Feature Scope Description for Business Entity Recognition
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1 About This Document

This document describes the **features** that are available in Business Entity Recognition. 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 Business Entity Recognition. 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 Business Entity Recognition. Beta features are described in the Business Entity Recognition documentation on SAP Help Portal.
- **Packages and pricing** available for Business Entity Recognition. For more information, see [Metering and Pricing](#).
2 Features

Get a high-level overview about the features and capabilities of Business Entity Recognition.

Business Entity Recognition helps you to detect and highlight any given type of named entity in unstructured text and classify it in accordance with predefined categories. You can use the service, for example, to automatically extract the context from incoming emails with invoice inquiries, automating recurring tasks associated with answering queries about the status and payment of invoices. Business Entity Recognition is part of the SAP AI Business Services portfolio.

The following features are available for Business Entity Recognition:

- **Extract Text Entity**   Detect and highlight entities in unstructured text, in accordance with predefined categories, based on pre-trained machine learning models.

- **Classify Text Entity**  Create your own custom machine learning models to classify any given type of named entity in unstructured text.
# 3 Product Availability

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

<table>
<thead>
<tr>
<th>Availability Aspect</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regions</td>
<td>Get an overview on the availability of Business Entity Recognition according to region, infrastructure provider, and release status in the Service Plan tab of the Discovery Center.</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Business Entity Recognition runs on Amazon Web Services.</td>
</tr>
<tr>
<td>Environments</td>
<td>Business Entity Recognition runs in the Cloud Foundry environment.</td>
</tr>
<tr>
<td>SAP Cloud Platform</td>
<td>The central web-based administration user interface of SAP Cloud Platform, including the Business Entity Recognition service, supports the following languages:</td>
</tr>
</tbody>
</table>
| Languages           | • Chinese  
|                     | • English 
|                     | • Japanese 
|                     | • Korean |
| Business Entity     | The Business Entity Recognition documentation on SAP Help Portal supports English. See supported languages by pre-trained model in Extracted Entities by Pre-trained Model. |
| Recognition Languages | There is no restriction on the languages supported by custom models. It depends on the language of the dataset used for training. However, the accuracy of English, German and Latin languages is usually better than other languages, as they are supported by language models and embeddings. |
| Accessibility       | SAP Cloud Platform provides accessibility support in its tools and customer documentation. This includes: |
|                     | • 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      | Business Entity Recognition 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 Business Entity Recognition 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:

<table>
<thead>
<tr>
<th>Maintenance Windows</th>
<th>Major Upgrade Windows</th>
</tr>
</thead>
<tbody>
<tr>
<td>MENA</td>
<td>APJ</td>
</tr>
<tr>
<td>FRI</td>
<td>SAT</td>
</tr>
<tr>
<td>7 pm (UTC)</td>
<td>3 pm (UTC)</td>
</tr>
<tr>
<td>(2 hrs)</td>
<td>(2 hrs)</td>
</tr>
</tbody>
</table>

For more information, see Maintenance Windows and Major Upgrade Windows for SAP Cloud Services.

Feature Scope Description for Business Entity Recognition
## 5 Browser Support

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

<table>
<thead>
<tr>
<th>Browser</th>
<th>Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Internet Explorer</td>
<td>11</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>Extended Support Release (ESR) and latest version</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>Latest version</td>
</tr>
<tr>
<td>Safari</td>
<td>Latest 2 versions (for macOS only)</td>
</tr>
</tbody>
</table>
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  - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.

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