



# What can I do right now with AI in SAP Cloud ERP?

Conrad Bernal, SAP UX Foundation

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# Agenda

- 01** How SAP UX and AI are converging

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- 02** Overcoming usability challenges with AI

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- 03** Using embedded AI in SAP Cloud ERP (Demo)

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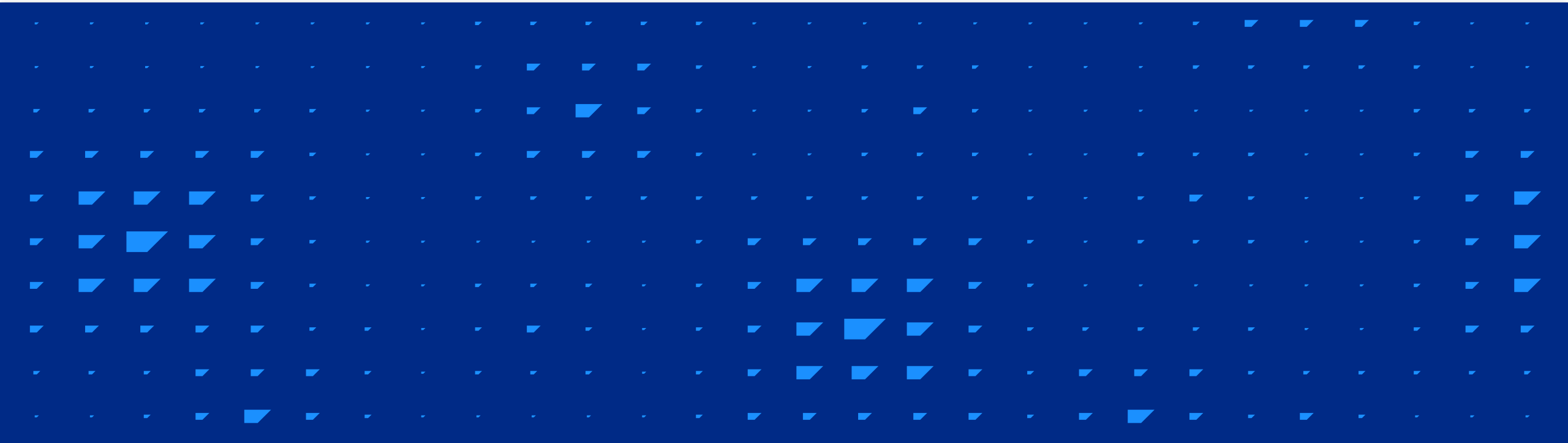
- 04** Learning more about AI-Powered SAP Fiori apps



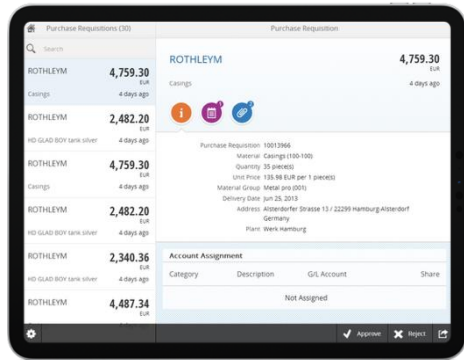
## Three things to remember about [SAP's new AI-powered user experience](#)

1. Embedded AI makes users more productive with SAP Fiori elements-based apps
2. AI innovations are typically released for SAP Cloud ERP (Public Cloud) first
3. SAP has multiple AI options to fit your needs and budget

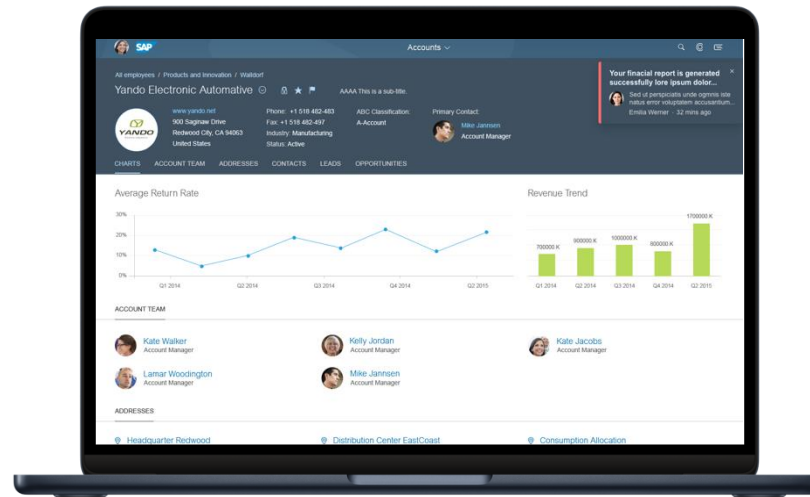
# How SAP Fiori and AI are converging



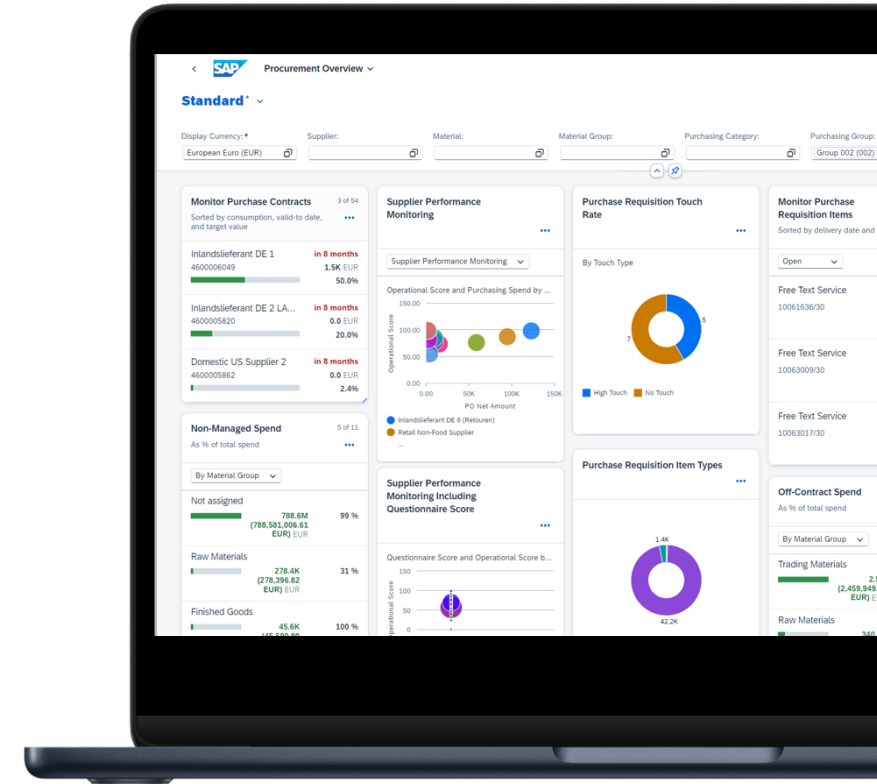
# SAP Fiori has evolved to become the standard user experience for SAP



2013  
Tens of SAP Fiori apps

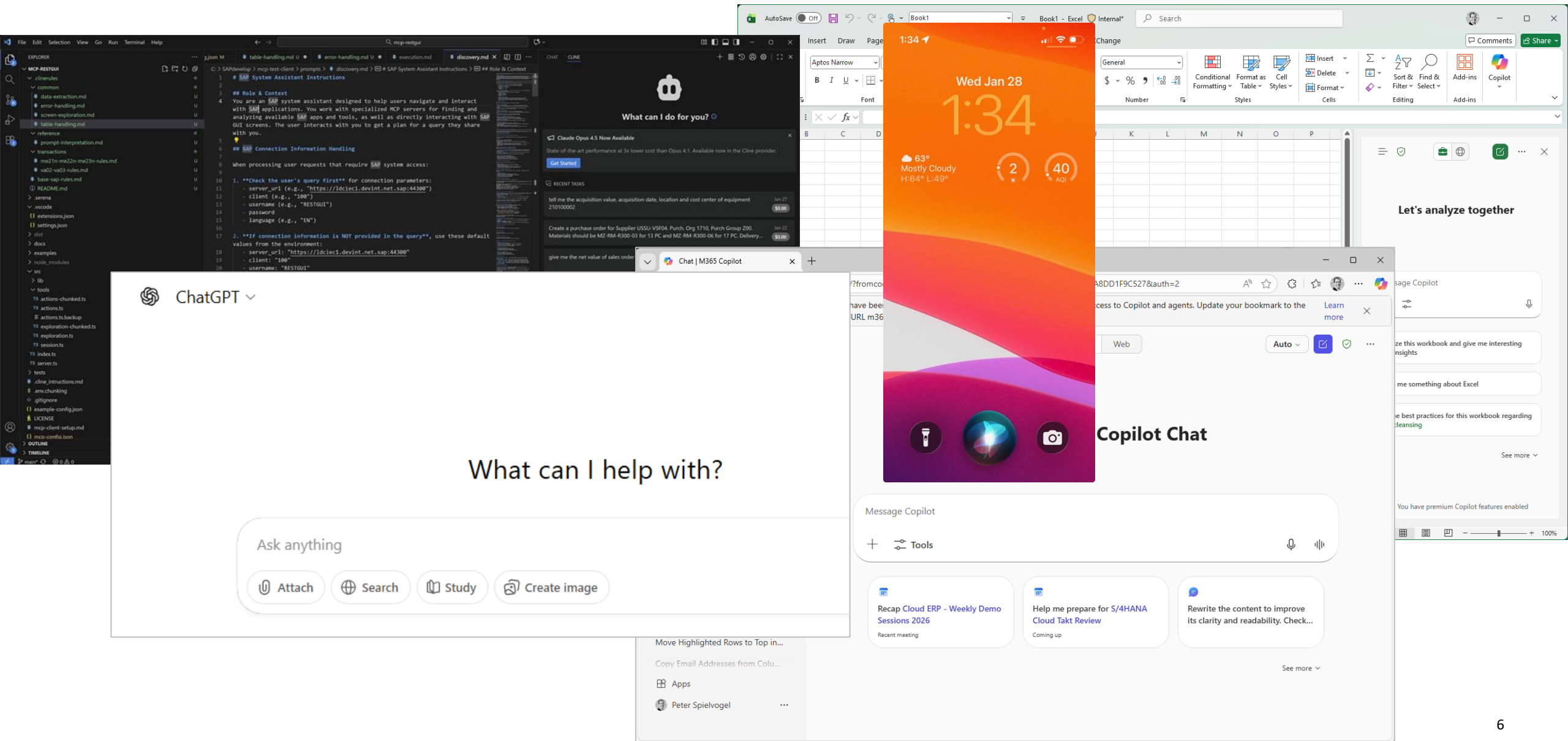


2016  
Hundreds of SAP Fiori apps

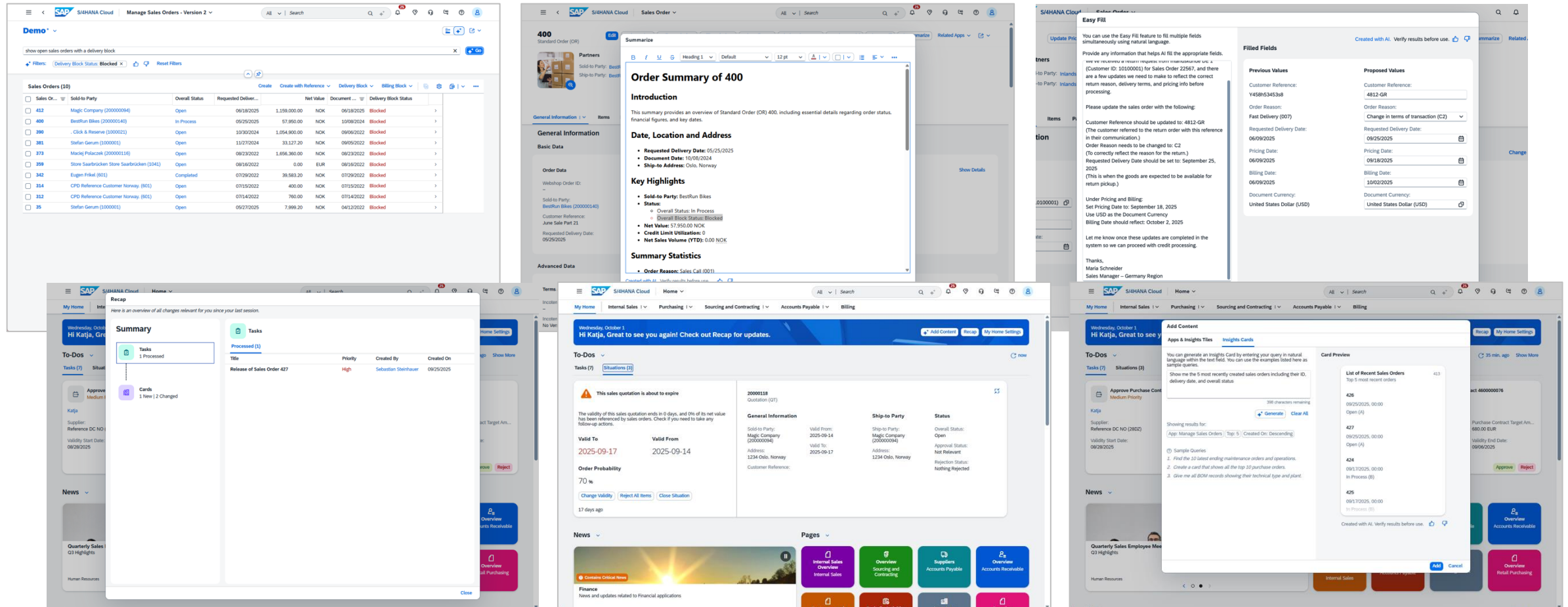


2023  
Thousands of SAP Fiori apps

# User experience increasingly relies on AI assistance

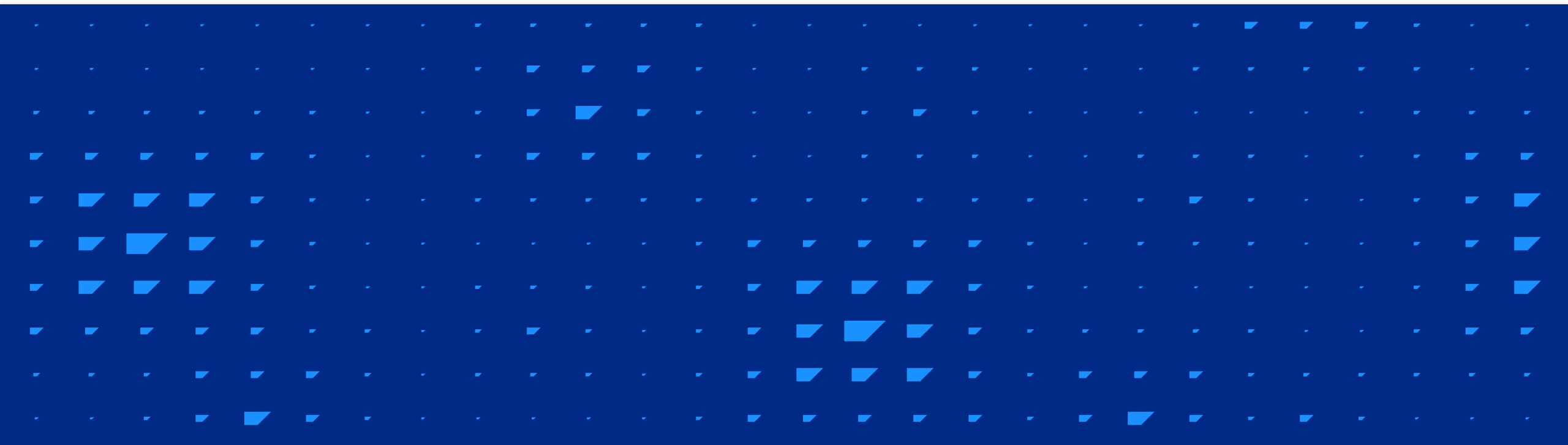


# SAP Cloud ERP now includes embedded AI to improve user productivity



2026  
AI added to standard SAP Fiori apps and My Home

# Overcoming usability challenges with AI



## We hear some recurring things from our customers about usability

I want to do my job quickly.

Why can't I automate this?

We don't have time for training.

I want to personalize my screen based on my individual role and tasks.

I wish I could talk to my Cloud ERP system and have it understand what I'm saying.

We hear some recurring things from our customers about usability

I want to do my job quickly.

Why can't I automate this?

We don't have time for training.

**Our AI innovations address these pain points** ✨

I want to personalize my screen based on my individual role and tasks.

I want to integrate my Cloud ERP system and have it understand what I'm saying.

**First things first:**

Two important things to know  
about AI at SAP

# 1. Your data in SAP AI will NOT be used to train large language models (LLMs)

Business data and personal information processed by SAP's AI solutions **will not be used** by third-party LLM providers for training purposes

For more information on our data protection practices with AI solutions, see SAP's statement on responsible AI:

<https://www.sap.com/products/artificial-intelligence/ai-ethics.html>

## 2. Some AI features in SAP S/4HANA are included in the base license

### Example base features

- AI-assisted enterprise search
- AI-assisted easy filter
- AI-assisted smart summarization

### Requirements

- **Free of charge**
- SAP AI Terms must be signed\*
  - via link [here](#)
  - QR code here →
- Activation process initiated by SAP after acceptance



\*by a s-user of a customer/ partner, only once  
for all systems/ tenants of SAP S/4HANA Cloud Public Edition  
Q + TDD: post 4-August, DEV + PROD: post 18-August

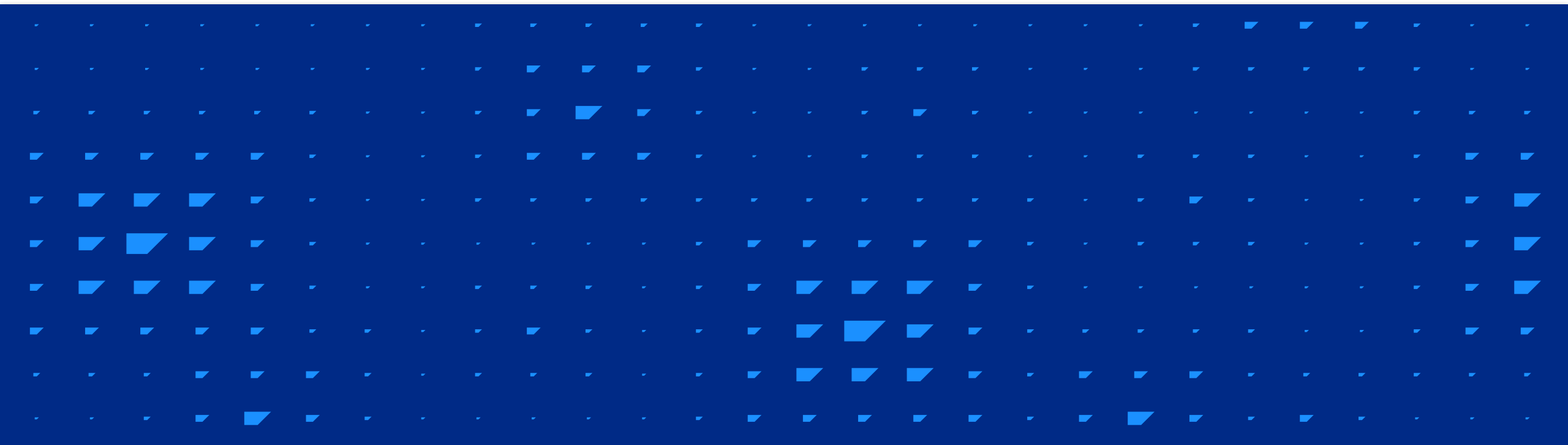
### Example premium features

- AI-assisted smart personalization of *My Home* for insights cards
- AI-assisted situation handling

### Requirements





- SAP AI Units must be in place
- [Joule Premium for Financial Management](#) must be in place, e.g. for AI-assisted smart personalization of *My Home* for insights cards
- Activation via SAP for Me → Portfolio & Products → Business AI

# Using embedded AI in SAP Cloud ERP







# We will examine several [AI Innovations in SAP Cloud ERP and SAP Business Suite](#)

## **My Home**

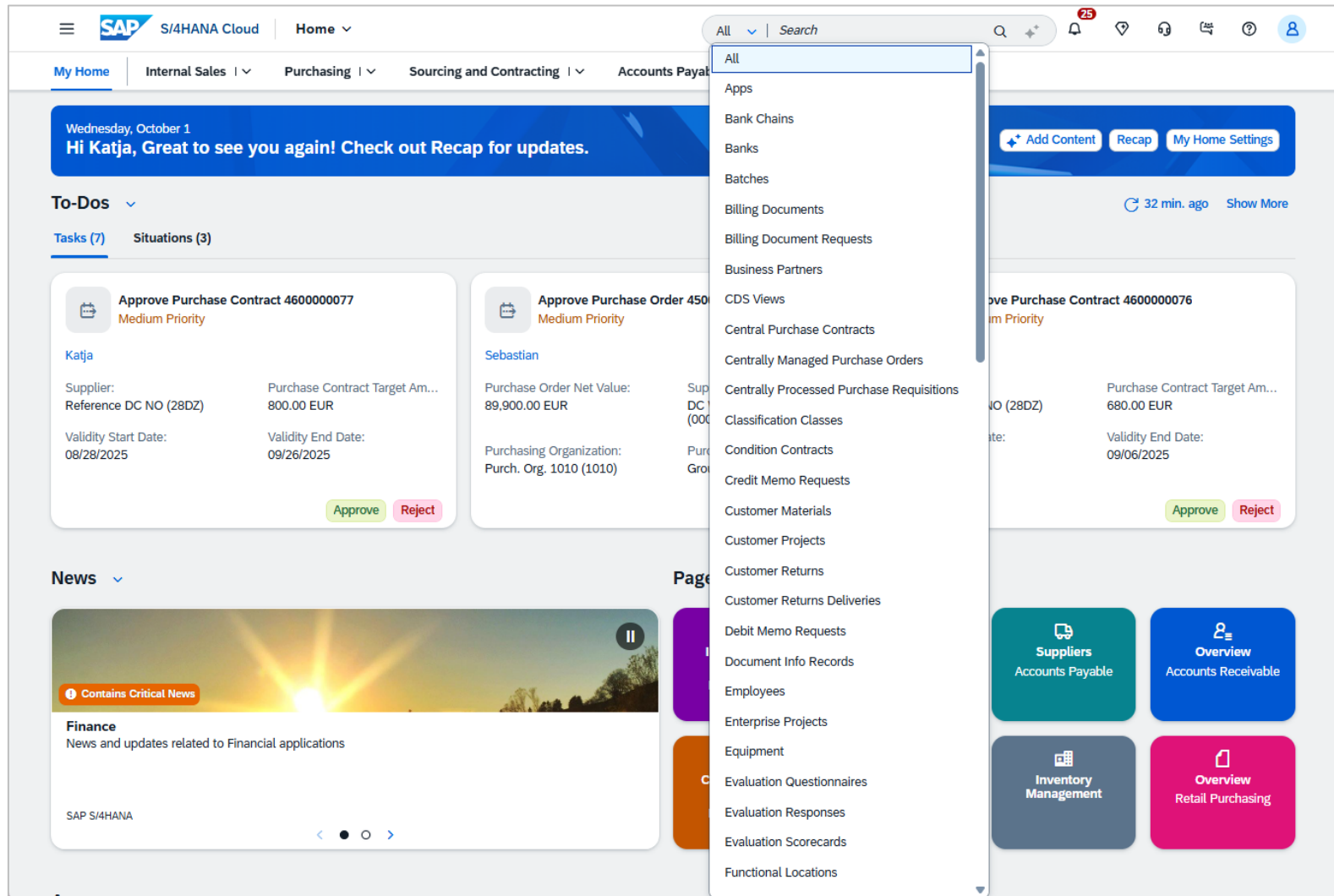
- AI-assisted enterprise search 
- AI-assisted smart personalization of My Home for insights cards 
- AI-assisted smart solutions for situations in My Home 
- Recap
- Joule 

## **SAP Fiori elements apps**

- AI-assisted easy filter 
- AI-assisted smart summarization 
- AI-assisted easy fill 
- AI-assisted error explanation 

# AI-assisted enterprise search

Find the information you need quickly and easily using natural language



See demo

# AI-assisted smart personalization of My Home for insights cards

## Fetch business critical information and display it on your My Home page

The screenshot displays the SAP S/4HANA Cloud 'My Home' dashboard. A central modal window titled 'Add Content' is open, showing the 'Insights Cards' section. The user has entered a query: 'Show me the 5 most recently created sales orders including their ID, delivery date, and overall status'. The system has generated an AI card titled 'List of Recent Sales Orders' with 413 results. The card displays the top 5 most recent orders:

Order ID	Created On	Status
426	09/25/2025, 00:00	Open (A)
427	09/25/2025, 00:00	Open (A)
424	09/17/2025, 00:00	In Process (B)
425	09/17/2025, 00:00	In Process (B)

The card also includes a note: 'Created with AI. Verify results before use.' The background dashboard shows navigation tabs for 'Internal Sales', 'Purchasing', 'Sourcing and Contracting', 'Accounts Payable', and 'Billing'. A sidebar on the left contains 'To-Dos' (Approve Purchase Contract) and 'News' (Quarterly Sales Employee Meeting).

See demo

# AI-assisted smart solutions for situations in My Home

## Resolve situations quickly with pre-defined actions

The screenshot displays the SAP S/4HANA Cloud My Home dashboard. At the top, there is a navigation bar with the SAP logo, 'S/4HANA Cloud', and 'Home'. A search bar is located on the right. Below the navigation bar, there are tabs for 'My Home', 'Internal Sales', 'Purchasing', 'Sourcing and Contracting', 'Accounts Payable', and 'Billing'. A blue banner at the top of the main content area reads 'Wednesday, October 1 Hi Katja, Great to see you again! Check out Recap for updates.' with buttons for 'Add Content', 'Recap', and 'My Home Settings'. Below the banner, there is a 'To-Dos' section with a dropdown arrow and a 'now' refresh button. Underneath, there are 'Tasks (7)' and a 'Situations (3)' tab. The main content area features a large card for a sales quotation situation. The card has a warning icon and the text 'This sales quotation is about to expire'. It provides details about the quotation's validity and order probability. The 'Valid To' date is 2025-09-17 and the 'Valid From' date is 2025-09-14. The 'Order Probability' is 70%. There are three buttons: 'Change Validity', 'Reject All Items', and 'Close Situation'. The card also shows '20000118 Quotation (QT)' and a table of 'General Information', 'Ship-to Party', and 'Status'. The 'General Information' section includes 'Sold-to Party: Magic Company (200000094)', 'Valid From: 2025-09-14', 'Valid To: 2025-09-17', 'Address: 1234 Oslo, Norway', and 'Customer Reference:'. The 'Ship-to Party' section includes 'Ship-to Party: Magic Company (200000094)' and 'Address: 1234 Oslo, Norway'. The 'Status' section includes 'Overall Status: Open', 'Approval Status: Not Relevant', and 'Rejection Status: Nothing Rejected'. At the bottom of the dashboard, there is a 'News' section with a banner for 'Finance' and a 'Pages' section with several colored buttons for 'Internal Sales Overview', 'Overview Sourcing and Contracting', 'Suppliers Accounts Payable', 'Overview Accounts Receivable', 'Customers and', 'Periodic Activities', 'Inventory', and 'Overview'.

See demo

# Recap

See what changed since you last logged into SAP Cloud ERP

The screenshot shows the SAP Cloud ERP interface with a 'Recap' modal window open. The modal provides an overview of changes since the last session. It is divided into two main sections: 'Summary' and 'Tasks'.

**Summary:**

- Tasks:** 1 Processed
- Cards:** 1 New | 2 Changed

**Tasks (Processed 1):**

Title	Priority	Created By	Created On
Release of Sales Order 427	High	Sebastian Steinhauer	09/25/2025

The background interface shows a user profile for 'Hi Katja, Gre...' and various navigation options like 'My Home', 'To-Dos', 'Tasks (7)', 'Approve', 'News', and 'Quarterly Sales Q3 Highlights'.

See demo

# Joule

Provide an intelligent assistant across your SAP environment

The screenshot displays the SAP S/4HANA Cloud user interface. At the top, the navigation bar includes the SAP logo, 'S/4HANA Cloud', and 'Home'. A search bar is located on the right. Below the navigation bar, a blue banner displays the date 'Wednesday, October 1' and a personalized greeting: 'Hi Katja, Great to see you again! Check out Recap for updates.' with buttons for 'Add Content', 'Recap', and 'My Home Settings'. The main content area is divided into sections: 'To-Dos' with 'Tasks (7)' and 'Situations (3)', 'News', and 'Pages'. The 'To-Dos' section features three task cards for approving purchase contracts and orders, each with details like supplier, net value, and validity dates, and 'Approve'/'Reject' buttons. The 'Pages' section contains four colored tiles for 'Internal Sales Overview', 'Overview Sourcing and Contracting', 'Customers and Products', and 'Periodic Activities'. A purple 'Joule' AI assistant overlay is positioned on the right, featuring a diamond logo and the text 'Hello, How can I guide you?'. It includes a text input field with the prompt 'Talk to me naturally. For example, 'Create an insights card showing all bills of material'', and buttons for 'Get started with Joule', 'Create Card - Sales Orders', and 'Create Card - BOM'. A search bar at the bottom of the overlay contains the query 'Show me all my sales orders with a delivery block'. A footer note states 'Joule uses AI. Verify results.'

See demo

# AI-assisted easy filter

Find business data faster using natural language in SAP Fiori elements-based applications

The screenshot shows the SAP Fiori interface for 'Manage Sales Orders - Version 2'. A search bar at the top contains the text 'show open sales orders with a delivery block'. Below the search bar, a filter is applied: 'Delivery Block Status: Blocked'. The main content area displays a table titled 'Sales Orders (10)' with the following columns: Sales Or..., Sold-to Party, Overall Status, Requested Deliver..., Net Value, Document ..., and Delivery Block Status. The table lists 10 sales orders, all of which have a 'Blocked' delivery block status.

Sales Or...	Sold-to Party	Overall Status	Requested Deliver...	Net Value	Document ...	Delivery Block Status
412	Magic Company (200000094)	Open	06/18/2025	1,159,000.00	NOK 06/18/2025	Blocked
400	BestRun Bikes (200000140)	In Process	05/25/2025	57,950.00	NOK 10/08/2024	Blocked
390	. Click & Reserve (1000021)	Open	10/30/2024	1,054,900.00	NOK 09/06/2022	Blocked
381	Stefan Gerum (1000001)	Open	11/27/2024	33,127.20	NOK 09/05/2022	Blocked
373	Maciej Polaczek (200000116)	Open	08/23/2022	1,656,360.00	NOK 08/23/2022	Blocked
359	Store Saarbrücken Store Saarbrücken (1041)	Open	08/16/2022	0.00	EUR 08/16/2022	Blocked
342	Eugen Frikel (601)	Completed	07/29/2022	39,583.20	NOK 07/29/2022	Blocked
314	CPD Reference Customer Norway. (601)	Open	07/15/2022	400.00	NOK 07/15/2022	Blocked
312	CPD Reference Customer Norway. (601)	Open	07/14/2022	760.00	NOK 07/14/2022	Blocked
35	Stefan Gerum (1000001)	Open	05/27/2025	7,999.20	NOK 04/12/2022	Blocked

See demo

# AI-assisted smart summarization

Generate summaries of business objects in SAP Fiori elements applications using AI

The screenshot displays the SAP Fiori elements interface for a sales order (400). A modal window titled "Summarize" is open, showing an AI-generated summary of the order. The summary is structured with sections: Introduction, Date, Location and Address, Key Highlights, and Summary Statistics. The background shows the order details, including general information, basic data, and advanced data.

**Order Summary of 400**

**Introduction**

This summary provides an overview of Standard Order (OR) 400, including essential details regarding order status, financial figures, and key dates.

**Date, Location and Address**

- **Requested Delivery Date:** 05/25/2025
- **Document Date:** 10/08/2024
- **Ship-to Address:** Oslo, Norway

**Key Highlights**

- **Sold-to Party:** BestRun Bikes
- **Status:**
  - Overall Status: In Process
  - Overall Block Status: Blocked
- **Net Value:** 57,950.00 NOK
- **Credit Limit Utilization:** 0
- **Net Sales Volume (YTD):** 0.00 NOK

**Summary Statistics**

- **Order Reason:** Sales Call (001)

Created with AI. Verify results before use. [Copy All](#) [Close](#)

See demo

# AI-assisted easy fill

## Update business objects using natural language input

The screenshot shows the SAP Easy Fill dialog box. On the left, a text input area contains a natural language instruction: "We've received a return request from Inlandskunde DE 1 (Customer ID: 10100001) for Sales Order 22567, and there are a few updates we need to make to reflect the correct return reason, delivery terms, and pricing info before processing. Please update the sales order with the following: Customer Reference should be updated to: 4812-GR (The customer referred to the return order with this reference in their communication.) Order Reason needs to be changed to: C2 (To correctly reflect the reason for the return.) Requested Delivery Date should be set to: September 25, 2025 (This is when the goods are expected to be available for return pickup.) Under Pricing and Billing: Set Pricing Date to: September 18, 2025 Use USD as the Document Currency Billing Date should reflect: October 2, 2025 Let me know once these updates are completed in the system so we can proceed with credit processing. Thanks, Maria Schneider Sales Manager – Germany Region". Below the text is a character count: "1038 characters remaining". At the bottom of the input area are "Easy Fill" and "Clear All" buttons.

The right side of the dialog is titled "Filled Fields" and contains a table comparing "Previous Values" with "Proposed Values".

Previous Values	Proposed Values
Customer Reference: Y458h53453s8	Customer Reference: 4812-GR
Order Reason: Fast Delivery (007)	Order Reason: Change in terms of transaction (C2)
Requested Delivery Date: 06/09/2025	Requested Delivery Date: 09/25/2025
Pricing Date: 06/09/2025	Pricing Date: 09/18/2025
Billing Date: 06/09/2025	Billing Date: 10/02/2025
Document Currency: United States Dollar (USD)	Document Currency: United States Dollar (USD)

At the bottom right of the dialog are "Confirm" and "Cancel" buttons. The background shows a blurred SAP sales order form with fields for "Update Price", "Items", and "Administrative Data".

See demo

# AI-assisted error explanation

Provide users with natural language explanations of system errors that empower them to take action

The screenshot displays the SAP Fiori interface for a Sales Order (22599). A modal window titled "Explanations and Recommendations" is open, providing a detailed natural language explanation for an error. The error message states: "VAT Reg.No. DE123456 must have length 11". The explanation clarifies that the VAT Registration Number must be exactly 11 characters long, as required for certain regions like Germany. The resolution section provides a five-step guide: 1. Verify the VAT Registration Number (11 characters, no typos). 2. If incorrect, obtain the correct number from records. 3. Update the VAT Registration Number in the system. 4. Save or submit the sales order after corrections. 5. Contact IT support if the issue persists. The modal also includes a "Close" button and a "Generate Explanation" link.

**22599**  
Standard Order (OR)

Partners: Sold-to Party: DC Walldorf | Overall Status: Open | Net Sales Volume (YTD): 0.00 EUR | Net Value: 52.65 EUR

**Explanations and Recommendations**

**Error Message:** VAT Reg.No. DE123456 must have length 11

**Explanation:**  
This error occurs in the SAP Fiori App 'Manage Sales Orders - Version 2' (Fiori ID: F3893) when the VAT Registration Number entered does not meet the required length of 11 characters. The VAT Registration Number is a critical identifier for tax purposes, and it must adhere to specific formatting rules. In this case, the system expects the VAT Registration Number to be exactly 11 characters long, which is standard for certain regions or countries, such as Germany (indicated by the prefix 'DE'). The error code associated with this issue is 'AR/102', and it is linked to the technical component 'cus.sd.salesorderv2.manage'.

**Resolution:**

1. Verify the VAT Registration Number you have entered:
  - Ensure that it is exactly 11 characters long.
  - Check for any typographical errors or missing digits.
2. If the VAT Registration Number is incorrect, obtain the correct number from your records or contact the relevant department within your organization.
3. Update the VAT Registration Number in the system:
  - Navigate back to the field where the VAT Registration Number is entered.
  - Correct the number to ensure it meets the 11-character requirement.
4. After making the necessary corrections, attempt to save or submit the sales order again.
5. If the issue persists, consider reaching out to your IT support team for further assistance, providing them with the error code 'AR/102' and details of your actions.

Close

Generate Explanation

Message no. AR102

Privileges | Save | Cancel

See demo

## Some AI-powered features are **included** in your SAP Cloud ERP license

Feature	Category *	Availability *
<b>My Home</b>		
• AI-assisted enterprise search	Base	GA
• AI-assisted smart personalization of My Home for insights cards	Premium	GA
• AI-assisted smart solutions for situations in My Home	-	Beta in 2602
• Recap	not AI	GA
• Joule	Varies	GA
<b>SAP Fiori elements apps</b>		
• AI-assisted easy filter	Base	GA
• AI-assisted smart summarization	Base	GA
• AI-assisted easy fill	-	Beta in 2602
• AI-assisted error explanation	Premium	GA

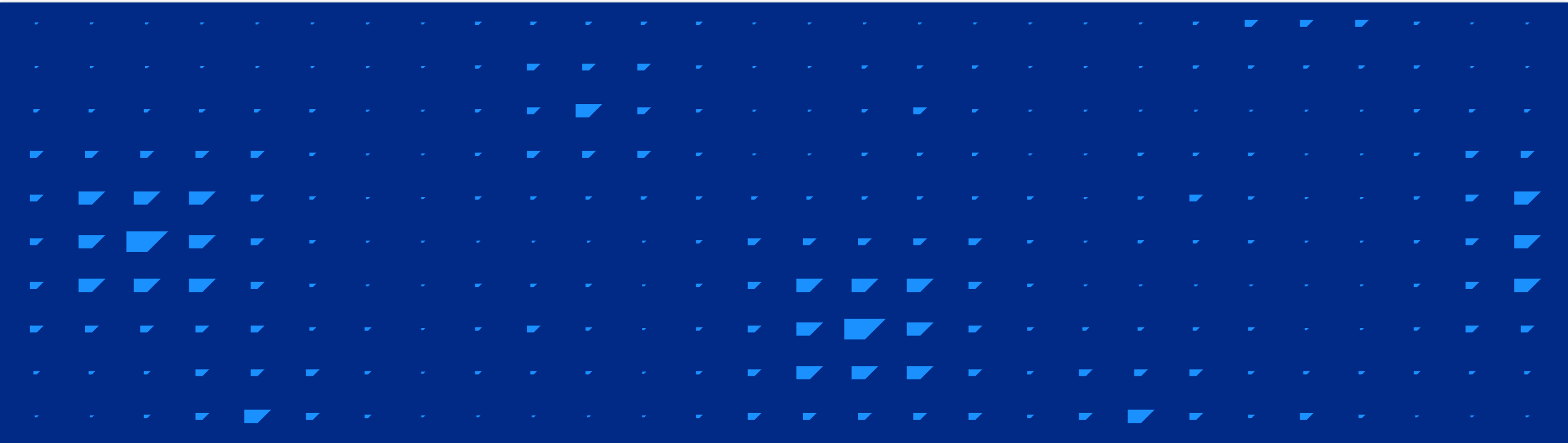
\* Information accurate as of May 2026.

**GA** = generally available. **Included** in the license.

**Beta** features are automatically deactivated at the end of the beta phase so there are no billing surprises.

**Joule** includes some functionality that is included in the base license. Other capabilities are premium.

# Learning more about AI-Powered SAP Fiori apps



## Learn more about SAP AI

See SAP's AI solutions, whether base or premium, availability in public or private cloud

<https://discovery-center.cloud.sap/ai-catalog/>

Read about SAP's many AI solutions for businesses

<https://www.sap.com/products/artificial-intelligence.html>

Try SAP AI through SAP Learning Journeys

<https://learning.sap.com/products/business-technology-platform/artificial-intelligence>

Discuss development topics, including AI assistance, with your peers  
(developers, architects, technical consultants)

Join our monthly **SAP Fiori Development Roundtable**

2<sup>nd</sup> Wednesday of each month

8am Pacific, 11am Eastern, 17:00 CET

More info: <https://community.sap.com/t5/technology-blogs-by-sap/peer-to-peer-learning-at-the-sap-fiori-elements-and-sap-fiori-tools/ba-p/13513361>

Sign up:

<https://tinyurl.com/elementsroundtable>



## Connect with other public cloud customers

### Join our **SAP Public Cloud Practitioner Forum**

3<sup>rd</sup> Thursday of every other month

8am Pacific, 11am Eastern, 17:00 CET

More info: <https://community.sap.com/t5/enterprise-resource-planning-blog-posts-by-sap/public-cloud-means-continuous-innovation-and-continuous-learning-new-user/ba-p/14017362>

Sign up:

<https://tinyurl.com/public-cloud-prac-forum>



## Subscribe to the SAP Fiori Development Newsletter

Every other month, learn about development topics, AI-powered application development, UX innovations.

Sign up:

<https://www.sap.com/cmp/nl/sap-fiori-development-newsletter/index.html>



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Thank you.

Conrad Bernal

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