

BW Support Freshdesk Process

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General description

- The single point of contact for all the question / support / new request is Freshdesk tool.
- It is the responsibility of Solvay support L0 to forward the ticket to the right team and translate the requester's language to English in case requester do not assign group or enter incorrect information
- It is the responsibility of the BW support (CGI) to monitor the user tickets on CGI-BW group and make sure all are taken care of
- As a general principal the BW support has to handle everything they know how to and transfer to the competence center when not in their responsibility or they do not know how to handle.

Support / Evolution / Authorization Ticket

How to create ticket

1. Send email to sbs-support@support.solvay.com or go to [Freshdesk](#)
2. In case creating ticket via Freshdesk, requester has to enter detail of the request and information below in order to assign to the support group correctly
 - a. Assign to group IS-CGI-L2-BW or IS-CGI-L3-BW for reporting / IS-SD-AUTHORISATION for access management
 - b. Type = IS request
 - c. Sub type = depending on request (Access management, Support, Evolution, Corrective, Training)
 - d. Functional Area = Area to identify by stream (Finance[RtR] / Purchasing[P2P] / Supply chain[OtC] / Industrial[I&P])
 - i. Detail of each application is on table below
 - ii. Functional area "Reporting (Techno)" is used only for technical problem only and not relevant for a Service line
 - e. IS process = Techno
 - f. IS-Subprocess = Reporting Techno
 - g. IS-Category = the relevant one (BO, BW, Dashboard, etc..)
 - h. Application = SAP BW

In most cases the Funct Area and subfunction is to be choosen based on the application it impacts :

Application Code	Application Name	Functional Area	
AU	Authorisation Follow Up	Authorization	
CATS	Time Sheet	Reporting (Techno)	
COPC	Production Costs	Finance (RtR)	
FC2	Fixed Costs	Finance (RtR)	
FIAA	Fixed assets accounting	Finance (RtR)	
FIAP	Account payables	Finance (RtR)	
FIAR	Account Receivables	Finance (RtR)	
FIGL	General Ledger	Finance (RtR)	
FISCA	Supplier Credit Automation	Finance (RtR)	
FIWC	Working Capital	Finance (RtR)	
FUNCT0	Funct0	Finance (RtR)	
GSV	Global Spent Visibility	Purchasing (PtP)	
GTS	Global Trade Services	Purchasing (PtP)	
IM	Stocks	Order to Cash (OtC)	
KPI	RCS Key Performance Indicators	Reporting (Techno)	
OC	Order Changes	Reporting (Techno)	
PM	Plant Maintenance	Industrial (I&P)	

PP	Production Planning	Industrial (I&P)	
PS	Project System	Industrial (I&P)	
PU	Purchasing For Plants	BW - Purchasing	
QM	Quality Management	Industrial (I&P)	
TR	Transport Costs	Order to Cash (OtC)	
VS	Value Stream	Industrial (I&P)	
SD	Global sales	Order to Cash (OtC)	
	pVelocity interface	Reporting (Techno)	
GSV	GSV Cockpit	Order to Cash (OtC)	
	Master data	Reporting (Techno)	

Does it require a bug or evolution UR ?

Bug/Evolution UR's are required to be created in the SAP Application workspace in the following cases :

- Any development requiring a Transport order in BW :
Core query modification or creation.
Data flow modification or creation.
- Reloading of data in production (from RCS, BW itself or other sources).
- Update of a flat file in the BW file server.
- Manual update of master data in WBP.

Some examples of what does NOT need a bug/evolution UR :

- Broadcast settings update

Ticket Monitoring

WARNING DOCUMENTATION IS IN PROGRESS

BW Support will monitor all the tickets with **status different from Closed** :

- BW - RtR (Record to Report)
- BW - OtC (Order to Cash)
- BW - I&P (Industrial and Planning)
- BW - Other
- BW - PtP (Procure to Pay)
- BW - Supply Chain
- BW - HtR (Hire to Retire)
- BW - Techno (out of any fonctionnal scope)



Freshdesk process to be developped

Warning at the moment most of explanations hereunder are obsolete so do not take it into account.

Diagram