SAP Built-in Support

A new customer experience - bringing support into the product

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External

DSX   THE BEST RUN SAP

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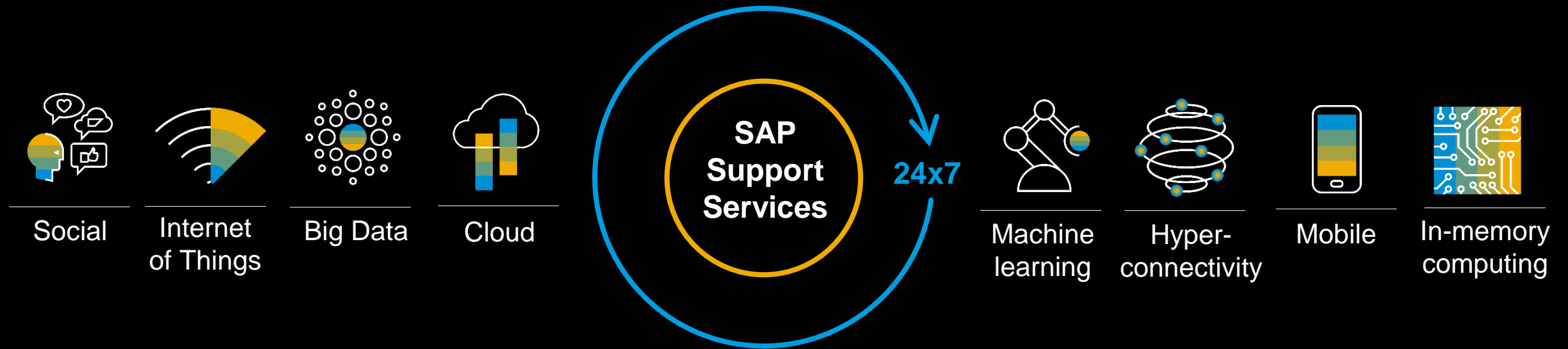
Webinar SAP Built-in Support
June, 27 2019

Agenda	Duration
Built-in Support Introduction	30 min
Built-in Demo	15 min
Q&A	15 min

Drivers and implications for SAP Support Services

Social

Internet of Things

Big Data

Cloud

SAP Support Services

24x7

Machine learning

Hyper-connectivity

Mobile

In-memory computing

Our vision of the digital support experience

Anticipate

You should **never have to ask** a question.

Accelerate

If you have questions, it's **easy to get answers.**

Collaborate

Our support **experts will provide you with solutions** quickly.

DSX Built-in Support

Intelligent support, assistance and collaboration in each SAP application
- anticipate, accelerate & collaborate
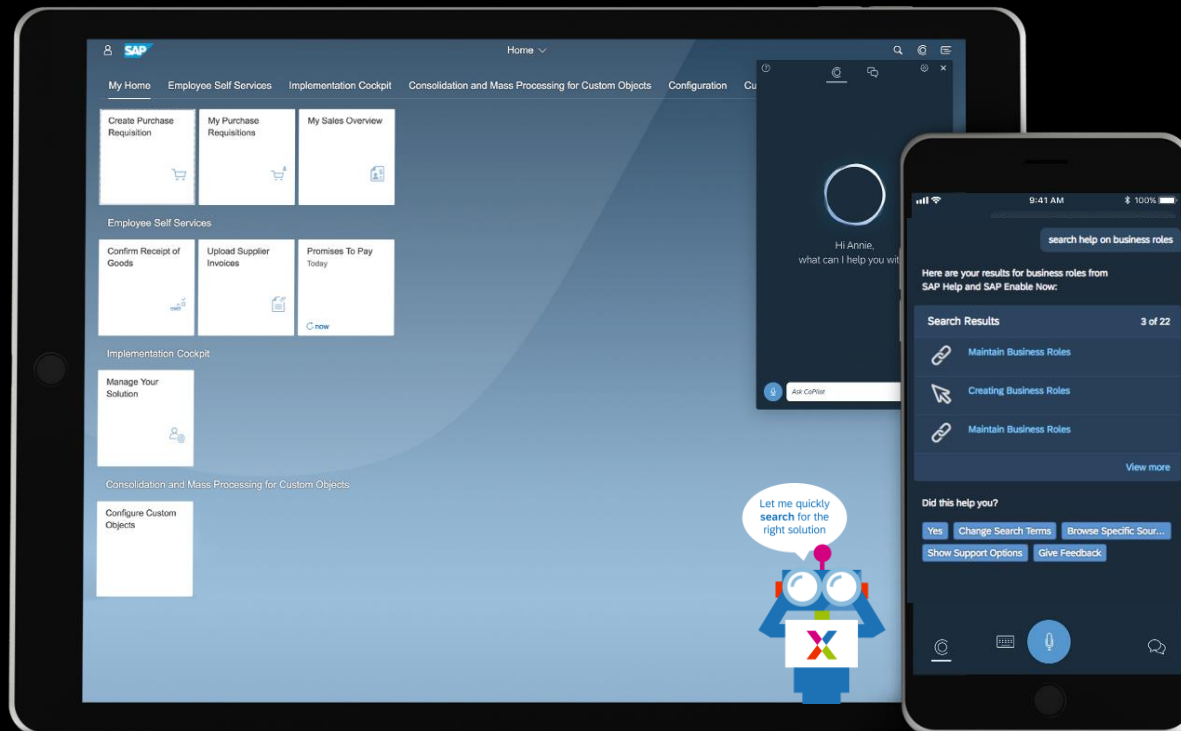
Example: S/4 and SAP CoPilot

Conversational UI
allows for support interaction through NLP and AI

Context-aware support
through deep integration

Harmonized user experience
through a digital support assistant

Built-in Support key features
Collaboration and assistance

Connects users to **share and collaborate.** Offers chatbot-based **digital support**
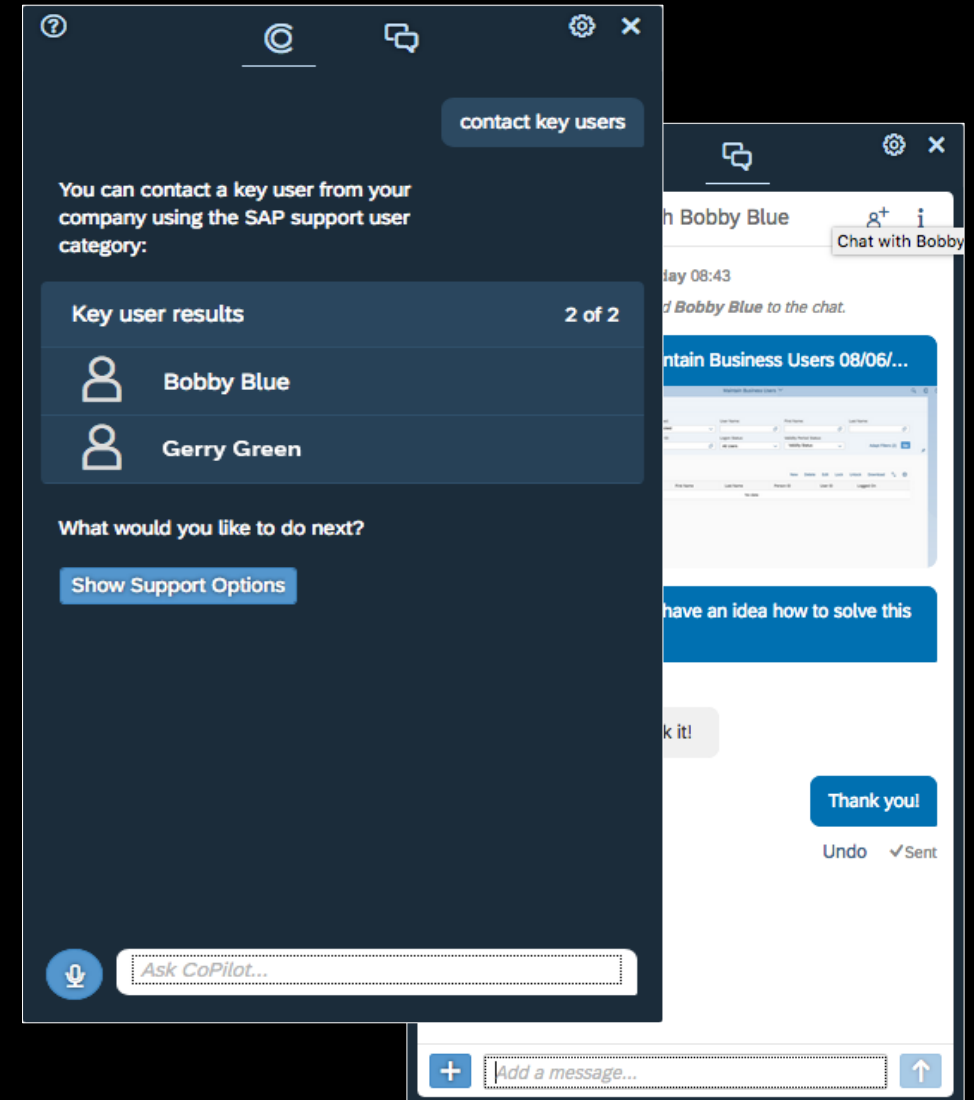
Built-in Support key features
Contextual awareness

Knows the context the user is working in and provides **proactive assistance**

Built-in Support key features
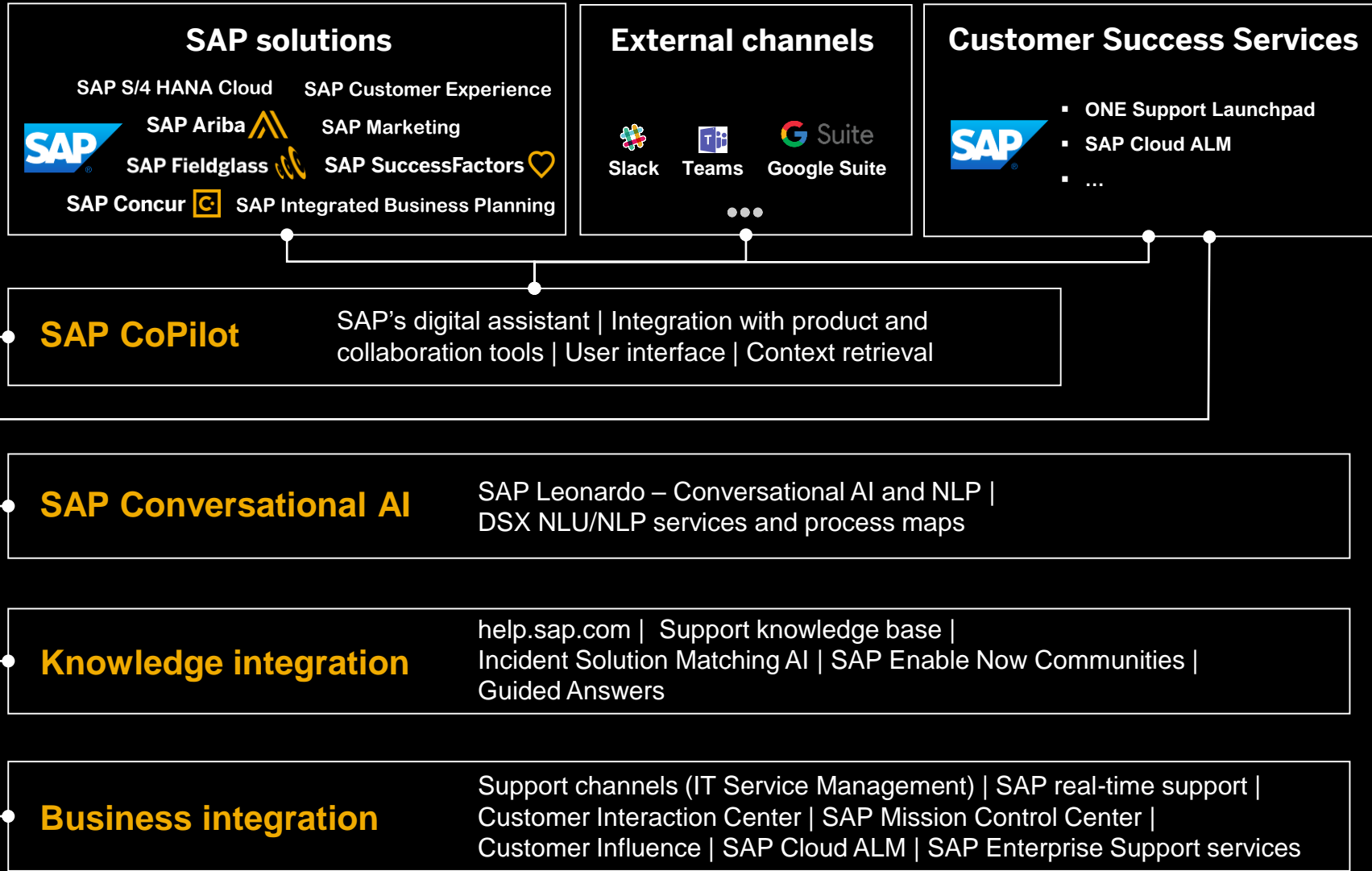
SAP support integration

Get access to all **SAP support** **offerings and channels** out of your application
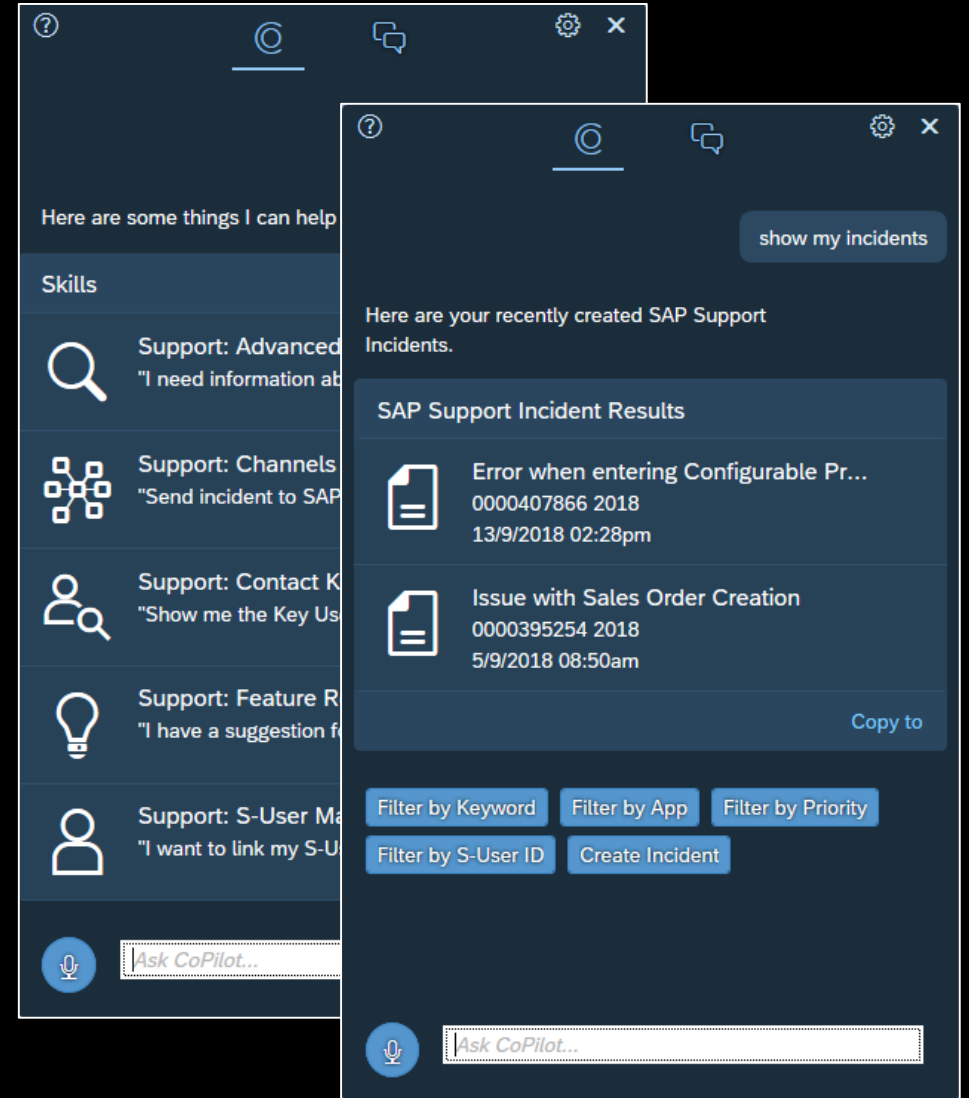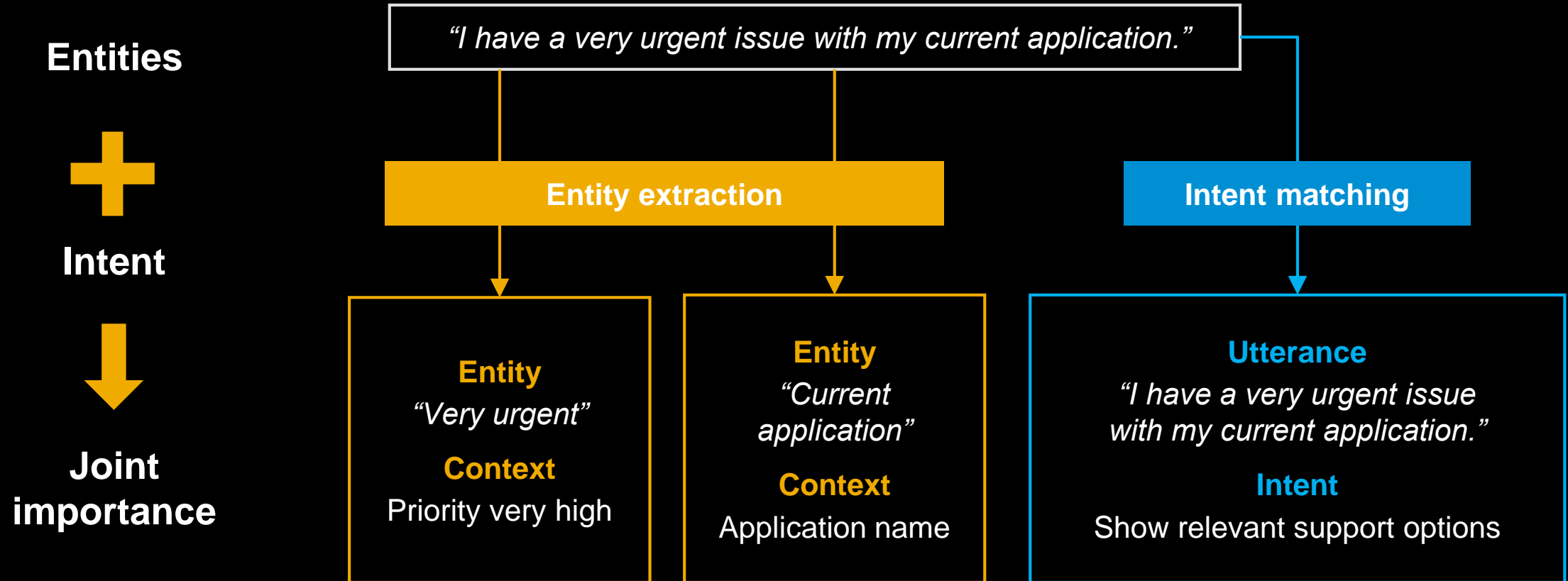
Built-in Support integration

Built-in digital support experience (DSX)

- Developed on SAP Cloud Platform following cloud-native principles
- Integration using SAP CoPilot
- User interaction through a chatbot-based digital assistant
- Context awareness
  - Smart knowledge integration
  - Smart business integration services

SAP solutions

SAP S/4 HANA Cloud   SAP Customer Experience

SAP   **SAP Ariba**   SAP Marketing

SAP Fieldglass   **SAP SuccessFactors**

SAP Concur **C.**   SAP Integrated Business Planning

External channels

Slack   Teams   Google Suite

Customer Success Services

- ONE Support Launchpad
- SAP Cloud ALM
- ...

SAP CoPilot

SAP's digital assistant | Integration with product and collaboration tools | User interface | Context retrieval

SAP Conversational AI

SAP Leonardo – Conversational AI and NLP | DSX NLU/NLP services and process maps

Knowledge integration

help.sap.com | Support knowledge base | Incident Solution Matching AI | SAP Enable Now Communities | Guided Answers

Business integration

Support channels (IT Service Management) | SAP real-time support | Customer Interaction Center | SAP Mission Control Center | Customer Influence | SAP Cloud ALM | SAP Enterprise Support services

SAP Cloud Platform Neo

node js

CLOUDFOUNDRY

TensorFlow

Java

python

mongoDB

SAP HANA®

This is how I work! But I do have feelings, too....

redis

Microservices

SAP Data Center

amazon web services

Built-in Support intent matching and entity extraction service
Example

Entities

+

Intent

↓

Joint importance

"I have a very urgent issue with my current application."

Entity extraction

Intent matching

Entity
"Very urgent"

Context
Priority very high

Entity
"Current application"

Context
Application name

Utterance
"I have a very urgent issue with my current application."

Intent
Show relevant support options

Demo: Built-in Support

Built-in Support
An outlook…

SAP Intelligent Suite

Support Channel Integration

Artificial Intelligence NLP & NLU

Predictive Support

Any questions …?

Thank you.

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