



Feature Scope Description | PUBLIC
2025-04-08

Feature Scope Description for Personalized Recommendation

Content

1	About This Document.	3
2	Features.	4
3	Service Availability.	5
4	Compliance and Security.	6
5	Service Level Agreement.	7
6	Browser Support.	8

1 About This Document

This document describes the **features** that are available in Personalized Recommendation. 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 Personalized Recommendation. 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 Personalized Recommendation. Beta features are described in the Personalized Recommendation documentation on SAP Help Portal.
- **Packages and pricing** available for Personalized Recommendation. For more information, see [SAP Discovery Center](#) .

2 Features

Get a high-level overview about the features and capabilities of Personalized Recommendation.

Personalized Recommendation is a generic reusable service. It uses state-of-the-art machine learning techniques to give visitors to your website highly personalized recommendations based on their browsing history, and item description. Train and use machine learning models to deliver these recommendations across a wide range of business scenarios.

The following features are available for Personalized Recommendation:

Get next-item recommendations	Get personalized, or next-item recommendations that are more likely to be selected next, based on the user's current context or item interactions. Every user with a unique item interaction history receives a unique set of recommendations.
Get similar-item recommendations	Get alternative, or similar-item recommendations that match the item that is currently being viewed.
Get smart-search results	Get personalized search results based on the user's input and context. Receive traditional text queries, but also contextual information such as item interaction history, as well as nontext queries such as categorical features.
Get user-affinity recommendations	Get affinity recommendations or item-attribute preferences based on the user's past interactions. These recommendations enable you to tailor users' experience to their intrinsic affinities and preferences.

3 Service Availability

This section describes the service availability aspects.

Availability Aspect	Description
Regions	See SAP Discovery Center  .
Infrastructure	Personalized Recommendation runs on Amazon Web Services.
Environments	Personalized Recommendation runs in the Cloud Foundry environment.
SAP Business Technology Platform Languages	The central web-based administration user interface of SAP BTP, including the Personalized Recommendation service, is available in the following languages: • Chinese • English • Japanese • Korean
Personalized Recommendation Languages	The Personalized Recommendation documentation on SAP Help Portal is available in English. The content on SAP Help Portal is machine translated on the fly by SAP's machine translation engine in 39 languages. The original English version takes precedence. The Personalized Recommendation service has been developed primarily with datasets in English. The service has also been validated to achieve similar accuracy results with datasets in other languages that use ISO-8859-1 - Latin 1 character-encoding scripts.
Accessibility	SAP BTP, including the Personalized Recommendation service, 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

4 Compliance and Security

Personalized Recommendation ensures cloud security at multiple levels:

Certificates and Reports

Personalized Recommendation regularly undergoes audits and reviews of its policies and controls.

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

Data Protection

Personalized Recommendation 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 Personalized Recommendation 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 Personalized Recommendation 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 Personalized Recommendation 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)

Important Disclaimers and Legal Information

Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- Links with the icon  : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
 - The content of the linked-to site is not SAP documentation. You may not infer any product claims against SAP based on this information.
 - 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.
- Links with the icon  : You are leaving the documentation for that particular SAP product or service and are entering an SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

Videos Hosted on External Platforms

Some videos may point to third-party video hosting platforms. SAP cannot guarantee the future availability of videos stored on these platforms. Furthermore, any advertisements or other content hosted on these platforms (for example, suggested videos or by navigating to other videos hosted on the same site), are not within the control or responsibility of SAP.

Beta and Other Experimental Features

Experimental features are not part of the officially delivered scope that SAP guarantees for future releases. This means that experimental features may be changed by SAP at any time for any reason without notice. Experimental features are not for productive use. You may not demonstrate, test, examine, evaluate or otherwise use the experimental features in a live operating environment or with data that has not been sufficiently backed up.

The purpose of experimental features is to get feedback early on, allowing customers and partners to influence the future product accordingly. By providing your feedback (e.g. in the SAP Community), you accept that intellectual property rights of the contributions or derivative works shall remain the exclusive property of SAP.

Example Code

Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

Bias-Free Language

SAP supports a culture of diversity and inclusion. Whenever possible, we use unbiased language in our documentation to refer to people of all cultures, ethnicities, genders, and abilities.

© 2026 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company. The information contained herein may be changed without prior notice.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

Please see <https://www.sap.com/about/legal/trademark.html> for additional trademark information and notices.

