

SAP Solution Manager Service Desk: Managing Substitutes



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 set up substitutes for your support team staff. This article will walk you through how to do this.

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Support Team Substitution

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)

Setting up Relationships

In this example, we will create a relationship for business partner (transaction BP) Gilda Radnor to be the first level support for FI:

The screenshot displays the SAP Solution Manager Service Desk interface for a business partner. The top navigation bar includes icons for Person, Organization, Group, and General Data. The main area shows the business partner ID 53 and the name Gilda Radner / VA. The display in BP role is set to 000000 Business Partner (...). The interface is divided into several tabs: Address, Address Overview, Identification, Control, and Payment Transactions. The Address tab is active, showing the following fields:

Name	
Title	0001 Ms.
First Name	Gilda
Last Name	Radner

Below the name fields is the Search Terms section, which includes a search term field containing BWALTERS. The Standard Address section is also visible, featuring a Print Preview button and the following address information:

Standard Address	
Street Address	
Street/House number	
Postal Code/City	
Country	US USA Region VA Virginia

Business Partner Edit Goto Extras Environment System Help

Display Person : 53

Person Organization Group General Data Relationships

Business Partner ID 53 Gilda Radner / VA
 Display in BP role 000000 Business Partner (...)

Address Address Overview Identification Control Payment Transactions Long Texts Marketing Attributes Status

Name
 Title 0001 Ms.
 First Name Gilda
 Last Name Radner

Click the Relationships button

Person 53. Maintain Relationships

Person Organization Group General Data Relationships

Business Partner ID 53 Gilda Radner / VA

Overview

Relationship Cat. TBUR001 Is Contact Person For Format A List

Relationship to BP 73 From to Create

Business Partner	A...	Description	Valid From	Valid To	S	Fct	Function Description

Select "is Contact Person for"

Select BP for 1st Level Support. In our example, this is business partner 73.

Click the Create button.

Contact Person Rel. ship Create: General Data

Business partner 1	53	Gilda Radner / VA
Relationship Cat.	Is Contact Person For	
Business partner 2	73	1stLevelFI /
Valid From	01/02/2011	
Valid To	12/31/9999	

General Data | Sales and Distribution Data | Usage

Standard Relationship

Standard

Contact Person Data

VIP

Department

Function

Authority

Note

Address Data

Information Fields Only; Assign a Company Address to the Address Usage

Person

Function

Company dept.

Communications data

Telephone -

Fax -

E-Mail Address

At this screen, press ENTER.

Person 53: Maintain Relationships

Business Partner ID: 53 Gilda Radner / VA

Overview | Is Contact Person For (1)

Relationship Cat. **TBUR001 Is Contact Person For (1)** Format: A List

Relationship to BP: 73 From: to: **Create**

Business Partner	A...	Description	Valid From	Valid To	S	Fct	Function Description
73		1stLevelFI/	01/02/2011	12/31/9999			

Partner

Relationship was transferred

Click SAVE.

Follow the same steps for the “substitute” partner.

Person 50: Maintain Relationships

Person Organization Group | General Data Relationships

Business Partner ID: 50 | Tammy Powlas / VA

Overview | **Is Contact Person For (1)**

Relationship Cat. TBUR001 Is Contact Person For (1) | Format A List

Relationship to BP: 73 | From: | to: | Create

Business Partner	Description	Valid From	Valid To	S	Fct	Function De
73	1stLevelFI /	01/02/2011	12/31/9999			

BP 50, Tammy Powlas, is also assigned to 1st Level FI support.

To review, look at the business partner for 1st Level FI Support:

Organization: 73, maintain relationships

Person Organization Group | General Data Relationships

Business Partner ID: 73 | 1stLevelFI /

Overview | **Has Contact Person (2)**

Relationship Cat. All | Format A List

Relationship to BP: | From: | to: | Create

Description	Business Partner	A... Description	Valid From	Valid To
Has Contact Person	50	Tammy Powlas / VA	01/02/2011	12/31/9999
	53	Gilda Radner / VA	01/02/2011	12/31/9999

We have 2 contact persons for 1st level FI support, Gilda Radner and Tammy Powlas.

Managing Substitutes

As a support person, I can go to transaction SOLMAN_WORKCENTER and manage the substitute myself if I am going to be out of the office.

The screenshot shows the SAP Solution Manager: Work Centers interface. The top navigation bar includes tabs for Change Management, Incident Management, Test Management, Business Process Operations, Root Cause Analysis, and Imple. The 'Incident Management' tab is selected. Below the tabs, there is a section for 'Your assigned Business Partner: Tammy Powlas / VA (50)'. The main content area displays an 'Overview' section with 'Support Notification' counts: 'Reported by me' (New: 3, In process: 4, Proposed Solution: 0, Confirmed: 3) and 'For processing by me' (New: 3, In process: 6, Proposed Solution: 2, Confirmed: 5). The left sidebar contains a menu with 'Overview', 'Messages', 'Queries', 'Reports', and 'Common Tasks'. Under 'Common Tasks', 'Manage Substitutes' is highlighted. Red arrows point to the 'Incident Management' tab and the 'Manage Substitutes' option.

Select the Incident Management tab, and select Manage Substitutes

Support Modification

Substitution

Business Partners who substitute for me

Business Partner: Gilda Radner / VA

Start Date: End Date:

Business Partner	Business Partner Name	Valid From	Valid To
53	Gilda Radner / VA	01/02/2011	01/09/2011

Business Partners for whom I substitute

Business Partner:

Start Date: End Date:

Business Partner	Business Partner Name	Valid From	Valid To

Select BP 53, Gilda Radner, and click ADD then SAVE.

Change Management | Incident Management | Test Management | Business Process Operations | Root Cause Analysis | Implementation / Upgrade | Job

Overview
Messages

Your assigned Business Partner: Tammy Powlas / VA (50) You are substituted by Gilda Radner / VA (53)

Overview

In the Work Center, I see that Gilda is now replacing me.

You can only assign substitutes who are in your *same support organization*.

I can see via the SAPGui transaction BP that Gilda is replacing me:

Business Partner Edit Goto Extras Environment System Help

Person 50: Maintain Relationships

Person Organization Group General Data Relationships

Business Partner ID 50 Tammy Powlas / VA

Overview Is Contact Person For (1) Is Replaced By (1)

Relationship Cat. Is Replaced By Format A List

Relationship to BP From to Create

Business Partner	Description	Valid From	Valid To
53	Gilda Radner / VA	01/02/2011	01/09/2011

Now when I create a support message, and assign it to Tammy Powlas, it will show up in Gilda's queue to process:

Job Management

Messages

View [Standard View] Export Show For processing by me Status New (10) New Filter Settings

Priority: Text	ID	Description	User Status	Created On	Created By	Changed On
4: Low	8000001742	test	New	01/02/2011 17:34:37	TPOWLAS	01/02/2011 17:35:43

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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