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

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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

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

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

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.**”

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Sorted = {HANA, Instance, ...}
SAP Support AI services behind the scenes

Machine learning services platform

- 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

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Incident Solution Matching (ISM)
Automated solution recommendations in figures

54.7%

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

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

ISM solution repositories
Integration roadmap

KBA
SAP Notes
S/4HANA Documentation
Roadmap Viewer
Fiori Apps Library
SAP Help.com
Wikis & Blogs
What’s next in AI powered Support?
Results Refinement
- Refine terms which customer considers key elements in the issue
- Interactive improve quality of the terms provided in the incident description

Interactive ISM

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

Solutions navigation
- Navigate to similar solutions
- Multidirectional navigation capabilities

What’s next?

Business applicability vs Complexity

This information might help you right away

Powered by Incident Solution Matching

S/4HANA Cloud

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 in naming variables.
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...
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