Next-Generation Support Webinar Series 2019

Incident Solution Matching – Enabled by Artificial Intelligence

Introduction and Overview

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Incident solution matching
Machine learning service for Product Support

Data-driven analysis → Specifically engineered processing → Machine Learning powered algorithms → Incident solution matching → Solution delivered
“Delight customers. Always.”

Customer interaction
Self-improving features permanent algorithm retraining

SAP Notes & SAP Knowledge Base Articles
Incident solution matching
Incident wizard integration in SAP ONE Support Launchpad

Access SAP ONE Support Launchpad and follow the standard steps to launch the incident creation form.

1. Describe your issue in Subject and Description, incident solution matching automatically recommends solutions in the left pane. The more detailed information you provide the more matching results you will get.

2. Select a component from Component field and incident solution matching further refines the results.

* No configuration needed.

Find SAP Community blog here.
Artificial intelligence and machine learning
Incident solution matching

Incident solution matching automatically proposes solutions based on incident data (e.g. incident description) in the incident creation form in SAP ONE Support Launchpad.

Overview
- A new machine learning service based on Artificial Intelligence (AI) technology
- Automatically recommends solutions from SAP Notes and SAP Knowledge Base Articles when you create a new incident
- Potential matches are ranked according to their semantic relevance based on incident data
- Accelerates the process of finding relevant solutions by learning from past incidents

Benefits
- Faster resolution time by receiving proposed solutions for your issue
- Find relevant SAP Notes and SAP Knowledge Base Articles in one quick step without manual searching effort
- The more you use incident solution matching, the more relevant the recommendations become

Access
- Simply access the SAP ONE Support Launchpad
- Go to the incident creation form
- Describe your issue as concisely as possible
- Automatically receive suggested solutions ranked in order of relevance in the left pane
- Select a component to further refine the results

Preview
Thank you.

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