



Feature Scope Description | PUBLIC  
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# Feature Scope Description for Service Ticket Intelligence

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# 1 About This Document

This document describes the **features** that are available in Service Ticket Intelligence. 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 Service Ticket Intelligence. Features that are not included in this feature scope description might require a separate license.

## Note

This document does not include any information about **Beta features** available for Service Ticket Intelligence. Beta features are described in the Service Ticket Intelligence documentation on SAP Help Portal.

## 2 Features

Get a high-level overview about the features and capabilities of Service Ticket Intelligence.

Service Ticket Intelligence helps you to build a self-driven customer service powered by machine learning. The service classifies incoming service requests automatically, as a basis for routing them to the right agent. The agent is then provided with recommended solutions to improve operational efficiency.

The following features are available for Service Ticket Intelligence:

<b>Text Classification</b>	Predict the categories of new incoming service tickets. Based on historical service tickets that have been classified into different categories, you can predict the categories of new incoming service tickets.
<b>Solution Recommendation</b>	Receive similar solution proposals by leveraging service tickets solved in the past. Based on historical resolved service tickets, you can receive similar solution proposals.
<b>Text Clustering</b>	Gain insights from unstructured data to identify trends or patterns in service tickets from the clusters and keywords you have created.

# 3 Service Availability

This section describes the service availability aspects.

Availability Aspect	Description
Infrastructure	Service Ticket Intelligence runs on Amazon Web Services and Google Cloud.
Environments	Service Ticket Intelligence runs in the Cloud Foundry environment.
SAP Business Technology Platform Languages	The central web-based administration user interface of SAP BTP, including the Service Ticket Intelligence service, is available in the following languages: <ul style="list-style-type: none"><li>• Chinese</li><li>• English</li><li>• Japanese</li><li>• Korean</li></ul>
Service Ticket Intelligence Languages	The Service Ticket Intelligence documentation on SAP Help Portal is available in English. See also <a href="#">Supported Languages</a> .
Accessibility	SAP BTP, including the Service Ticket Intelligence service, provides accessibility support in its tools and the customer documentation. This includes: <ul style="list-style-type: none"><li>• High-contrast black theme for the administration UI</li><li>• Texts and information</li><li>• UI elements via attributes and element IDs</li><li>• Orientation and navigation throughout the UI</li><li>• User interaction</li></ul>

# 4 Compliance and Security

Service Ticket Intelligence ensures cloud security at multiple levels:

## Certificates and Reports

Service Ticket Intelligence regularly undergoes audits and reviews of its policies and controls.

- For the complete list of compliance and security standards that Service Ticket Intelligence is compliant with, see [SAP Business Technology Platform ISO Certificates](#).
- For the complete list of Service Organizational Control (SOC) audit reports available for Service Ticket Intelligence, see [SAP Business Technology Platform SOC Reports](#).

## Data Protection

Service Ticket Intelligence follows SAP's global data protection and privacy guidelines. For more information on the guidelines, see [Data Privacy](#).

To access the Personal Data Processing policy for your region, see [Personal Data Processing for SAP Cloud Services](#).

## 5 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 Business Technology 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 BTP Service Description Guide** provides information on the Service Ticket Intelligence service, including any deviations to the SLA.  
For more information, see [SAP BTP 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 Services, including the Service Ticket Intelligence service:

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 the latest information, see [Maintenance Windows and Major Upgrade Windows for SAP Cloud Services](#) and search for your service.

# 6 Browser Support

The central web-based administration user interface of SAP BTP, including the Service Ticket Intelligence service, supports the following browsers on Microsoft Windows PCs and, where mentioned below, on macOS:

Browser	Versions
Google Chrome	Latest version
Microsoft Edge (chromium-based)	Latest Current Branch for Business
Mozilla Firefox	Extended Support Release (ESR) and latest version
Safari	Latest two versions (for macOS only)





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## Bias-Free Language

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