



Feature Scope Description | PUBLIC
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Feature Scope Description for Spare Parts Request Processing Agent

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1 Spare Parts Request Processing Agent

The Spare Parts Request Processing Agent uses artificial intelligence technologies to process incoming spare parts requests and automate the creation of sales quotations.

The application analyzes the content of requests and uses this information to identify the requesting customers and the requested materials. This approach reduces manual work for customer service representatives.

2 About This Document

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

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3 Key Features

The following table explains the key features available:

Key Feature	Use
Automated request analysis	The application automatically analyzes incoming requests to identify spare parts requests and extract relevant information. This reduces the need for manual review.
Customer identification	The application identifies the requesting customers, including sold-to and ship-to parties, to ensure accurate sales quotation delivery.
Material identification	The application identifies requested spare parts from customer inquiries and matches them to suitable materials in the system.
Manual correction of identification results	When the automated identification of a customer or spare part fails, you can manually review the results and select the correct customer or spare part. This ensures human oversight of AI-generated results.
Automated triggering of sales quotation creation	After successful completion of all processing steps, the application automatically sends the gathered information to the back-end system for sales quotation creation, accelerating your response time.
Request overview	You can view and track all requests for quotation and monitor their processing status.
Data export	You can download request data for further analysis, reporting, or integration with other business processes.
Integration with enterprise resource planning system	The Spare Parts Request Processing Agent supports the integration with an enterprise resource planning system (currently SAP S/4HANA Cloud Private Edition) to simplify or automate sales quotation creation.

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