Artificial Intelligence Powered Support
Agenda

- Introduction to machine learning and artificial intelligence (AI)
- How artificial intelligence powers support at SAP
- A look under the hood – machine learning systems and technologies
- Next steps for artificial intelligence infused support
Solving a problem without explicitly knowing how to do it.
Example – sentiment analysis

positive
- Solid food, great service, and casual environment
- The best sweet and sour soup ever! Food is delicious

negative
- Yikes, reading reviews I realize my bad experience wasn’t unique
- Absolutely horrendous
- Take your money somewhere else. Service is not good

- easy for humans
- slow

- hard for computers
- fast
Machine Learning Demo
Al-driven support at SAP

- Incident Solution Matching
- Expert area prediction
- Component prediction
- Solution-solution matching
- Incident-incident matching
- Expert prediction
Incident Solution Matching
Machine learning service for support

- Support ticket
  - Data-driven analysis
  - Specifically engineered processing
  - Machine learning powered algorithms
  - Incident Solution Matching

- SAP Notes & Knowledge Base Articles

- Solution delivered
  - "Delight customers. Always."

- Customer interaction
  - Self-improving features
  - Permanent algorithm retraining
Machine learning systems

- Machine Learning Model
- Model Serving & Monitoring
- Configuration Management
- Model Validation & Versioning
- Training & Hyperparameter Tuning
- Rapid Experimentation
- Feature Extraction
- Data Analysis & Transformation
- Data Ingestion & Validation
- Data Collection
Technologies & tools

- Tensorflow
- Kubeflow
- Kubernetes
- Sklearn
- Keras
- NVIDIA
- Jupyter
- Argo
- MLflow
- Docker
- MongoDB
- CUDA
- Python
- Jupyter
- Mlflow
AI powered support – next steps

- Interactive Incident Solution Matching
- Escalation prevention
- Outbreak detection

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 for defining variables (that ...)

Text replacement in title of user decision (KBA 1351012)

KBA (Program) ONE Support Launchpad WFM-RUN

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

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Artificial intelligence and machine learning

Thought leadership roadmap

**Business data science**
- Data Science for customer success use cases
- Includes optimizing of customer processes
- Analyzing customer specific data processes

**Machine learning integration**
- Leads to self-improving features with permanent algorithm retraining
- Simplification such as optimization of incident management process
- New features and automated features like incident solution matching, component predictor and expert area predictor functionalities

**Exploration**
- Predictive support
- Prescriptive support
- Personalized support
- Automated support

**Business applicability**

**Complexity**