



SAP Concur 

Flexible Support at Your Fingertips

Service Assistant

Get Personalized Support with Coaching Sessions, Extended Chat Hours, and Dedicated Phone and Email Channels

At SAP Concur, we understand how busy work life can get for our customers! Service Assistant helps you with your SAP Concur solution when and how you need it.

WITH SERVICE ASSISTANT, YOU RECEIVE:

- Ongoing 30-minute coaching sessions
- The ability to schedule your own coaching sessions for the most convenient time
- A dedicated phone line just for Service Assistant customers
- A dedicated email channel with 24-hour turnaround
- Extended chat hours for immediate assistance
- Help with configurations and best practices

Optimal configuration and customization is essential to ensure SAP Concur best meets your needs — both today and as you grow. Service Assistant offers a simple, flexible support network so you can attain help when you need it and how you need it.

SERVICE ASSISTANT BENEFITS



FLEXIBLE HELP ON YOUR SCHEDULE



DESIGNATED TEAM OF SERVICE COACHES



ASSISTANCE WITH DAILY ADMINISTRATIVE TASKS AND QUESTIONS

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