Are there any TDD licenses for Joule for Consultants?

- For Joule for Consultants specifically — no TDD (Test-driven development), no free trial.
- The recommended approach is to make a minimal productive purchase (1 user, 1 month, ~€245) and use SAP Development Funds if available as a partner to partially offset the cost.

How much Agents will give it for "utility core"?

Utilities-Specific Agents

Utilities Customer Self-Service Agent	GA
Customer Self-Service Agent — MDG Extension	Q2 2026
Joule Agent for Resolving Outsorted Billing Documents	Planned H1 2026
Joule conversational search in S/4HANA Utilities	Planned
Joule agents for BPEM	Planned
Resolution of implausible meter readings	Planned
Tariff Assistant	Planned
AI-assisted premise consumption summary	Planned

- Cross-Suite Agents (also available to Utilities)
- Accounts Receivable, Dispute Resolution, Cash Management, Maintenance Planner, Shop Floor Supervisor, Field Service Dispatcher, and more — all consumed via AI Units (SKU 8019164).

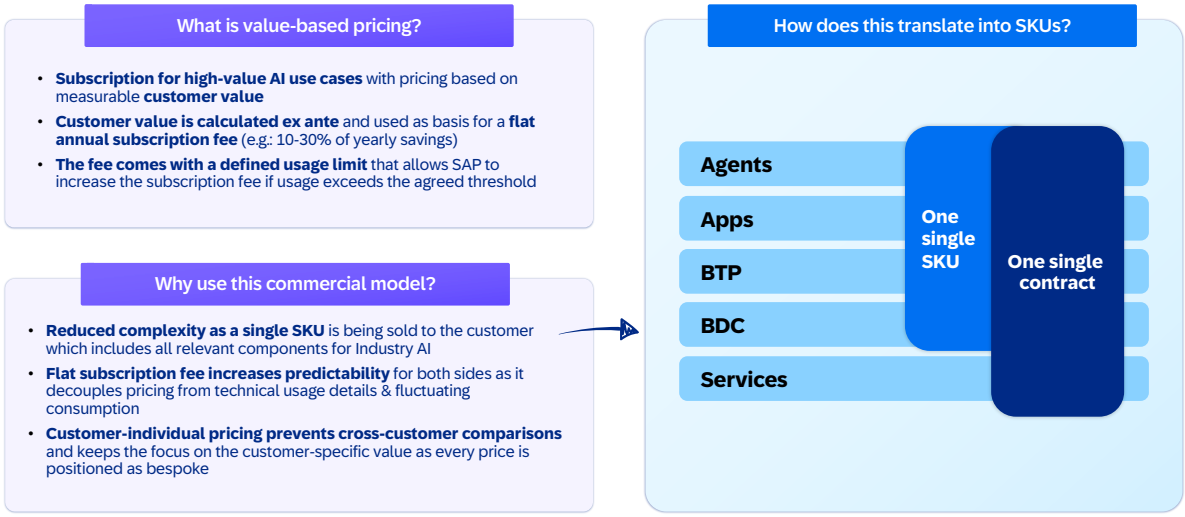
Where to Track Updates

- SAP Roadmap Explorer → filter by S/4HANA Utilities + AI
- SAP Discovery Center AI Catalog → discovery-center.cloud.sap
- Business AI Quarterly Roadmap (updated April 2026)

Do you have any info about pricing of Industry AI?

Every Autonomous Domain is mentioned on the slide except Industry AI.
Industry AI uses a value-based pricing model — fundamentally different from the standard AI Unit consumption model. Industry AI is nomination-based — customers are pre-selected by Industry PE and IBU teams and require approval by regional presidents before outreach.

Industry AI northstar solution is commercialized via value-based pricing, offered as single SKU ensures predictability



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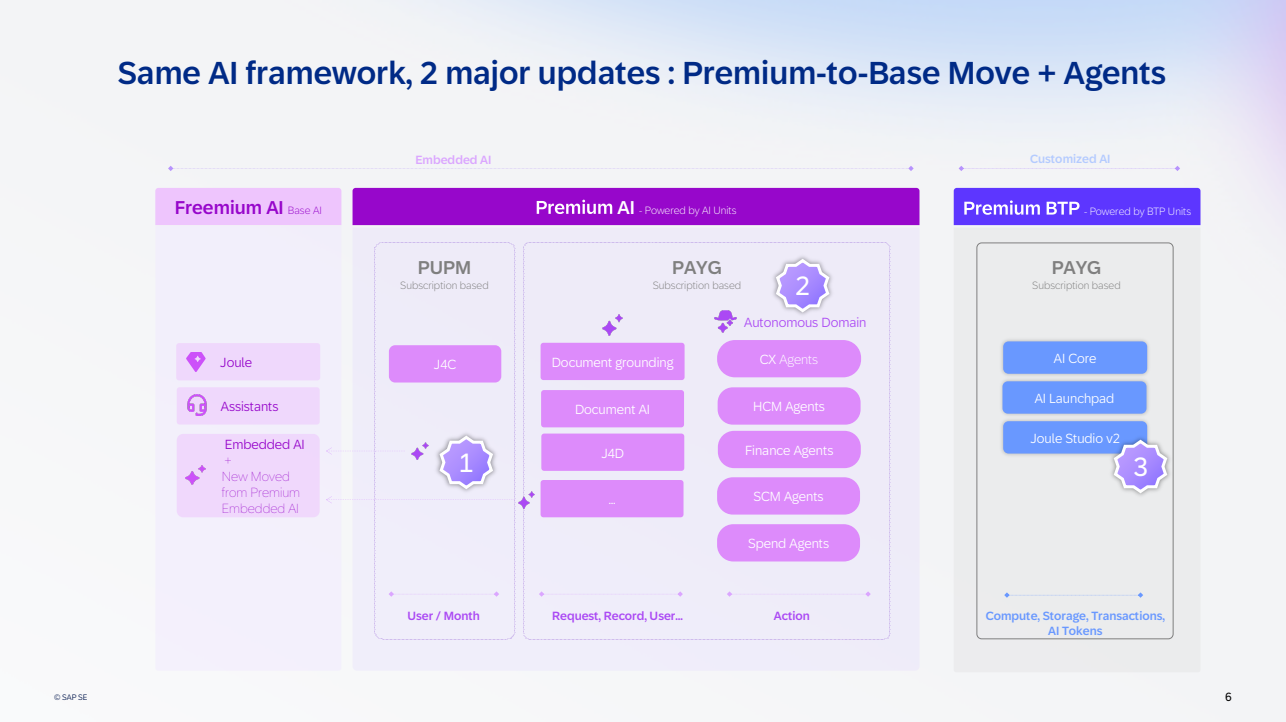
Why is J4C based on the PUMP model? why not consumption based just like J4D?

- Joule for Consultants is a personal productivity tool whose value is directly tied to the individual user. PUPM provides predictable pricing for partners and customers, as well as automatic access to all new features without additional costs. This is a planned exception to the overall transition to a consumption-based model.
- Joule for Developers competes directly with tools like GitHub Copilot and Cursor, and the developer AI market has historically operated on a consumption-based model — SAP is simply following the established market standard for this segment. At the same time, SAP wanted to make J4D as accessible as possible from the start: a low cost per request (0.007 AI Units) lowers the barrier to entry and is an easier sell to developers who want to pay only for what they use. This pricing approach also aligns with SAP's broader strategic direction of shifting its AI portfolio to a consumption-based model as part of an ongoing effort to streamline and simplify how customers and partners

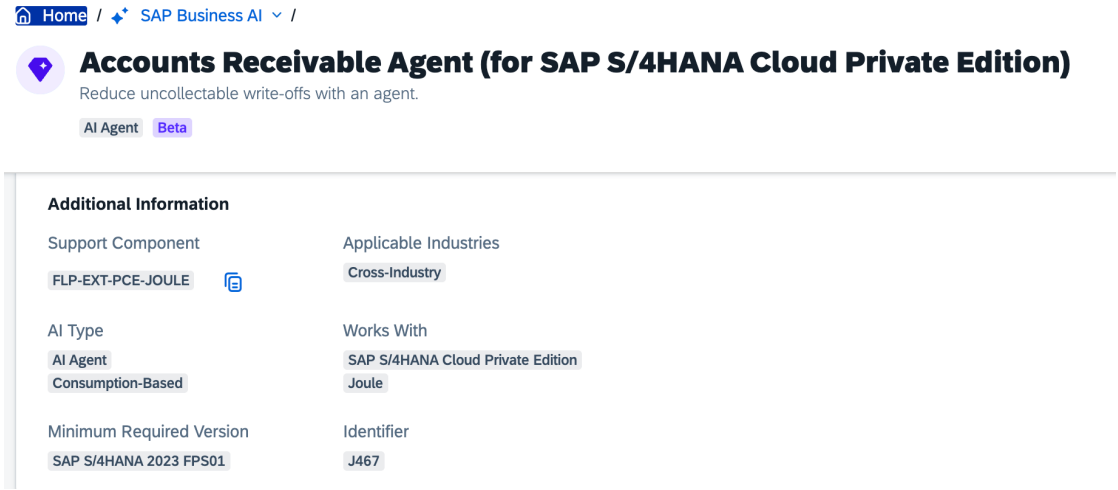
consume and pay for AI capabilities.



Anywhere to find details on agents such as technical minimum version required in your system to use agent X?

To find the minimum system version required for a specific agent, there are two primary sources:

- the SAP Discovery Center AI Catalog and SAP Note 3558794. The Discovery Center (discovery-center.cloud.sap/ai-catalog) is the first point of entry — each agent has its own fact sheet with "Works With" and "Minimum Required Version" fields .

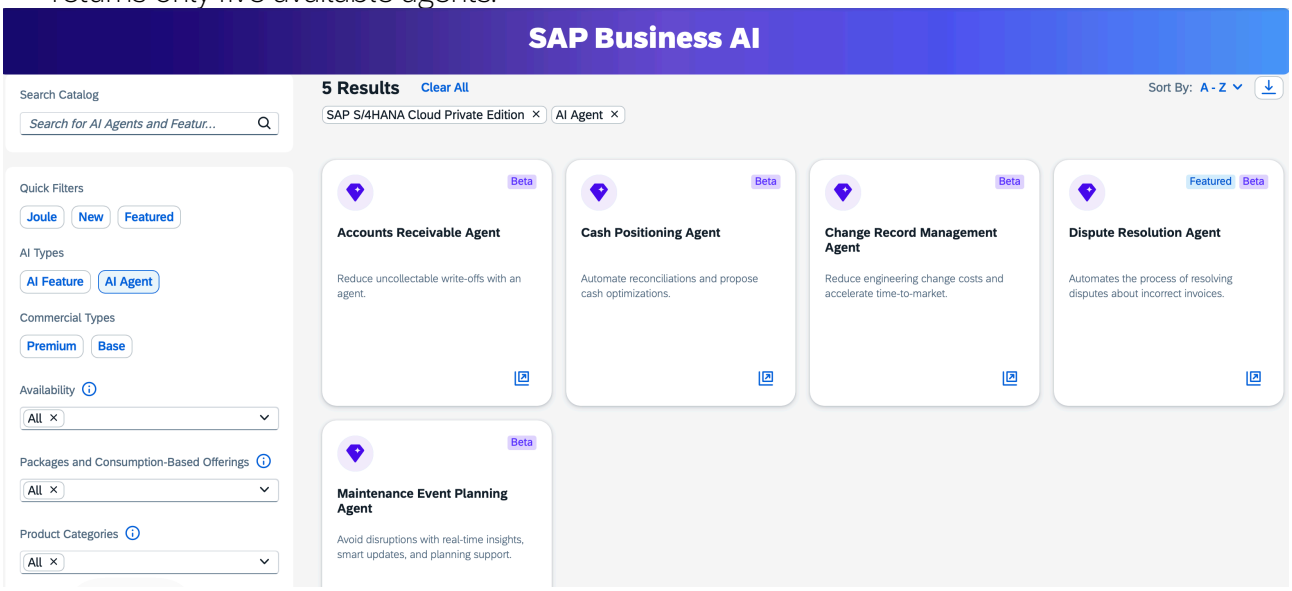


- For more granular version requirements specific to S/4HANA Cloud Private Edition, SAP Note 3558794 (me.sap.com/notes/3558794) is the official authoritative source, covering the full version matrix from FPS 2021 through 2025 FPS01 . One critical constraint to keep in mind: the note applies exclusively to RISE with SAP customers (S/4HANA Cloud Private Edition); for on-premise S/4HANA the minimum supported version is 2023 (with active maintenance

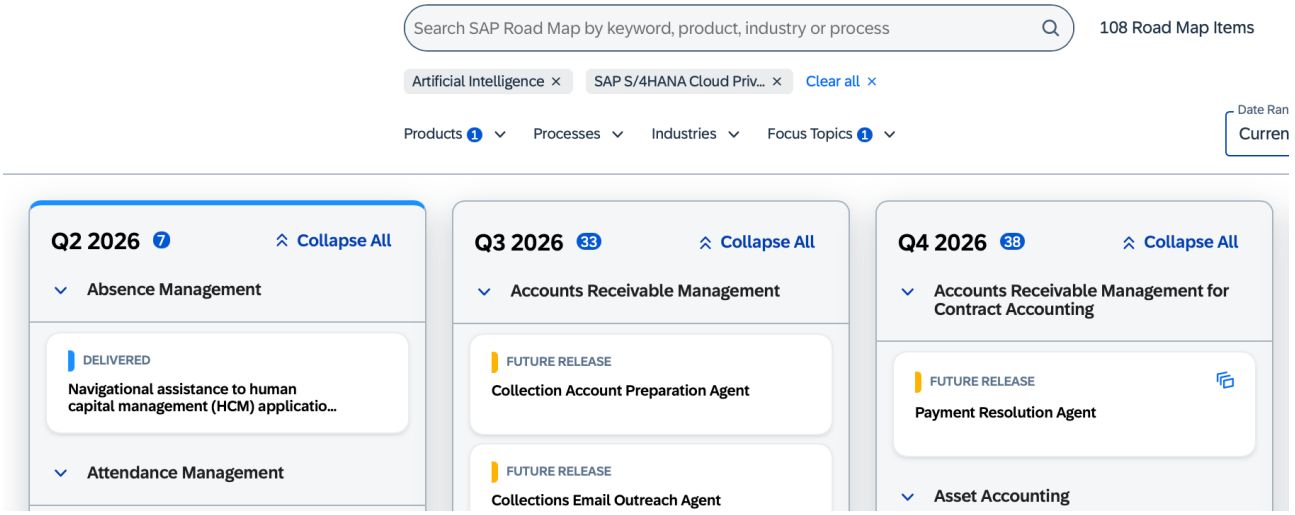
beyond 2026), and for ECC it is Enhancement Package 8 .

We are trying to understand what agents we can use for our specific RISE S4 ERP. I looked everywhere... Discovery Center only has 5 agents there.

- If you mean SAP S/4HANA Cloud Private Edition, then the product search indeed returns only five available agents.



- However, if you perform the same search in the official SAP Road Map Explorer for SAP S/4HANA Cloud Private Edition, you will find a list of 78 agents planned for release by the end of this year.



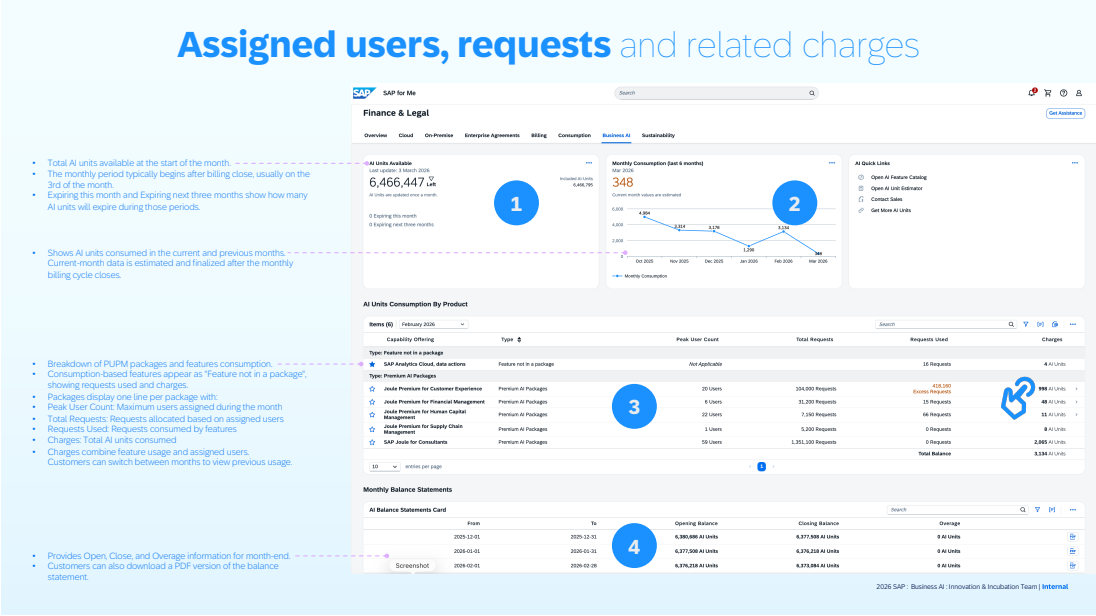
- Here is the link: https://roadmaps.sap.com/board?FT=AI&range=CURRENT-LAST&PRODUCT=73555000100800004663#Q2%202026

What level of detail will we see for the monitoring / reporting / drill down of the AI Unit consumption. What information will we see in there?

The AI Unit consumption dashboard in SAP for Me provides the following :

- Total AI Units available - Current entitlement balance at the BPID level
- AI Units consumed per month - Monthly consumption broken out historically

- Breakdown by feature / agent - Which specific Premium AI features consumed units in the current month
- Historical usage - Consumption data from previous months
- AI Units approaching expiration - Units nearing their annual expiry date
- Balance statements - Running balance showing where AI Units have been consumed to date
- Forward-looking forecast - Based on activated users/features, a projected cost for the current open month



Drill-Down Granularity: For PUPM packages such as Joule Premium, customers can see :

- Number of users activated for each AI package (pulled from SAP Cloud Identity Services)
- Total request capacity available for those users (pooled across users)
- Requests consumed so far in the current month
- Projected AI Unit cost for the current month if usage stays constant
- Ability to select the month to display

Probably the same level of Granularity as for PUPM will be available for future Assistants and related agents.

"AI Units are pooled at the corporate level" -> Does that mean per customer number or per company? Many big corporations with central purchasing have one central customer number with underlying companies

The answer is clearly documented. The AI Units pool is tied to the BPID (Business Partner ID) — i.e., the customer number, not to individual legal entities or companies within a corporate group. Here is the specific clarification from the sources:

- "Make sure you order the SAP AI Units for the right account... look up the SAP account/contract and make sure you purchase AI units for this specific customer/account number (this is the BPID number). Note: All BTP Global Accounts under the same BPID will leverage the same purchased AI unit pool (on the BPID level)."

What this means in practice for large corporations with central purchasing:

- The pool is shared across all BTP Global Accounts tied to the same BPID (the SAP customer/account number).
- If a large corporation has one central customer number (BPID) — even with multiple underlying legal entities or subsidiary companies — all of those entities share the same AI Units pool, because they fall under the same BPID.
- Conversely, if different subsidiaries or business units have separate BPIDs (separate contracts with SAP), each would have its own distinct AI Units pool.

Practical implication: For a customer with central purchasing under one BPID, this is actually an advantage — the pool is centralized and flexible. AI Units purchased once can be consumed across different SAP solutions and across all entities under that BPID. The FAQs also confirm: "There is only one AI Unit Pool for consumption and cross-sharing is possible." If your customer has multiple BPIDs for historical or contractual reasons, that is worth investigating — it would mean fragmented pools, which is a commercial conversation worth having with their Account Executive.

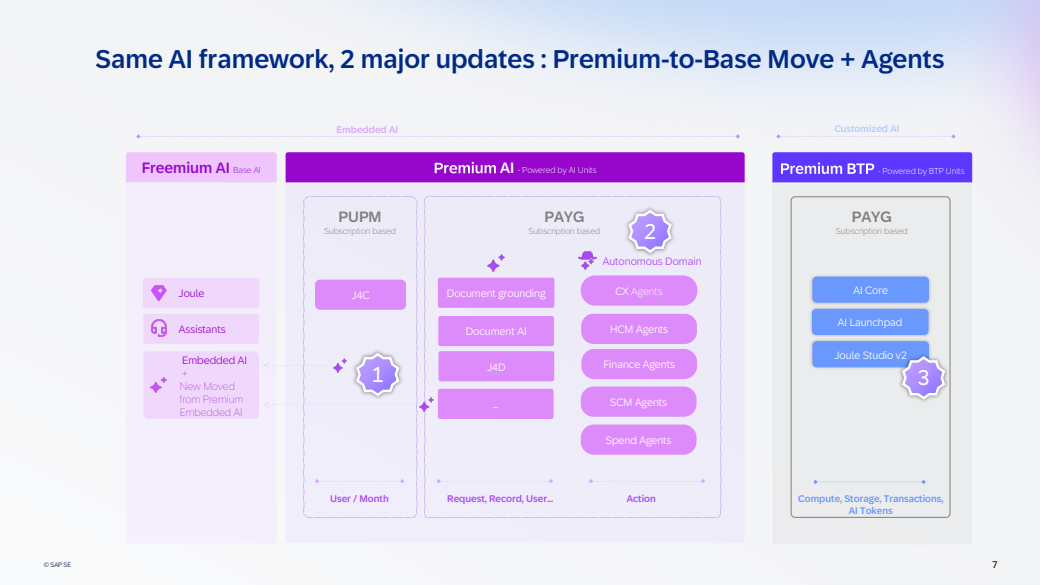
As you said the commercial model is simplified: How does one convert BTP Units to AI Units or vice versa? Can customers swap AI Units with other fund-based currencies?

No. SAP does not currently support SWAP or cross-usage between AI Units and other fund-based currencies, such as BTPEA Credits or BDC Capacity Units.
Each fund remains governed by its own commercial construct and usage rules.
AI commercialization has become simpler, although in a somewhat different way than many people expected.

Regarding the simplification:

- First, we have significantly reduced the number of PUPM packages by making the related capability available at no additional cost. To use premium AI capabilities that fall into this category today (as of Q3), customers simply need to activate Joule Base and accept the applicable Terms & Conditions. No additional subscriptions, no Fair Usage limits, no activation requests, and no overage management. Everything is designed to be straightforward and easy to consume.
- Second, SAP has introduced a unified commercial model for AI agents: a single consumption metric, the Action, and a single Action price across all agents.
- Third, the distinction between AI consumption models has become much clearer, addressing a common source of confusion in the past. The rule is now very simple:
    - Embedded AI — powered by AI Units.

- Customized AI — powered by BTP Credits.



For us as a customer with an old RISE contract (without AI amendment) it seems like mission impossible to get SKU 8019164 :-(

Technically, if you are a new SAP AI Units customer, there are no restrictions on purchasing SKU 8019164 or the latest version of AI Units.

However, as I understand it, the real question is different. If you are running a very old system, the question becomes whether it makes sense to purchase AI Units if the AI capabilities for your system version are either unavailable or significantly limited.

This depends on the S/4HANA release level:

- 2021+ : Joule Base scenarios are available. AI Units are not required for these scenarios.
- 2023+ : Premium AI scenarios become available (dozens of use cases).
- 2023 FPS02+ : Most Joule Premium use cases are available.
- 2023 FPS03+ : Additional Premium AI scenarios become available.
- 2025 FPS01+ :The latest AI scenarios become available.

Therefore:

- If the customer is running an S/4HANA version earlier than 2021, AI scenarios are technically unavailable regardless of whether SKU 8019164 has been purchased. The system must be upgraded first.
- If the customer is running S/4HANA 2021–2022, only Joule Base is available. Premium AI scenarios are not available without upgrading to S/4HANA 2023.
- If the customer is running S/4HANA 2023 or later, purchasing SKU 8019164 makes sense because Premium AI scenarios supported by the corresponding S/4HANA release become available.

In other words, the key consideration is not whether AI Units can be purchased, but rather which AI capabilities are supported by the customer's installed S/4HANA version.

Do we need to monitor Custom Joule Agent AI usage in BTP cockpit or in SAP for Me? Please clarify.

SAP for Me is used to monitor AI Units, which in turn are used exclusively for Embedded Premium capabilities — but not for Customised features. This is one of the simplifications we will consolidate in Q3.

Let us now review the possible options for Customised AI:

1. Scenario 1: Joule Studio V2 Runtime
    - Monitoring — exclusively in the BTP Cockpit.
    - Joule Studio Runtime is commercialised through resource consumption, measured across four metrics:
        - Compute vCPU hours of agent execution
        - Storage MB of memory (SQL memory, documents)
        - Transactions API calls (SAP ERP, external systems, Web)
        - AI Tokens Tokens from language models (Gemini, GPT, Mistral, etc.)
    - All of this is visible and monitored via the BTP Cockpit — within a BTPEA / CPEA / PAYG contract.

    SAP for Me is not used here — Joule Studio Runtime is not linked to AI Units.
2. Scenario 2: Pro-code Agent Development on BTP (without Joule Studio)

    - Monitoring — also in the BTP Cockpit, but through the following tools:
    - SAP Cloud ALM — centralised monitoring of application health, exceptions, and schedules
    - SAP Cloud Logging — logs, metrics, and traces for Cloud Foundry and Kyma
    - AI Launchpad — monitoring of AI scenarios and agent performance
    - BTP Cockpit Usage Analytics — Cloud Foundry runtime consumption (GB memory, CPU)

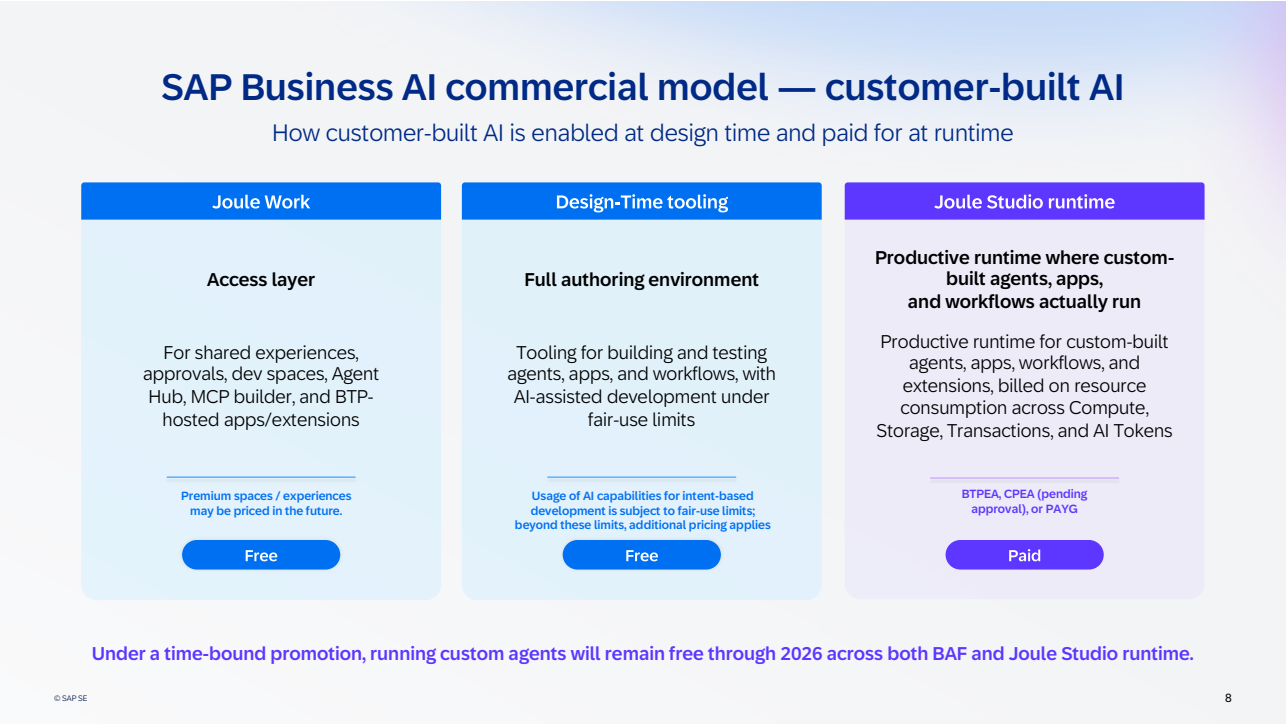
As part of our Rise contract, we were promised cloud platform vouchers, and consultants have indicated that these can be converted into AI Units. So far, we have only found ways to convert them into BTP Units. Are there also options to use these as AI Units for Joule 4 Consultants?

The term "Cloud Platform Voucher" is, as I understand it, the colloquial/marketing name for the SAP BTP CPEA Voucher. This voucher is specifically designated for BTP consumption — services like SAP Build, integration, data management, and custom development.
The two AI commercial models are governed by fundamentally different currencies:

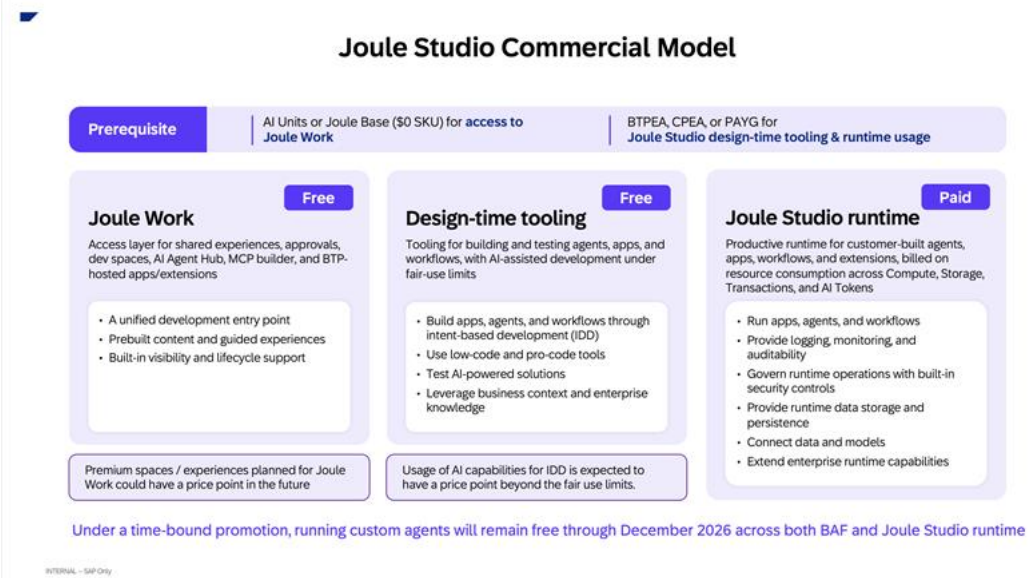
- Customised AI — powered by BTP Capacity Units
- Embedded Premium AI — powered by AI Units

These two currencies are completely separate — they cannot be exchanged, converted, or used interchangeably.
Therefore, if you were promised a BTP voucher and would like to spend it on AI, consider directing it towards Customised AI scenarios. Using this voucher for standard Embedded Premium AI functionality is not possible.

Can you please explain what exactly is covered in Custom Joule agent development which is free & what is covered in Runtime?
How are custom agents monetized?



- For Joule Studio, the current direction is that web-based design-time tooling will be available at no additional charge, while runtime is expected to move to a consumption-based model after the 2026 promotional period. BTPEA / CPEA / PAYG are expected to be the commercial routes for runtime consumption.
- For Joule Studio runtime, existing BTPEA/CPEA customers can use it under their existing BTPEA/CPEA contract once the runtime SKU is available. PAYG customers would need a new PAYG contract for the relevant capability, as PAYG is capability/product specific. Customers with only BTP subscription or BDC-only customers without BTPEA, approved CPEA, or PAYG would need a new eligible commercial construct to use Joule Studio runtime.
- As part of a limited-time promotion, custom agents can run at no additional cost until the end of 2026.



When do the SAP Business AI commercial model changes take effect?

The SAP Business AI commercial model changes take effect in multiple phases, with clear timing for documentation updates, customer communications, and commercial enablement:

- Effective May 12, 2026 (SAP Sapphire):
  All SAP-delivered AI agents are commercialized on a consumption basis, with AI Units consumed based on agent actions as agents execute work on behalf of the business. AI Units remain the core commercial construct.
  As of this date, customer- and partner-facing commercial decks are updated to reflect all Business AI commercial changes, including agent consumption, the planned phase-out of user-based pricing (PUPM), and the upcoming move of most generative AI capabilities from Premium AI to Base AI.
- From July 1, 2026:
  SAP will begin proactive customer communications related to the PUPM phase-out. Official, customer-ready messaging and detailed guidance will be shared to support consistent communication ahead of the Q3 changes.
- Effective Q3 2026:
  Most generative AI capabilities currently classified as Premium AI will move to Base AI and be included with standard cloud subscriptions. User-based pricing (PUPM) will be phased out for most AI capabilities and will remain only where AI value is directly tied to individual productivity, such as SAP Joule for Consultants. From this date, Premium AI primarily focuses on agent execution. In addition, AI Unit SKU 8018592 will be enabled to use AI agents as of Q3 2026. Customers only need to switch to the latest AI Unit SKU (8019164) if they want access to SAP Joule for Consultants, which remains commercialized through a PUPM package.

How does switch-process work? Where is the switch-process documented? Does additional costs occure for switch-process ?

The Switch Program is designed to transition customers from the legacy AI Units SKU to the new AI Units SKU. The transition is performed by replacing the old SKU with the new one while maintaining the corresponding quantity and contractual value. The process is intended to be a commercial conversion rather than a new purchase.
Depending on the customer's contractual situation, the transition can be executed through one of three paths:

- Renewal – for contracts approaching renewal.
- Change Quote – for eligible customers where the old SKU can be replaced without modifying the full contract.
- Restructure (Sales Program) – for customers who are not eligible for Renewal or Change Quote.

The process is documented in the SAP AI Units Switch Program materials and associated commercial guidance documentation available to SAP sales teams.

The Switch Program itself does not require an upsell or additional purchase. It is a conversion from the legacy AI Units SKU to the new AI Units SKU. The objective is to replace the SKU rather than increase the customer's commercial commitment.
PM120 (SKU 8016532), PM430 Classic (SKU 8018592), and PM430 PUPM (SKU 8019164) are mutually exclusive and cannot be combined. As stated in the program guidance, no exceptions are permitted.

I think Premium BTP is also in CPEA available or do I have to switch to BTPEA? What happens with customers who have a long-term CPEA contract? Are they also able to use the custom agents? How will licensing for current or future SAP BTP customers be impacted? Do existing BTP / BDC customers need a new contract to use Joule Studio?

There will be no immediate changes to BTP licensing or commercial options. Current and future customers can continue to purchase SAP BTP using the same licensing models they have used in the past. Going forward, SAP will continue to evaluate and enhance our commercial terms and packaging to ensure customers have compelling offers to leverage the SAP Business AI Platform and the rest of our AI-powered portfolio.
For Joule Work and Joule Studio design-time tooling, customers need the relevant prerequisite entitlement, currently expected to be AI Units or Joule Base ($0 SKU), to support SAP AI terms acceptance and Joule tenant setup.
For Joule Studio runtime, existing BTPEA/CPEA customers can use it under their existing BTPEA/CPEA contract once the runtime SKU is available. PAYG customers would need a new PAYG contract for the relevant capability, as PAYG is capability/product specific.
Customers with only BTP subscription or BDC-only customers without BTPEA, approved CPEA, orPAYG would need a new eligible commercial construct to use Joule Studio runtime.

Can I use my existing Enterprise Agreement credits to use Joule Studio?
Yes, For Joule Studio, including both design-time tooling and runtime usage, the currently supported commercial constructs include BTPEA, CPEA, and PAYG.

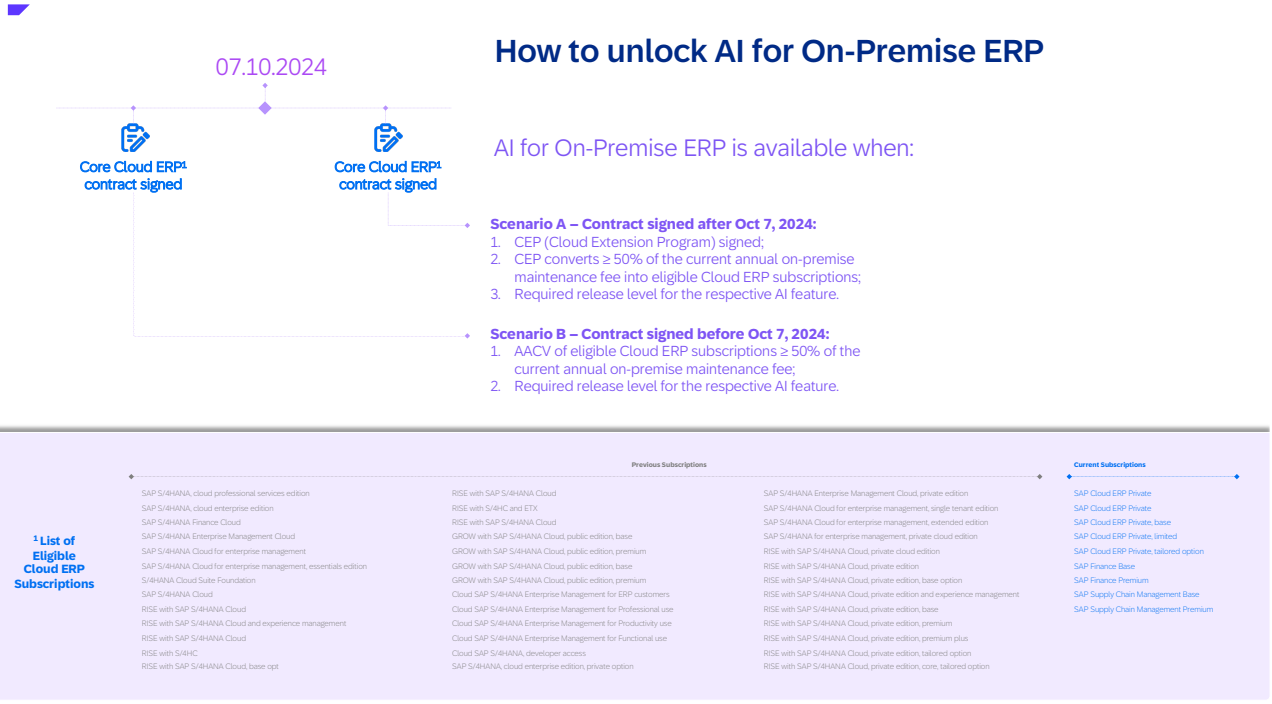
Is premium Ai a part of the BTP-Contract, or an new Contract?
Premium AI is NOT part of the BTP Contract — it requires a separate license (AI Units) SAP's AI offerings are structured in three distinct tiers, each with its own commercial model:

- Base AI — Included in SAP Cloud app license at no extra cost
- Premium AI — Separate license via AI Units (SKU 8019164) for Premium PUPM and PAYG capabilities incl Agents.
- Customosed AI — Unlocked Joule Studio Capabiliites via BTPEA/ CPEA credits or AI Foundation services (e.g., Generative AI Hub, SAP AI Core, SAP AI Launchpad)

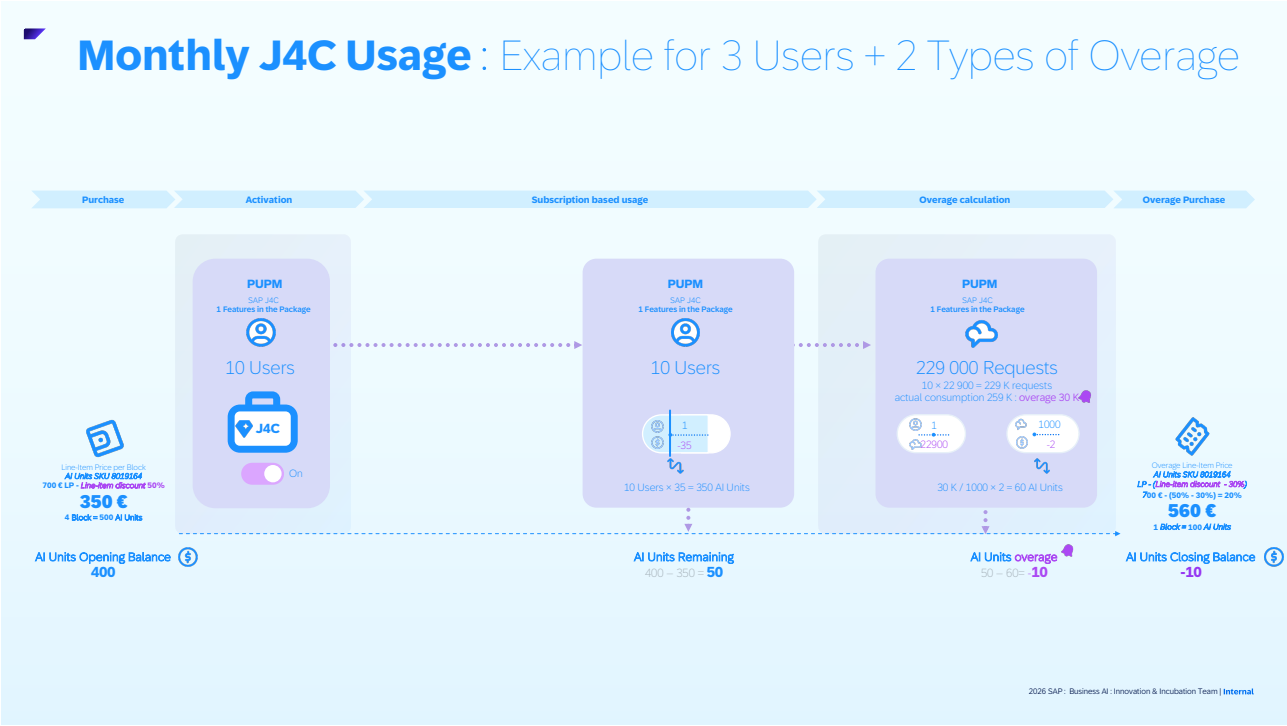
the Product "Joules for Consultans" is this e part of BTP-Contract or is this a separatly Contract?
No, J4C is a separate Premium AI feature. It consumes AI Units from the shared pool on a per-user per-month (PUPM) basis — 35 AI Units per activated user per month, regardless of actual usage within fair usage limits (up to 22,900 requests per user per month). Exceeding the fair usage threshold will result in additional AI Unit consumption beyond the standard 35 units.

J4C is quite expensive. Are there any plans to reduce the costs in the future, especially since some users don't use it on a daily basis?
No, there are currently no plans to reduce the price.

As a hybrid customer (On premise S/4HANA ERP plus SAP public cloud solutions like BDC, BTP, SAC and SuccessFactors) will we get access to Freemium AI?
To activate AI assistants on on-premises systems, SAP has established a clear commercial requirement: the customer must commit to converting at least 50% of their current annual maintenance fee into a cloud subscription for one of the products from the Eligible Cloud ERP list — which covers the full range of SAP's cloud ERP offerings: RISE with SAP S/4HANA Cloud (public and private edition), GROW with SAP S/4HANA Cloud, SAP Cloud ERP Private, as well as various SAP S/4HANA Cloud enterprise and finance editions, through the Cloud Extension Program. It is critically important to note that only products from this Eligible Cloud ERP list are counted towards the threshold — the presence of other SAP cloud products such as BTP, SAC, SuccessFactors, or BDC does not satisfy this condition on its own.



Could you explain in detail on the metering of AI units and consumption logic?



This example illustrates how consumption works for the PUPM-based Joule for Consultants (J4C) offering and what happens when a customer exceeds the included usage volume.
Let's assume a customer has subscribed 10 users to J4C. Each user receives a PUPM subscription that includes 35 AI Units per month and a usage allowance of 22,900 requests. For 10 users, this translates into:

- 350 AI Units per month and 229,000 requests per month

Let's also assume that at the beginning of the month the customer has an opening balance of 400 AI Units.
As part of the monthly subscription, the 10 users will consume:

- 10 × 35 = 350 AI Units

After this consumption, the customer's remaining balance will be:

- 400 − 350 = 50 AI Units

Now let's assume the users are very active and generate 259,000 requests instead of the included 229,000 requests.
The overage is therefore:

- 259,000 − 229,000 = 30,000 requests

According to the J4C commercial model, every additional 1,000 requests are converted into 2 AI Units.
Therefore:

- 30,000 / 1,000 = 30 blocks
- 30 × 2 = 60 AI Units

As a result, the overage corresponds to an additional consumption of 60 AI Units.
These AI Units are automatically deducted from the customer's overall AI Units balance.
Since only 50 AI Units remained after the base subscription consumption, the balance becomes negative after the overage is applied:

- 50 − 60 = −10 AI Units

In other words, the customer ends the month with a deficit of 10 AI Units.

To cover this deficit, the customer must purchase an additional AI Units package. The slide shows an example where the minimum AI Units package is purchased, bringing the balance back into positive territory.

PAYG Features
The consumption model for PAYG-based AI features is even simpler.
Each AI feature has its own commercial metric and a corresponding conversion factor to AI Units.
At the end of the month, the system measures the number of operations performed according to the applicable metric and multiplies that number by the conversion factor. The result is the number of AI Units consumed during the billing period.
Customers can monitor the following information in SAP4Me:

- Opening AI Units balance
- Number of consumed operations
- Number of consumed AI Units
- Remaining AI Units balance

For all Premium AI features, customers can also perform an upfront consumption estimate using the public AI Units Estimator available online. This allows customers to model expected usage patterns and estimate the corresponding AI Units consumption before activating a feature or moving into production.

Conversion factors, consumption metrics, pricing details, and other commercial parameters can be found in the AI Features Guide Price List.

When can Joule AI Credits be used for Winston AI Units in HCM?

No, AI Units do not cover the licensing required for SmartRecruiters Winston for SAP SuccessFactors.

Winston is the embedded AI engine of the SmartRecruiters platform, which serves as SAP's official Talent Acquisition solution within the SAP SuccessFactors HCM portfolio.

Winston AI consists of four components:

1. Winston Match – AI-powered candidate-to-job matching with explainable scoring. Included in the base SmartRecruiters SKU.
2. Winston Companion – AI recruiting assistant for planning, shortlist creation, and collaboration. Included in the base SmartRecruiters SKU.
3. Winston Screen – Automatic generation of screening questions and candidate ranking. Included in the base SmartRecruiters SKU.
4. Winston Chat – Conversational chatbot for candidates (SMS, WhatsApp, and career sites). Available as a separate SKU.

SmartRecruiters Winston for SAP SuccessFactors has been available on the SAP price list since March 3, 2026.

Winston cannot be sold as a standalone solution. It requires either SAP SuccessFactors Recruiting or SmartRecruiters for SAP SuccessFactors.

Customers are charged for Winston across all active job requisitions, regardless of whether a candidate actually used Winston during the recruiting process.

Winston and Joule are two separate AI assistants.

At present, they remain independent solutions.

SAP's long-term strategy is to unify SAP Business AI capabilities across all HCM solutions, including SmartRecruiters.

The integration of Joule and Winston is planned for the future but has not yet been implemented.

At this time, there is no confirmed information regarding when this integration or a potential consolidation of the two solutions will be delivered.