Webinar Series 2020
How AI Drives Your Incident Management and Incident Creation Processes

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THE BEST RUN **SAP**

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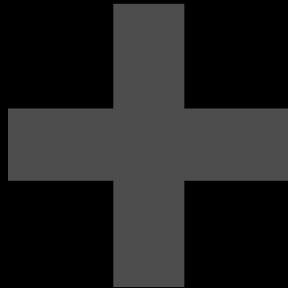
Vision of SAP Support

SAP Support Vision
AI driven Support

Traditional SAP support

Industry-leading proactive and preventive support

AI driven Support

Groundbreaking support with AI in the center

Self-service & incident prevention
to identify issues even before they occur

Real-time interaction
to speed your time to issue resolution

Native support experience
to seamlessly integrate AI within SAP products

Learn from Support incidents
to improve SAP products

AI powered Support Services

AI & machine learning services in SAP Support
Services & integration roadmap

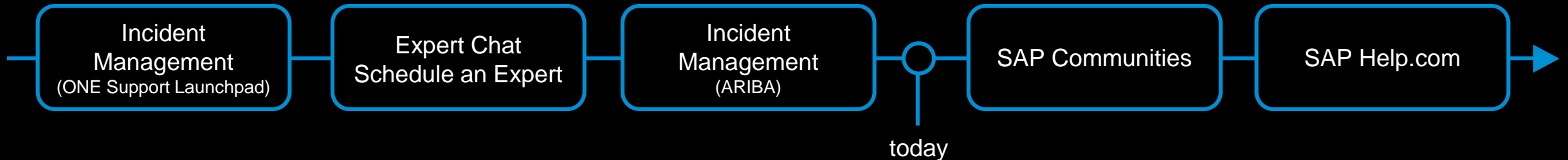The number of AI & ML support services is growing…

▶ **Incident Solution Matching**
Automated solution recommendations

▶ **Component Area Prediction**
Automated component suggestions
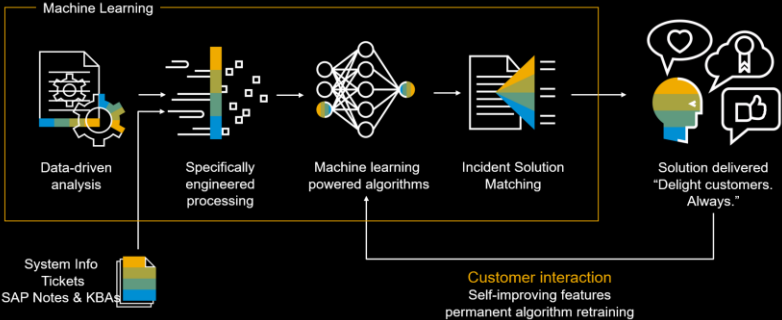
▶ **Expert Area Prediction**
Automated areas suggestions

Select an Expert Area

Search

SUGGESTED EXPERT AREAS

SAP HANA
SAP HANA

SAP Cloud Platform Core (Neo and Cloud Foundry)
SAP Cloud Platform

Security and SSO
Cross Platform Integration

ALL EXPERT AREAS

Cross Platform Integration

Customer Relationship Management (CRM)

Databases & Operating Systems for SAP Netweaver

Enterprise Performance Management

Finance (FIN)

Cancel

Where can you experience these AI services?

| Incident Management (ONE Support Launchpad) | Expert Chat Schedule an Expert | Incident Management (ARIBA) | SAP Communities | SAP Help.com |

today

Incident classification under the hood
Machine learning service for Product Support

Machine Learning

Data-driven analysis — Specifically engineered processing — Machine learning powered algorithms — Incident Solution Matching — Solution delivered "Delight customers. Always."

System Info
Tickets
SAP Notes & KBAs

Customer interaction
Self-improving features
permanent algorithm retraining

Solutions are identified using **tf-idf** (term frequency–inverse document frequency) and then ranked/filtered using various **signals** allowing for further optimizations and specific tasks.

"Our HANA instance ran into a HANA OOM problem."

| tokenize | Stem/ stop words | frequency | tf-idf | cosine similarity | filter | re-rank using ML model |

{"Our", "HANA", "instance", "ran", "into", "a", "HANA", "OOM", "problem"}

{"Our", "HANA", "instance", "run", "in", "a", "HANA", "OOM", "problem"}

Term	#	Doc #
HANA	2	20
Instance	1	50
Run	1	100
OOM	1	60
problem	1	150

Term	Tf-idf
HANA	0.1
Instance	0.02
Run	0.01
OOM	0.017
problem	0.007
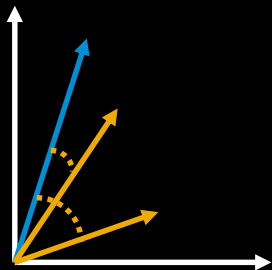
$Sorted = \{HANA, Instance, ...\}$

SAP Support AI services behind the scenes
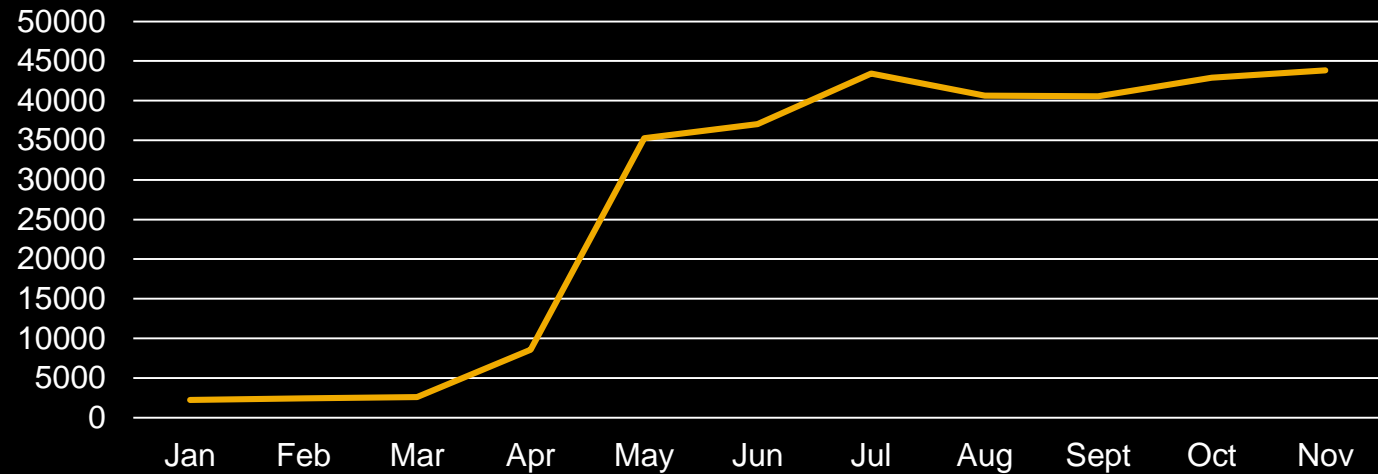
Machine learning services platform

SAP Support

Customer

SAP Data scientist

| SAP Support System | SAP One Launchpad | ARIBA Help Center & Connect |

API Management

Incident Solution Matching

Component Prediction

Expert Area Prediction

Solution Solution Matching

Data Layer

Incidents

Solutions

Additional Data Sources
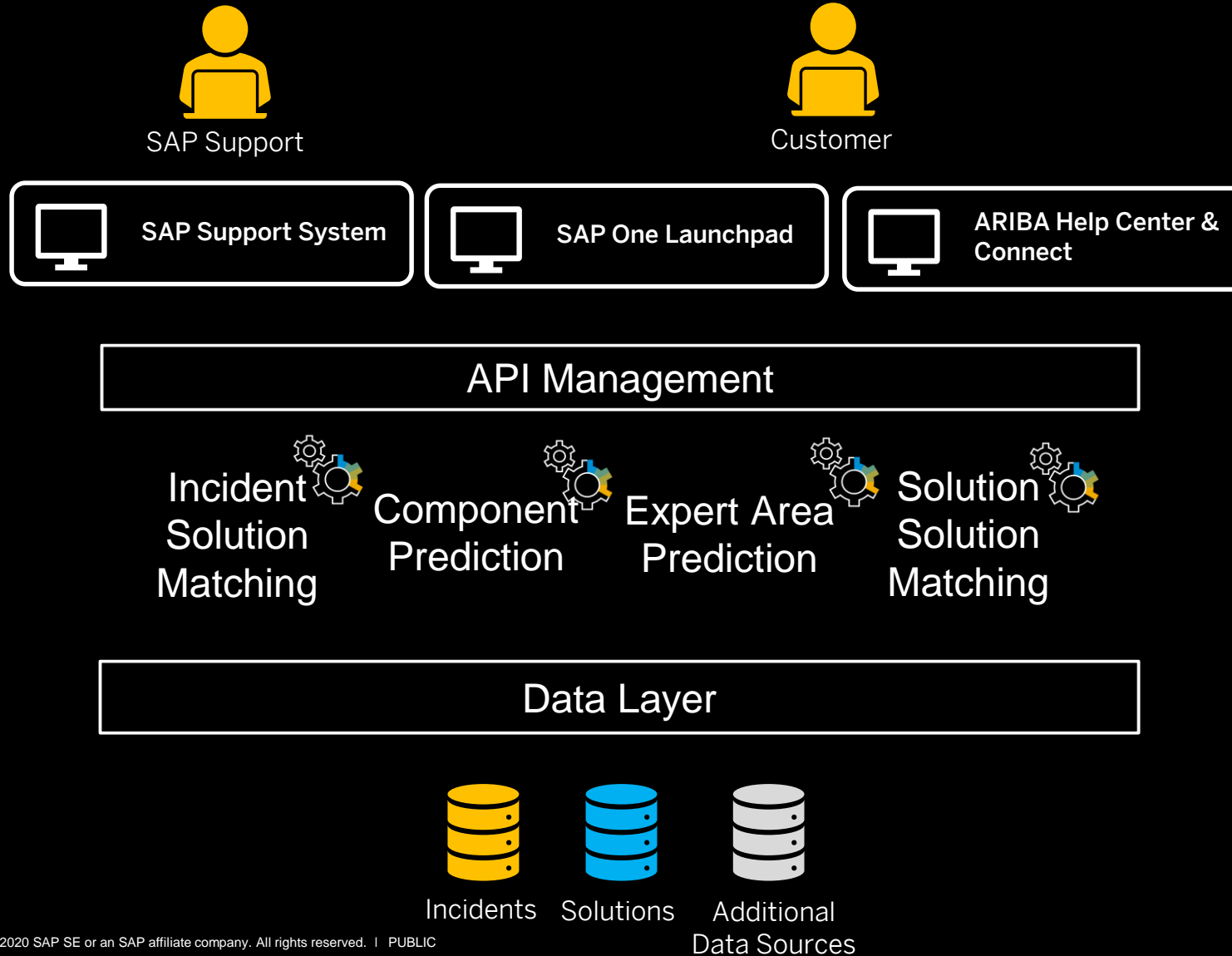
Incident Solution Matching (ISM)
Automated solution recommendations in figures

ISM utilization in SAP One Launchpad in 2019
 # Solutions reviewed by customers

54,7%

ISM average solution rate
Incidents for which ISM provides solutions
(KBA & SAP Notes) within Top10 suggestions

ISM solution repositories
Integration roadmap

KBA
SAP Notes

S/4HANA Documentation
Roadmap Viewer
Fiori Apps Library

today

SAP Help.com

Wikis & Blogs
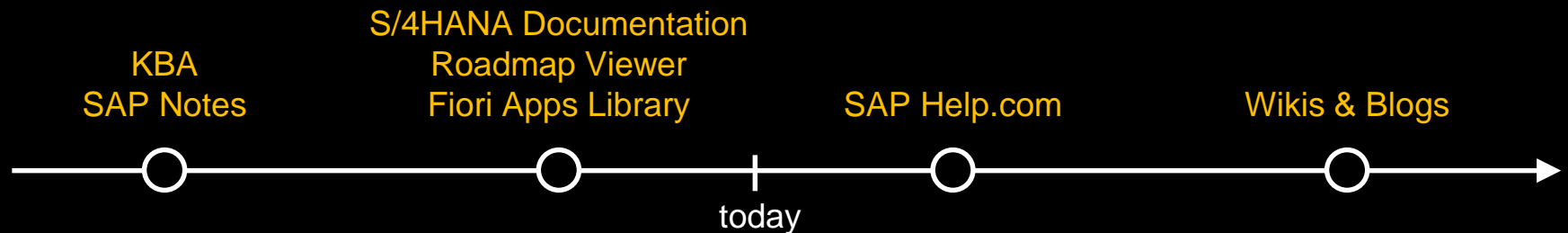
What's next in AI powered Support?

What's next?
Interactive ISM

Solutions navigation
- Navigate to similar solutions
- Multidirectional navigation capabilities

Filtering options
- Automatic detection of filters or entities
- Confirmation by end user
- Automatic results filtering and re-execution

Results Refinement
- Refine terms which customer consider key elements in the issue
- Interactive Improve quality of the terms provided in the incident description

Business applicability

Complexity

This information might help you right away

Powered by Incident Solution Matching

S/4HANA Cloud

S/4HANA Cloud ✕   T018V ✕

Did you mean this product?   S/4HANA Cloud 1909

'&' and '%' not allowed in work item title (Note 51459)

Note (Special development)   BC-BMT-WFM

In a work item title, the characters '&' and '%' could only be used for defining variables (that ...
Related Notes: 456654, 78978, 23599

Text replacement in title of user decision (KBA 1351012)

KBA (Program error)   BC-BMT-WFM-RUN

If you use only ampersands (&) in the title of the user decision, they are replaced in the exact ...

'&' and '%' not allowed in work item title (Note 51458)

Thank you

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More information on SAP AI Support

AI and Machine Learning

Incident Solution Matching landing page (SAP Support Portal)

Video: Incident Solution Matching

Article: AI and Machine Learning Drive Automation in Product Support (SAP News Center)

Article: Enter the Next Level of Customer Support Experience with AI Technology (SAP News Center)

Article: Customer Convenience through Service Automation (SAP News Center)

Blog: AI-Powered Support: A Guiding Light for Simplified Support (LinkedIn)

Blog: SAP launches an AI enabled incident wizard in SAP ONE Support Launchpad (SAP Community)

Videos from SAPPHIRE NOW 2018

> The next generation of support – AI and Machine Learning taking center stage

> Video with SAP Mentor Owen Pettiford: Driving the customer support experience with built-in support and machine learning

Webinar: Incident Solution Matching – Enabled by Artificial Intelligence

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