interface error, WS-Application;	OK	1
663119602	High	AP-ACC	New	BYD1602:Interface error, WS-Application;	OK	1
2715972644	Very high	GRC-SAC-ARQ	In Process	User Defaults and HR Trigger Rules	OK	13
756850713	High	BC-SYB-ASE	In Process	License checkout issue	0	2
4823229691	High	BI-BIP-INS	In Process	SIA not starting after BO 4.1 sp7 upggra	0	5
3693826763	High	BI-RA-WBI	In Process	Unable to publish content as a Webservic	0	7
9097490416	Medium	LOD-SF-ANA	New	Dashboard 2.0 Error in Tile	41	1
7436441359	High	XX-SER-NET	Customer Action	Test R3, WTS and http connection to CRM from SAP	OK	Paused
5003817174	Very high	BC-DB-DBI	Customer Action	Data base commit error and DSO activation failure	OK	Paused

Choose another Tab like the Advanced Incident Analysis.

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Customer Details

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**Show Incidents on Priority**

Priority:  Very High  
 High  
 Medium / Low

**Show Special Attributes**

SLA Violation:  IRT  
 MPT  
Escalated Incidents:

**Advanced Analysis over the last 6 Months**

Month	Number of Incidents
2015/11	9
2015/12	4
2016/01	6
2016/02	8
2016/03	4
2016/04	0

Use the checkboxes to modify the Chart that it shows the information you are looking for.

← My Customers (5) Customer Details

Enter a Customer name or a part of it.

10009612	Consulting Ltd. India
10002458	Fake Product Ltd. Germany
10002459	Fake Product Ltd. Germany
10005789	Fast Car Company France
10000101	Trust Me Bank USA

Information Contacts Incidents 19 Critical Advanced Satisfaction

Show Incidents on Priority

Priority:  Very High  
 High  
 Medium / Low

Show Special Attributes

SLA Violation:  IRT  
 MPT  
Escalated Incidents:

Advanced Analysis over the last 6 Months

The chart displays the number of incidents for three categories: Very High Incidents (blue line), MPT Violation (green line), and High Incidents (orange line) from November 2015 to April 2016. The Y-axis represents the number of incidents, ranging from 0 to 10. The X-axis shows the months: 2015/11, 2015/12, 2016/01, 2016/02, 2016/03, and 2016/04.

Month	Very High Incidents	MPT Violation	High Incidents
2015/11	9	5	2
2015/12	4	0	2
2016/01	6	2	1
2016/02	8	4	0
2016/03	4	3	7
2016/04	0	1	2

Video:

<https://youtu.be/hT0Q6kRqxyE>