



EXTERNAL

# New Generative AI Support Search Feature

## Search Feature Prompt Examples

With the help of generative AI search, you can type your questions into the search box and get quick Large Language Model (LLM) generated answers without contacting support directly.

Utilize the below search feature prompt examples to begin your support search with the new generative Artificial Intelligence search feature in the SAP Concur support portal. For the best responses, ask the question, or try to define the issue, as clearly as possible, like you are asking it aloud.

- **Support search inquires that require search to be more specific:**
  - **Sample prompt or search query:** concur mobile app login
  - **Improved prompt or search query:** cannot login to concur mobile
  
  - **Sample prompt or search query:** how do i access our production sandbox environment aka test environment
  - **Improved prompt or search query:** how do i access our production test environment
- **Support search inquires that require more context:**
  - **Sample prompt or search query:** error 500
  - **Improved prompt or search query:** error 500 [add specific concern i.e. the server encountered an error for mobile]
  
  - **Sample prompt or search query:** how do i add an expense approver
  - **Improved prompt or search query:** how do I assign an expense approver to a user or make a user an expense approver