

Solution Manager Service Desk Time Recording



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 measure how long it takes to resolve incidents, in accordance with the SUGEN Key Performance Indicator program. You must be on SP 21 or later to use this time recording feature.

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Author Bio



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Service Desk Time Recording

Solution Manager Service Desk can be used to track the time recorded on a service desk ticket. SAP implemented this feature in response to SUGEN Key Performance Indicator initiative – KPI is “reduce mean time to resolve” incidents.

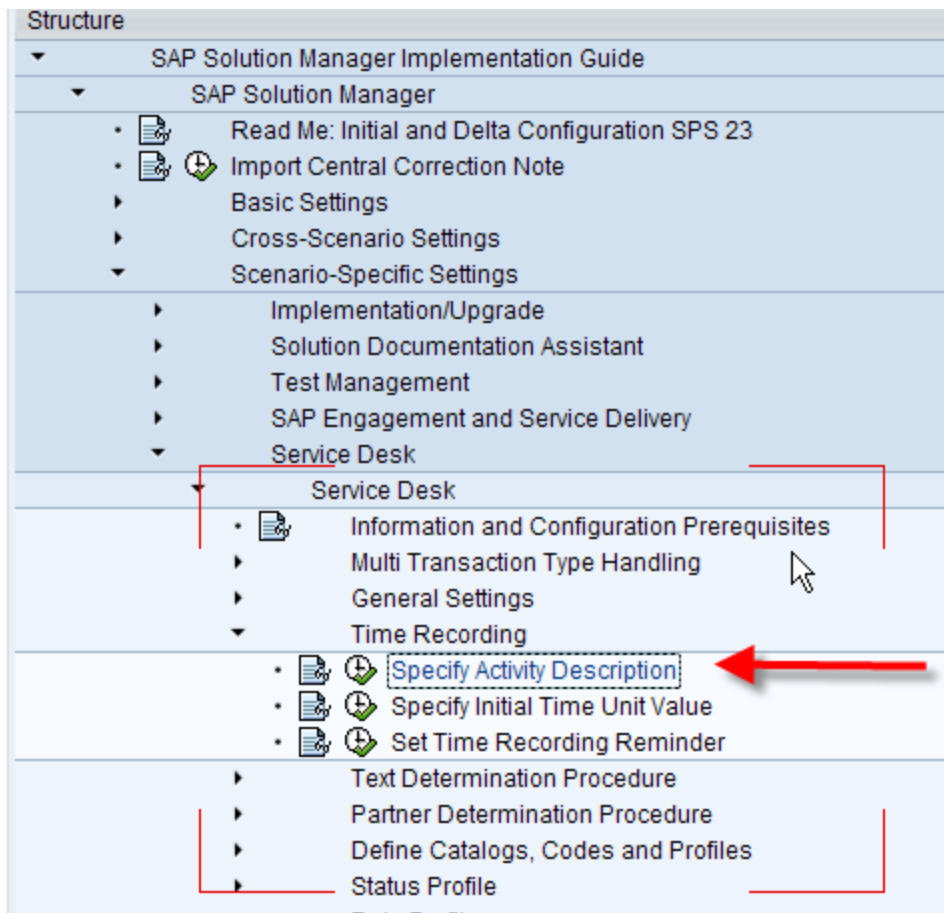
Background:

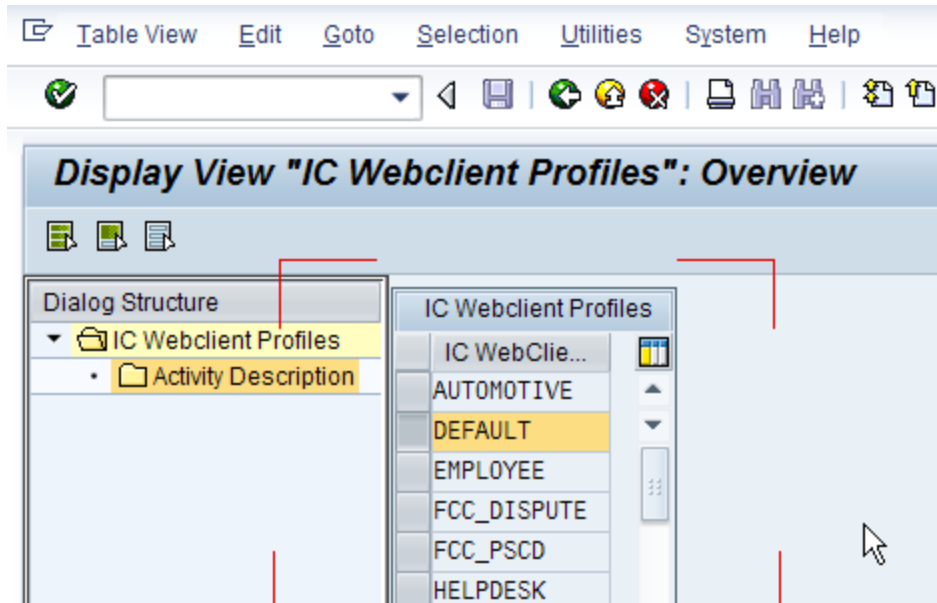
Prerequisites: Solution Manager 7.0, SP21

Detailed Steps

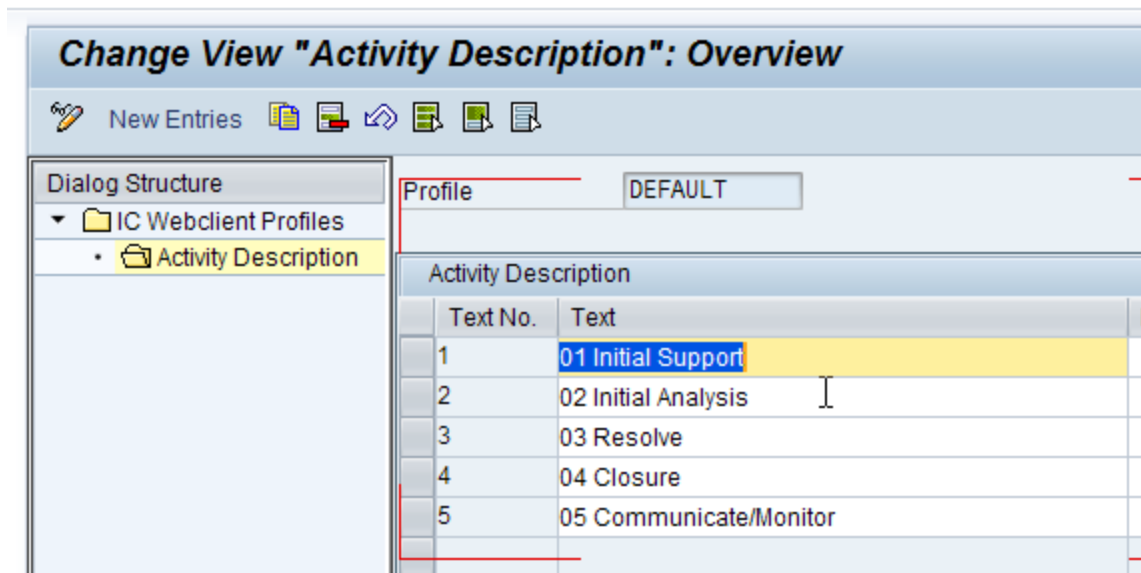
After following these steps, you are set up for time recording in Solution Manager Service Desk.

In the IMG, go to Solution Manager -> Scenario-Specific Settings -> Service Desk -> Service Desk -> Time Recording -> Specify Activity Description





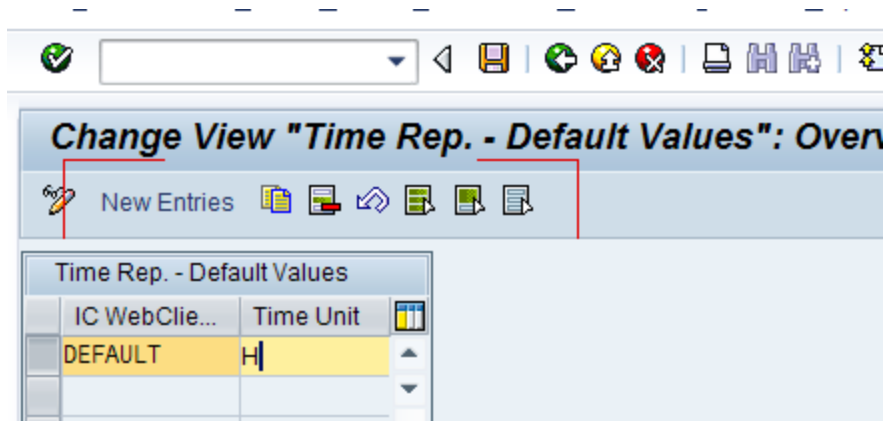
Select DEFAULT with Activity Description and double-click



Select New Entries and enter the text above.

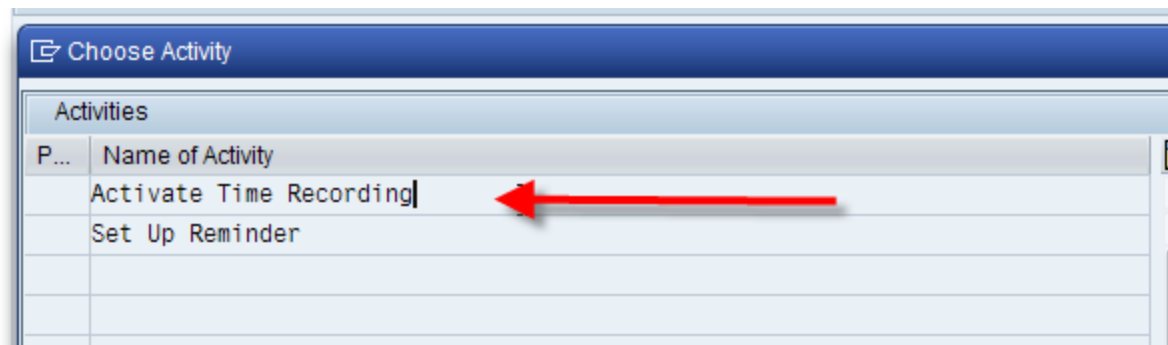
Click SAVE.

Next, in the IMG, go to Solution Manager -> Scenario-Specific Settings -> Service Desk -> Service Desk -> Time Recording -> Specify Initial Time Unit Value.

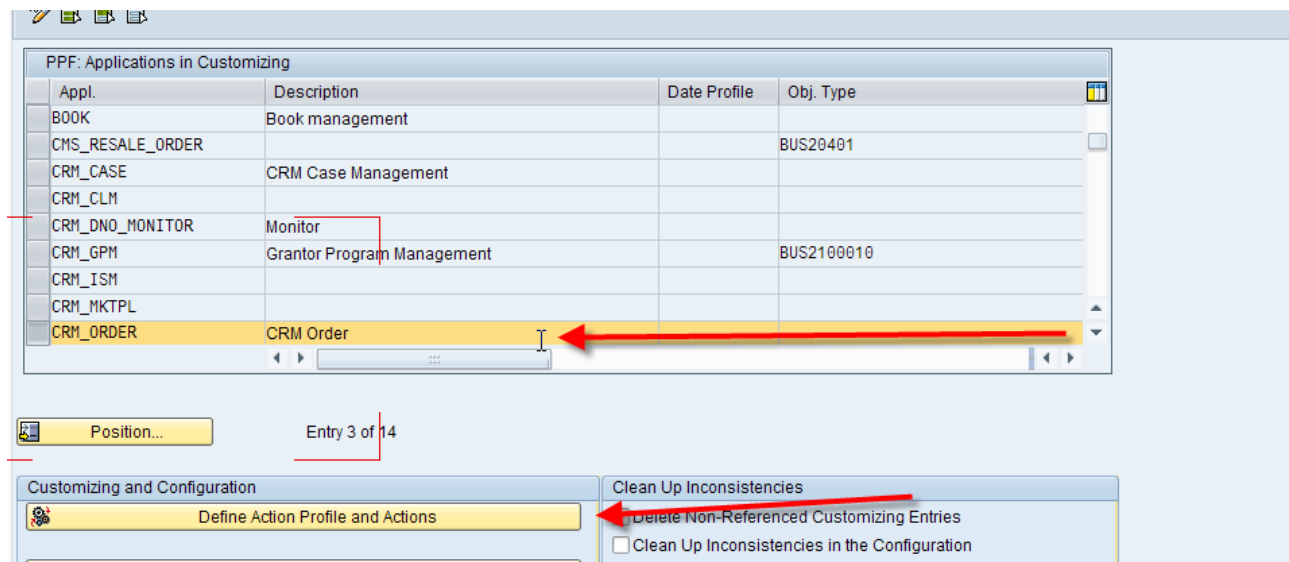


Select IC WebClient DEFAULT, enter H for hours
Click SAVE.

Next, in the IMG, go to Solution Manager -> Scenario-Specific Settings -> Service Desk -> Service Desk -> Time Recording -> Set Time Recording Reminder

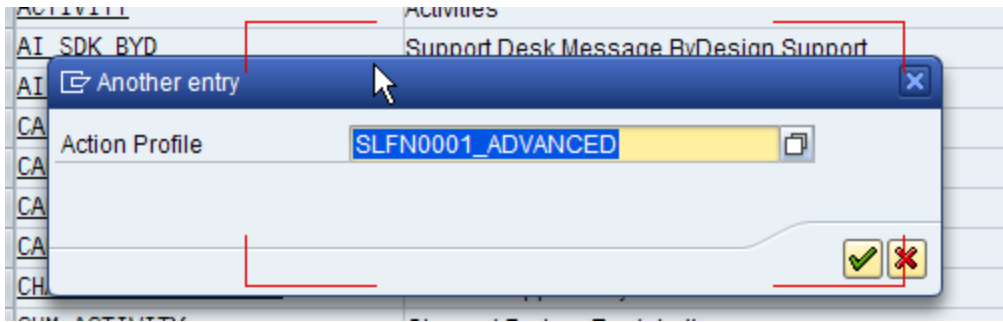


Select Activate Time Recording

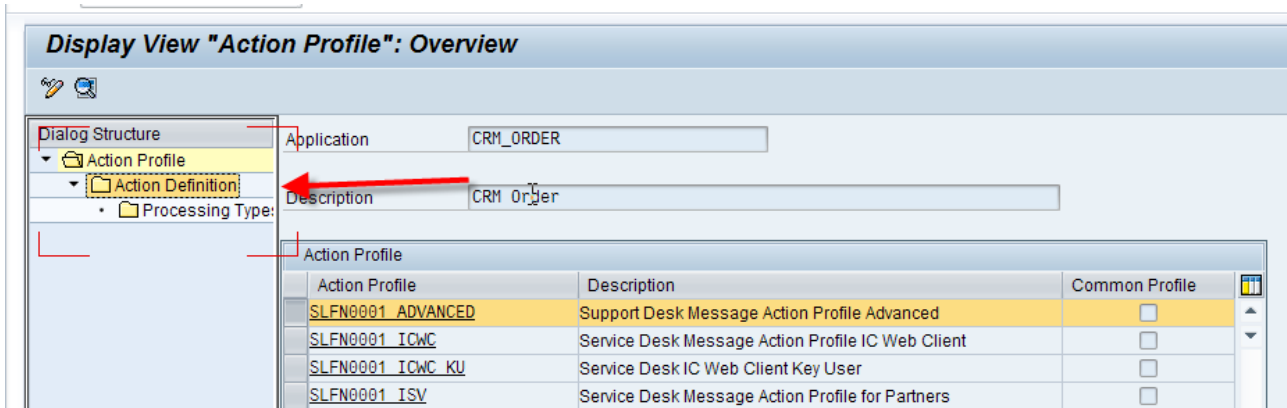


Select CRM_ORDER

Click Define Action Profile and Actions



Select Action Profile SLFN0001_ADVANCED



Double click on Action Definition

Dialog Structure

- Action Profile
 - Action Definition
 - Processing Type:

Action Profile: SLFN0001_ADVANCED

Description: Support Desk Message Action Profile Advanced

Action Definition	Description	Sort Ord...	Inac...
SLFN0001_ADVANCED_ACTION_LOG	Display SAP Action Log	23	<input type="checkbox"/>
SLFN0001_ADVANCED_CHECK QUEST	Check answers to appl-spec. questions	14	<input type="checkbox"/>
SLFN0001_ADVANCED_CLOSE_AUTO	Automatically Confirm Message at SAP	41	<input type="checkbox"/>
SLFN0001_ADVANCED_CLOSE SAP	Confirm Message to SAP	40	<input type="checkbox"/>
SLFN0001_ADVANCED_CLOSE_THIRD	Close Message in Ext. Service Desk	215	<input type="checkbox"/>
SLFN0001_ADVANCED_COMP QUEST	Answers to appl-spec. questions	300	<input type="checkbox"/>
SLFN0001_ADVANCED_CREATE CR	Create Change Document	80	<input type="checkbox"/>
SLFN0001_ADVANCED_ENTER_PCC	Maintain PCC (Positive Call Closure) for SAP	39	<input type="checkbox"/>
SLFN0001_ADVANCED_FIND PARTNER	Find support team responsible, when message is created	10	<input type="checkbox"/>
SLFN0001_ADVANCED_MAIL	E-Mail to Message Creator	50	<input type="checkbox"/>
SLFN0001_ADVANCED_MSG DISPATCH	Automatic Forwarding of Messages	65	<input checked="" type="checkbox"/>
SLFN0001_ADVANCED_PRINT	Print Message	70	<input type="checkbox"/>
SLFN0001_ADVANCED_SDB_CREATE	Create Solution in Solution Database	220	<input type="checkbox"/>
SLFN0001_ADVANCED_SECURE AREA	Maintain SAP Logon Data	27	<input type="checkbox"/>
SLFN0001_ADVANCED_SEND SAP	Send Message to SAP	20	<input type="checkbox"/>
SLFN0001_ADVANCED_SEND_THIRD	Send to External Service Desk	200	<input type="checkbox"/>
SLFN0001_ADVANCED_SET_KB_DELTA	Start Delta Compilation	500	<input checked="" type="checkbox"/>
SLFN0001_ADVANCED_SMDIAG	Call Solution Manager Diagnostics	100	<input type="checkbox"/>
SLFN0001_ADVANCED_SOL_THIRD	Send Solution to External Service Desk	210	<input type="checkbox"/>
SLFN0001_ADVANCED_STATUS	E-Mail to Message Creator (Extended)	60	<input checked="" type="checkbox"/>
SLFN0001_ADVANCED_SYNC_THIRD	Synchronize with Ext. Service Desk	205	<input type="checkbox"/>
SLFN0001_ADVANCED_SYSTEM_OPEN	Open System for SAP	28	<input type="checkbox"/>
SLFN0001_ADVANCED_TIME_REMIND	Time Recording Reminder	211	<input type="checkbox"/>
SLFN0001_ADVANCED_TIME_RE_MAN	Time Recording Call	212	<input type="checkbox"/>
SLFN0001_ADVANCED_UPDATE_DNO	Create/Change Basis Message from CRM Procedure	15	<input type="checkbox"/>
SLFN0001_ADVANCED_UPDATE SAP	Update Message from SAP	30	<input type="checkbox"/>
7 EMAIL MESSAGE CREATOR	7 Automatic email notification to message creator	0	<input type="checkbox"/>

Red arrows point to the checkboxes for SLFN0001_ADVANCED_TIME_REMIND and SLFN0001_ADVANCED_TIME_RE_MAN.

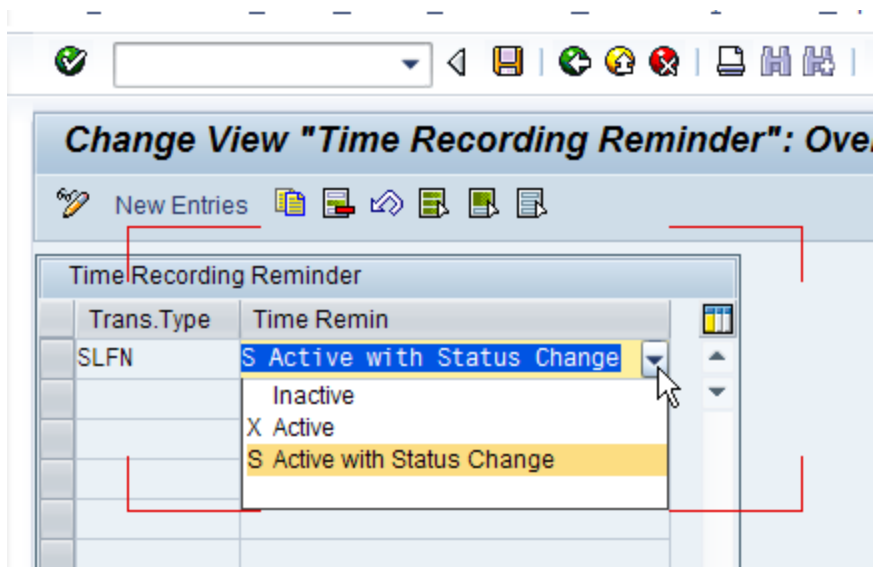
Make sure the SLFN0001_ADVANCED_TIME_REMIND and SLFN0001_ADVANCED_TIME_RE_MAN are active.

Save if you made updates.

Green arrow back a few times.



Double click on Set Up Reminder.



You have 3 options:

- 1) Inactive – no reminder
- 2) S = Active with Status Change – any time you change the status of an incident, you are prompted to enter time.
- 3) X = Active with each change.

Instead of going through the IMG you can also configure this via SM30, view AISDK_TR_REMIND

Maintain Table Views: Initial Screen

Find Maintenance Dialog

Table/View: AISDK_TR_REMIND

Restrict Data Range

No Restrictions

Enter conditions

Variant

Display Maintain Transport Customizing

Calculating the Effort of Processing Time

Transaction: AI_SDK Effort

Program: AI_SDK_Report_Effort

Some nice documentation from the help:

"Last Change": A time period within which messages were last changed.

"Priority": Only the times during which the messages had this priority are taken into account.

"Transaction Type": The transaction type of messages to be taken into account.

"Only Completed Messages": Only completed messages are to be selected. If the field is not set, all messages are selected, regardless of their status.

Message Number: Restricts the messages to be considered, by message number.

System ID: Restricts the messages to be considered, by system ID.

Installation Number: Restricts the messages to be considered, by system installation number.

Category: Restricts the messages to be considered, by category.

Catalog/Code Group/Code: Restricts the messages to be considered, by subject.

The Selection screen is displayed as follows:

Calculate Effort in Service Desk Message

Last Change: 12/28/2010 to

Priority: 3

Transaction Type: SLFN

Only Completed Messages

Other Filter Criteria

Message Number to

System ID to

Installation Number to

Category to

Subject

Catalog to

Code Group to

Code to

The output is shown below:

Calculate Effort in Service Desk Message

Results List

Cou...	Σ	Time [min]	Transaction ID	Description	Priority	InstNr	System ID	Client	Notif.No.	Status	SAP Component
1		210	8000001499	test	3: Medium	0020250755	SMG	100			SV-SMG-SUP-TST
1		72	8000001711	error in report	3: Medium	0020250755	SMG	200			SV-SMG-SUP-TST
Σ		282									

Related Content

[SUGEN KPI](#)

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

[SAP Help: Incident Management](#)

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

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