SAP Continuous Influence
for
SAP S/4HANA Cloud

External

SAP Continuous Influence for SAP S/4HANA Cloud
User Documentation

October 2020

THE BEST RUN **SAP**

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The purpose of this document is to provide details about SAP Continuous Influence for SAP S/4HANA Cloud.

1 WHAT IS SAP CONTINUOUS INFLUENCE ?

SAP Continuous Influence for SAP S/4HANA Cloud has been used by several SAP product teams and is now being introduced to SAP S/4HANA Cloud so that improvement requests from customers can be collected and reviewed.

SAP Continuous Influence for SAP S/4HANA Cloud enables customers not only to submit ideas, but to vote on them as well. These voting results inform SAP of product enhancements and changes customers are most interested in seeing in future releases.

Through an integration with SAP CoPilot in SAP S/4HANA Cloud, customers are also able to submit ideas directly from SAP S/4HANA Cloud applications via Feature Request Quick Create.

SAP Continuous Influence Value Proposition:

- Customers can directly influence the development of SAP S/4HANA Cloud product improvements/enhancements by submitting improvement requests and voting on them
- Customers are kept up-to-date on their submitted and/or up-voted ideas through an open and transparent process
- SAP S/4HANA Cloud Product Management can collect and evaluate improvement requests via Customer Influence's scalable and organized roll-in channel

Important:
As individual improvement requests cannot be prioritized over others and must reach the voting threshold first in order to be reviewed, SAP Continuous Influence for SAP S/4HANA Cloud is not designed for business-critical improvement requests.
Please contact your respective SAP contact in case you have a business-critical request.

2   PROCESS OVERVIEW

SAP Continuous Influence for SAP S/4HANA Cloud enables customers to submit improvement/enhancement requests and to vote on them independently.

Customer Influence is an open and transparent site. This means every SAP customer as well as SAP employee can see all submitted requests – specifically, the content submitted and who (employee-name and company-name) the request is from. All SAP customers are able to submit, vote, and comment on improvement requests. By agreeing to the Terms of Use and Privacy Policy, shown during first visit of Customer Influence, you agree to this approach.

In the following, we explain individual steps which are based on the improvement request lifecycle of Customer Influence.

2.1   Finding and following the right session(s)

SAP has defined SAP S/4HANA Cloud sessions on Customer Influence. A session is based on a line of business (e.g., Finance, Project Services) or a cross-topic (e.g., User Experience)

For an overview of all SAP S/4HANA Cloud sessions on Customer Influence, go to: influence.sap.com/saps4hanacloud

By following individual sessions, you are able to receive email notifications when a new request is submitted in the respective session.

You can follow a session by selecting 'Follow.'

Going to 'All Influence Opportunities' allows you to use various filters, categories, and search options to find sessions and influence opportunities you are interested in (also outside of SAP S/4HANA Cloud).

## 2.2   Submitting an improvement request

Customers can submit improvement requests in all sessions based on their interests and ideas.

1. To submit an improvement request, you can choose one of the available sessions for SAP S/4HANA Cloud (listed above).

2. Within a session, click on 'Submit Improvement' and fill out the form.

3. Make sure the idea is described in a detailed way with enough information (attachments, links, etc.) so that SAP Product Management understands the request.

2.3   Voting and commenting on existing improvement requests

Customers can vote and comment on submitted improvement requests. Voting is an important tool as the number of votes decide if an idea will be reviewed and evaluated by SAP.

1. To vote, you must first decide in which SAP S/4HANA Cloud session you are looking for improvement requests.

2. Once you are in a session, select 'Open for Voting'.

3. You will then see a list or tiles of submitted improvement requests. (You can change the view by clicking the list- or tile-icon on the top right.)
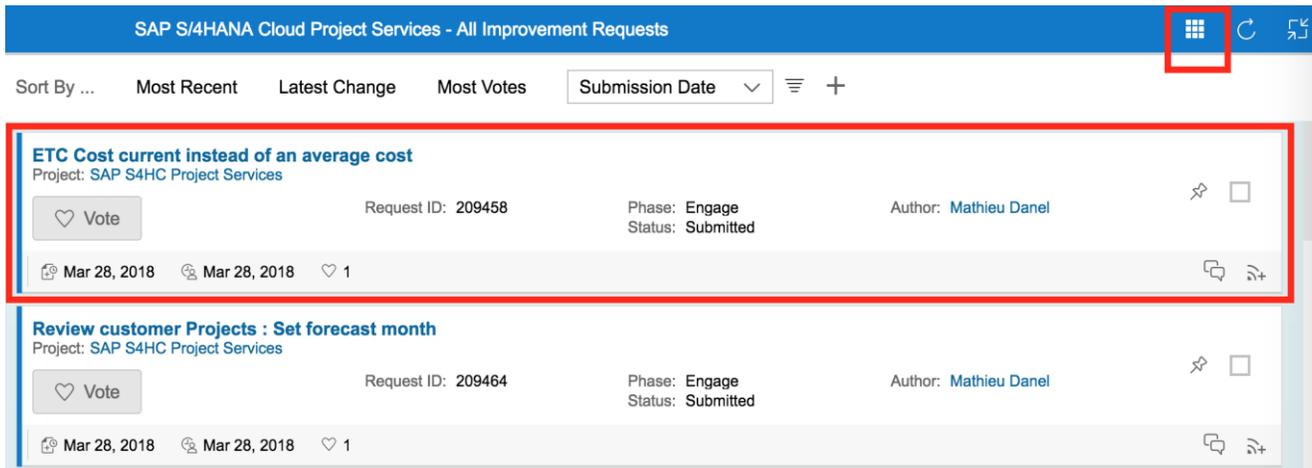
4. For more information on an improvement request, click on the title of a request and see all the submitted details, attachments, etc.

5. If an improvement request is of interest for you, you can follow it, vote on it, and click on 'Comments' to leave a remark.
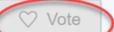
2.4 Voting Threshold, Review Phase, and Status

Each session on SAP Continuous Influence for SAP S/4HANA Cloud has a predefined voting threshold. An improvement request must meet the minimum number of votes in order to be reviewed and evaluated by SAP. The review takes place during predefined review phases (4 times a year).

You can find details about the individual voting threshold as well as the next review phase in the description on the landing page of the respective session.

Important:

Please note that votes are counted on a per company basis. Several employees from the same company can vote on an improvement request, but those votes will only count as one.

SAP Continuous Influence has a predefined improvement request lifecycle:
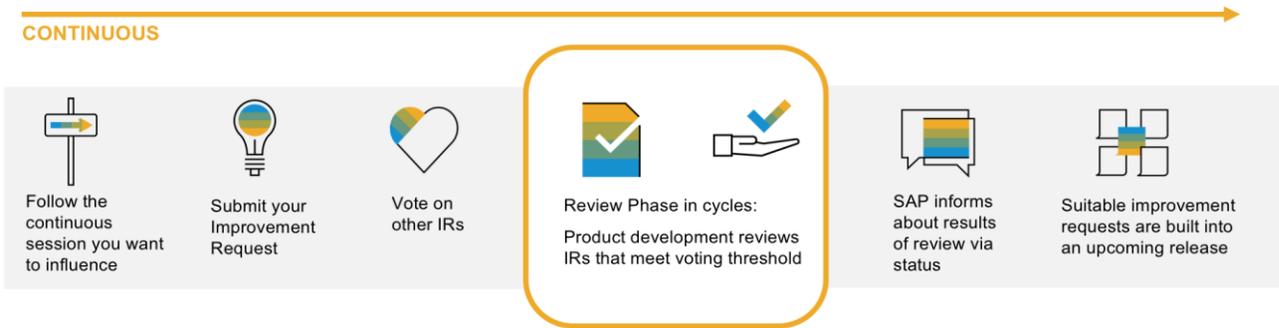
During this lifecycle, an improvement request walks through several status stages.

a) Once a customer submits an improvement request, the status is called '**Submitted**'.
   As soon as an idea has been submitted, customers can vote and comment on it until it is being evaluated during the review phase.

b) SAP takes a quick look at newly submitted improvement requests to ensure the request is in the right session (category) and is in fact a legitimate improvement request. The status is then changed by SAP to '**Acknowledged**'. This shows customers that SAP has received the request.

c) If the description of the Improvement Request is not sufficient and SAP requires additional information the status is set to '**Need more Info**'.

d) In a predefined review phase, all Improvement requests that reached the voting threshold are changed to status '**Under Review**'. SAP will then review and evaluate the request. During this phase voting for these requests is no longer possible.

e) If an Improvement Request is set to '**Accepted**' the request is considered for development and included in portfolio planning.

f) Improvement Request that requires larger development investment or is less highly prioritized however is reflected in portfolio planning is then set to '**Planned long-term**'.

g) Improvement Request that requires larger development investment or is less highly prioritized and that can currently not be reflected in portfolio planning, requiring further evaluation by SAP. The status is changed to '**For long-term consideration**'. In this status voting is possible.

h) Improvement Request that has been reviewed and is not considered now or in future planning, is set to '**Not planned**'.

i) Status '**Already offered**' means solution is already available.

j) If an improvement request is 'Accepted' or 'Planned for Portfolio' and the features are available and released to customers, SAP will change the status to '**Delivered**'.

Note:

It is possible that SAP may add additional status-comments with details and information to each status and customer notification.

Status value	What the status means
Submitted	Request was submitted, voting possible until request is being evaluated during the review phase
Acknowledged	Request is understood and in the right session
Need more Info	Request requires further information from the customer to proceed
Accepted	Request considered for development and reflected in portfolio planning
Planned long-term	Request that requires larger development investment or is less highly prioritized however is reflected in portfolio planning
Already offered	Solution requested is already available
Delivered	Solution requested is now available
For long-term consideration	Request that requires larger development investment or is less highly prioritized and that can currently not be reflected in portfolio planning, requiring further evaluation by SAP.
Not planned	Request reviewed and not considered now or in future planning
Under review	SAP will review and evaluate all requests that reached the voting threshold in a predefined phase. During this phase voting is no longer possible.

3 SAP COPILOT FOR SAP S/4HANA CLOUD – FEATURE REQUEST QUICK CREATE

As of SAP S/4HANA Cloud 1802, customers can submit an improvement request directly from SAP S/4HANA Cloud applications by using SAP CoPilot (SAP's Digital Assistant).

Through 'Feature Request Quick Create' users with the role of Application Support Engineer can complete an intuitive form and submit an idea which will then be stored automatically on Customer Influence.

3.1 Receive the 'Application Support Engineer Role'

To assign the Application Support Engineer role, customers need to open the 'Maintain Business User' app. Select the respective user and add the Application Support Engineer role to the person who will be using Feature Request Quick Create.

3.2 Open Feature Request Quick Create and submit an improvement request

1. Click on the SAP CoPilot icon at the top right of your screen to open SAP CoPilot.

2. Create a *New Chat*.

3. Create a *New Object*.
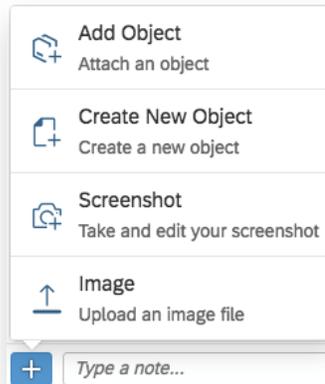
4. Choose *Feature Request*.

5. Complete the form.

Create Feature Request

*S-User ID:

S0000315119

*Subject:

What is your suggestion about?

*Description:
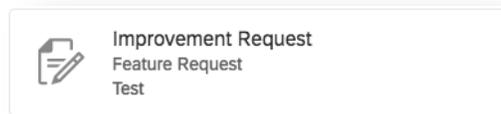
Please enter more details

*Area:

Please categorize ⌄

Business Impact:

What would be the effect of your suggestion?

6. Select *Create* to submit the Improvement Request to Customer Influence.

Create

7. Click on the overview card.

Improvement Request
Feature Request
Test

8. Click on the improvement request ID under the *Customer Influence Site* to access the newly created request on the Customer Influence site.

Improvement Request
Feature Request
Test

Subject:
Improvement Request

Description:
Test

Category:
Finance

SAP Customer Influence Site:
212203

Created at:
04/10/2018, 13:58:48

S-User ID:
S0000315119

4   REGISTRATION AND ACCESS

In order to use SAP Continuous Influence for SAP S/4HANA Cloud, customers first have to logon to the Customer Influence site and accept the Terms of Use and Privacy Policy.

You can find detailed information on how to gain access to Customer Influence here or go directly to the overview page of SAP Influence and Adopt for more information and opportunities to get involved in.

Note:

All SAP S/4HANA Cloud customers are able to access and use Customer Influence, submit improvement requests, and vote and comment on existing ones. However, only customers with the role of Application Support Engineer are able to submit a request directly from CoPilot using Feature Request Quick Create.

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5   EXPECTATION

SAP Continuous Influence for SAP S/4HANA Cloud is an approach to involve SAP S/4HANA Cloud customers in SAP's product development planning. Through SAP Continuous Influence for SAP S/4HANA Cloud, we hope to understand current trends in desired enhancements and functionalities.

SAP Continuous Influence for SAP S/4HANA Cloud is not meant for business-critical requests as individual improvement requests cannot be prioritized over others.

Please contact your respective SAP contact in case you have a business-critical request.

Also, please understand that SAP cannot prioritize every submitted improvement request. Once a request reaches the minimum number of votes, SAP will review it during the predefined review phase and maintain status update.

If an improvement request is selected as Accepted, Planned, or Planned for Portfolio, SAP does not commit to deliver the functionality with next release, but states that it is part of SAP's product development planning.

6   CONTACT

For questions you may contact:

- General questions on the SAP Continuous Influence program at SAP: influencing@sap.com

- Program Management for SAP Continuous Influence for SAP S/4HANA Cloud in S/4/HANA Product Management: doreen.baseler@sap.com

www.sap.com/contactsap

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