



How Agentic AI Revolutionizes the Way SAP is Running Support

Michèle Weynandt, SAP SE

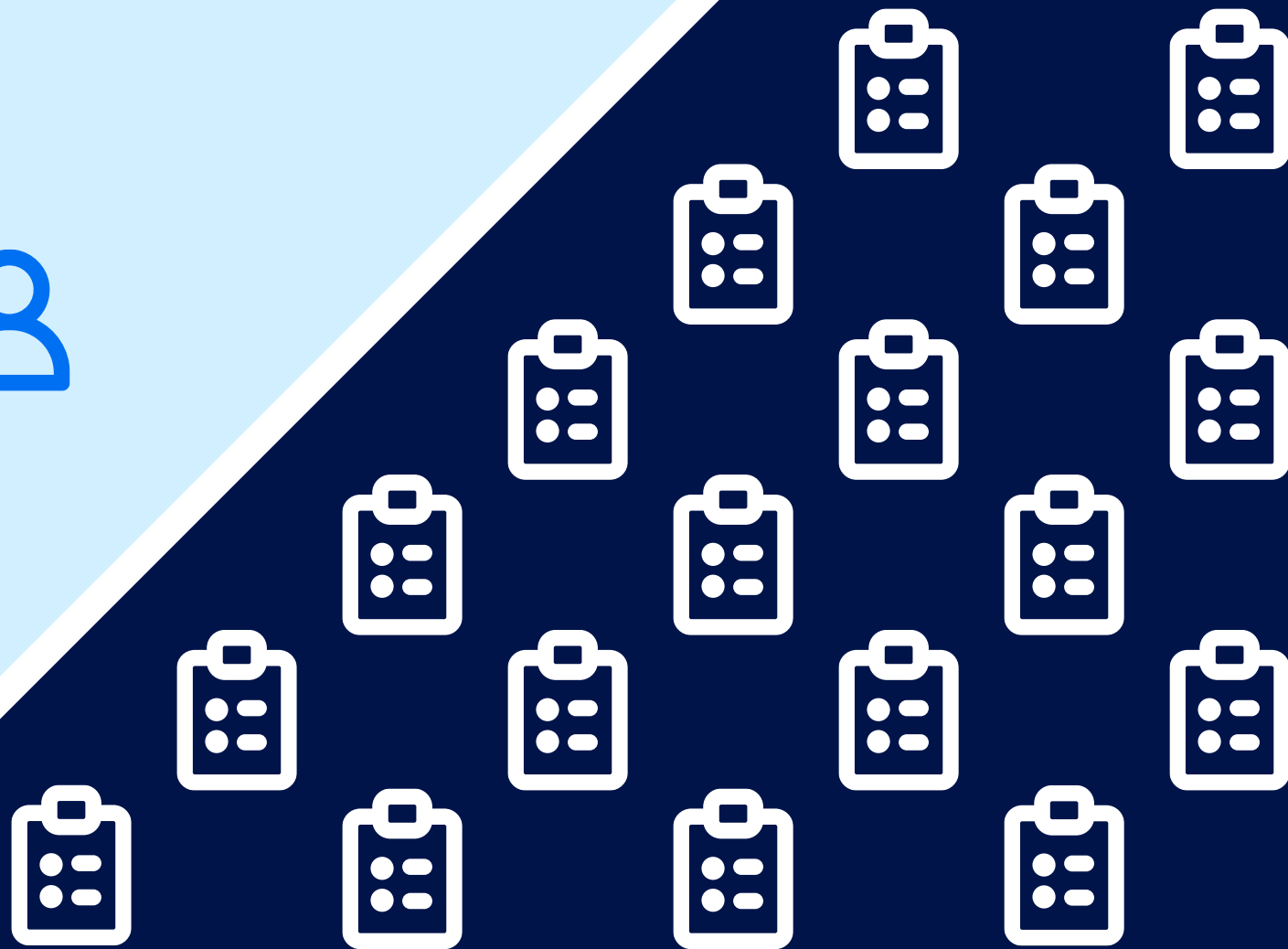
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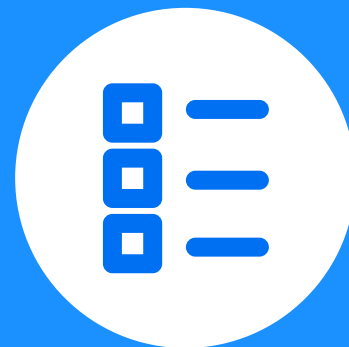




Shorter time
to resolution



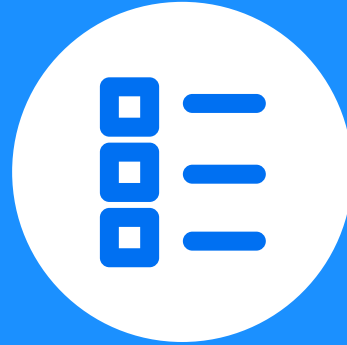
Shorter time
to resolution



Comprehensive
access to
knowledge base



Shorter time
to resolution



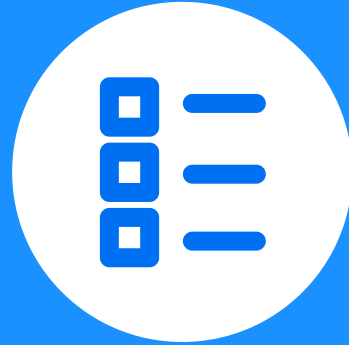
Comprehensive
access to
knowledge base



Improved
employee
experience



Shorter time
to resolution



Comprehensive
access to
knowledge base



Improved
employee
experience

Customer satisfaction

What are agents?

What are agents?

Non-agentic workflow

- Please type out an essay on topic X
- Write from start to finish in one go



What are agents?

Non-agentic workflow

- Please type out an essay on topic X
- Write from start to finish in one go

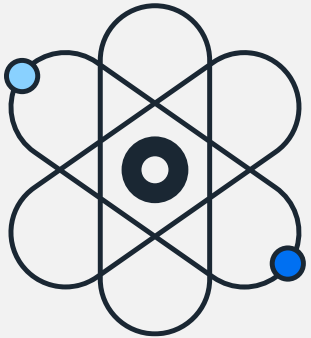


Agentic workflow

- Write an essay outline on topic X
- Reason and act on your steps and tools
- Consider a Web search
- Write a first draft
- Consider what parts need revision and more research

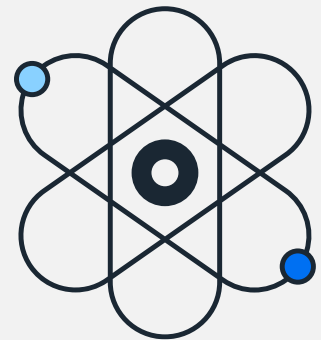


ReasoningActing Agent Design

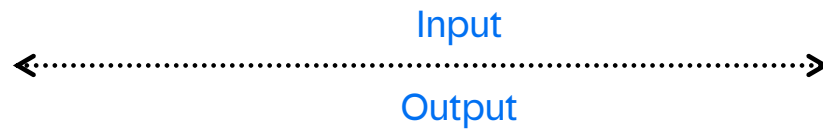


Agent

ReasoningActing Agent Design

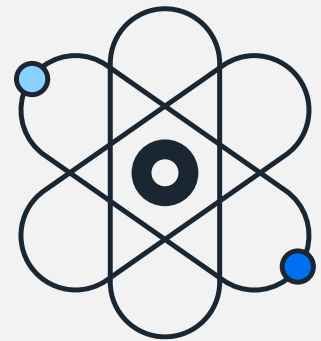


Agent

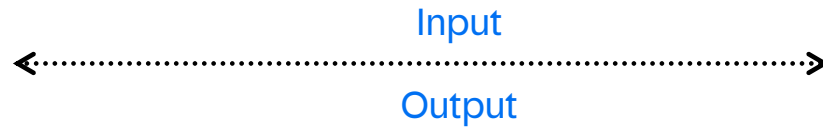


User

ReasoningActing Agent Design



Agent

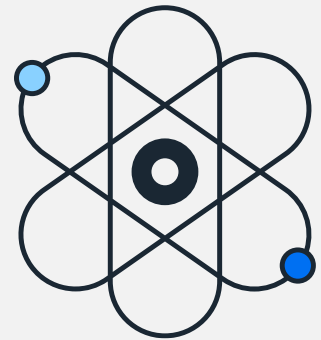


User

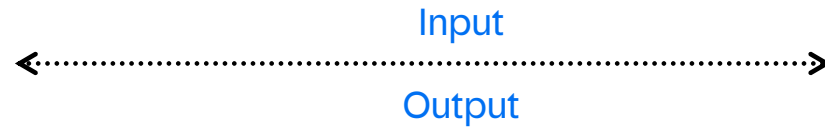


Task

ReasoningActing Agent Design



Agent



User

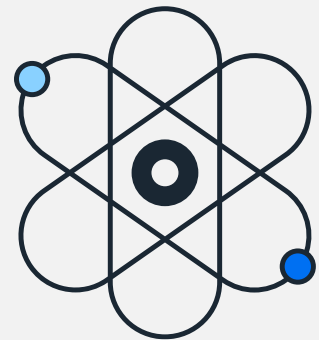


Task



Memory

ReasoningActing Agent Design



Agent

Input
Output

Instructions

Retrieve
Store

Planning
Reasoning



User



Task

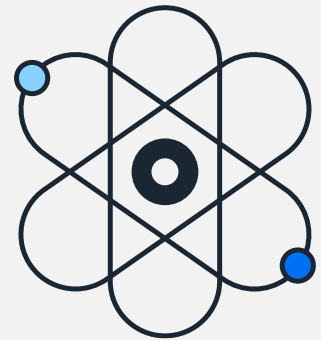


Memory



Large
language model

ReasoningActing Agent Design



Agent

Input
Output

Instructions

Retrieve
Store

Planning
Reasoning

Action call
Action response



User



Task



Memory



Large
language model



Tools



Create case

Perform initial investigation

Plan resolution
and recovery

Resolve case



Create case	Perform initial investigation	Plan resolution and recovery	Resolve case
			

Create case



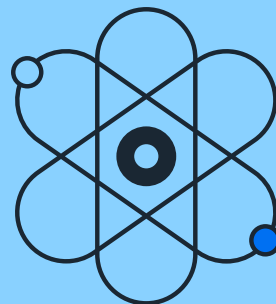
Perform initial investigation



Reasoner



Actor

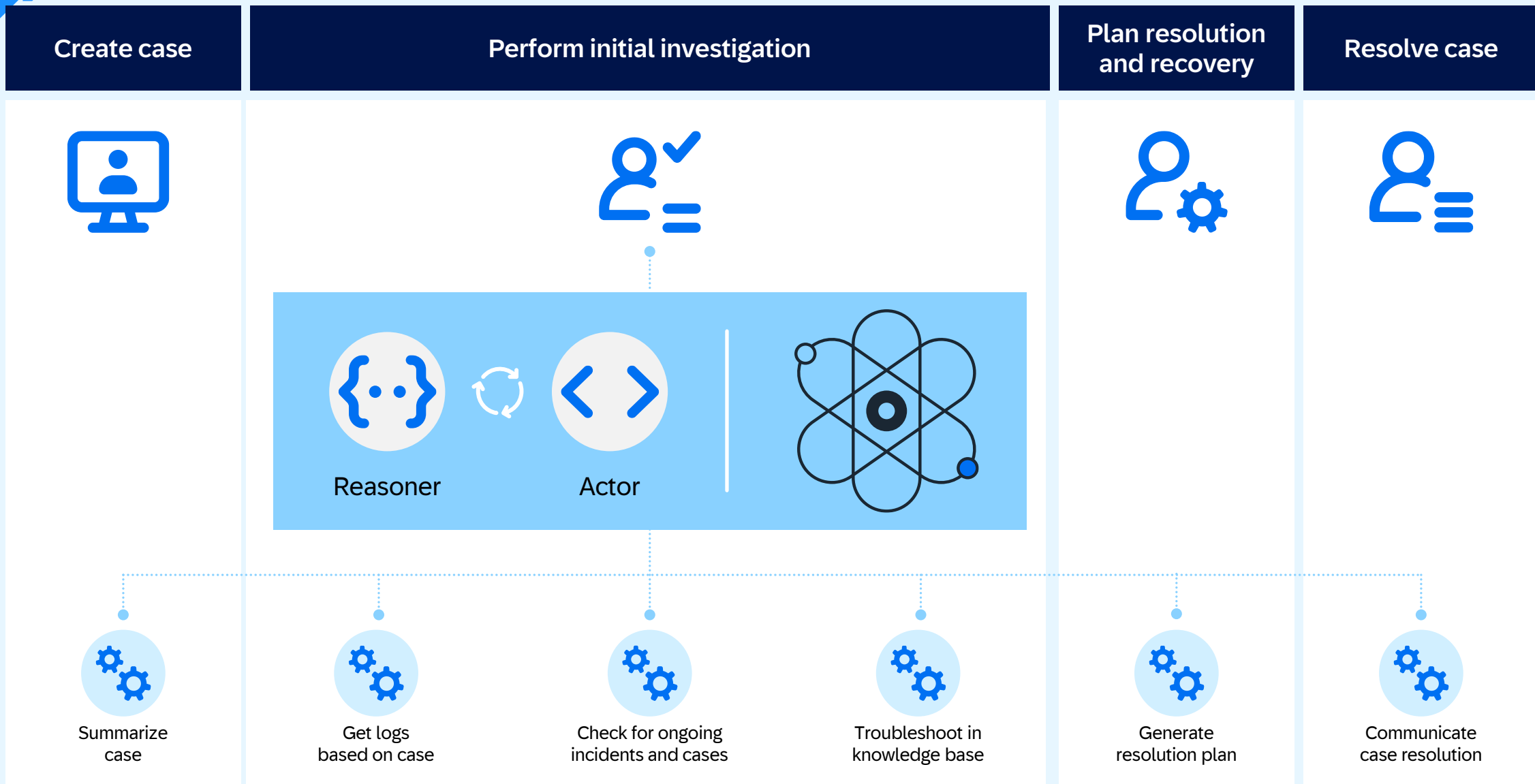


Plan resolution
and recovery



Resolve case







Agentic case resolution



Agentic case resolution



Agentic case resolution



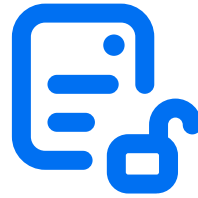
Orchestrator

Define resolution plan and coordinate tasks



Data retriever

Gather accurate, relevant, and timely data



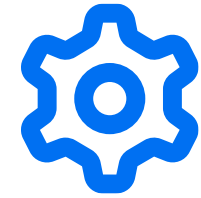
Data analyst

Analyze data relevance



Query rewriter

Rewrite and optimize knowledge base articles queries



Evaluator

Review case resolution plan
Provide actionable feedback



Agentic case resolution



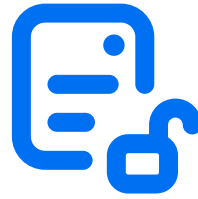
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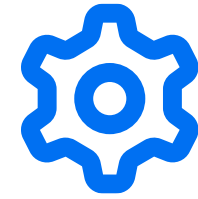
Data analyst

Analyze data relevance



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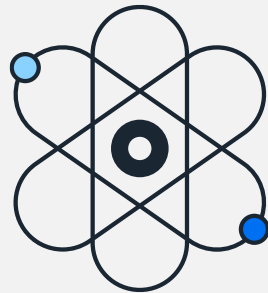
Rewrite and optimize knowledge base articles queries

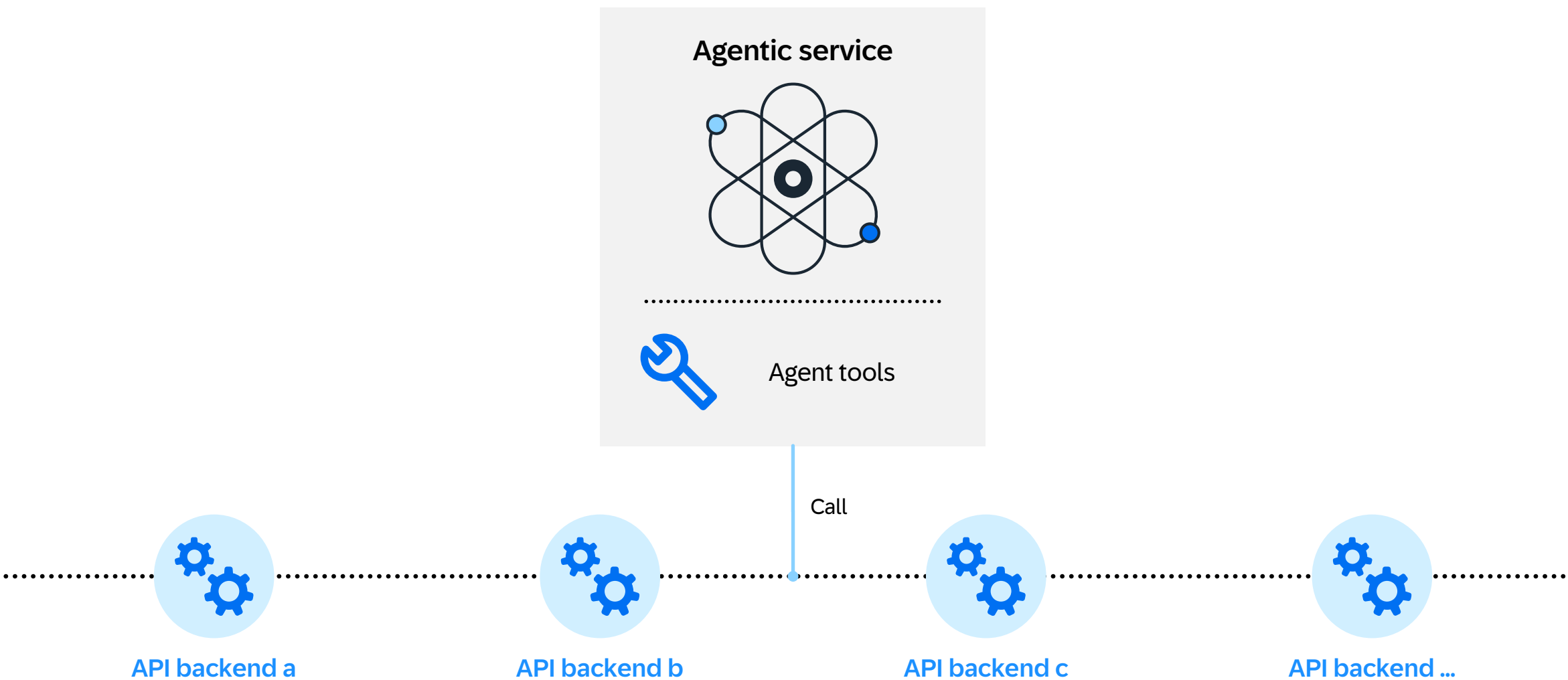


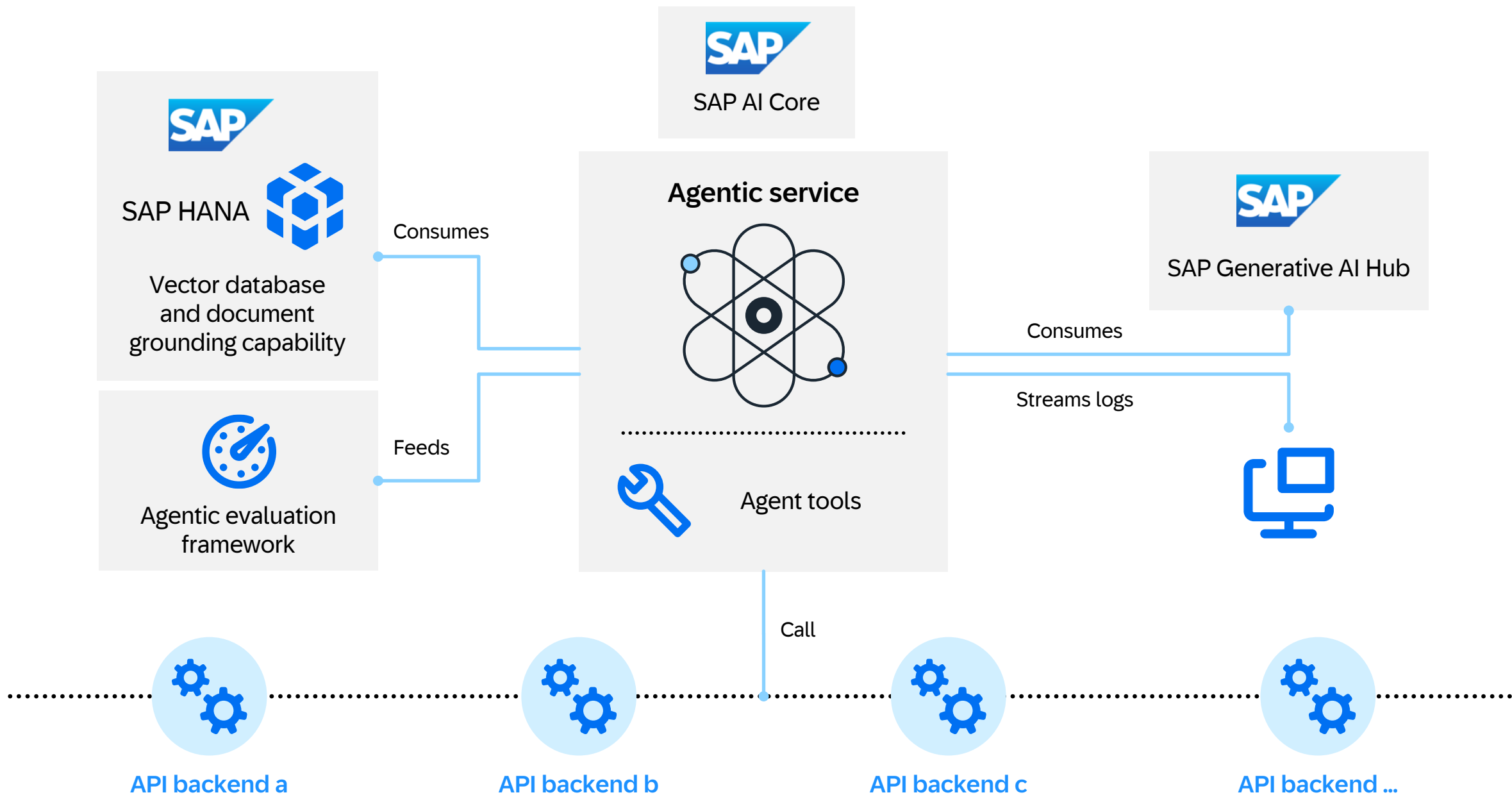
Evaluator

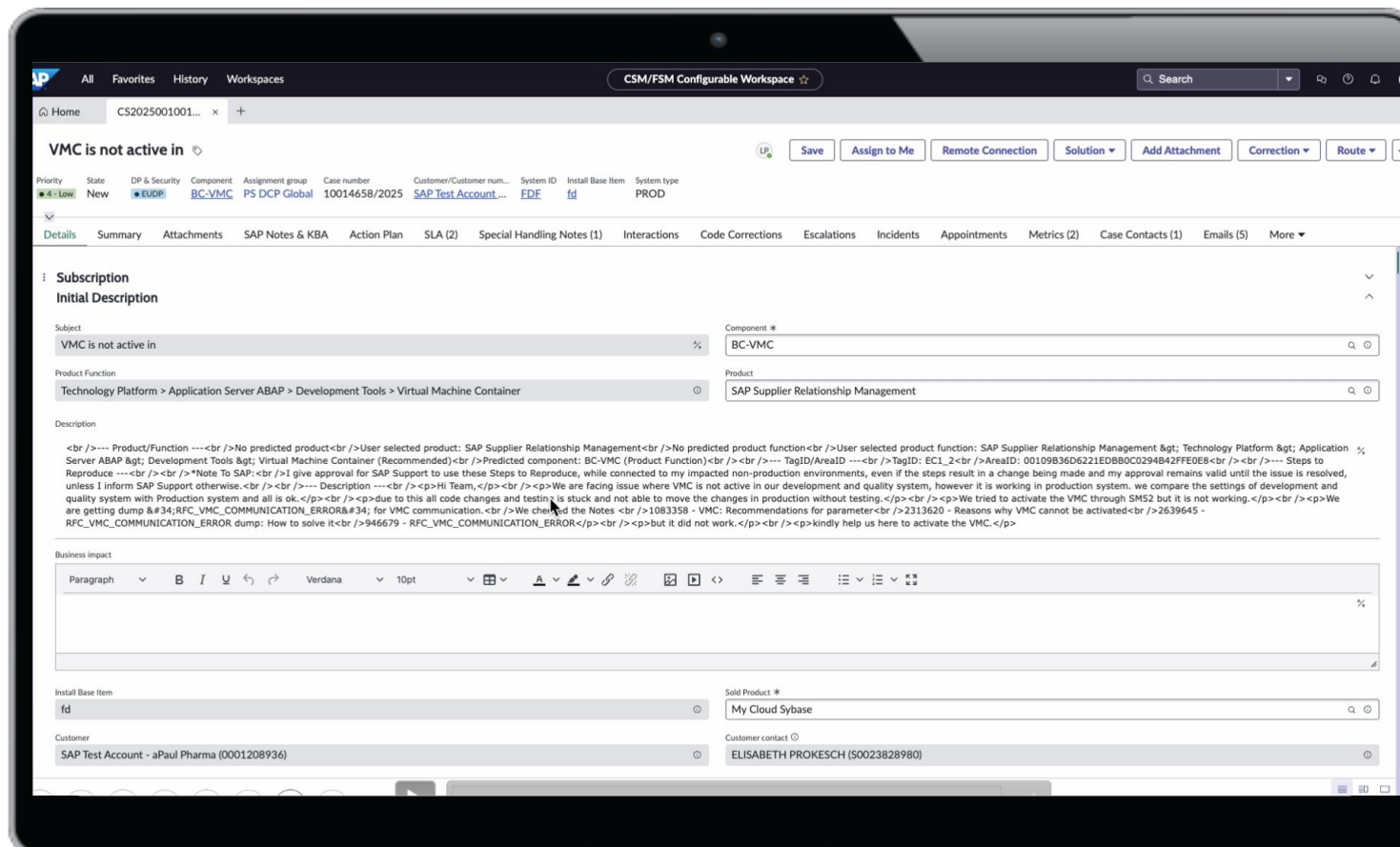
Review case resolution plan
Provide actionable feedback

Agentic service









VMC is not active in

LP SaveAssign to MeRemote ConnectionSolutionAdd AttachmentCorrectionRoute

PriorityStateDP & SecurityComponentAssignment groupCase numberCustomer/Customer num...System IDInstall Base ItemSystem type

4 - LowNewEUDPBC-VMCPS DCP Global10014658/2025SAP Test Account...FDFfdPROD

DetailsSummaryAttachmentsSAP Notes & KBAAction PlanSLA (2)Special Handling Notes (1)InteractionsCode CorrectionsEscalationsIncidentsAppointmentsMetrics (2)Case Contacts (1)Emails (5)More

SubscriptionInitial Description

Subject

VMC is not active in

Product Function

Technology Platform > Application Server ABAP > Development Tools > Virtual Machine Container

Component *

BC-VMC

Product

SAP Supplier Relationship Management

Description

---- Product/Function ----
No predicted product
User selected product: SAP Supplier Relationship Management
No predicted product function
User selected product function: SAP Supplier Relationship Management & Technology Platform & Application Server ABAP & Development Tools & Virtual Machine Container (Recommended)
Predicted component: BC-VMC (Product Function)

---- TagID/AreaID ----
TagID: EC1_2
AreaID: 00109B36D6221EDBB0C0294B42FFE0E8

---- Steps to Reproduce ----

*Note To SAP:
I give approval for SAP Support to use these Steps to Reproduce, while connected to my impacted non-production environments, even if the steps result in a change being made and my approval remains valid until the issue is resolved, unless I inform SAP Support otherwise.

---- Description ----
<p>Hi Team,</p>
<p>We are facing issue where VMC is not active in our development and quality system, however it is working in production system. we compare the settings of development and quality system with Production system and all is ok.</p>
<p>due to this all code changes and testing is stuck and not able to move the changes in production without testing.</p>
<p>We tried to activate the VMC through SM52 but it is not working.</p>
<p>We are getting dump "RFC_VMC_COMMUNICATION_ERROR" for VMC communication.
We checked the Notes
1083358 - VMC: Recommendations for parameter
2313620 - Reasons why VMC cannot be activated
2639645 - RFC_VMC_COMMUNICATION_ERROR dump: How to solve it
946679 - RFC_VMC_COMMUNICATION_ERROR</p>
<p>but it did not work.</p>
<p>kindly help us here to activate the VMC.</p>

Business impact

Paragraph B I U ↶ ↷ Verdana 10pt

Install Base Item

fd

Sold Product *

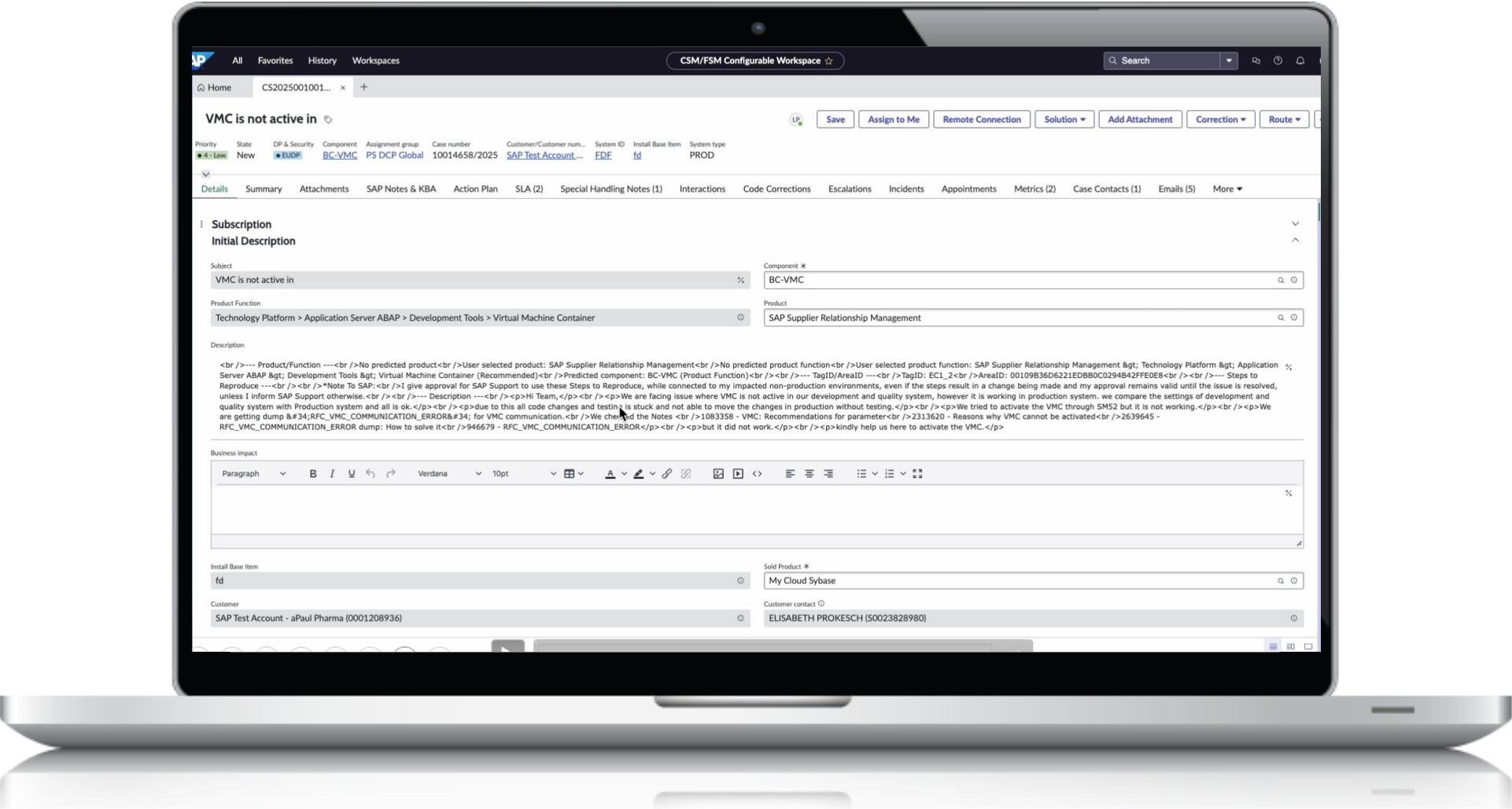
My Cloud Sybase

Customer

SAP Test Account - aPaul Pharma (0001208936)

Customer contact

ELISABETH PROKESCH (S0023828980)



1

Prompts to describe agent tasks

Agentic AI



Agentic AI

1

Prompts to describe agent tasks

2

Platform strategy



Agentic AI

1

Prompts to describe agent tasks

2

Platform strategy

3

“Golden path” for scaling



Agentic AI

1

Prompts to describe agent tasks

2

Platform strategy

3

“Golden path” for scaling

4

Failing early, failing often



Agentic AI

1

Prompts to describe agent tasks

2

Platform strategy

3

“Golden path” for scaling

4

Failing early, failing often

5

Interoperability among agents



Thank you

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Processes and Solutions, SAP SE
michele.weynandt@sap.com





Human Insights and AI
Innovation with SAP
Business Data Cloud



Advancing Sales
Transformation
at SAP



Attracting Citizen Users
with SAP Datasphere
and Collibra



Agentic AI
Revolutionizes Support



Running on
RISE with SAP



SAP Signavio
Process Mining
for Process Efficiency



End-to-end Planning
with SAP Analytics Cloud



Transforming
End-to-end Processes
with SAP Business AI



Data and AI engineering:
SAP Business Data Cloud and
SAP Databricks



Scan the QR code to
register for the series

MLflow - Databricks

Run of SupportAgent_Evaluat

MLflow - Databricks

MLflow - Databricks

MLflow - Databricks

Golden Dataset_20250206_

CS20250010014658 | CSM/F

test.itsm.services.sap/now/cwf/agent/record/sn_customerservice_case/aff480103b9eae10abbf0f3a85e45a3b

Relaunch to update

AP

All Favorites History Workspaces

CSM/FSM Configurable Workspace

Search

Relaunch to update

Home

CS2025001001...

+

VMC is not active in

SaveAssign to MeRemote ConnectionSolutionAdd AttachmentCorrectionRoute

Priority

State

DP & Security

Component

Assignment group

Case number

Customer/Customer num...

System ID

Install Base Item

System type

4 - Low

New

EUDDP

BC-VMC

PS DCP Global

10014658/2025

SAP Test Account...

FDE

fd

PROD

Details

Summary

Attachments

More

Subscription

Initial Description

Subject

Component *

VMC is not active in

BC-VMC

Product Function

Product

Technology Platform ...

SAP Supplier Relatio

Description

--- Product/Function ---
No predicted product
User selected product: SAP Supplier Relationship Management
No predicted product function
User selected product function: SAP Supplier Relationship Management & Technology Platform & Application Server ABAP & Development Tools & Virtual Machine Container (Recommended)
Predicted component: BC-VMC

Business impact

Paragraph

B I U ↶ ↷ ...

Install Base Item

Sold Product *

fd

My Cloud Sybase

Start Case Investigation

Run

Generated Answer

Traces

Hello Berfin Koese,

Thank you for reaching out to us regarding the issue with VMC not being active in your development and quality systems, which is causing code changes and testing to be stuck. We understand that attempts to activate VMC through SM52 have been unsuccessful, resulting in RFC_VMC_COMMUNICATION_ERROR dumps. Based on the information provided, we have outlined a resolution plan to address this issue:

1. Check VMC Activation Status:

- Access transaction SM52.

- Verify if the VMC is deactivated with the message 'VMC is not active'.

2. Activate VMC:

- If VMC is deactivated, activate it via transaction SM52 (Menu VMC -> Activate).

- Ensure parameter 'vmcj/enable' is set correctly as per SAP Note 854170.

3. Analyze System Logs:

- Check SystemLog (transaction SM21) for any errors related to VMC deactivation.

- Review dispatcher trace for errors indicating VMC not loaded.

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