

SAP Business AI

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

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with leading technologies to bring world-class one-on-one and certification training. Intending to empower professionals and businesses across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training, a comprehensive learning solution with lifetime e-learning access, after-training support and globally recognized training certificates.

About Course

SAP Business AI Training by Multisoft Systems introduces professionals to the use of artificial intelligence and generative AI across the SAP ecosystem. The course covers Joule, embedded AI, SAP BTP, SAP AI Core, SAP AI Launchpad, Generative AI Hub, enterprise data integration, and responsible AI while highlighting practical applications across finance, procurement, supply chain, HR, sales, and customer experience.

Participants gain a clear understanding of how SAP Business AI capabilities can support intelligent insights, process efficiency, automation, and AI-assisted decision-making within enterprise environments.

Module 1: Introduction to SAP Business AI

- ✓ Artificial Intelligence in the enterprise environment
- ✓ Introduction to SAP Business AI
- ✓ Evolution of AI within the SAP ecosystem
- ✓ Business AI versus traditional enterprise automation
- ✓ AI, machine learning, and generative AI concepts
- ✓ Role of business context in enterprise AI
- ✓ Data, applications, and AI within SAP landscapes
- ✓ Benefits and limitations of enterprise AI
- ✓ Common SAP Business AI scenarios
- ✓ Understanding AI-assisted business processes

Module 2: SAP Business AI Strategy and Ecosystem

- ✓ Overview of the SAP Business AI ecosystem
- ✓ Business applications and AI capabilities
- ✓ Embedded, extended, and custom AI scenarios
- ✓ Relationship between SAP applications, data, and AI
- ✓ SAP BTP within the Business AI landscape
- ✓ Role of enterprise data in AI-enabled processes
- ✓ Connecting business context with AI services
- ✓ Intelligent automation across enterprise workflows
- ✓ Identifying suitable Business AI opportunities
- ✓ Business value considerations for AI adoption

Module 3: SAP AI Architecture and Technology Landscape

- ✓ Understanding the SAP AI technology landscape
- ✓ Application, data, integration, and AI layers
- ✓ Embedded AI architecture concepts
- ✓ SAP BTP services supporting AI scenarios
- ✓ Enterprise data sources for AI applications
- ✓ AI service consumption patterns
- ✓ Interaction between SAP and external AI services
- ✓ APIs and service-based AI integration
- ✓ Authentication and authorization considerations
- ✓ Landscape planning for enterprise AI
- ✓ Scalability and operational considerations

Module 4: Joule – SAP's AI Copilot

- ✓ Introduction to Joule
- ✓ Role of Joule within SAP applications
- ✓ Conversational interaction with enterprise applications
- ✓ Natural-language interaction concepts
- ✓ Context-aware AI assistance
- ✓ Information retrieval and business insights
- ✓ AI-assisted navigation and task execution
- ✓ Joule across business functions
- ✓ Joule and SAP business data
- ✓ Generative AI-assisted user experiences
- ✓ Business scenarios for Joule

- ✓ Adoption considerations for enterprise users
- ✓ Security and access considerations
- ✓ Practical Joule-oriented scenarios

Module 5: Embedded AI Across SAP Applications

- ✓ Understanding embedded AI
- ✓ AI functionality integrated into business applications
- ✓ Predictive and recommendation capabilities
- ✓ Intelligent classification
- ✓ Document and information processing
- ✓ AI-assisted decision support
- ✓ Pattern identification and business insights
- ✓ Process automation with embedded intelligence
- ✓ AI-supported exception handling
- ✓ User productivity scenarios
- ✓ Embedded AI across SAP business functions
- ✓ Evaluating embedded AI opportunities
- ✓ Business benefits and adoption considerations

Module 6: SAP BTP and AI Foundation

- ✓ Introduction to SAP Business Technology Platform for AI scenarios
- ✓ Understanding AI Foundation concepts
- ✓ AI services within SAP BTP
- ✓ Connecting applications, data, and AI
- ✓ Enterprise AI lifecycle concepts

- ✓ Generative AI capabilities on SAP BTP
- ✓ AI workload management concepts
- ✓ Integration with SAP applications
- ✓ Extension scenarios using SAP BTP
- ✓ Connectivity with external AI technologies
- ✓ Authentication and security considerations
- ✓ Monitoring AI-enabled solutions
- ✓ Enterprise architecture considerations

Module 7: Generative AI Hub and Large Language Models

- ✓ Introduction to generative AI in SAP environments
- ✓ Understanding large language models
- ✓ Foundation models and enterprise use cases
- ✓ Introduction to generative AI hub
- ✓ Accessing generative AI models
- ✓ Model selection considerations
- ✓ Prompt engineering fundamentals
- ✓ Prompt design for business scenarios
- ✓ Context and grounding concepts
- ✓ Working with enterprise information
- ✓ Model parameters and response behavior
- ✓ Generating summaries and business content
- ✓ Information extraction scenarios
- ✓ Question-answering use cases
- ✓ LLM orchestration concepts
- ✓ Responsible use of generative AI

- ✓ Practical enterprise GenAI scenarios

Module 8: SAP AI Core and SAP AI Launchpad

- ✓ Introduction to SAP AI Core
- ✓ Role of SAP AI Core in enterprise AI
- ✓ AI workload execution concepts
- ✓ AI scenarios and configurations
- ✓ Resource and workload considerations
- ✓ Machine learning lifecycle overview
- ✓ Deployment concepts for AI workloads
- ✓ Managing AI operations
- ✓ Introduction to SAP AI Launchpad
- ✓ Centralized AI scenario management
- ✓ Monitoring AI workloads
- ✓ Managing deployments and executions
- ✓ Operational visibility
- ✓ Governance considerations
- ✓ AI Core and generative AI scenarios
- ✓ Troubleshooting concepts
- ✓ Practical AI lifecycle scenario

Module 9: AI for Finance and Enterprise Performance

- ✓ SAP Business AI opportunities in finance
- ✓ Intelligent financial operations
- ✓ AI-assisted accounting activities

- ✓ Financial data interpretation
- ✓ Forecasting and predictive insights
- ✓ Anomaly and exception identification
- ✓ Cash and working-capital scenarios
- ✓ AI-supported financial planning
- ✓ Automated information classification
- ✓ Generative AI for financial summaries
- ✓ AI-assisted reporting and analysis
- ✓ Finance user productivity scenarios
- ✓ Business considerations for finance AI

Module 10: AI for Supply Chain, Procurement, and Spend Management

- ✓ AI opportunities across supply chain processes
- ✓ Demand and supply insights
- ✓ Inventory-related intelligence
- ✓ Predictive supply chain scenarios
- ✓ Exception identification and prioritization
- ✓ Procurement intelligence
- ✓ Supplier-related AI scenarios
- ✓ Spend analysis concepts
- ✓ AI-assisted sourcing activities
- ✓ Contract and document intelligence
- ✓ Generative AI for procurement information
- ✓ Operational recommendations

- ✓ AI-assisted supply chain decision-making
- ✓ Enterprise use cases and practical scenarios

Module 11: AI for HR, Sales, Customer Experience, and Service

AI for Human Resources

- ✓ AI-supported HR processes
- ✓ Employee experience scenarios
- ✓ Talent and skills intelligence
- ✓ AI-assisted HR information retrieval
- ✓ Generative AI for HR productivity
- ✓ Responsible AI considerations for workforce scenarios

AI for Sales

- ✓ AI-supported sales processes
- ✓ Opportunity and customer insights
- ✓ Sales recommendations
- ✓ Generative AI-assisted sales content
- ✓ Account and interaction summaries
- ✓ Sales productivity scenarios

AI for Customer Experience and Service

- ✓ AI within customer engagement processes
- ✓ Intelligent service assistance
- ✓ Case and interaction summarization

- ✓ Customer inquiry scenarios
- ✓ AI-generated response assistance
- ✓ Knowledge retrieval
- ✓ Customer experience personalization
- ✓ Service productivity and automation

Module 12: AI Integration, APIs, Extensions, and Automation

- ✓ Understanding integration requirements for Business AI
- ✓ Connecting SAP applications with AI capabilities
- ✓ API-based AI consumption
- ✓ SAP BTP integration concepts
- ✓ Event-driven AI scenarios
- ✓ AI-enabled application extensions
- ✓ Combining AI with workflow automation
- ✓ Business process automation scenarios
- ✓ Integrating enterprise data with AI services
- ✓ Connecting external AI models and services
- ✓ Authentication and secure connectivity
- ✓ Error handling and resilience considerations
- ✓ Monitoring integrations
- ✓ Performance and scalability considerations
- ✓ End-to-end integration scenario

Module 13: Responsible AI, Security, Governance, and Compliance

- ✓ Introduction to responsible enterprise AI
- ✓ Responsible AI principles
- ✓ Transparency and explainability
- ✓ Human oversight of AI-assisted decisions
- ✓ Bias and fairness considerations
- ✓ Data privacy in AI scenarios
- ✓ Enterprise data protection
- ✓ Identity and access management considerations
- ✓ Secure AI service consumption
- ✓ Generative AI security considerations
- ✓ Prompt and input-data risks
- ✓ AI output validation
- ✓ Governance frameworks
- ✓ AI risk assessment
- ✓ Compliance considerations
- ✓ Monitoring and auditing AI usage
- ✓ Organizational policies for AI adoption
- ✓ Establishing responsible AI practices

Module 14: Business Scenarios, Hands-on Exercises, and End-to-End Use Cases

- ✓ Identifying a suitable Business AI opportunity
- ✓ Mapping business requirements to AI capabilities
- ✓ Selecting an appropriate SAP AI approach
- ✓ Exploring a Joule-based business scenario

- ✓ Designing a generative AI use case
- ✓ Creating and refining business prompts
- ✓ Working with contextual enterprise information
- ✓ Evaluating generated responses
- ✓ Exploring AI-assisted finance scenarios
- ✓ Exploring procurement and supply chain scenarios
- ✓ Exploring HR, sales, and service scenarios
- ✓ Designing an AI integration workflow
- ✓ Considering security and governance requirements
- ✓ Evaluating business value and implementation feasibility
- ✓ Preparing an enterprise AI adoption approach
- ✓ End-to-end SAP Business AI case study