Fast Help through AI assisted Support

Wilhelm Jütte, CPO Support, SAP
SAP User Group Session, June 10th 2021

THE BEST RUN **SAP**

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Agenda | June, 10th 2021

Fast Help through AI assisted Support | Live Demos | 30 min

- Simplified Categorization in the ONE Support Launchpad
- AI-driven support interactions in the ONE Support Launchpad and in Built-In Support
- Automatic translation for Expert Chat

Questions & Answers | 15 min

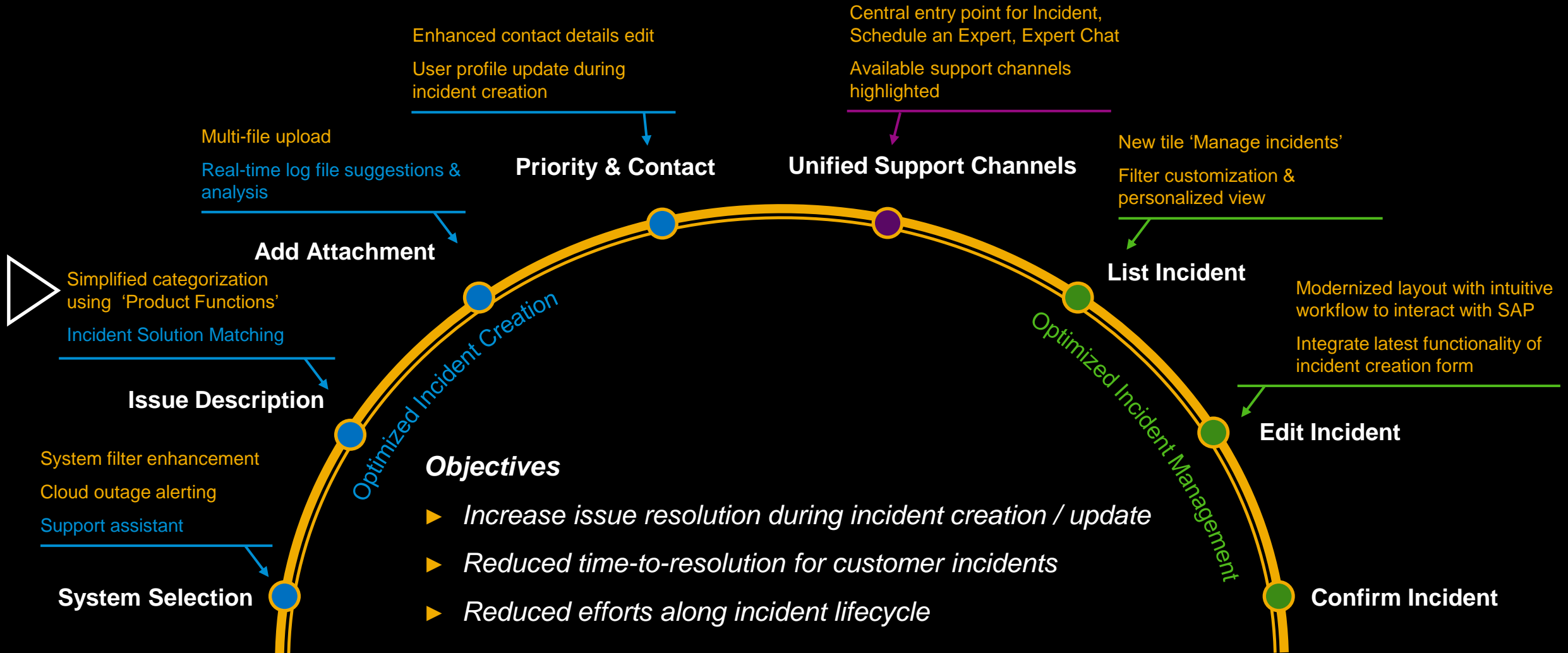## Speaker | Wilhelm Jütte, CPO Support, SAP

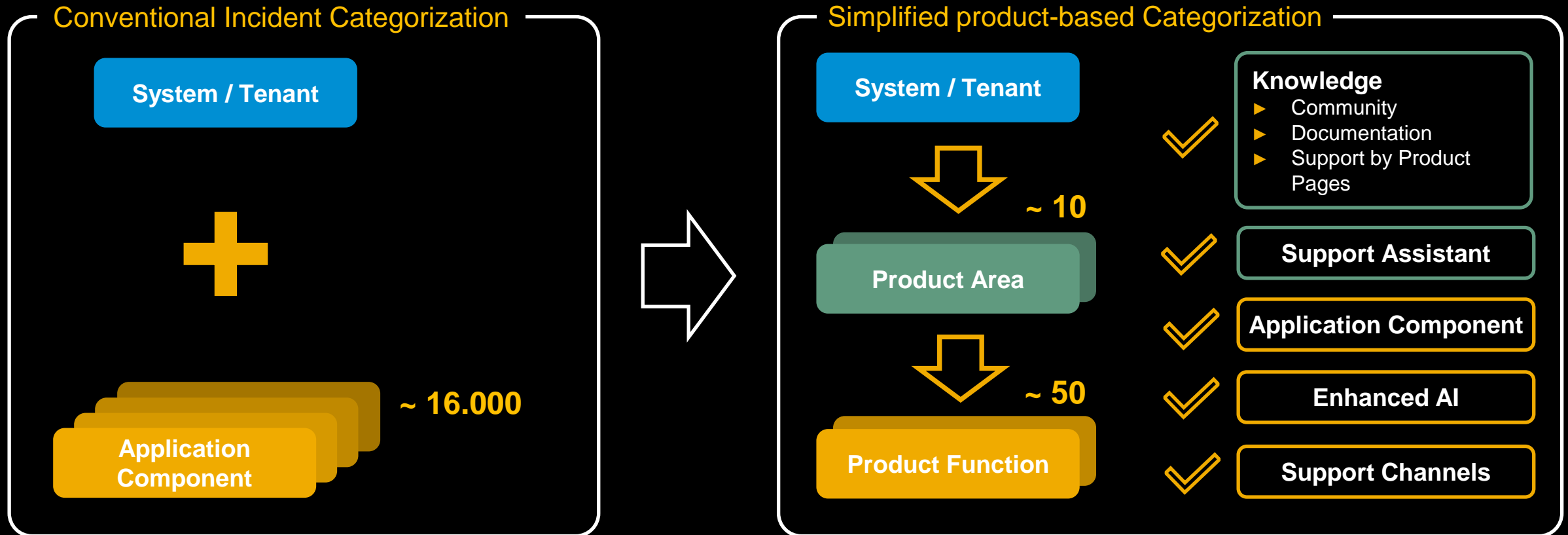# Simplified Categorization
in the SAP ONE Support Launchpad

Enhancing the whole incident creation & management journey

Enhanced contact details edit

User profile update during incident creation

Central entry point for Incident, Schedule an Expert, Expert Chat

Available support channels highlighted

New tile 'Manage incidents'

Filter customization & personalized view

Multi-file upload

Real-time log file suggestions & analysis

Priority & Contact

Unified Support Channels

Modernized layout with intuitive workflow to interact with SAP

Integrate latest functionality of incident creation form

Add Attachment

List Incident

Simplified categorization using 'Product Functions'

Incident Solution Matching

Optimized Incident Creation

Optimized Incident Management

Issue Description

Edit Incident

System filter enhancement

Cloud outage alerting

Support assistant

Objectives

▶ *Increase issue resolution during incident creation / update*

▶ *Reduced time-to-resolution for customer incidents*

▶ *Reduced efforts along incident lifecycle*

System Selection

Confirm Incident

Simplified Categorization in SAP Support

From component-based to product-based categorization

Simplified Categorization

Simplified Categorization in the SAP ONE Support Launchpad

Key features:

- **Product-based incident categorization,** considers the System/Tenant and Product Area

- Helps to **find the best incident category and support expert** to get the issue resolved fast

- **Enabled by Artificial Intelligence** technology

- Aligned with SAP Help Portal documentation for a **consistent approach**

- Incident creation **without selecting application components**

SAP ONE Support Launchpad screenshots

AI enabled Support Interactions
in the ONE Support Launchpad and Built-In Support

AI services for SAP Support
Services & integration roadmap

## AI services available to SAP customers

▶ **Incident Solution Matching**
Automated solution recommendations

▶ **Component Prediction**
Automated component suggestions

▶ **Solution-Solution Matching**
Identify related SAP solutions

▶ **Product Function Prediction**
Automated suggestion of Product Area during incident creation

▶ **Language Detector**
Detects language used in the incident communication for machine translation
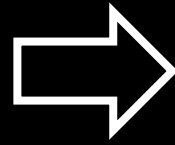
AI service availability
Integration roadmap

SAP One Support Launchpad — SAP ARIBA Connect — Built-In Support — today — SAP for Me
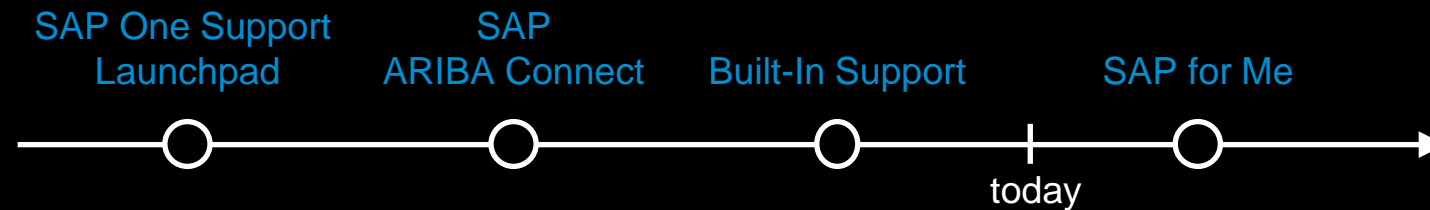
Incident Solution Matching (ISM)
Performance

54,7%

Q4/2019

➡

>70%

Q2/2021

ISM Solution Rate in Top 10

Top 10 ISM recommendations contain a
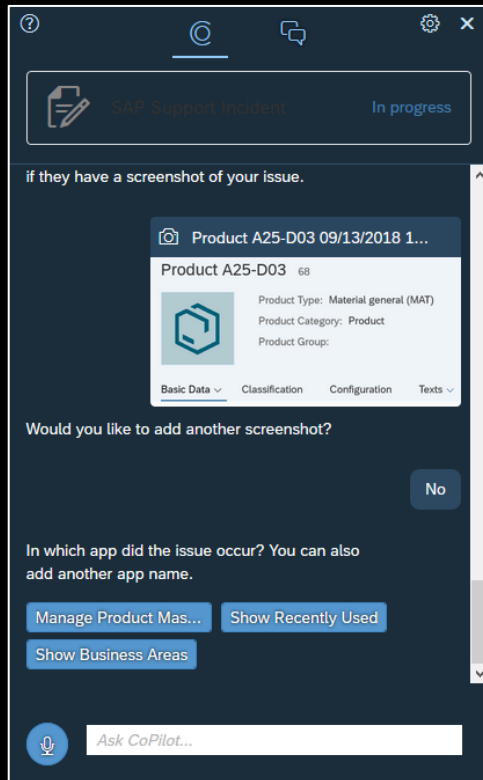solution for n% of customer incidents

Live Demo ▶ **SAP ONE Support Launchpad**

The next level of **Built-In Support**

Experience the next generation of SAP in-application support, supporting various integration scenarios, offering an enlarged set of SAP support features in a flexible and adaptive UI

▶ Simplified SDK based Integration

▶ Graphical and Conversional UI

▶ Extended Support Feature Set

▶ AI, Real-time Support and more …
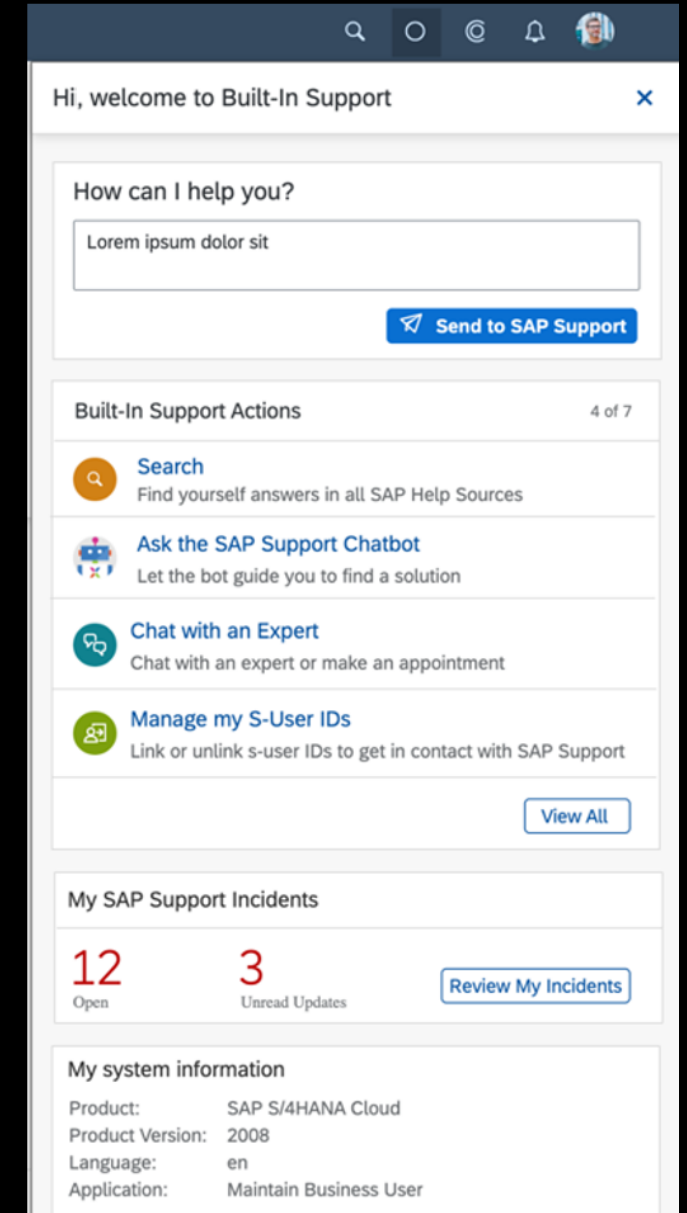
The next level of **Built-In Support**
Improved usability and extended support feature set

Available in SAP S/4HANA Cloud ES

UX example based on S/4 HANA Cloud

Dashboard Start Screen

► Context Awareness:
Information that may help right away
and guides the user to the right place

Search

► Find solutions, knowledge or relevant actions

Actions

► Contextual shortcuts to relevant content and
support offerings

Access to real-time Support

► Interact with a chatbot and/or an SAP support
expert

► Get guidance and support in real-time via
Expert Chat

Live Demo ▶ **Built-In Support**

Automatic Translation for SAP KBA & Notes, Incidents and Expert Chat

Automatic translation for SAP Support

Automatic translation offers customers fast access to machine-translated support content and the ability to interact with SAP Support in their preferred language using SAP Translation Hub

Overview

- Based on **SAP neural machine translation and artificial intelligence** (AI) to process entire sentences and phrases

- Translations are designed to **recognize SAP documentation and terminology**

- Translation quality is **continuously improving** through feedback and learning

Benefits

- Breaks through language barriers

- Offers fast access to machine-translated support content and the ability to **interact with SAP Support in your preferred language** at no additional cost

- Works in **real-time**

- Lets you obtain the right SAP technical information, **in the context for your business**

Features Available

Automatic **translation of English source SAP Notes and KBAs** in Japanese, Brazilian Portuguese, Chinese, Spanish, French, Russian, Korean, Italian and German

Automatic **translation of German source SAP Notes and KBAs** in English

Automatic **translation of the latest communication of the incidents** in SAP ONE Support Launchpad

Automatic **bi-directional translation for Expert Chat** conversations

Disclaimer: SAP automatic translation provides machine-translated content that has not been reviewed for accuracy. SAP does not provide any warranty regarding the correctness or completeness of the machine translation. This is the current state of planning and may be changed by SAP at any time.

Live Demo ▶ **Automated Translation in the SAP ONE Support Launchpad**

Questions & Answers

Thank you.

Wilhelm Jütte
Chief Product Owner Support
SAP Customer Solution Support & Innovation