

# BW Support Fresdesk 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](mailto: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