

AI for SAP Functional LoBs

COURSE CONTENT

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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with leading technologies to bring world-class one-on-one and certification training. Intending to empower professionals and businesses across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training, a comprehensive learning solution with lifetime e-learning access, after-training support and globally recognized training certificates.

About Course

The AI for SAP Functional LoBs Training by Multisoft Systems provides a functional understanding of how artificial intelligence is being applied across SAP business processes. The course explores SAP Business AI, Joule, generative AI, intelligent automation, predictive insights, and AI-assisted decision-making across finance, procurement, sales, supply chain, manufacturing, human resources, asset management, and service. Through business-oriented scenarios, participants learn to identify relevant AI opportunities, understand their impact on functional workflows, and evaluate important considerations related to data, security, governance, and responsible AI adoption within SAP environments.

Module 1: Introduction to AI in the SAP Ecosystem

- ✓ Artificial Intelligence in enterprise applications
- ✓ Evolution of AI within SAP solutions
- ✓ AI, machine learning, generative AI, and intelligent automation
- ✓ Role of AI in SAP business processes
- ✓ Overview of SAP Business AI
- ✓ Embedded, extended, and custom AI scenarios
- ✓ AI opportunities for SAP functional consultants
- ✓ Understanding AI-enabled business transformation

Module 2: SAP Business AI and Joule Fundamentals

- ✓ SAP Business AI landscape
- ✓ Introduction to Joule
- ✓ Role of Joule as an AI copilot
- ✓ Natural language interactions with SAP applications
- ✓ Contextual assistance within business processes
- ✓ AI-generated insights and recommendations
- ✓ Joule across SAP Lines of Business
- ✓ Business value and productivity scenarios
- ✓ Functional consultant perspective on Joule adoption

Module 3: AI for SAP Finance

- ✓ AI opportunities across financial processes
- ✓ Intelligent finance operations

- ✓ AI-assisted accounts payable and receivable scenarios
- ✓ Invoice processing and exception handling
- ✓ Cash application and matching scenarios
- ✓ AI-supported financial analysis
- ✓ Forecasting and predictive insights
- ✓ Anomaly and exception identification
- ✓ Generative AI for finance-related information
- ✓ Joule scenarios for finance professionals
- ✓ AI-assisted period-end and reporting activities
- ✓ Finance use-case evaluation

Module 4: AI for SAP Sourcing and Procurement

- ✓ AI in source-to-pay processes
- ✓ Intelligent procurement scenarios
- ✓ Supplier information and insights
- ✓ AI-assisted sourcing activities
- ✓ Procurement recommendations
- ✓ Spend analysis and classification concepts
- ✓ Contract and document intelligence
- ✓ Generative AI for procurement content
- ✓ Supplier risk and exception scenarios
- ✓ Joule-assisted procurement activities
- ✓ Improving buyer productivity with AI
- ✓ Procurement AI use-case mapping

Module 5: AI for SAP Sales and Customer Experience

- ✓ AI across lead-to-cash processes
- ✓ Intelligent sales scenarios
- ✓ Customer and opportunity insights
- ✓ AI-supported lead and opportunity management
- ✓ Sales recommendations and prioritization
- ✓ Generative AI for customer interactions
- ✓ AI-assisted email and content generation
- ✓ Sales forecasting concepts
- ✓ Customer engagement scenarios
- ✓ Joule for sales users
- ✓ AI-supported service interactions
- ✓ Functional evaluation of sales AI scenarios

Module 6: AI for SAP Supply Chain Management

- ✓ AI in end-to-end supply chain processes
- ✓ Demand forecasting and predictive capabilities
- ✓ Inventory optimization concepts
- ✓ Supply planning intelligence
- ✓ AI-supported exception management
- ✓ Supply chain risk identification
- ✓ Intelligent recommendations for planners
- ✓ Logistics and fulfillment scenarios
- ✓ AI-assisted decision support
- ✓ Joule for supply chain users

- ✓ Scenario-based supply chain analysis
- ✓ AI opportunities across integrated planning processes

Module 7: AI for SAP Manufacturing

- ✓ Role of AI in manufacturing operations
- ✓ Intelligent production planning scenarios
- ✓ AI-supported production scheduling concepts
- ✓ Manufacturing performance insights
- ✓ Quality-related AI scenarios
- ✓ Predictive quality concepts
- ✓ Production anomaly identification
- ✓ AI-assisted operational decision-making
- ✓ Generative AI for manufacturing information
- ✓ AI and shop-floor productivity
- ✓ Integration of manufacturing and supply chain insights
- ✓ Manufacturing use-case identification

Module 8: AI for SAP Asset Management

- ✓ AI opportunities in maintenance processes
- ✓ Intelligent asset management concepts
- ✓ Predictive maintenance fundamentals
- ✓ Equipment and asset insights
- ✓ AI-supported maintenance recommendations
- ✓ Failure and anomaly prediction concepts
- ✓ Maintenance planning assistance

- ✓ Work-order related AI scenarios
- ✓ Generative AI for maintenance information
- ✓ Technician productivity scenarios
- ✓ Asset performance decision support
- ✓ Evaluating AI use cases for enterprise assets

Module 9: AI for SAP Human Resources and SuccessFactors

- ✓ AI across hire-to-retain processes
- ✓ SAP Business AI in HR scenarios
- ✓ AI-assisted recruiting
- ✓ Candidate and talent insights
- ✓ Skills and competency intelligence
- ✓ Learning recommendations
- ✓ Career and talent development scenarios
- ✓ Generative AI for HR activities
- ✓ Joule in SAP SuccessFactors
- ✓ Employee and manager self-service scenarios
- ✓ Responsible use of AI in workforce processes
- ✓ HR AI use-case assessment

Module 10: Cross-LoB AI Scenarios and Intelligent Business Processes

- ✓ Understanding cross-functional business processes
- ✓ AI across integrated SAP landscapes

- ✓ Finance and procurement integration scenarios
- ✓ Sales and supply chain intelligence
- ✓ Manufacturing and asset management integration
- ✓ HR interactions with enterprise processes
- ✓ End-to-end AI-assisted workflows
- ✓ Intelligent exception management
- ✓ AI-supported approvals and decisions
- ✓ Cross-LoB data and contextual insights
- ✓ Joule across integrated processes
- ✓ Identifying enterprise-wide AI opportunities

Module 11: Responsible AI, Security, Governance, and Compliance

- ✓ Introduction to responsible AI
- ✓ Principles of trustworthy enterprise AI
- ✓ Transparency and explainability
- ✓ Human oversight in AI-assisted processes
- ✓ Data privacy considerations
- ✓ Role-based access and authorization concepts
- ✓ Security considerations for AI-enabled SAP processes
- ✓ Bias and fairness considerations
- ✓ AI governance frameworks
- ✓ Compliance considerations
- ✓ Risk assessment for functional AI scenarios
- ✓ Responsible adoption across Lines of Business

Module 12: Practical Use Cases, Functional Consulting Scenarios, and Implementation Approach

- ✓ Identifying business problems suitable for AI
- ✓ Mapping business requirements to AI capabilities
- ✓ AI use-case discovery workshops
- ✓ Defining functional requirements
- ✓ Assessing business value and feasibility
- ✓ Prioritizing AI use cases
- ✓ Current-state and future-state process analysis
- ✓ Designing AI-assisted business processes
- ✓ Functional consultant responsibilities
- ✓ Working with business and technical teams
- ✓ Testing AI-enabled business scenarios
- ✓ User adoption and change considerations
- ✓ Measuring AI-driven business outcomes
- ✓ Finance use-case exercise
- ✓ Procurement or supply chain use-case exercise
- ✓ HR or sales use-case exercise
- ✓ Cross-LoB scenario walkthrough
- ✓ Preparing an AI adoption roadmap for SAP environments