

# Solution Manager Service Desk Support Team Determination



## Applies to:

Applies to Solution Manager 7.0, Enhancement Pack 1. For more information, visit the [Application Management homepage](#).

## Summary

Using the Solution Manager Service Desk scenario, you can use the SAP standard organization management to set up automatic support team determination. This article will walk you through the steps on how to do that.

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## Author Bio



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## Support Structure Automatic Team Determination

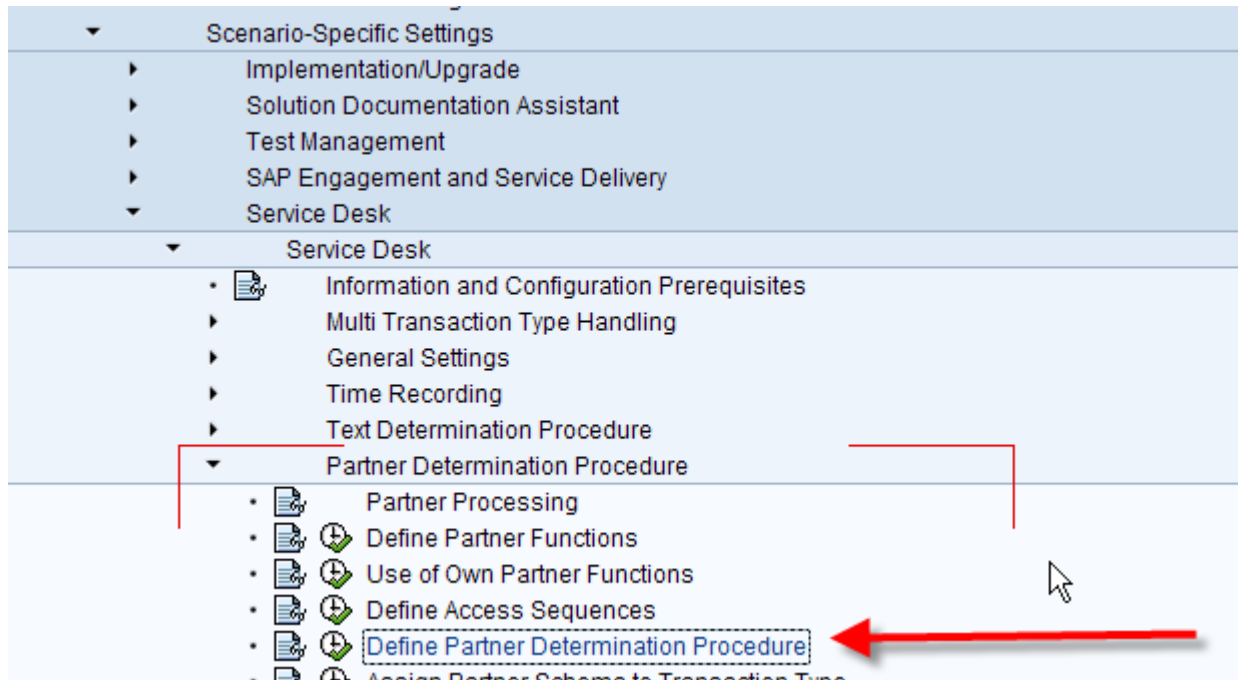
Solution Manager Service Desk can be set up for first level, second level, and even third level SAP support. Based on the system component of your message, the ticket can be routed automatically to the correct support team.

### Background:

Prerequisites:

- 1) Support team is set up using organizational management using transaction PPOMA\_CRM
- 2) Configuration for partner determination should be as follows:

IMG:



Setting for procedure SLFN0001

**Change View "Partner Determination Procedures": Overview**

New Entries | BC Set: Change Field Values

Dialog Structure	Partner Determination Procedures				
	Proced...	Description	Block Determin.	Log	Permitted Functions
Partner Determination P	SLFN0001	Service Desk Partner Header	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Standard (All Defined P
Procedure User	SLFS0001	Service Request	<input type="checkbox"/>	<input type="checkbox"/>	Standard (All Defined P
Partner Functions in	SLFT0001	Top Issue Header Partner	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Standard (All Defined P
User Interface Setting	SLM00001	Product Maintenance Header	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Standard (All Defined P
	SRV00001	SAP Services (Dummy)	<input type="checkbox"/>	<input type="checkbox"/>	Standard (All Defined P

## Detailed Steps

Transaction: PFAC

**Maintain Rule**

Rule 13200137 CRM\_DNO\_1

Name Responsibility CRM Transaction/Sup.Mess.

Enter rule 13200137 and click Change or the Pencil.

**Rule: Change**

Rule 13200137 CRM\_DNO\_1

Name Responsibility CRM Transaction/Sup.Mess.

Pack. CRM\_DNO Appl. component CRM-BTX-SVO

Rule definition Description Container Responsibilities

Basic data

Abbr. CRM DNO 1

Click the Responsibilities tab.

Rule 13200137 CRM\_DNO\_1  
 Name Responsibility CRM Transaction/Sup.Mess.  
 Pack. CRM\_DNO Appl. component CRM-BTX-SVO

Rule definition Description Container Responsibilities

Period 0 Other period

Name	Priority	Status	Code	Assigned a...	Assigned u...
Responsibility FI Team	02	Res...	FI TEAM		
1st Level Support FI			1stLevelFI	08/16/2010	Unlimited
Responsibility CCS		Res...	CCS		
1st Level CCS Team			1st Lev CCS	08/21/2010	Unlimited
SuperUser			SuperUser	08/21/2010	Unlimited
MM Team Responsibility		Res...	MM		
1st Level MM Team			1st Level MM	12/27/2010	Unlimited

Click Create button.

Create responsibility

Object abbr. PS Team

Name 1st Level PS Support

Start date 12/27/2010

End Date 12/31/9999

✓ ✗

Enter object abbreviation, name, and start and end dates.

Responsibility Edit Goto System Help

Responsibility Change for Rule PS Team

Description Container

Responsibility 50000183

Derived from Rule

Editing period 12/27/2010 To 12/31/9999

No

Basic data

Abbr. PS Team

Name 1st Level PS Support

Priority

Responsibility Specs

Name	of	to
Catalog Subject		
Category		
Code Subject		
Subject Code Group		
Sold-To Party Country		
Transaction Number		
Priority		
Transaction Number		
Sold-To Party Region		
SAP Component	PS*	<input type="checkbox"/>
Installation Number		
SAP Client		
SAP System		

Enter the desired components. In our example, we will select PS\*. Click SAVE.

**Rule: Change**

Rule: 13200137 CRM\_DNO\_1  
 Name: Responsibility CRM Transaction/Sup.Mess.  
 Pack: CRM\_DNO Appl. component: CRM-BTX-SVO

Rule definition | Description | Container | Responsibilities

Period: 0 Other period

Name	Code	Assigned a...	Assigned u...
Responsibility FI Team	FI TEAM		
1st Level Support FI	1stLevelFI	08/16/2010	Unlimited
Responsibility CCS	CCS		
1st Level CCS Team	1st Lev CCS	08/21/2010	Unlimited
SuperUser	SuperUser	08/21/2010	Unlimited
MM Team Responsibility	MM		
1st Level MM Team	1st Level MM	12/27/2010	Unlimited
1st Level PS Support	PS Team		

To assign positions/users, click the assign button or right-click and click assign.

Selection

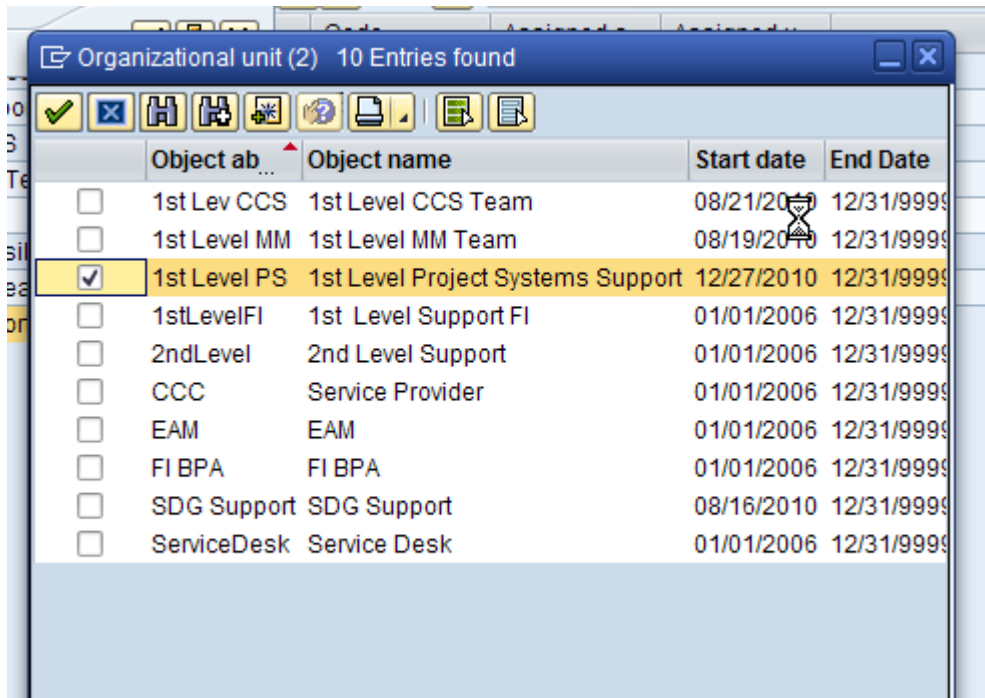
Icon	Object type
	Work Center
	Job
	Organizational unit
	Person
	Position
	User

Select Organizational unit and press ENTER.

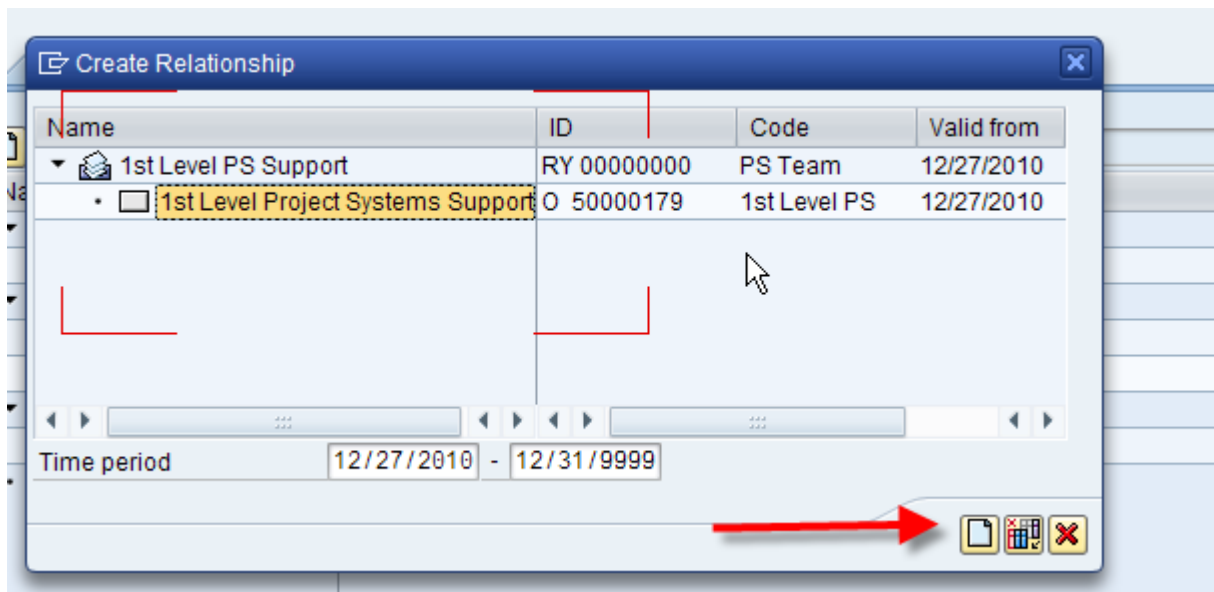
Choose Organizational unit

Search Term:

Press ENTER and select desired organizational unit.



Press ENTER.



Click CREATE



Name	Priority	Status	Code	Assigned a...	Assigned u...
▼ Responsibility FI Team	02	▲ Res...	FI TEAM		
▶ 1st Level Support FI			1stLevelFI	08/16/2010	Unlimited
▼ Responsibility CCS		▲ Res...	CCS		
▶ 1st Level CCS Team			1st Lev CCS	08/21/2010	Unlimited
▶ SuperUser			SuperUser	08/21/2010	Unlimited
▼ MM Team Responsibility		▲ Res...	MM		
▶ 1st Level MM Team			1st Level MM	12/27/2010	Unlimited
▶ 1st Level PS Support		▲ Res...	PS Team		
▶ 1st Level Project Sys			1st Level PS	12/27/2010	Unlimited
▶ PS Super User			PSSuperUser	12/27/2010	Unlimited

Then you can see the assignments in the responsibilities tab.

**Rule: Change**

Rule: 13200137 CRM\_DNO\_1

Name: Responsibility CRM Transaction/Sup.Mess.

Pack: CRM\_DNO      Appl. component: CRM-BTX-SVO

Name	Priority	Status	Code	Assigned a...	Assigned u...
▼ Responsibility FI Team	02	▲ Res...	FI TEAM		
▶ 1st Level Support FI			1stLevelFI	08/16/2010	Unlimited
▼ Responsibility CCS		▲ Res...	CCS		
▶ 1st Level CCS Team			1st Lev CCS	08/21/2010	Unlimited
▶ SuperUser			SuperUser	08/21/2010	Unlimited
▼ MM Team Responsibility		▲ Res...	MM		
▶ 1st Level MM Team			1st Level MM	12/27/2010	Unlimited
▶ 1st Level PS Support		▲ Res...	PS Team		
▶ 1st Level Project Sys			1st Level PS	12/27/2010	Unlimited
▶ PS Super User			PSSuperUser	12/27/2010	Unlimited

Click SIMULATE to test

isibility CCS      Res... CCS

Level CCS Team	1st Lev CCS	08/21/2010	Unlimited
SuperUser	SuperUser	08/21/2010	Unlimited

m Resp

Level M

el PS Su

Level Pr

PS Sup

Simulation of Rule Resolution: Standard Rule 13200137 CRM\_DNO...

Key date: 12/27/2010

Rule container for runtime

Container Elem.	Container element value
Transaction Number	
Sold-To Party Region	
SAP Component	PS*
Installation Number	

Test not executed      Broken down by user

Rule resolution result

T..	Agent ID	Abbr.	Name

Agent <-> User

Enter PS\* in SAP Component.

Simulation of Rule Resolution: Standard Rule 13200137 CRM\_DNO...

Key date: 12/27/2010

Rule container for runtime

Container Elem.	Container element value
Transaction Number	
Sold-To Party Region	
SAP Component	PS*
Installation Number	

Agent found  Broken down by user

Rule resolution result

T..	Agent ID	Abbr.	Name
O	50000179	1st Level PS	1st Level Project Systems Support

Press ENTER and the agent is found.

After following these steps, you are set up for automatic team determination in Solution Manager Service Desk.

## Related Content

[Service Desk: Support team Determination](#)

[A workflow eye over Solution Manager Service Desk](#)

[SAP Help: Incident Management](#)

For more information, visit the [Application Management homepage](#).

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