



Feature Scope Description | PUBLIC
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Feature Scope Description for Document Classification

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1 About This Document

This document describes the **features** that are available in Document Classification. The availability of some of them may depend on your license agreement with SAP.

To illustrate integration with other SAP offerings, the **service documentation** on the SAP Help Portal might include references to features that are not included with Document Classification. Features that are not included in this feature scope description might require a separate license.

i Note

This document does not include any information about:

- **Beta features** available for Document Classification. Beta features are described in the Document Classification documentation on SAP Help Portal.
- **Packages and pricing** available for Document Classification. For more information, see [Metering and Pricing](#).

2 Features

Get a high-level overview about the features and capabilities of Document Classification.

Document Classification helps you to apply machine learning to automate the management and processing of large amounts of business documents. With customized classification models, you can use the service in a wide range of business scenarios and adapt it to your special requirements. Use the service in critical business processes such as enterprise mail inbox processing, contract management and invoice processing. Document Classification is part of the SAP AI Business Services portfolio.

The following features are available for Document Classification:

| | |
|--|--|
| Classify Business Documents | Process business documents and receive classification proposals, based on either custom or pre-trained classification models. |
| Train Custom Classification Model | Train a custom classification model by providing sample business documents and the corresponding classification labels (ground truth). |

3 Product Availability

This section describes the product availability aspects and the product restrictions.

| Availability Aspect | Description |
|-----------------------------------|--|
| Regions | Get an overview on the availability of Document Classification according to region, infrastructure provider, and release status in the Service Plan tab of the Discovery Center . |
| Infrastructure | Document Classification runs on Amazon Web Services. |
| Environments | Document Classification runs in the Cloud Foundry environment. |
| SAP Cloud Platform Languages | The central web-based administration user interface of SAP Cloud Platform, including the Document Classification service, supports the following languages: <ul style="list-style-type: none">• Chinese• English• Japanese• Korean |
| Document Classification Languages | The Document Classification documentation on SAP Help Portal supports English. See also Supported Languages . |
| Accessibility | SAP Cloud Platform provides accessibility support in its tools and customer documentation. This includes: <ul style="list-style-type: none">• High-contrast black theme for the administration UI• Texts and information• UI elements via attributes and element IDs• Orientation and navigation throughout the UI• User interaction |
| Free trial use | Document Classification is included in the free trial of SAP Cloud Platform. |

Restrictions

See [Input Limits](#).

4 Service Level Agreement

The Service Level Agreement (SLA) is a contract between SAP and its customers that forms the basis of your contractual relationship with SAP when referenced in specific order forms.

- The **order form** is the ordering document to subscribe to SAP Cloud Platform services from SAP. It defines the commercial terms and lays out the agreement structure. The order form also incorporates several other documents that relate to the SLA.
See [Sample Order Form](#).
- The **Service Level Agreement for Cloud Services** applies to any cloud service on the SAP price list, defining uptime, credits, update windows, and others.
See [Service Level Agreement for SAP Cloud Services](#).
- The **SAP Cloud Platform Service Description Guide** provides information on the Document Classification service including any deviations to the SLA.
For more information, see [SAP Cloud Platform Service Description Guide](#).

Additionally, the **General Terms and Conditions for SAP Cloud Services** warrants the SLA and provides the available remedy if SAP fails to meet its SLA. For more information, see [General Terms and Conditions for SAP Cloud Services](#).

Maintenance Windows and Major Upgrade Windows

The maintenance and major upgrade windows are defined in the Service Level Agreement for Cloud Services. SAP may update these windows from time to time in accordance with the Agreement.

The following windows apply for all the SAP AI Business Services:

| Maintenance Windows | | | | Major Upgrade Windows | | | | |
|---------------------|------------|-------------|------------|-----------------------|------|-----|--------|----------|
| MENA | APJ | Europe | Americas | Frequency | MENA | APJ | Europe | Americas |
| FRI | SAT | SAT | SUN | | | | | |
| 7 pm (UTC) | 3 pm (UTC) | 10 pm (UTC) | 4 am (UTC) | | | | | |
| (2 hrs) | (2 hrs) | (2 hrs) | (2 hrs) | | | | | |

For more information, see [Maintenance Windows and Major Upgrade Windows for SAP Cloud Services](#).

5 Browser Support

The central web-based administration user interface of SAP Cloud Platform, including the Document Classification service, supports the following browsers on Microsoft Windows PCs and, where mentioned below, on Mac OS X:



| Browser | Versions |
|-----------------------------|---|
| Microsoft Internet Explorer | 11 |
| Mozilla Firefox | Extended Support Release (ESR) and latest version |
| Google Chrome | Latest version |
| Safari | Latest 2 versions (for macOS only) |

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