

Solution Suggestions Migration to SAP Continuous Influence Sessions- FAQ

This document covers frequently asked questions regarding the migration of Solution Suggestions / Ideas to the Customer Influence program SAP Continuous Influence Sessions.

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BACKGROUND AND DEFINITION

What is the Solution Suggestions / Ideas program?

Solution Suggestions, also known as Suggestions, or Ideas, is an online platform for users to enter feedback for new features or improvements to existing SAP Concur products. The ability to submit suggestions is available to SAP Concur customer Authorized Support Contacts (ASCs) only. It is accessed through the **Help > Contact Support** menu when the user is logged into their Concur solution(s).

Why is SAP Concur making the change from Solution Suggestions to SAP Continuous Influence Sessions?

A top priority for us is to deliver products and features that bring value and meet the business needs of our customers. This change was inspired by your assessment and critique of the current Solution Suggestions platform. To deliver a change that truly addressed your needs and resolved gaps for our product teams, the new program needed to be more than just a better user experience, but also provide more transparency, accountability, guidelines, and communication. The SAP Continuous Influence program meets these needs and SAP Concur is implementing these program policies to ensure success.

What is the SAP Continuous Influence Sessions program?

SAP offers a platform to all customers called Customer Influence. Within Customer Influence are several programs designed to capture your important and relevant product feedback. This program, SAP Continuous Influence Sessions, provides you with the opportunity to create and vote on product Improvement Requests and engage directly with SAP development teams.

How is Continuous Influence different than Solution Suggestions?

Both Solution Suggestions (SS) and Continuous Influence (CIS) are online tools where a user can create and vote on a product or feature improvement idea.

SAP Concur sessions are based on product and functional areas. Each session has a list of categories available to select from.

For example (the list below is an example only; actual session names and categories may be different):

- Concur Expense – Regulatory Topics (Session)
 - Travel Allowance (Category)
 - Mileage (Category)

The session page contains all the information you need to search, submit, and vote for Improvement Requests, as well as full process guidance and on-screen help. There are several search and filter features to help you find topics and opportunities of interest.

CIS offers more features and is integrated with other SAP programs and tools:

	SS	CIS
Create, search, and vote on an idea / request	X	X
Submit idea / request by product or feature	X	X
Ability to comment on others' ideas / requests	X	X
Time-based status thresholds		X
Clear definition of all statuses		X
SLA for response time		X

Request process transparency and guidance		X
Visibility to all product sessions		X
Ability to upload documentation		X
Automatic update notifications (opt-in)		X
Ability to follow areas of interest (tags), sessions, and requests		X
Regular reporting of activity		X

Key features we are excited about:

- **Follow:** “Following” allows you to get automatic activity notifications about programs, improvement requests, sessions, and “tags” that are important to you. A “tag” is an area of interest or word or phrase such as “SAP Concur” or “Receipts.” Tags can be added to any item on the site.
- **Reporting:** Twice a year we will post a report on each session that reads out key metrics, such as request volume, status, and outcomes. This ensures you know we are actively reviewing the Improvement Requests and gives you a holistic picture of session activity.
- **Transparency and Guidance:** Right on the webpage you will be able to see the thresholds and SLA for each session, category lists, status definitions, and the “How it works” process.

For more information, please click [here](#)

How do I access SAP Continuous Influence Sessions?

Sessions are available on the SAP [Customer Influence website](#). SAP Concur customer Authorized Support Contacts (ASCs) will access the website from the same place they access Solution Suggestions today. When the sessions go live, the Suggestions [Submit](#) and [View](#) button links will change to point to the influence website.

Users will need to use their S-User or Universal SAP ID to log into the website. If you do not have access to the SAP Support Portal or have never viewed the influence website may be prompted to complete a one-time quick sign-up form.

More information about login and website navigation can be found [here](#).

Please note: Customers who have purchased solely SAP Concur products will have access to only SAP Concur programs.

Tell me more about the Customer Influence platform.

In addition to Continuous Influence Sessions, there are a few other Customer Influence programs that give customers the opportunity to influence SAP software development decisions and adopt new innovations early on.

- **SAP Beta Testing:** This program allows you to test and experience our upcoming, soon-to-be-released products. Working closely with the SAP team, you can review the software, conduct beta tests, and provide feedback for future releases.
- **SAP Early Adopter Care:** Be among the first to adopt new SAP software by participating in an EAC. Our dedicated team of experts will work with you to ensure a successful implementation.

- SAP Customer Engagement Initiative: CEI provides you with early insights into new SAP product developments. This is your opportunity to provide feedback, input, and ideas at the early stages of development.

New programs are added to the influence website on a regular basis. To register, simply follow the instructions on the program opportunity page. Be sure to set up your notifications (Follow) so you know right when a new program is posted!

SESSION SPECIFICS

What are session voting thresholds and why aren't they the same for all sessions?

Voting thresholds allow us to surface the requests that are of most interest and importance to customers. The minimum vote threshold and open voting period helps to keep the system current and sets neutral standard metrics for when an Improvement Request will be closed. Please note this is a guide only and exceptions may occur.

Each threshold has been carefully determined by the session owners. For example, an Improvement Request for a more mature product with high customer adoption may require a greater number of customer votes than a newer product or product with lower engagement to be considered relevant and desirable.

How does SAP Concur select which Improvement Requests will be considered and which ones will be developed?

Within the description of each session there is a list of session categories, the request review process, and acceptance criteria. If an Improvement Request is submitted that is out of scope, we reserve the right to close it. If an Improvement Request meets the voting threshold then a deeper review with product leadership is done to consider all uses cases, business case, and product strategy.

Our goal is to develop requests that are in scope, align with our Product Direction and Development Prioritization Guidelines. To see what is on the current Product Roadmap, please click [here](#).

When can I expect my Improvement Request to be reviewed?

Improvement Requests are reviewed on a regular basis by the product owner(s). The frequency is defined in each session (e.g., quarterly, bi-annually).

- Once an Improvement Request is submitted, the initial status is "Submitted" and the first look can be anywhere from one week to 90 days. If the Improvement Request remains open for voting, the status will be "Submitted," "Need More Info," "Acknowledged," "Under Review," "Accepted," "For Long-term Consideration," or "Planned."
- If the status is changed to "Already Offered," "Not Planned," or "Merged," the request is closed for voting.
- Once the request has reached the minimum voting threshold or the time threshold has been met, the request goes through a deeper review within the next closest cycle. Considerations are taken to determine if the Request will remain in open voting status:
 - If the Request has been determined to be considered for future development the status will change to "Accepted," "For Long-term Consideration," or "Planned."
 - If the Request is declined and will be closed, it will change to "Not Planned."
- The status will be changed to "Delivered" once an Improvement Request feature has been developed and officially released. You can find more information about delivered Improvement Requests [here](#).

This process and status descriptions are meant to be used as a general guide; status may change at any time on a Request.

Status descriptions are available on each session page for easy review.

What is the description of each Improvement Request status?

Status	Description
Submitted	Improvement Request has been submitted; vote for the request to prioritize and qualify it for review.
Need More Info	Improvement Request requires further information to proceed. Please provide details on the request by updating the description or by adding an additional comment.
Acknowledged	Improvement Request has been checked to make sure it is described clearly, is in the correct project and category, is within scope, and is not a duplicate.
Under Review	Improvement Request has received enough votes and is included in the current review cycle.
Accepted	Improvement Request is being considered for development.
Long-term	
For Long-term Consideration	Improvement Request is considered to be a good suggestion and might be developed in the future. However, we don't see this request to be aligning with our near-term roadmap.
Planned (Long-term)	Improvement Request is considered to be a good suggestion. It is planned to be developed in upcoming releases, however it is not included in our near-term roadmap.
Final	
Delivered	Improvement Request has been delivered; see status comment how to benefit from it.
Already Offered	There is already a solution available; see status comment for more details.
Not Planned	Improvement Request has been reviewed and will not to be developed; see status reason for rationale.
Merged	Improvement Request has been identified as a duplicate and merged into another request. Check the parent request for status information and follow up.

Why was my Improvement Request declined?

The Continuous Influence program is designed to surface improvements that help us develop products and features that deliver maximum benefit to our customers while maintaining our defined product strategy. While not all requests are feasible, we encourage you to continue to participate in our Influence programs and submit Improvement Requests so we can track interest and trends.

Your voice in our innovation process is key to delivering solutions that meet the needs of your business.

Our Product Strategy owners have created sessions and associated categories for product features and processes that have innovation focus. Products and features not available today are

I can't find a Session or Category for my Improvement Request.

either currently being developed and too immature for feedback or are not in scope for near-future development.

As different products and solutions are released, the session and category lists may change with additions or subtractions to ensure we gather timely focused feedback from our customers.

I can see and submit Improvement Requests for Concur products but not for other SAP product sessions.

For customers who have SAP products, only users with an S-User ID will be able to submit Improvement Requests for those sessions. There may be exceptions for other SAP Solution Areas, for example, Ariba or SuccessFactors.

If you would like to submit an Improvement Request for a non-SAP Concur SAP product, please reach out to your SAP AE to ensure you have the proper administrative access in the system. For more information about Full and Limited access user IDs, please click [here](#).

ADOPTION AND CHANGE MANAGEMENT

How should I prepare for this change?

- Access: If you are a user identified as an SAP Concur Authorized Support Contact with Support Portal access, you will be able to access the SAP Continuous Influence sessions the same way you access Solution Suggestions today.
- Login Creation: If you have never visited the [Influence website](#), we encourage you to click on the link and ensure that your account is active. Administrators who have not yet visited the website may see a sign-up form to complete before gaining access to the website.
If you use other SAP products or have participated in a past Customer Influence program, the system will recognize you when you access the site.
- Navigation and Help: For more information on how to navigate the Influence website, please view the resources on our SAP Continuous Influence program [information page](#).
- SAP Concur Sessions: When Concur's sessions are launched in early 2022, a link will display on the [information page](#) to take you directly into the list of SAP Concur sessions. This is the same link that will be available on the Help > Contact Support menu when you are logged into your Concur solution.

Once you are on the Influence website, you will have access to search for all Customer Influence opportunities such as Customer Engagement, Beta Testing, and Early Adopter Care. Please make sure to read the requirements for each before registering. As previously mentioned, customers with only SAP Concur products may not have access to register for programs outside of this Solution Area.

What will happen to my existing Solution Suggestions / Ideas?

For Solution Suggestions / Ideas that are Planned for development, we are currently finalizing the plan for how those Ideas will be displayed in their corresponding Sessions. We want to make sure that Suggestions / Ideas that are developed are tracked and available to our customers on the SAP Improvement Finder.

For Solution Suggestions / Ideas that will not be developed, we have applied the existing Archive criteria. Those suggestions will be considered Not Planned and will not appear on the SAP Continuous Influence sessions.

Solution Suggestion Archive / Close Criteria:

1. Has the suggestion received any votes or comments within the last 18 months from the current date?
2. Has the suggestion received at least 5 votes (50 points) overall within the last 12 months from the current date?
3. Has the suggestion aged past 12 months from the current date?
4. Product owner has reviewed and dispositioned the suggestion as Declined, Existing Feature, or Delivered.
Please note: Previous Future Consideration suggestions may no longer be relevant due to product strategy updates.

How are notifications on the Influence site managed?

Notifications are sent to the user's email address associated with their Influence account. To view contact details:

- Navigate to the top right-hand corner and click on name
- Select Account Settings
- Select Profile Data

By default, a confirmation email will be sent immediately when a user submits an Improvement Request. They will also receive automatic notifications for any object that they “Follow.” To view / update Notification settings:

- Navigate to the top right-hand corner and click on name
- Select Account Settings
- Select Notification Summary

Termination of user access on influence.sap.com

- Can a user delete their own account?
 - No
- Can an administrator delete a user account?
 - No
- What if a user leaves the company they are associated with in the system?
 - As the Influence site is opt-in and users are connected to their company through their email addresses, the customer is responsible for managing email access upon separation of employment.
 - SAP customers in the CRM system are responsible for managing separated employees in the system and associated S-User accounts.
 - The user account on the Influence site will remain as there will be data associated to the record such as votes on behalf of a company or Improvement Requests that have been submitted.
 - The Influence site is public which means that the person associated with the separated user can access the website at any time, however, the ability to create Improvement Requests and Register for other opportunities will be limited if the person signs up with a non-customer email address.
- Right to be forgotten
 - The Influence site captures last login date and time data for each logged-in user. If there is no activity logged in 3 years from the last login date, the user information associated with the account (name, email address) is removed and replaced “Erased” for display purposes on the site. Archived data will include what company an erased user was associated with.

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