

560499 - Customer Interaction Center: Hotline - Email - Chat

Version	247	Type	SAP Note
Language	Inglés	Master Language	Inglés
Priority	Recommendations / Additional Info	Category	FAQ
Release Status	Released for Customer	Released On	16.09.2021
Component	XX-SER-SAPSMP-CON (Contents)		

Please find the original document at <https://launchpad.support.sap.com/#/notes/560499>

Symptom

You require assistance from SAP Support but you do not know the contact details.

Other Terms

Telephone, E-mail, Hotline, Chat, Incident Enforcement, Global Support Customer Interaction, Problem Messages, Support Requests, Service Postings, Support Center, Contact Person for Customers, Speed Up Processing, Enterprise Support, GSCI, CIC, CIM, Incidents, Incident Escalation, Technical Incidents, Customer Interaction Center, Helpdesk, OnPremise, Call1SAP, HEC, HANA Enterprise Cloud, HCP, HANA Cloud Platform, phone, number

Reason and Prerequisites

You do not know how to contact your local Customer Interaction Center.

Solution

This note includes a list of telephone numbers and e-mail addresses for Global Customer Interaction Centers.

1. TECHNICAL ASSISTANCE

To request support for technical issues or to report an error please choose from one of the following options:

- Create a customer incident via SAP ONE Support Launchpad at <https://launchpad.support.sap.com/#/incident/solution>
- Chat with a Product Support Expert via Expert Chat at https://support.sap.com/en/my-support/incidents.html#section_1554503147
- Book an appointment with a Product Support Expert via Schedule an Expert at https://support.sap.com/en/my-support/incidents.html#section_1575600800

Please note: A valid S-User ID and password are required to use this service.

For more information about any of these services please visit <https://support.sap.com/en/my-support/incidents.html>

2. NON-TECHNICAL ASSISTANCE

The following components can be used to create incidents for non-technical

queries:

Area: SAP Support Portal and SAP ONE Support Launchpad

Component: XX-SER-SAPSM*P

Query: Contents, Download Manager, System Data

Area: S-User

Component: XX-SER-SAPSM*P-USR

Query: S-User Administration, Authorisation, Password

Area: Remote Service Request incl SAP Upgrade Weekend Support

Component: SV-BO-REQ

Query: Request for the Delivery of a Remote Service

Area: License Keys

Component: XX-SER-LIKEY*

Query: License Key for SAP Systems, SAP Business Objects, SAP Sybase

3. CUSTOMER INTERACTION CENTER CONTACT DETAILS

If you require immediate assistance please contact your local customer interaction center via our 24x7 telephone service.

Please note: In order for SAP to prioritise a customer incident appropriately information detailing the commercial impact of the technical issue is required. See SAP Note [67739](#) for incident priorities. See SAP Note [1281633](#) for incident acceleration. See SAP Note [90835](#) for incident escalation.

3.1 HOTLINE NUMBERS

All numbers listed below are available 24x7.

We will endeavour to support you in your local language during local business hours, however this cannot be guaranteed.

<u>COUNTRY</u>	<u>CONTACT INFORMATION</u>
Albania	01802 260260 (24x7)
Afghanistan	+65 6723 1024
Andorra	900998311
Argentina	0800 4441284 +54 1150789775 00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Armenia	+7 499 7056137 (24/7)
Australia	+ 61 871001324 0011800 CALL-1-SAP (2255 1727) 1800 081 923
Austria	0800 295077 00800 CALL-1-SAP (2255 1727)
Azerbaijan	+7 499 7056137 (24/7)
Bahrain	+973 16500498 80006707 (toll-free)
Bangladesh	+91 1171279691 +91 80 6779 8300

Belarus	+7 499 7056137 (24/7) 8~10800 CALL-1-SAP (2255 1727) (excl. Mobile)
Belgium	0800 75886 00800 CALL-1-SAP (2255 1727)
Bolivia	+54 1150789775
Bosnia & Herzegovina	01802 260260 (24x7)
Brazil	0800 762 5586 0800 891 4919 +55 1141308151
Bulgaria	8001104973 00800 CALL-1-SAP (2255 1727)
Cambodia	+65 6723 1024
Canada	+1 866 660 3577 011800 CALL-1-SAP (2255 1727) (excl. Mobile)
Central America	018001233218
Chile	1230 0204255 +56 2 28988270
China	+86 411 8483 6717 400 620 2008 For SuccessFactors Cloud Products support in China, please contact China DataCom on +86 400 830 8821
Colombia	01800 0125519
Croatia	0800 222530 00800 CALL-1-SAP (2255 1727)
Cyprus	80094380 00800 CALL-1-SAP (2255 1727)
Czech Republic	800 143246 00800 CALL-1-SAP (2255 1727)
Denmark	8088 9491 00800 CALL-1-SAP (2255 1727)
Ecuador	+54 11 5078 9775
Egypt	+973 16500498
E-Sourcing:	
EMEA Customers	+44 20 8917 7641
EMEA Providers	+44 20 8917 7642
Estonia	800 0049021 00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Finland	0800 919487 990800 CALL-1-SAP (2255 1727) (excl. Mobile) 996800 CALL-1-SAP (2255 1727) (excl. Mobile)
France	0800 910253 00800 CALL-1-SAP (2255 1727)
Georgia	+7 499 7056137 (24x7)
Germany	01802 260260 (24x7) 00800 CALL-1-SAP (2255 1727)
Guyana	0800 4357727 +58 212 267 8344 01800 9154889
Greece	00800 49129202 00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Hongkong	+852 3013 4737 001800 CALL-1-SAP (2255 1727) (if calling via Telstra) 006 800 CALL-1-SAP (2255 1727)
Hungary	80016601 00800 CALL-1-SAP (2255 1727)

Iceland	800 8868 00800 CALL-1-SAP (2255 1727)
India	00080000490029 +91 117 127 9691
Indonesia	001 803 852 9060 +62 21 3003 2733
Iraq	+973 16500498
Ireland	1800 655 002 00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Israel	1809 349 055 00800 CALL-1-SAP (2255 1727)
Italy	800 789009
Jordan	+973 16500498
Kazakhstan	+7 499 7056137 (24/7)
Kuweit	+973 16500498
Kyrgystan	+7 499 7056137(24/7)
Japan	0120 332 909 +81 345795992
Laos	+6627873375
Latvia	8000 2982 00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Lebanon	+973 16500498
Libya	+973 16500498
Liechtenstein	0800 562643
Lithuania	8800 30694
Luxembourg	8002 3076 00800 CALL-1-SAP (2255 1727)
Macau	+85230134737
Macedonia	080090450
Malaysia	+60377240057 00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Malta	800 62058 00800 CALL-1-SAP (2255 1727) (excl. Mobile)
Mexico	018001233218 +55 1141308151
Moldova	+7 499 7056137 (24/7)
Monaco	80093485
Mongolia	+65 6723 1024
Montenegro	+49 698 740914073
Myanmar	+65 6723 1024
Netherlands	0800 0220683 00800 CALL-1-SAP (2255 1727)
New Zealand	+ 64 98010171 00800 CALL-1-SAP (2255 1727)
Norway	800 11739 00800 CALL-1-SAP (2255 1727)
Oman	+973 16500498
Palestinian Territory	+973 16500498
Pakistan	+65 6723 1024
Papua New Guinea	+61 (2) 9935 4660 +65 6664 6363
Paraguay	+54 1150789775
Peru	0800 78709
Philippines	+63 2 8705 2455 CALL-1-SAP (2255 1727) (excl. Mobile)

Poland	8004911572 00800 CALL-1-SAP (2255 1727)
Portugal	800849195 CALL-1-SAP (2255 1727)
Qatar	+973 16500498
Romania	00800 CALL-1-SAP (2255 1727) (excl. Mobile) +49 698 740914073
Russia	+7 499 7056137 (24/7) 810800 CALL-1-SAP (2255 1727)
Saudi Arabia	8008500115 - Bharti Airtel fixed and mobile, Mobily and Zain 8008440445 - Saudi Telecom (STC) fixed and mobile
Serbia	+49 698 740914073
Singapore	+6567231024 001800 CALL-1-SAP (2255 1727)
Slovakia	800049019 00800 CALL-1-SAP (2255 1727)
Slovenia	80080280 00800 CALL-1-SAP (2255 1727)
South Africa	0800981539 00800 CALL-1-SAP (2255 1727)
South Korea	+82234833946 001800 CALL-1-SAP (2255 1727) (excl. Mobile) 002800 CALL-1-SAP (2255 1727) (excl. Mobile)
Spain	900998311 00800 CALL-1-SAP (2255 1727)
Sudan	+973 16500498
Sri Lanka	+91 1171279691
Surinam	0800 4357727 +58 212 267 8344 01800 9154889
Sweden	020 799925 00800 CALL-1-SAP (2255 1727)
Switzerland	0800 562643 00800 CALL-1-SAP (2255 1727)
Taiwan	+886226507689 00800 CALL-1-SAP (2255 1727)
Tajikistan	+7 499 7056137 (24/7)
Thailand	+6627873375 001800 CALL-1-SAP (2255 1727)
Trinidad & Tobago	18002031397
Turkey	+90 216 633 03 51 00800491 CALL-1-SAP (2255 1727) (excl. Mobile)
Turkmenistan	+7 499 7056137 (24x7)
UK	0808 101 2181 00800 CALL-1-SAP (2255 1727)
Ukraine	+7 499 7056137 (24/7)
Uruguay	+54 1150789775
Uzbekistan	+7 499 7056137 (24/7)
Utd Arab Emirates	80004440644
USA	1800 677 7271 +1 412 3607869
Venezuela	0800 4357727 +58 212 267 8344
Vietnam	+65 6723 1024
Yemen	+973 16500498

If you are unable to connect via the number provided for your country, please call +49698740914073

3.2 Chat & Online Form

CIC also offers chat as a contact channel for non-technical assistance.

Users of the SAP ONE Support Launchpad and the SAP Support Portal can use chat or submit an online form to

- Enquire about existing incidents
- Ask questions about SAP One Support Launchpad and its applications
- Get help for S-User queries
- Request SAP Remote Services

This service is available 24x5 Monday to Friday in English.

- Users of SAP ONE Support Launchpad: [Chat](#) & [Online form](#)
- Users of SAP Support Portal: [Chat](#) & [Online form](#)

3.3 EMAIL ADDRESSES

The following email addresses can be used for all written communication with your SAP Customer Interaction Center (CIC) where a phone call is not an option. Requests sent via email are processed during local business hours.

China, Hong Kong, Indonesia, Malaysia, Pakistan, Philippines, Taiwan, Thailand, Korea, Singapore, Vietnam:

support.asia@sap.com

Australia, New Zealand:

support.australia@sap.com

Russia:

support.cis@sap.com

Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, South, Africa, Spain, Sweden, Switzerland, UK:

support.emea@sap.com

India:

support.india@sap.com

Japan:

support.japan@sap.com

Andina, Mexico, Brazil, Region Sur:

support.latinamerica@sap.com

Qatar, Kuwait, United Arab Emirates, Oman, Jordan, Bahrain, Egypt, Saudi Arabia, Yemen, Syria, Libya, Lebanon, Palestine, Iraq, Sudan:

support.mena@sap.com

America, Canada:

support.usca@sap.com

4. MORE INFORMATION ABOUT CIC

To learn more about SAP support and CIC please see [Explore SAP Support: Customer Interaction Center](#) and our reference guide, [Getting the Most From Your Support](#).

We have a series of Webcasts available all SAP customers. To provide you with the information you need to successfully engage with our Support Organisation. You can learn more about Live upcoming sessions or join a replay On Demand [here](#) and on the Support Portal <https://webinars.sap.com/sap-support/en/home>. Please see [KBA 2551888](#) for additional details.

This document refers to

SAP Note/KBA	Title
998028	
925690	
90835	SAP Incident Escalation Procedure
854251	
736045	Feedback on SAP SE Service & Support
422461	
376997	BW-customer incidents with priority 1 (very high)
35010	Service connections: Composite note/overview
1571328	
1364684	Vendavo: Distribution Process SAP Price & Margin Management
1262169	Requirements for error analysis in NW WPC
1079733	
1056161	SUSE Priority Support for SAP applications
1038511	Error Analysis for NW Visual Composer 7.0

This document is referenced by

SAP Note/KBA	Title
3041191	Customer Interaction Center Webcast: Partner Focus: Getting the Most from Your Support for VAR Delivered Support Partners

2551888	[WEBINAR] Getting the Most from Your Support
2948234	Frequently Asked Questions - SAP Universal User ID (SAP UID)
2923502	SAP Chat Support Options
2914898	Difference between CIC Chat / Expert Chat [VIDEO]
2287393	Support Processes and Incident Handling Guidelines - SuccessFactors Cloud
2702807	How to contact SAP for questions or issues relating to SAP Customer Data Cloud (Gigya)
2231445	How to create the perfect incident for PPM component and subcomponents
1522544	How to change the priority of a support incident - SAP ONE Support Launchpad
2659488	Support Channels for Portfolio and Project Management
2646788	[WEBINAR] [ES] Getting the Most from Your Support
1632662	Register for a demo on navigating the SAP Support Portal and SAP ONE Support Launchpad
2497921	How to find your User Assistance for SAP ASE in a Business Suite Environment
2626344	Who is the SAP Account Manager for my company?
2608841	How to choose the correct component in Expert Chat
2622714	SAP Certified Consultant cannot access SAP Support Portal
2596214	How to maintain Super Admins, Cloud Admins, and User Admins listed in the Important Contacts - SAP ONE Support Launchpad
2570790	Expert Chat Frequently Asked Questions - SAP Product Support
2569897	Unable to download database of Oracle or MS SQL Server
2569847	Where can you find user assistance (help) for SAP Analytics Cloud to use, configure and operate it more effectively?
2288884	Administrator cannot change passwords for other users - SAP ONE Support Launchpad
2500000	How to find your User Assistance for SAP Supplier Relationship Management (SAP SRM)
2522341	Change priority for incidents sent to SAP Partner
2498754	Analysis Office customer incidents with priority 1 (very high)
2503453	Creating place holder incidents for a planned upgrade
2479929	How to find your User Assistance for System Monitoring in Solution Manager (SOLMAN)
2476627	SAP RU-FI: Profit tax solution for Russia
2952946	Access to internal SAP systems
2637823	Use of components XX-PART-GKS-CUS* - Messages for GK programs without SAP certification

1986641	Very High Priority in Solution Manager Incidents
826037	FAQ: SAP MaxDB/liveCache support
1438831	FAQ : support for Micro Focus products purchased from SAP
1364684	Vendavo: Distribution Process SAP Price & Margin Management
376997	BW-customer incidents with priority 1 (very high)
736045	Feedback on SAP SE Service & Support
1038511	Error Analysis for NW Visual Composer 7.0
35010	Service connections: Composite note/overview
90835	SAP Incident Escalation Procedure
1026369	Sources of info for questions about non-product defect
1056161	SUSE Priority Support for SAP applications
1262169	Requirements for error analysis in NW WPC

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