



Feature Scope Description | PUBLIC

SAP Conversational AI

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Key Features of SAP Conversational AI

Content

1 Key Features of SAP Conversational AI 3

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Business Background

SAP Conversational AI is a collaborative end-to-end platform for creating chatbots. Along with conversational natural language processing and dialog management features and a detailed API documentation, SAP Conversational AI makes it easy to connect your bots to almost all popular messaging channels. You can invite other persons to collaborate with you on your bots, or create a shared account (an organization account) that lets groups of people collaborate on bots at the same time. Besides this, you can also create an FAQ bot that retrieves answers to users' questions from one or more documents (.csv file) that you upload.

About This Document

This document shows you which features are provided with SAP Conversational AI. These are legally binding. On the product pages of SAP Help Portal, you may come across additional features, or integration descriptions with other products that must be licensed separately. These descriptions may go beyond the product scope specified here. Further restrictions may apply based on your license agreement with SAP.

Versions

Besides the Community edition, which is a shared tenant for community members, an Enterprise edition for SAP Conversational AI platform is also available

Key Feature	Use
Enterprise Edition	<ul style="list-style-type: none">• Allows management and consumption of data independently from other tenants.• Ensures that data belonging to a specific tenant is visible to only those users who have access to the tenant.• Enables lower floor price per customer when using shared resources.• Allows an easy integration of your chatbot with other SAP products since tenant separation is key concept across SAP solutions.

Key Features of Natural Language Processing (NLP)

The following table explains the key features that are available for NLP:

Key Feature	Use
Classification	Detect the intent of a sentence, its global meaning, to understand the user request and trigger actions.
Named entity recognition (NER)	Detect and gather key information about important words in a sentence. SAP Conversational AI detects 28 different entities automatically (location, date/time, temperature, etc.). You can easily set up your own entities based on your use case.
Language detection	Automatically get the language of a user input to adapt the conversation and switch language smoothly. SAP Conversational AI supports most languages, with different levels of functionality. For example, intent classification is available for all supported languages, while sentiment analysis is available only for certain languages.
Sentiment analysis	Detect the sentiment of a user input, from very negative to very positive, and respond accordingly.
Additional elements (act, type)	Gather other kind of data about a user input, such as the sentence type or act, to precisely set up chatbot responses.
Context management	Recognize pronouns (like <i>it</i> or <i>that</i>) or superlatives (like <i>cheapest</i> or <i>most expensive</i>) or ordinals (like <i>first</i> or <i>second</i>) and map them to entities (for example, a name or product) previously mentioned in the conversation, so that users can meaningfully converse with your chatbot using natural language.

Key Features of Chatbot Building

The following table explains the key features that are available for building a bot to perform actions:

Key features of a bot to perform actions

Key Feature	Use	Available with
Train	<p>Leverage NLP technology to create intents and train the language understanding of your bot on any topic.</p> <p>Take advantage of automatically suggested expressions to quickly increase the size of the training set, enabling your bot to understand its users more precisely. When you enter a new expression for an intent, the platform automatically suggests additional expressions that you can easily add to the intent. This feature is supported for English, French, German, and Spanish.</p>	Community and Enterprise version
Build	<p>Use skills, our unique way to build conversation flows, to create adaptable bots. Set up triggers, requirements, and bot responses in rich messaging (cards, buttons, quick replies, and so on.) directly in the Bot Builder tool.</p> <p>Leverage bot memory to provide human-like conversations.</p> <p>Through fast training, build a functioning bot with small datasets (20+ sentences per intent).</p> <p>Create bots in multiple languages.</p> <p>Configure single sign-on or authentication for your end users. Once authenticated, the business user can interact with the chatbot without providing their credentials on each log on.</p>	Community and Enterprise version

Key Feature	Use	Available with
Connect	<p>Connect to an external system to retrieve business information that your bot might need to provide during a conversation or perform actions. You can either call a webhook that expects a JSON response in an appropriate format or you can consume any JSON response from an API service.</p> <p>Use system aliases to define the types of external systems that your bot is using in a central place and maintain the details (like URL and authentication) separately per environment.</p> <p>Connect your bot to almost all popular messaging channels (for example, Amazon Alexa, Teams, Facebook Messenger, SAP CoPilot, Slack, Twilio, Twitter).</p> <p>Connect the SAP Conversational AI Web Client to a channel and integrate it with your web solution without requiring user authentication. It provides a consistent conversational user experience that can be adopted easily across SAP products.</p> <p>Integrate a fallback channel (Sinch Contact Center or Intercom) so that conversations can be transferred from your bot to a human agent.</p>	Community and Enterprise version
Test	<p>Automate the testing for the most used test sentences or expressions to verify the expected response from the bots whenever you make any changes to the skills or intents of the bot.</p> <p>This is especially useful if your existing bot model has closely related intents with similar expressions, as you can continuously improve your bot without disrupting the existing model. Same applies for expressions with closely related entities.</p>	Enterprise version

Key Feature	Use	Available with
Monitor	<p data-bbox="603 371 986 432">Understand and monitor how your bot is used through:</p> <ul data-bbox="611 454 986 1317" style="list-style-type: none"> <li data-bbox="611 454 986 584">• Log feed (for example, filter your logs by intent, language, date, and strictness, or download all your logs as a .csv file) <li data-bbox="611 595 986 792">• Usage metrics (for example, number of conversations and users, how many messages are sent every day, month, and year, and which skills or intents are used the most) <li data-bbox="611 804 986 1001">• Training analytics, enabling you to analyze the performance of your bot's training dataset, get suggestions on how to improve bot performance, and ensure that your training dataset represents reality <li data-bbox="611 1012 986 1317">• Conversation Logs lets you access the complete conversation between your bot and the users and helps you analyze if your bot is able to understand the user's questions and respond with an appropriate answer. It helps you determine the flow of skill execution based on user utterances 	Community and Enterprise version

The following table explains the key features that are available for building an FAQ bot to retrieve answers:

Key features of an FAQ bot to retrieve answers

Key Feature	Use	Available with
Train	<p>Leverage the simplified bot creation feature that lets you upload an FAQ file (.csv format) which includes a set of pre-defined question and answer pairs .</p> <p>To ease the complexity of the bot, the intents and entities are pretrained. You can upload files in four languages: German, French, Spanish, and English.</p> <p>After uploading your FAQ document, edit, add or remove question and answer pairs and perform various other actions directly on the screen.</p>	Community and Enterprise version
Build	<p>Use the set of four pre-defined skills out of the box or adapt them as per your business needs.</p> <p>Send customized message using the confidence score of the FAQ text.</p> <p>Create customized messages to let your bot ask for feedback when the user selects a response.</p> <p>Enable your bot to reply when the user selects a response.</p> <p>Use the Small talk skill to define messages so that bot can greet the user with hello, thank you or goodbye.</p>	Community and Enterprise version
Test	<p>Automate the testing for the most used Q&A pairs to verify the expected response from the bots whenever you make any changes to the FAQ document.</p> <p>This is especially useful you've added a new Q&A pair in your FAQ document and want to check if it's going to be detected. You can test the expression in a different language and add multiple conditions using the elements from the JSON response. This is to ensure that correct parameters are sent to the API from the expression that is provided.</p>	Enterprise version

Key Feature	Use	Available with
Connect	<p>Connect to an external system to retrieve business information that your bot might need to provide during a conversation or perform actions. You can either call a webhook that expects a JSON response in an appropriate format or you can consume any JSON response from an API service.</p> <p>Use system aliases to define the types of external systems that your bot is using in a central place and maintain the details (like URL and authentication) separately per environment.</p> <p>Connect your bot to almost all popular messaging channels (for example, Amazon Alexa, Teams, Facebook Messenger, SAP CoPilot, Slack, Twilio, Twitter).</p> <p>Utilize resources like persistent static menu (on connecting your chatbot to Webchat and/or Messenger) that are always available to the users, enabling them to quickly trigger certain skills at any point in the conversation.</p> <p>Integrate a fallback channel (for example, SAP Customer Engagement Center or Intercom) to redirect the user to a human agent if your bot is unable to match the user's query to a suitable question and answer pair.</p>	Community and Enterprise version

Key Feature	Use	Available with
Monitor	<p data-bbox="603 371 978 432">Understand and monitor how your bot is used through:</p> <ul data-bbox="611 454 991 1559" style="list-style-type: none"> <li data-bbox="611 454 991 824">• Use the Log feed to see the list of all the sentences that were analyzed by your bot. You can filter your logs by intent, language, date, and strictness, or download all your logs as a .csv file. If your bot is unable to answer the user's question or retrieves an incorrect response, you can directly map that question to an answer in your FAQ document from the Log feed. <li data-bbox="611 835 991 1037">• Usage metrics (for example, number of conversations and users, how many messages are sent every day, month, and year, and which skills or intents are used the most). <li data-bbox="611 1048 991 1249">• Training analytics, enabling you to analyze the performance of your bot's training dataset, get suggestions on how to improve bot performance, and ensure that your training dataset represents reality. <li data-bbox="611 1261 991 1559">• Conversation Logs lets you access the complete conversation between your bot and the users and helps you analyze if your bot is able to understand the user's questions and respond with an appropriate answer. It helps you determine the flow of skill execution based on user utterances 	Community and Enterprise version
Measure FAQ Bot Accuracy	<p data-bbox="603 1603 991 1697">Use the benchmarking script to analyze your FAQ bot's accuracy in responding to the user's questions.</p> <p data-bbox="603 1720 991 1883">You can measure up to three levels of accuracy or precision using the script. At each accuracy level, the report also shows the questions that were not answered correctly</p>	Community and Enterprise version

Key Feature	Use	Available with
Custom Normalization	<p>Use custom normalization to transform words or word sequences into a canonicalized (standard or normal) format.</p> <p>The custom normalization feature lets your bot identify and correctly process phrases (typed by a user) which are different from what the content creator had in mind, without imposing on your users how they should phrase their information needs.</p> <p>This feature is useful:</p> <ul style="list-style-type: none"> • If there are variations in how people refer to terms that exist in your document • If your content has a lot of abbreviations and/or if you users tend to use a lot of abbreviations • If the content owners are in different locations and there are inconsistencies in spellings 	Community and Enterprise version

Key Features of Chatbot Management

The following table explains the key features that are available for managing your bots:

Key Feature	Use	Available with
Versioning	<p>Version your chatbot and easily deploy it to specific environments. For example, you may want to create a new version of your bot prior to major updates to your training dataset or skills, and test the new version in a staging environment before moving it to the production environment. Or you may want to create two or more variants of the same core bot for different audiences. When you create a new bot, by default, your bot has only one main version <i>v1</i> and is assigned to the <i>DEVELOPMENT</i> environment</p>	Community and Enterprise version

Key Feature	Use	Available with
Organizations	<p>Organizations are shared accounts, allowing groups of people to collaborate on many chatbots at the same time. You can create private and public organizations. Everyone can view public organizations, their chatbots, as well as their members. Private organizations can only be viewed by their members.</p>	Community and Enterprise version
Roles and permissions	<p>If you're the administrator of an organization:</p> <ul style="list-style-type: none"> • At organization level, you can assign a base permission – like <i>Read only</i>, <i>Read and write</i>, etc. – to all members of the organization. You can also assign additional permissions to teams consisting of one or more members of the organization.. • At bot level, you can assign a permission to teams for all versions of a particular bot. You can also assign additional environment permissions to teams. 	Community and Enterprise version

Key Feature	Use	Available with
Transport Bot Across Tenants	<p>You can export your bot from source tenant as a .zip file and import it into the target tenant (enterprise or community) of your choice. This provides the flexibility to move your bots across tenants without the need to re-build the bots from scratch in the target tenant. This can be done either through the user interface or using APIs.</p> <ul style="list-style-type: none"> • Both community and enterprise users can import and export bots from the user interface. Ensure that the necessary requirements are fulfilled before either of the actions is triggered. This feature is available for both enterprise and community users. • Only enterprise users can export and import bots using the APIs. This separates the scope between bot development and bot delivery as the tenant administrators can transfer the required bots or bot versions from the source tenant into the target tenant and deliver the bots after performing minimum configurations or customizations without the involvement of the bot developer. 	Community and Enterprise version

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