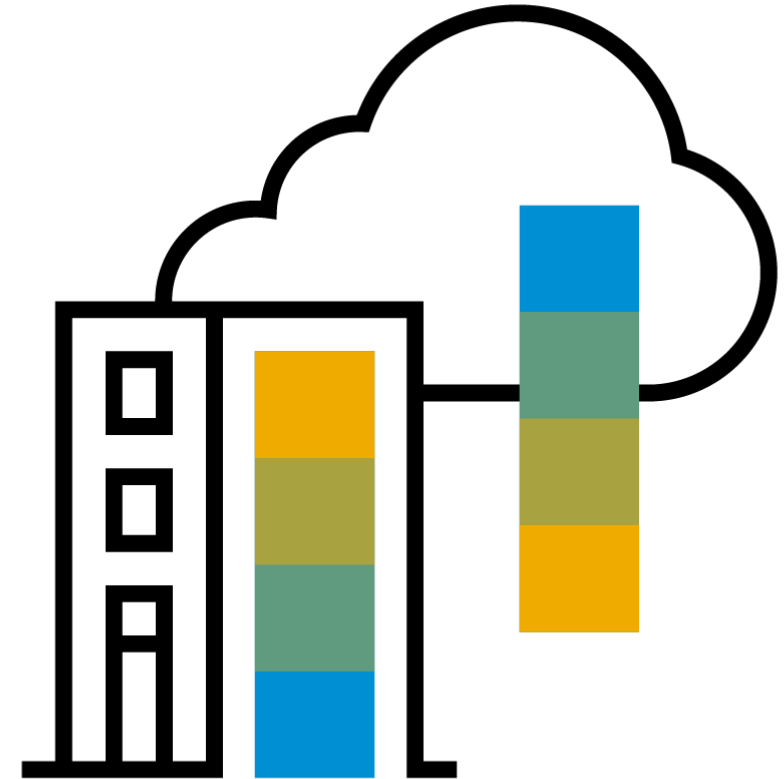


Next-Generation Support Webinar Series 2019

Incident Solution Matching – Enabled by Artificial Intelligence Introduction and Overview

Dr. Jan Dumke, SAP
April 23, 2019

PUBLIC



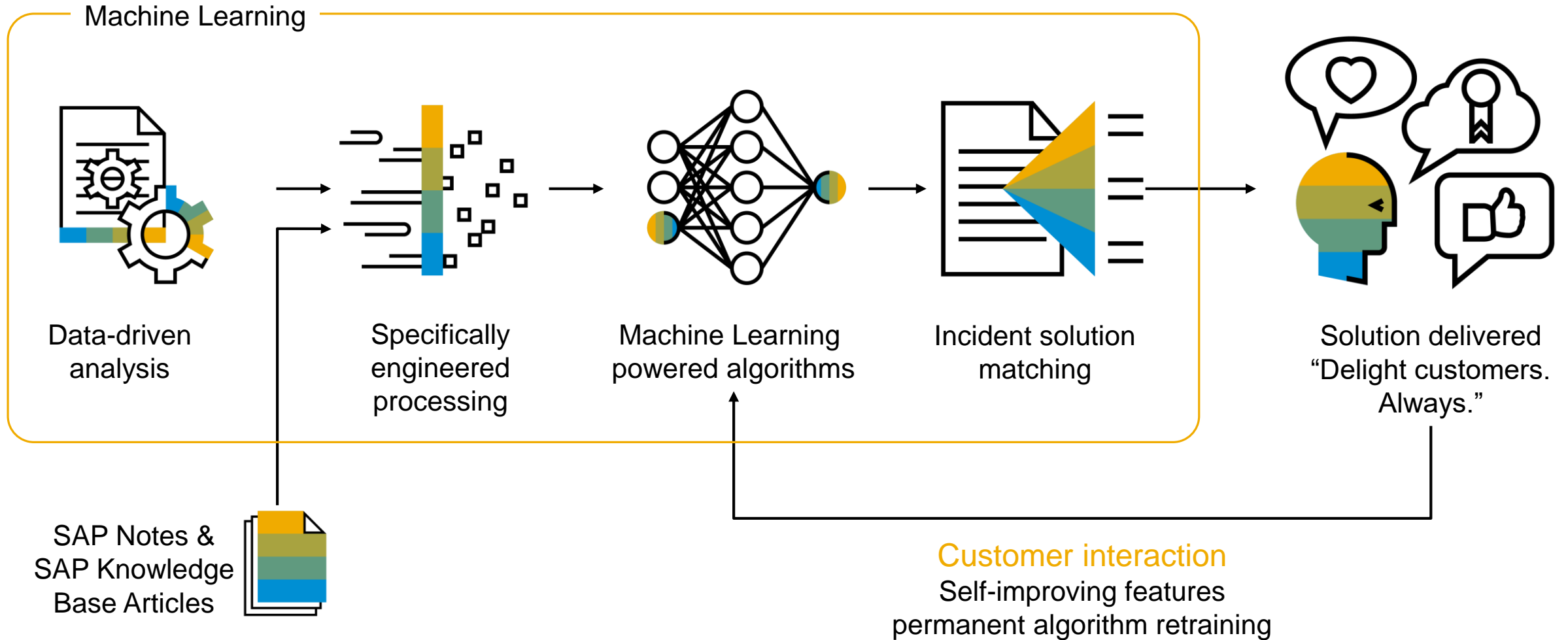
Legal disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this document, except if such damages were caused by SAP's willful misconduct or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Incident solution matching

Machine learning service for Product Support



Incident solution matching

Incident wizard integration in SAP ONE Support Launchpad

The screenshot shows the 'Create Incident' form in SAP ONE Support Launchpad. The left pane displays a list of knowledge base articles. The top article, '1999997 - FAQ: SAP HANA Memory', is highlighted with a green box. The right pane shows the incident details form. The 'Subject' field is 'HANA crashes' and the 'Description' field contains a detailed description of the issue. The 'Component' field is 'HAN-DB'. An orange arrow points from the 'Description' field to the highlighted article in the left pane. The 'Description' field is also highlighted with an orange box, and the 'Component' field is highlighted with a red box. The 'Description' field has a character count of 4595 characters remaining.

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

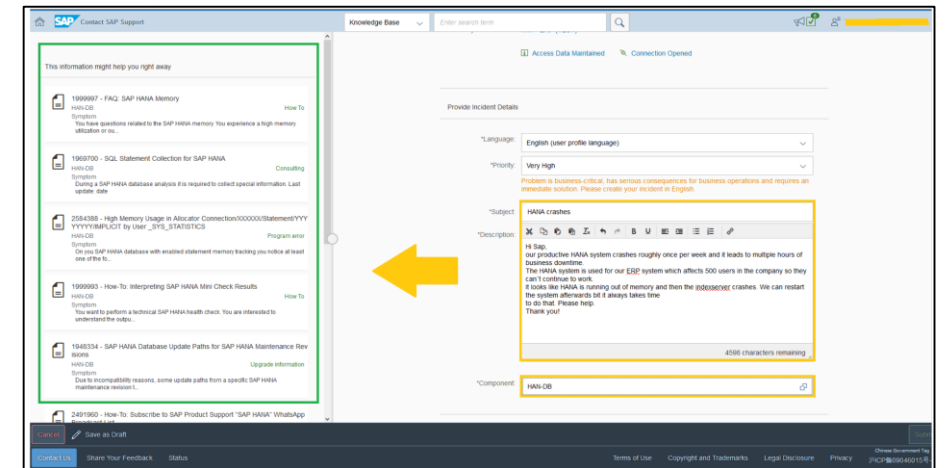
Benefits

- 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.

Contact information:

Dr. Jan Dumke

Senior Machine Learning Engineer

jan.dumke@sap.com

Follow us



www.sap.com/contactsap

© 2018 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.