

Agentic AI & Autonomous SAP Delivery

COURSE CONTENT

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Multisoft Systems
B - 125, Sector - 2, Noida



(+91) 9810-306-956



info@multosoftsystems.com



www.multosoftsystems.com

About Multisoft

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About Course

Agentic AI & Autonomous SAP Delivery Training provides a comprehensive understanding of how intelligent AI agents can reshape SAP implementation, operations, and business process execution. The program covers agent architecture, SAP AI capabilities, Joule, BTP, reasoning, planning, multi-agent orchestration, autonomous workflows, testing, AMS, enterprise integration, security, and responsible AI. Through practical enterprise scenarios, participants learn how to approach the transition from AI-assisted SAP activities toward controlled, intelligent, and increasingly autonomous SAP delivery.

Module 1: Introduction to Agentic AI and Autonomous SAP Delivery

- ✓ Evolution from traditional automation to generative and agentic AI
- ✓ Understanding autonomous and semi-autonomous AI systems
- ✓ AI-assisted vs. agent-driven SAP delivery
- ✓ Characteristics of autonomous agents
- ✓ Agentic AI opportunities across the SAP lifecycle
- ✓ Levels of autonomy in enterprise environments
- ✓ Human-in-the-loop and human-on-the-loop models
- ✓ Business drivers for autonomous SAP delivery

Module 2: Agentic AI Architecture and Core Concepts

- ✓ Components of an AI agent
- ✓ Goals, tasks, actions, and environment
- ✓ Reasoning and decision-making mechanisms
- ✓ Planning and task decomposition
- ✓ Short-term and long-term memory concepts
- ✓ Context management
- ✓ Tool and function utilization
- ✓ Agent feedback and iterative execution
- ✓ Agent execution loops
- ✓ Handling failures and recovery

Module 3: AI Agents, Tools, Memory, Reasoning, and Planning

- ✓ Designing goal-oriented agents
- ✓ Prompt and instruction strategies for agents
- ✓ Agent state and context
- ✓ Memory architectures
- ✓ Retrieval-augmented agent workflows
- ✓ Tool selection and invocation
- ✓ Structured outputs and actions
- ✓ Reasoning across multi-step SAP tasks
- ✓ Agent evaluation and performance considerations
- ✓ Managing uncertainty and exceptions

Module 4: Multi-Agent Systems and Agent Orchestration

- ✓ Introduction to multi-agent architectures
- ✓ Specialized agents and responsibilities
- ✓ Supervisor and worker agent patterns
- ✓ Agent-to-agent coordination
- ✓ Task routing and delegation
- ✓ Sequential and parallel agent workflows
- ✓ Shared context and knowledge
- ✓ Agent communication patterns
- ✓ Conflict and exception handling
- ✓ Multi-agent workflows for enterprise delivery

Module 5: SAP Landscape for AI-Driven Delivery

- ✓ Overview of modern SAP landscapes
- ✓ SAP S/4HANA and cloud environments
- ✓ SAP BTP in intelligent enterprise architecture
- ✓ APIs and integration services
- ✓ SAP extension concepts
- ✓ Clean Core considerations
- ✓ SAP application lifecycle processes
- ✓ SAP development and delivery landscape
- ✓ Enterprise data considerations for AI agents
- ✓ Identifying agent integration points

Module 6: SAP Business AI, Joule, and AI Foundation

- ✓ SAP Business AI concepts
- ✓ Role of Joule in SAP environments
- ✓ Joule capabilities and enterprise scenarios
- ✓ AI Foundation concepts
- ✓ Generative AI capabilities within the SAP ecosystem
- ✓ Business context and grounding
- ✓ AI-assisted business processes
- ✓ Joule-enabled user experiences
- ✓ Connecting AI capabilities with SAP workflows
- ✓ Enterprise considerations for SAP AI adoption

Module 7: SAP BTP and Generative AI Hub for Agentic Solutions

- ✓ SAP BTP architecture for AI solutions
- ✓ AI services within SAP BTP
- ✓ Generative AI Hub concepts
- ✓ Model access and consumption
- ✓ Prompt management concepts
- ✓ Grounding enterprise AI applications
- ✓ Connecting agents with SAP APIs and services
- ✓ Integration with SAP and non-SAP applications
- ✓ Designing agentic applications on SAP BTP
- ✓ Monitoring AI-enabled solutions

Module 8: Designing AI Agents for SAP Business Processes

- ✓ Identifying processes suitable for agentic automation
- ✓ Mapping business objectives to agent goals
- ✓ Process decomposition for autonomous execution
- ✓ Designing agent tools and actions
- ✓ Connecting agents to SAP transactions and APIs
- ✓ Approval and escalation mechanisms
- ✓ Exception handling
- ✓ Human intervention checkpoints
- ✓ Agent-driven workflow execution
- ✓ Cross-functional SAP process scenarios
- ✓ Maintaining process context and auditability

Module 9: Agentic AI for SAP Development and Extensions

- ✓ AI-assisted SAP development lifecycle
- ✓ Requirement interpretation using AI
- ✓ Functional-to-technical specification support
- ✓ Agent-assisted code generation
- ✓ ABAP, RAP, CAP, and extension scenarios
- ✓ AI support for code explanation and documentation
- ✓ Code review and optimization assistance
- ✓ Clean Core-aware extension approaches
- ✓ Autonomous development workflow concepts
- ✓ Developer-agent collaboration
- ✓ Managing generated code quality

Module 10: Autonomous SAP Testing, Quality, and Validation

- ✓ Agentic AI across SAP testing activities
- ✓ Converting requirements into test scenarios
- ✓ AI-assisted test case generation
- ✓ Test data preparation concepts
- ✓ Automated test execution workflows
- ✓ Defect identification and classification
- ✓ Root cause assistance
- ✓ Regression testing optimization
- ✓ Agent-based defect remediation workflows
- ✓ Validation of AI-generated outputs

- ✓ Quality gates and human approvals
- ✓ Continuous testing concepts

Module 11: AI-Driven SAP Operations, Monitoring, and AMS

- ✓ Agentic AI for SAP application management
- ✓ Intelligent monitoring concepts
- ✓ Event and alert interpretation
- ✓ Incident classification and prioritization
- ✓ Automated ticket enrichment
- ✓ Knowledge retrieval for incident resolution
- ✓ Root cause analysis assistance
- ✓ Recommended remediation actions
- ✓ Autonomous remediation concepts
- ✓ Predictive issue identification
- ✓ SLA-aware agent workflows
- ✓ Continuous learning from operational outcomes

Module 12: Autonomous SAP Delivery Lifecycle and DevOps

- ✓ Agentic AI across the delivery lifecycle
- ✓ Planning and backlog assistance
- ✓ Requirements-to-delivery automation
- ✓ Development and testing coordination
- ✓ CI/CD integration concepts
- ✓ Automated quality checks
- ✓ Release readiness assessment

- ✓ Deployment support
- ✓ Change impact analysis
- ✓ Delivery status intelligence
- ✓ Agent orchestration across delivery stages
- ✓ Moving toward continuous autonomous SAP delivery

Module 13: Security, Responsible AI, Governance, and Human Oversight

- ✓ Security considerations for autonomous agents
- ✓ Identity and access control
- ✓ Agent permissions and authorization boundaries
- ✓ Data privacy and sensitive information handling
- ✓ Responsible AI principles
- ✓ Transparency and explainability
- ✓ AI output validation
- ✓ Guardrails and policy enforcement
- ✓ Audit trails and traceability
- ✓ Risk-based human approval
- ✓ Agent monitoring and control
- ✓ Governance framework for enterprise agentic AI

Module 14: Enterprise Use Cases, Implementation Patterns, and Capstone

- ✓ Agentic AI for SAP Finance

- ✓ Agentic AI for procurement and supply chain
- ✓ Agentic AI for HR processes
- ✓ Autonomous development scenarios
- ✓ Autonomous testing scenarios
- ✓ Intelligent AMS and support scenarios
- ✓ Multi-agent SAP delivery scenario
- ✓ Selecting suitable processes for autonomy
- ✓ Designing an enterprise agentic AI architecture
- ✓ Defining governance and human checkpoints
- ✓ Measuring business and delivery outcomes
- ✓ Capstone: Designing an autonomous SAP delivery workflow