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Joule

Feature Scope Description

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1 Document History

⚠ Caution

Make sure you have the latest version of this document. You can find the latest version at the following location: <https://help.sap.com/docs/JOULE>

The following table provides an overview of changes to this document.

Version	Date	Description
3.0.0	2026-05-05	Update of feature descriptions and improvements
2.0.0	2026-02-10	“Pro-code development tools” added to key features
1.0.0	2023-10-01	Initial version

2 Joule

Joule is an AI solution embedded into the flow of work across SAP and non-SAP systems. Its conversational UI provides access to contextual insights and task guidance directly where people do their jobs. Joule presents the relevant, consolidated information about a business process or transaction so you see the full situational picture in one place. It ingests and references enterprise documents from connected repositories, and interoperates with other generative assistants to bring relevant information and automation into a single, consistent experience on desktop and mobile.

Underpinning these capabilities are extensibility and governance mechanisms that let IT and developers build, configure, and operate custom agents and integrations while preserving system mappings, access controls, and data handling policies. Conversation history, analytics, feedback, and data management are captured natively to provide auditability, measure adoption and impact, and support controlled scaling without compromising compliance or security.

As a result, Joule accelerates time-to-value for AI initiatives by reducing operational friction and improving cross-team collaboration so core processes run more effectively; decision makers and administrators gain measurable insight into usage and outcomes, enabling iterative investment in high-value scenarios with confidence.

3 About This Document

This feature scope description shows you which features are provided with Joule. In addition, it constitutes the product documentation for Joule, as defined in the General Terms and Conditions for SAP Software ("GTC").

Licenses

Note that you may need a separate subscription license for certain features. Please contact your SAP Account Executive for further information.

4 Key Features

The following table explains the key features available:

Key Feature	Use
Integration with SAP applications	Joule supports integration with SAP applications (for example, SAP S/4HANA Cloud Public Edition and SAP SuccessFactors) to provide a consistent and intuitive experience and deliver greater business value.
Conversational UI	<ul style="list-style-type: none">• Engage in conversational interactions to simplify access to information• Receive guidance to complete tasks efficiently• Find information quickly through natural language queries
Conversation management	<ul style="list-style-type: none">• Manage multiple active conversation threads simultaneously• Switch between different topics without losing context• Rename conversations for better organization• Access expired conversations for reference
Uploading of files	<ul style="list-style-type: none">• Upload files during conversations when prompted• Drag and drop files into the conversation window• Download and view previously submitted files
Conversation history	<ul style="list-style-type: none">• Search across all your conversations using keywords• Navigate directly to specific messages within conversations• View highlighted matching strings in search results
Conversational search	<ul style="list-style-type: none">• Retrieve information from help documentation or uploaded documents• Search available documentation and knowledge base to find answers to queries• Receive summarized answers along with top search results• Enter queries in natural language for intuitive information discovery• Enable filtering of results by specific products to refine search scope
Personalized experience	<ul style="list-style-type: none">• Turn off animations for a simplified experience• Disable streaming for alternative content delivery• Expand the interface to fill available screen space
Access on mobile devices	<ul style="list-style-type: none">• Use the conversational UI through mobile applications• Access mobile-enabled capabilities on a mobile device
Feedback	<ul style="list-style-type: none">• Rate responses to measure satisfaction• Share open feedback through free text• Contribute anonymously to continuous improvement



Key Feature	Use
Document grounding	<ul style="list-style-type: none"> • Upload documents from multiple data repositories including Microsoft SharePoint, Google Drive, and SAP Build Work Zone • Support various content types including DOCX, PDF, PPTX, and HTML • Configure automated content updates and ingestion pipelines • Add custom metadata to documents for enhanced context
Integration with third-party generative AI assistants	Joule supports bi-directional integration with third-party generative AI assistants (currently Microsoft 365 Copilot) to access Joule capabilities from non-SAP assistants and to access non-SAP capabilities from the Joule AI copilot.
Conversational insights (analytics)	<ul style="list-style-type: none"> • Monitor product usage across your organization • Analyze interaction patterns and trends • Track conversation and message volumes over time • Filter analytics by product, scenario, and client type
Administrative settings	<ul style="list-style-type: none"> • Manage custom destination mappings for system connections • Manage system aliases for remote service integration • Enable custom agent building capabilities
Data management	<ul style="list-style-type: none"> • Request retrieval of conversation data • Request deletion of personal information • Download diagnostic traces for troubleshooting • Export data through privacy integration services
Pro-code development tools	<ul style="list-style-type: none"> • Use command line interface for terminal-based development of Joule capabilities • Work with extensions for code editors, currently Visual Studio Code, to build Joule capabilities • Generate assistants from templates • Build agents for complex processes • Integrate code-based agents developed using third-party frameworks

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