

SAP AI Conversant Program

Training

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business 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; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

SAP AI Conversant Program Training by Multisoft Systems is designed to help professionals build intelligent, human-like chatbots that streamline customer support and internal business interactions. The program covers the complete lifecycle of conversational AI - from understanding use cases and conversation design to building intents, entities, and dialog flows that feel natural and goal-oriented.

Module 1: Introduction to Conversational AI & SAP AI Conversant Program

- ✓ Conversational AI basics, chatbot types and capabilities
- ✓ SAP AI Conversant Program overview - architecture and workflow
- ✓ Business use cases - customer support, HR, IT service desk, sales
- ✓ Bot lifecycle - design to deployment

Module 2: Conversation Design Fundamentals

- ✓ User personas, intents mapping, and conversation goals
- ✓ Designing user journeys and dialog structure
- ✓ Tone, bot personality, and best-practice conversation patterns
- ✓ Error handling, confirmations, and fallback design

Module 3: NLP Building Blocks - Intents, Entities & Utterances

- ✓ Creating intents and defining user expressions (utterances)
- ✓ Entity types, synonyms, patterns, and extraction techniques
- ✓ Slot filling and capturing structured inputs
- ✓ Improving NLP accuracy and reducing ambiguity

Module 4: Dialog Flow Development

- ✓ Creating dialog nodes and conversation states
- ✓ Context variables and memory handling
- ✓ Branching logic, conditional flows, and decision trees
- ✓ Handling interruptions, fallback loops, and recovery paths

Module 5: Knowledge & Content Management

- ✓ FAQs/knowledge-base design for chatbots

- ✓ Structured responses, cards, buttons, quick replies
- ✓ Multi-turn Q&A handling and contextual answers
- ✓ Content updates and versioning practices

Module 6: Integrations with SAP & External Systems

- ✓ REST APIs, JSON payloads, and webhook concepts
- ✓ Integrating with SAP systems (S/4HANA, SuccessFactors, etc.)
- ✓ Integrating with non-SAP tools (CRM, ticketing, databases)
- ✓ Triggering workflows and automation through chatbot actions

Module 7: Deployment, Channels & User Experience

- ✓ Web widget and embedded chatbot deployment approach
- ✓ Channel concepts - web, internal portals, support platforms
- ✓ UX best practices for enterprise chatbots
- ✓ Rollout planning and user adoption tips

Module 8: Security, Governance & Compliance

- ✓ Authentication and authorization concepts
- ✓ Role-based access and data privacy best practices
- ✓ Audit trails, governance model, and approval workflows
- ✓ Production hardening and compliance considerations

Module 9: Analytics, Monitoring & Continuous Improvement

- ✓ KPI tracking - containment rate, CSAT, deflection, resolution rate
- ✓ Conversation logs and insights for improvements
- ✓ Retraining strategy and refining training data
- ✓ Optimizing flows based on user behavior