

SAP Business AI & Joule Foundation

COURSE CONTENT

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Multisoft Systems
B - 125, Sector - 2, Noida



(+91) 9810-306-956



info@multosoftsystems.com



www.multosoftsystems.com

About Multisoft

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About Course

The SAP Business AI & Joule Foundation Training provides participants with a structured introduction to artificial intelligence capabilities across the SAP ecosystem. The course brings together SAP Business AI concepts, Joule, embedded AI, AI Foundation, generative AI, responsible AI, and agent-based capabilities to help learners understand how intelligent technologies can support enterprise processes. Through conceptual learning and practical business scenarios, participants gain the foundation required to understand and participate in SAP AI initiatives.

Module 1: Introduction to SAP Business AI

- ✓ Understanding Artificial Intelligence in Enterprise Applications
- ✓ Evolution of AI within the SAP Ecosystem
- ✓ Introduction to SAP Business AI
- ✓ Business AI Embedded in SAP Applications
- ✓ Relevant, Reliable, and Responsible AI Concepts
- ✓ Role of AI in Enterprise Process Transformation
- ✓ Traditional AI vs Generative AI
- ✓ Overview of SAP Business AI Use Cases
- ✓ Business Benefits and Adoption Considerations

Module 2: SAP Business AI Strategy and Ecosystem

- ✓ Understanding the SAP Business AI Landscape
- ✓ AI Capabilities Across the SAP Portfolio
- ✓ Embedded, Extended, and Custom AI Scenarios
- ✓ Relationship Between Business Applications and AI Services
- ✓ SAP Business Data and AI Context
- ✓ Role of SAP Business Technology Platform
- ✓ AI-Enabled Business Processes
- ✓ Enterprise Data as Context for AI
- ✓ Overview of the SAP AI Partner Ecosystem
- ✓ Identifying Suitable Business AI Opportunities

Module 3: Generative AI Fundamentals for SAP

- ✓ Introduction to Generative Artificial Intelligence
- ✓ Understanding Large Language Models
- ✓ Prompts, Responses, and Context
- ✓ Foundation Models and Enterprise AI
- ✓ Natural Language Interaction
- ✓ Generative AI vs Predictive AI
- ✓ Retrieval-Augmented Generation Concepts
- ✓ Grounding AI Responses with Enterprise Information
- ✓ Understanding Hallucinations and AI Limitations
- ✓ Prompt Design Fundamentals
- ✓ Enterprise Generative AI Scenarios

Module 4: Introduction to SAP Joule

- ✓ What is Joule?
- ✓ Role of Joule in SAP Business Applications
- ✓ Conversational Interaction with Enterprise Systems
- ✓ Joule User Experience
- ✓ Natural Language Queries and Assistance
- ✓ Context-Aware Business Interaction
- ✓ Joule and SAP Business AI
- ✓ Joule Capabilities and Typical Scenarios
- ✓ Navigating Business Tasks with Joule
- ✓ Understanding Joule Availability Across SAP Solutions
- ✓ Benefits and Limitations of AI-Assisted Interaction

Module 5: Joule Architecture and User Experience

- ✓ Conceptual Architecture of Joule
- ✓ User Interaction Layer
- ✓ Business Context and Data Context
- ✓ Understanding AI Orchestration
- ✓ Interaction Between Joule and SAP Applications
- ✓ Contextual Response Generation
- ✓ Role of Authorization and User Context
- ✓ Business Data Access Considerations
- ✓ Joule Conversation Flow
- ✓ User Intent and Request Interpretation
- ✓ Enterprise Security Considerations
- ✓ Understanding the Joule Experience Lifecycle

Module 6: Joule Across SAP Business Applications

- ✓ Joule in SAP S/4HANA Cloud Scenarios
- ✓ Joule in SAP SuccessFactors
- ✓ Joule for Procurement and Spend Management
- ✓ Joule in Customer Experience Scenarios
- ✓ Joule in Supply Chain Processes
- ✓ Finance and Accounting Assistance Scenarios
- ✓ Human Resources Use Cases
- ✓ Procurement Use Cases
- ✓ Sales and Service Use Cases
- ✓ Business Reporting and Information Retrieval

- ✓ Cross-Functional AI Assistance
- ✓ Evaluating Joule Use Cases by Business Function

Module 7: SAP BTP, AI Foundation, and Business AI Services

- ✓ Introduction to SAP Business Technology Platform
- ✓ Role of SAP BTP in Business AI
- ✓ Understanding AI Foundation Concepts
- ✓ Overview of SAP AI Core
- ✓ Overview of SAP AI Launchpad
- ✓ Generative AI Capabilities within SAP BTP
- ✓ Foundation Model Access Concepts
- ✓ AI Service Consumption
- ✓ Enterprise Data and AI Integration
- ✓ AI Workload Management Concepts
- ✓ Monitoring and Operational Considerations
- ✓ Connecting AI Capabilities with Business Applications

Module 8: Joule Skills, Extensions, and Integration Concepts

- ✓ Understanding Joule Skills
- ✓ Standard and Extended Joule Capabilities
- ✓ Business Actions through Conversational Experiences
- ✓ Skill-Based User Interactions
- ✓ Introduction to Joule Extensibility
- ✓ Connecting Business Processes with AI Assistance
- ✓ SAP BTP Extension Concepts

- ✓ APIs and Integration Considerations
- ✓ Custom Business Scenarios
- ✓ Designing AI-Assisted Workflows
- ✓ Understanding Joule Studio Concepts
- ✓ Considerations for Custom Joule Experiences

Module 9: Responsible AI, Security, and Governance

- ✓ Introduction to Responsible Enterprise AI
- ✓ SAP Responsible AI Principles
- ✓ AI Transparency and Explainability
- ✓ Human Oversight
- ✓ Data Privacy Considerations
- ✓ Enterprise Data Protection
- ✓ Identity and Authorization
- ✓ Secure Access to Business Information
- ✓ AI Risk Considerations
- ✓ Bias and Fairness Awareness
- ✓ Generative AI Governance
- ✓ Compliance Considerations
- ✓ Establishing AI Usage Policies
- ✓ Monitoring AI Adoption and Usage
- ✓ Human-in-the-Loop Approaches

Module 10: Business Use Cases, Adoption, and Practical Scenarios

- ✓ Identifying High-Value SAP Business AI Scenarios
- ✓ Mapping Business Problems to AI Capabilities
- ✓ Evaluating Joule Opportunities
- ✓ Finance Scenario
- ✓ Human Resources Scenario
- ✓ Procurement Scenario
- ✓ Sales and Customer Service Scenario
- ✓ Supply Chain Scenario
- ✓ Natural Language Business Information Retrieval
- ✓ AI-Assisted Decision Support
- ✓ Employee Productivity Scenarios
- ✓ Designing a Simple Business AI Use Case
- ✓ Assessing Data, Security, and Governance Requirements
- ✓ Business AI Adoption Challenges
- ✓ User Adoption and Change Management
- ✓ Measuring Business Value from AI Initiatives
- ✓ SAP Business AI Implementation Considerations
- ✓ Foundation-Level Case Study and Use-Case Discussion