



How Agentic AI Revolutionizes the Way SAP is Running Support

Michèle Weynandt, SAP SE

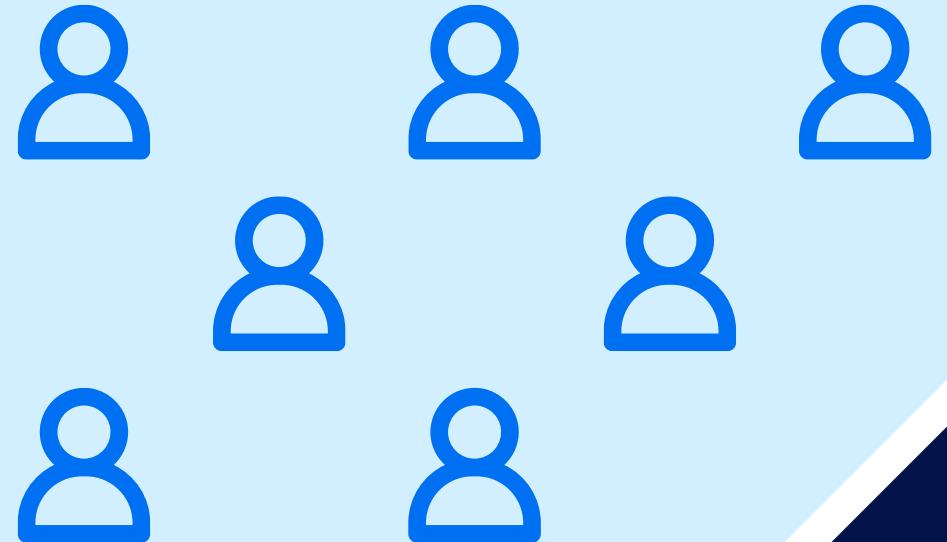
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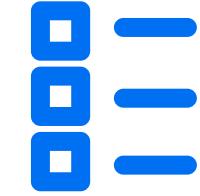




**Shorter time
to resolution**



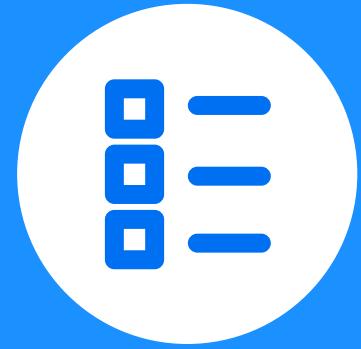
**Shorter time
to resolution**



**Comprehensive
access to
knowledge base**



Shorter time
to resolution



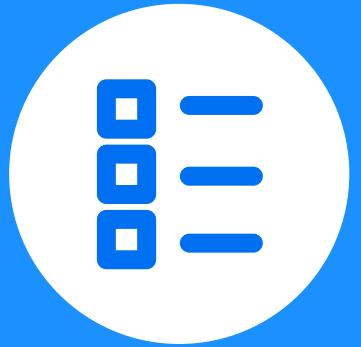
Comprehensive
access to
knowledge base



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



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Non-agentic workflow

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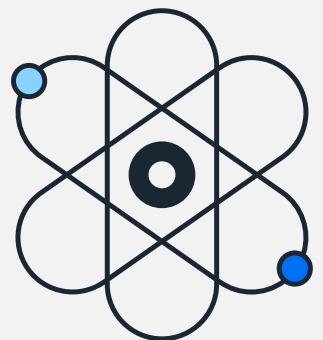


Agentic workflow

- 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



Reasoning**Acting** Agent Design

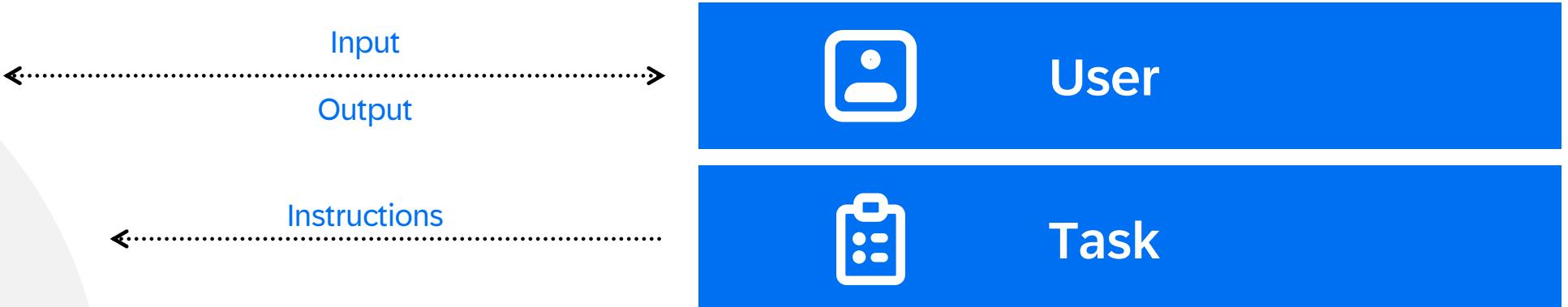


Agent

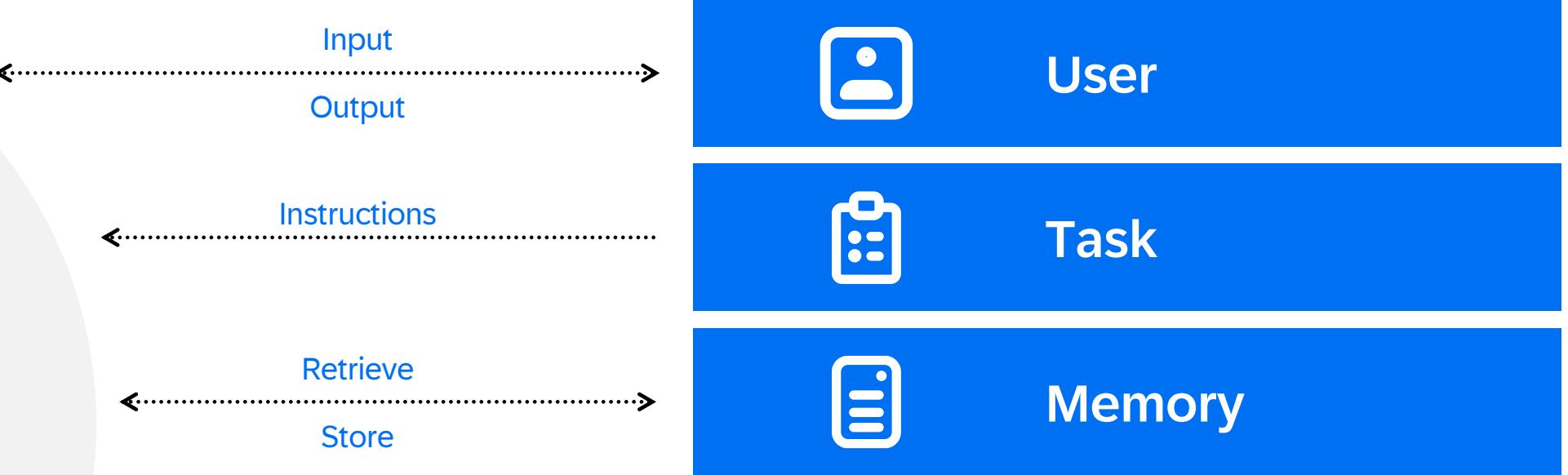
ReasoningActing Agent Design



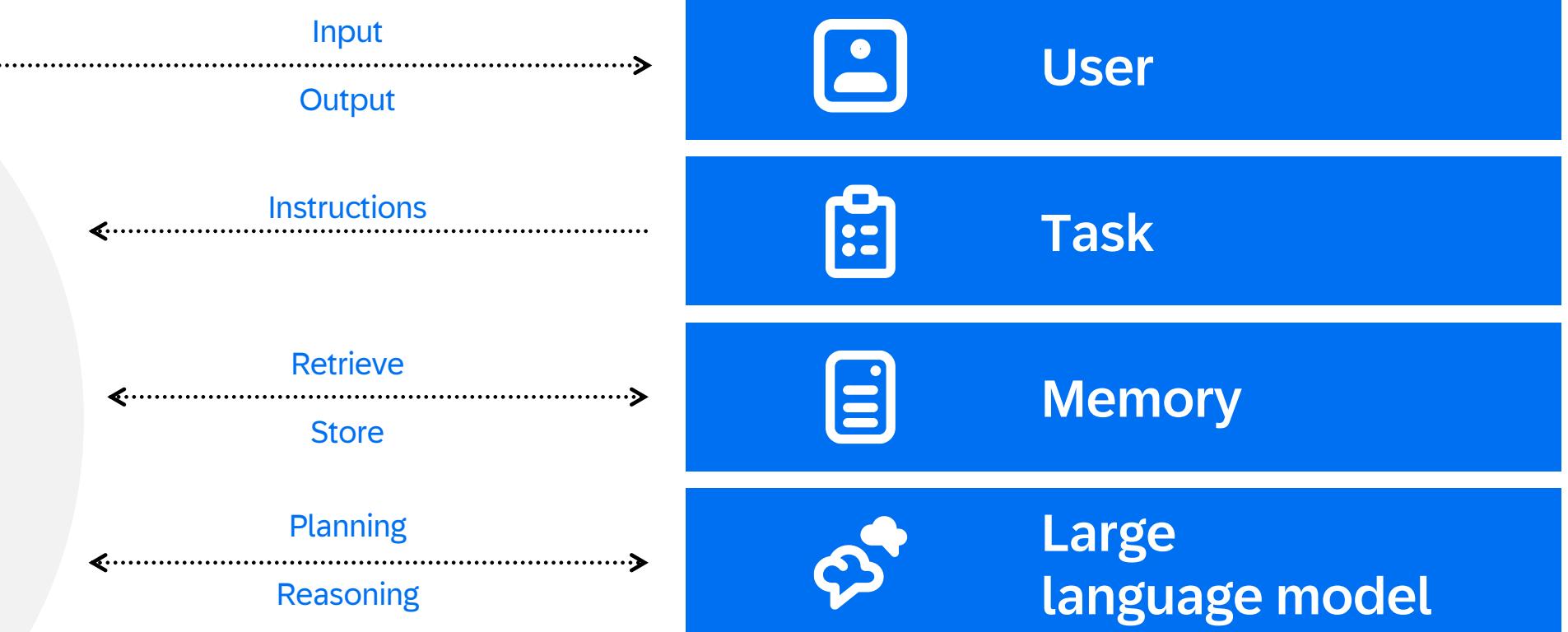
ReasoningActing Agent Design



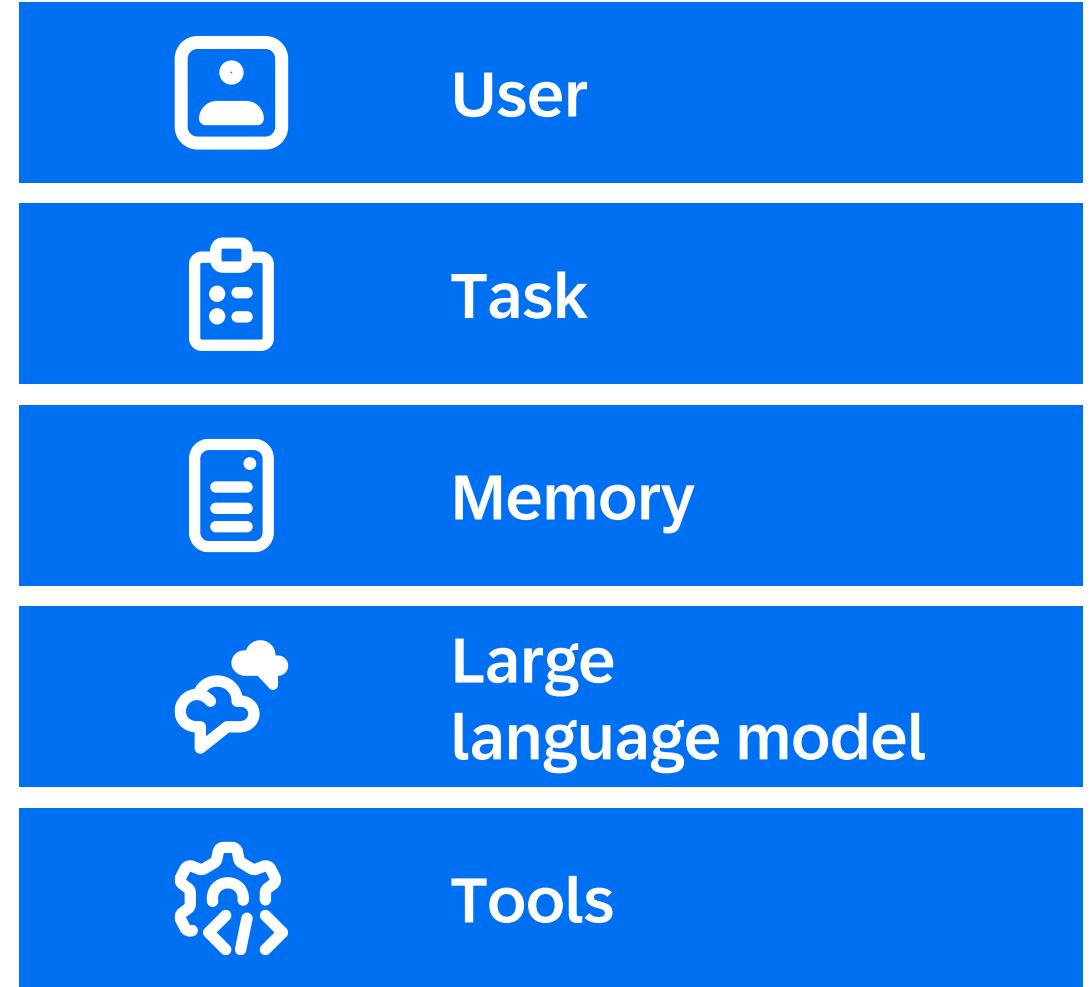
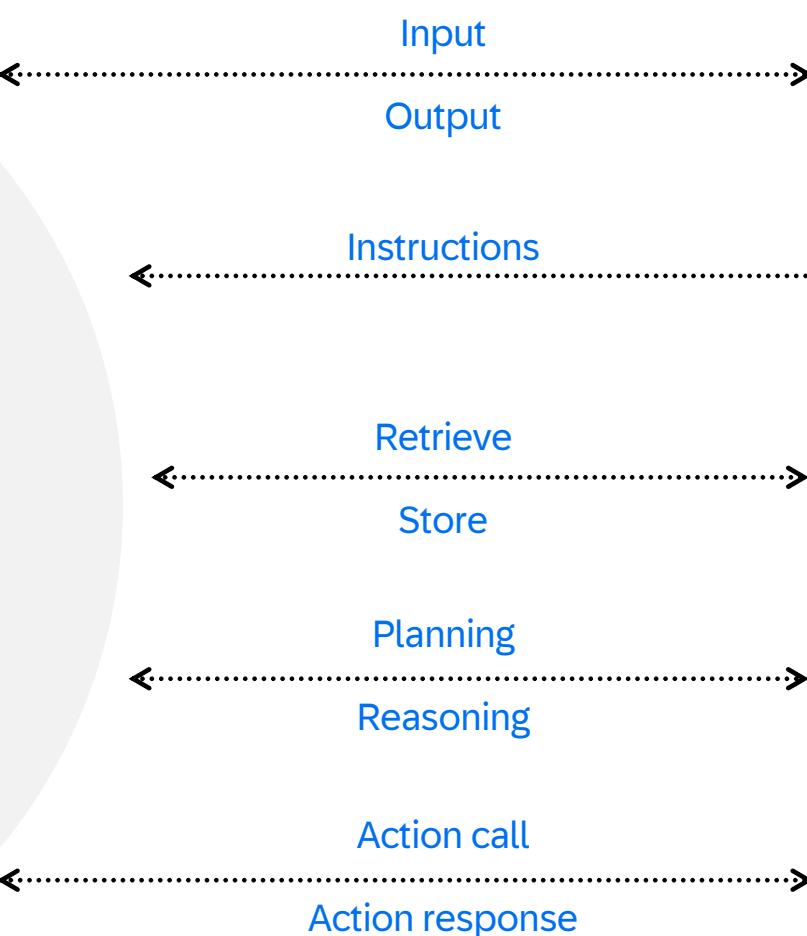
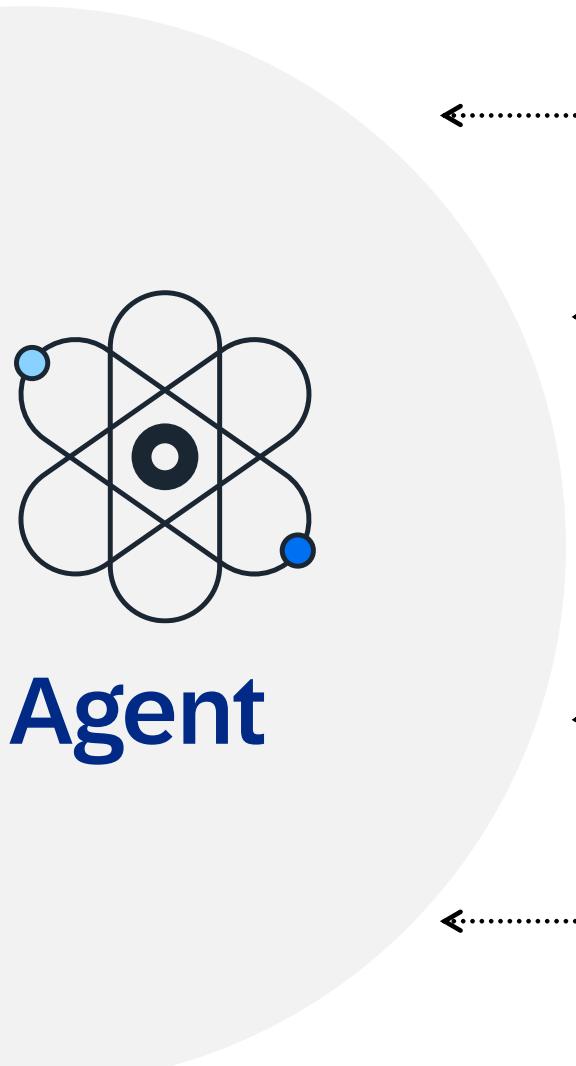
ReasoningActing Agent Design



ReasoningActing Agent Design



ReasoningActing Agent Design



Create case

Perform initial investigation

Plan resolution
and recovery

Resolve case



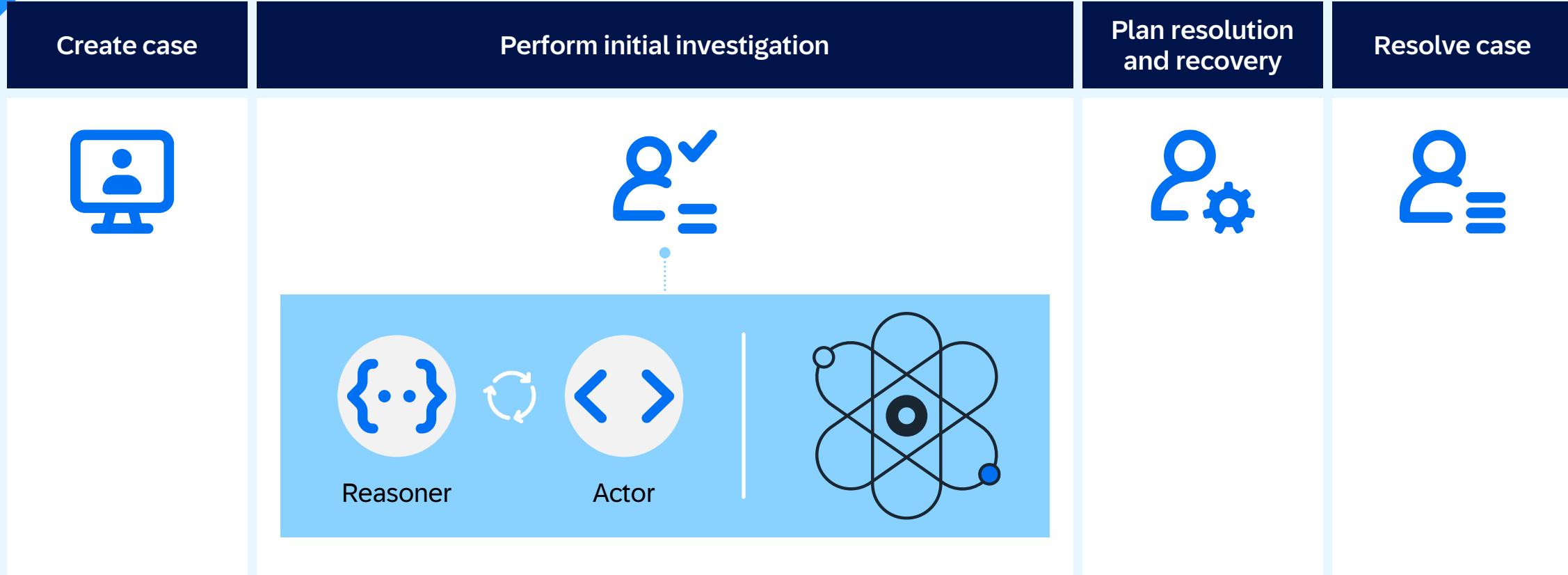
Create case

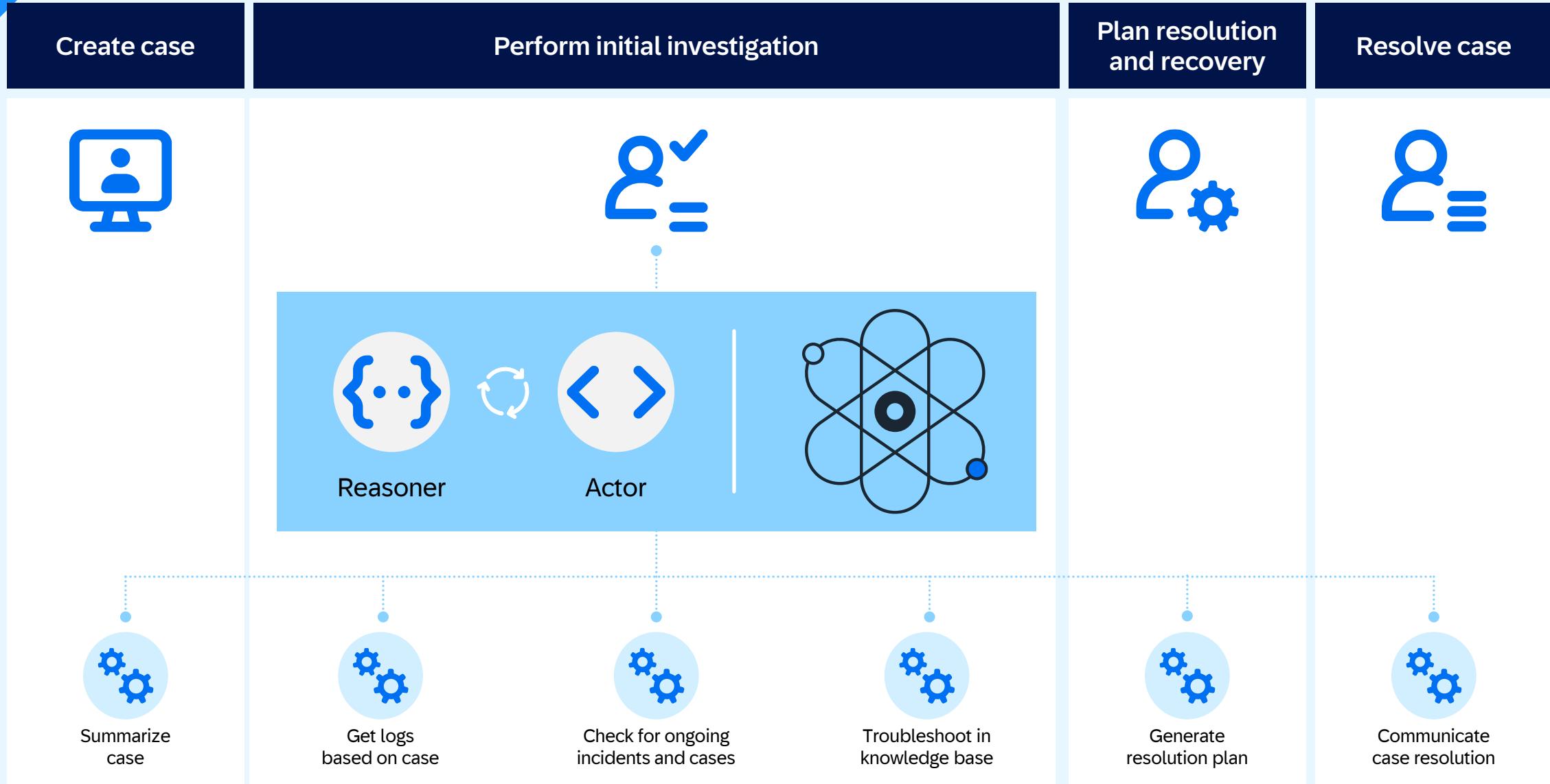
Perform initial investigation

Plan resolution
and recovery

Resolve case









Agentic case resolution



Agentic case resolution

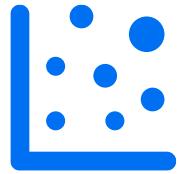


Agentic case resolution



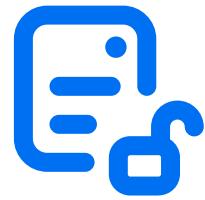
Orchestrator

Define resolution plan and coordinate tasks



Data retriever

Gather accurate, relevant, and timely data



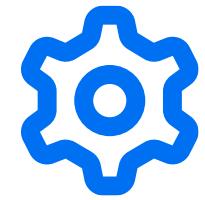
Data analyst

Analyze data relevance



Query rewriter

Rewrite and optimize knowledge base articles queries



Evaluator

Review case resolution plan
Provide actionable feedback

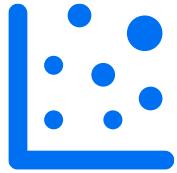


Agentic case resolution



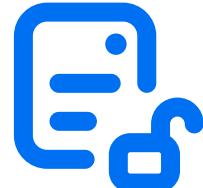
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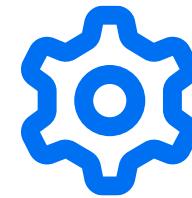
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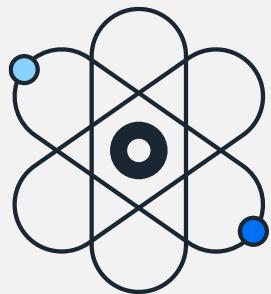
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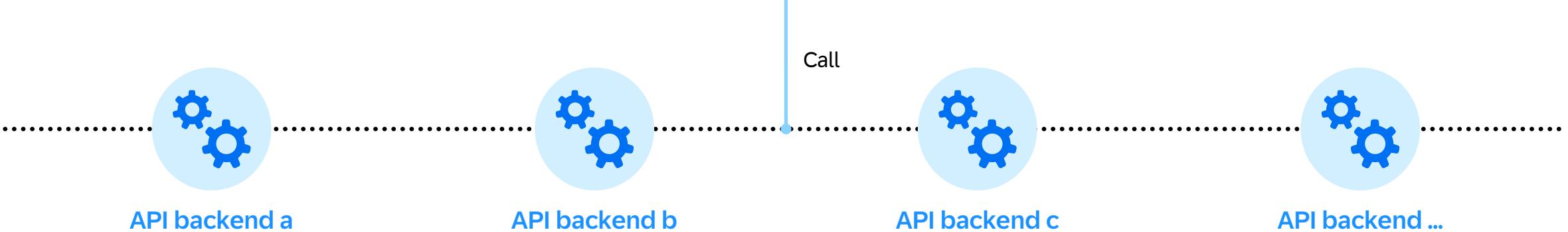
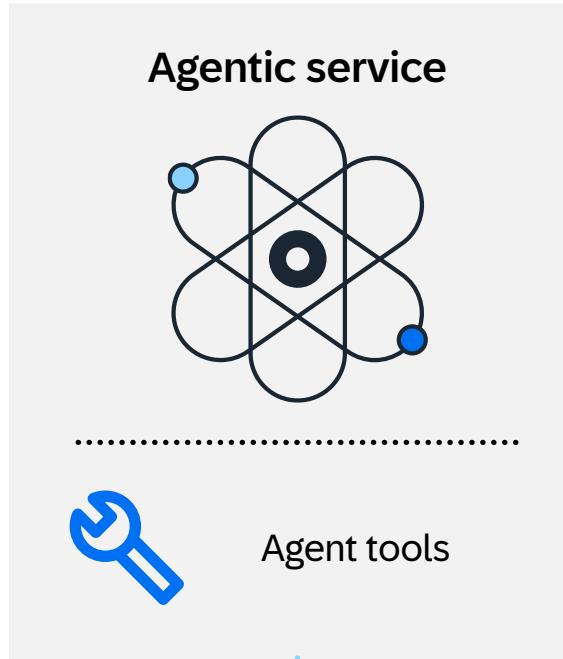


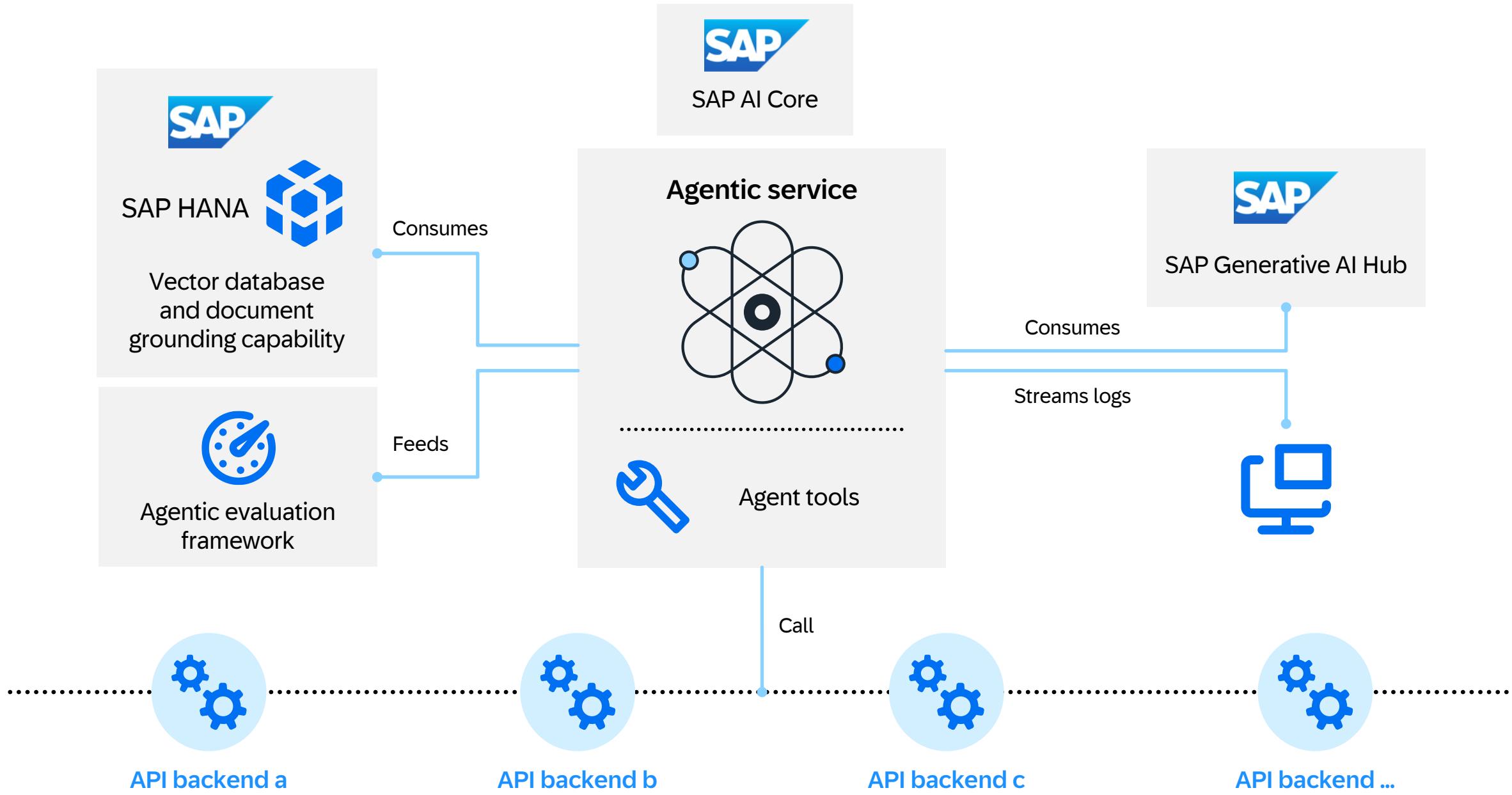
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Review case resolution plan
Provide actionable feedback

Agentic service







AP All Favorites History Workspaces CSM/FSM Configurable Workspace CS2025001001...

Priority: 4-Low State: New DP & Security Component: BC-VMC Assignment group: PS DCP Global Case number: 10014658/2025 Customer/Customer number: SAP Test Account... System ID: FDF Install Base Item: fd System type: PROD

Save Assign to Me Remote Connection Solution Add Attachment Correction Route

Details Summary Attachments SAP Notes & KBA Action Plan SLA (2) Special Handling Notes (1) Interactions Code Corrections Escalations Incidents Appointments Metrics (2) Case Contacts (1) Emails (5) More

Subscription
Initial Description

Subject: VMC is not active in

Product Function: Technology Platform > Application Server ABAP > Development Tools > Virtual Machine Container

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: 00109836D6221E8DB8C0294B42FFEOE8

---- 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 SMS2 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>but it did not work.</p>
<p>kindly help us here to activate the VMC.</p>

Business impact:

Install Base Item: fd

Customer: SAP Test Account - aPaul Pharma (0001208936)

AP All Favorites History Workspaces CSM/FSM Configurable Workspace CS2025001001...

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Install Base Item: fd

Customer: SAP Test Account - aPaul Pharma (0001208936)

Agentic AI

1

Prompts to describe agent tasks



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 Golden Dataset_20250206_ CS20250010014658 | CSM/F Relaunch to update

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

All Favorites History Workspaces CSM/FSM Configurable Workspace

Home CS2025001001... +

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Details Summary Attachments More

Subscription

Initial Description

Subject: VMC is not active in Component: BC-VMC

Product Function: 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

Install Base Item: fd Sold Product: My Cloud Sybase

Generated Answer

Start Case Investigation Run

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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