Make AI Development More Productive and Simplify AI Operations with AI Foundation

Ricky Sharma
Sr Solution Advisor, SAP Business AI Platform



Agenda

1 Overview of Business AI Platform

2 Generative AI Foundation

3 Joule Studio classic edition

4 Preview of Joule Studio 2.0

5 Governance and Takeaways

42%

Report data access & quality issues as leading barrier

ANTHROP\C

74%

of orgs stuck in pilot mode with no path to scale

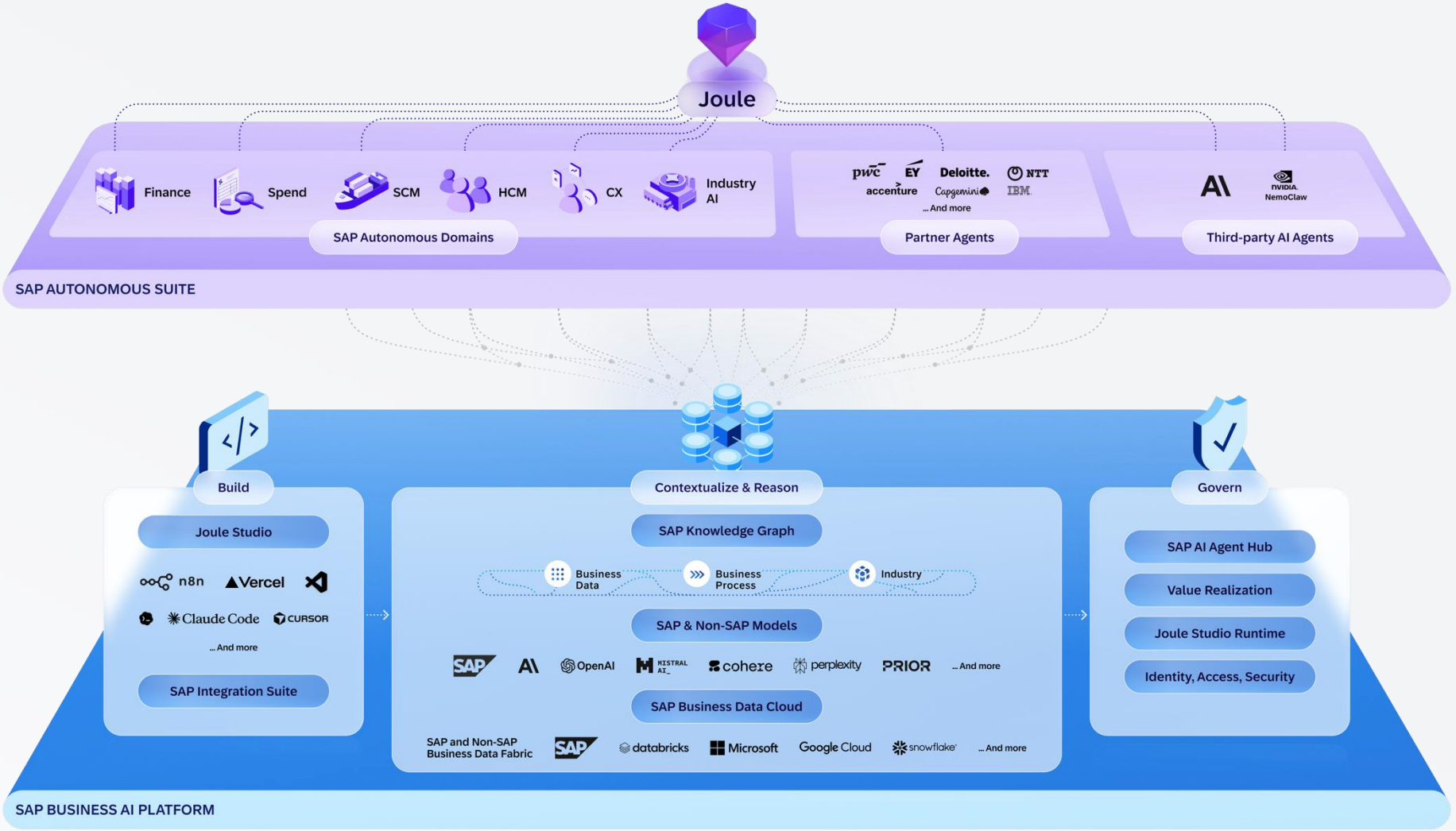
BCG

Despite pockets of progress

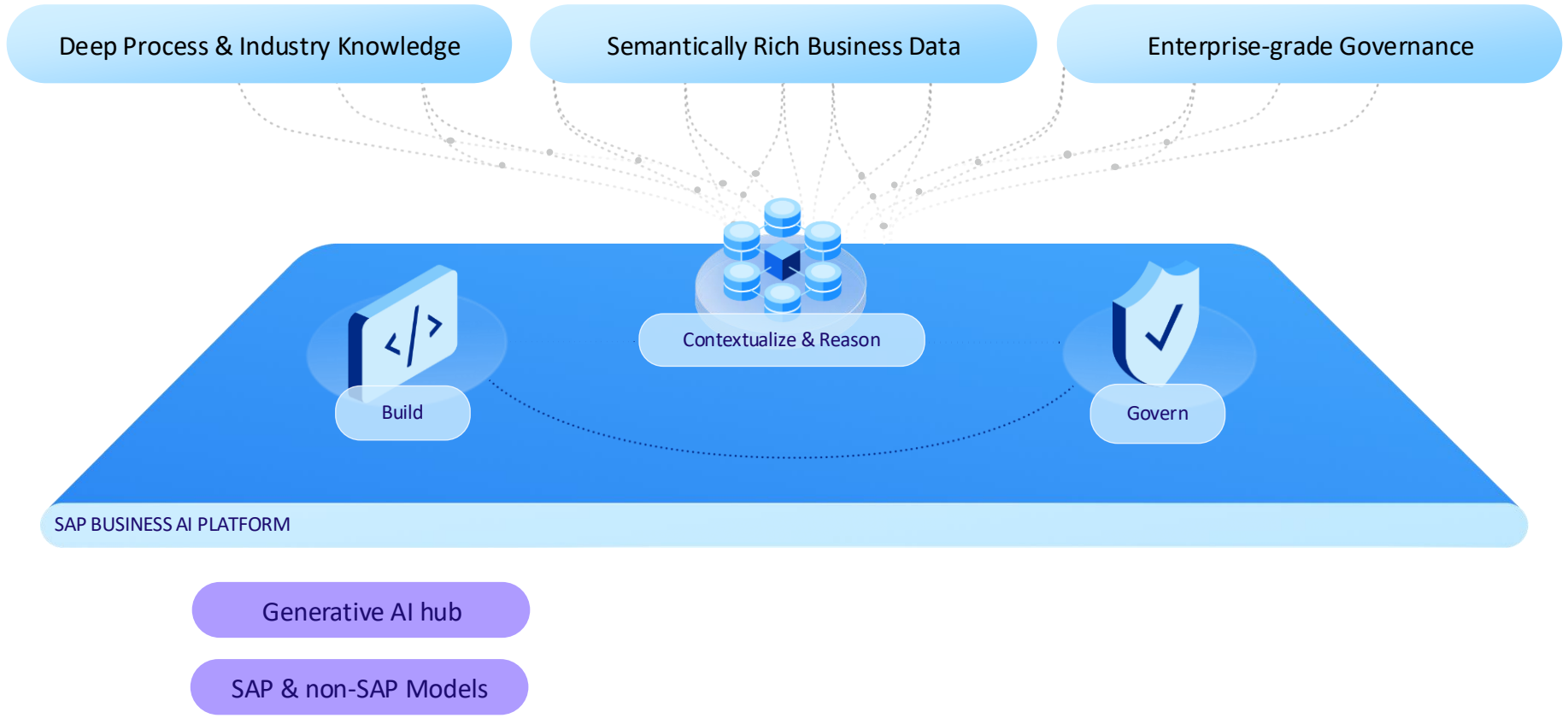
AI value remains elusi

SAP Business AI Platform

The place to build agentic AI, bridge every system, every process, and every decision, and govern it all



The platform for building, running, and governing AI your business can actually depend on



Autonomous Domains: 55 Assistants and 245 Agents

As of July 3, 2026

Autonomous Finance

11 Assistants | **52** Agents

- Accounts Payable Assistant
- Accounts Receivable Assistant
- Billing Assistant
- Cash and Treasury Assistant
- Expense Management Assistant
- Financial Closing Assistant
- Financial Planning Assistant
- Governance Assistant
- Recurring Receivables Assistant
- Sales Operations Assistant
- Tax and Compliance Assistant

Autonomous Supply Chain

6 Assistants | **51** Agents

- Asset and Service Assistant
- Business Network Assistant
- Logistics Assistant
- Manufacturing Assistant
- Product Design Assistant
- Supply Chain Planning Assistant

Autonomous Spend

12 Assistants | **55** Agents

- Category Management Assistant
- Expense Management Assistant
- Invoicing Assistant
- Procurement Contract Assistant
- Receiving Assistant
- Requisition Assistant
- Services Procurement Assistant
- Sourcing Assistant
- Supplier Management Assistant
- Travel Assistant
- Buying Assistant
- Business Network Assistant

Autonomous HCM

14 Assistants | **45*** Agents

- Career and Talent Development Assistant
- Compensation Assistant
- Core HR Assistant
- HR System Assistant
- Learning Assistant
- Onboarding Assistant
- Payroll Assistant
- Performance & Goals Assistant
- Recruiting Assistant
- Skills Assistant
- Time Assistant
- HR Service Assistant
- HR Knowledge Assistant
- People Intelligence Assistant

*HCM has 45 unique agents

Autonomous CX

12 Assistants | **42*** Agents

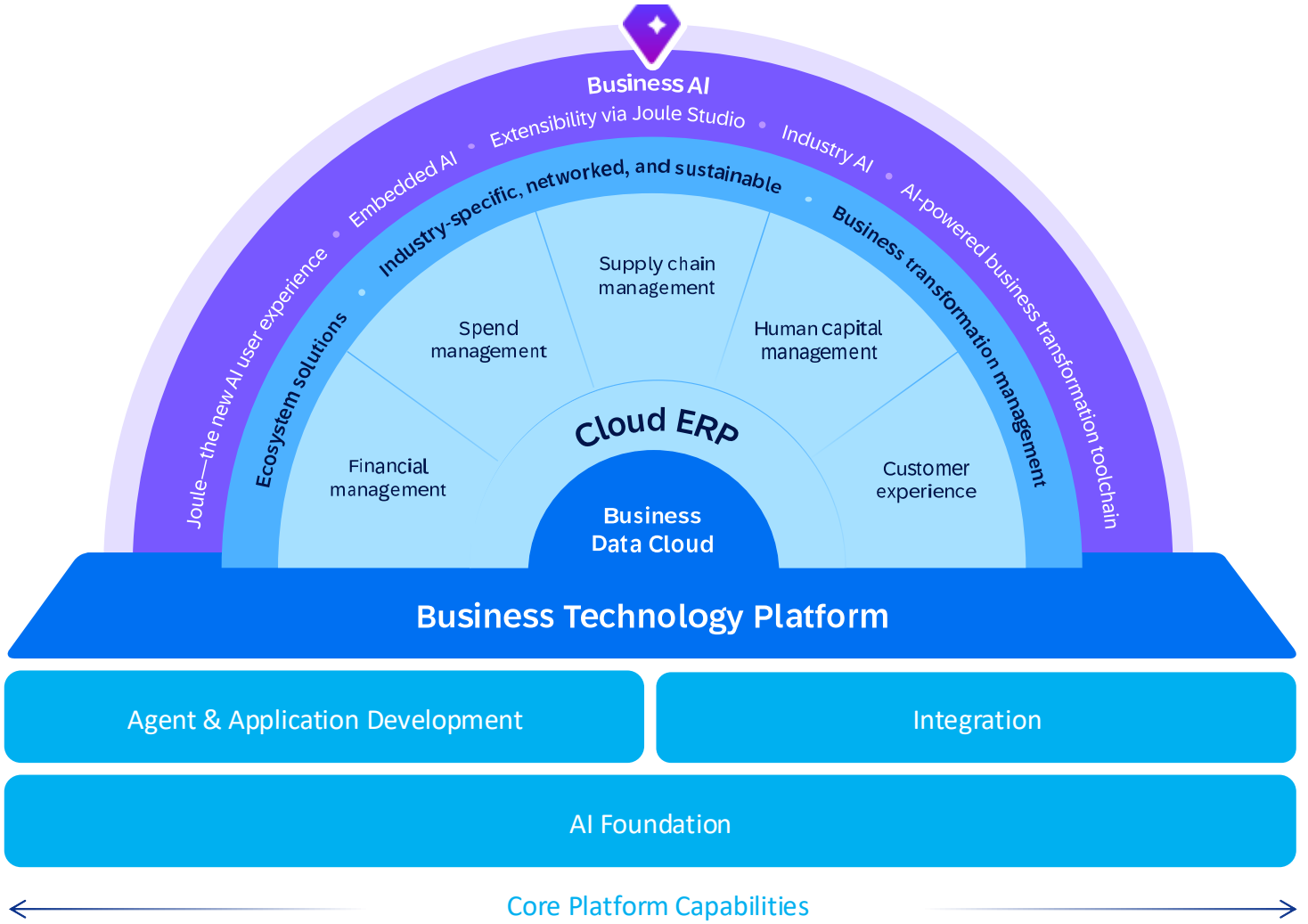
- Recurring Receivables Assistant
- Campaign Assistant
- Case Management Assistant
- Deal Qualification Assistant
- Order Management Assistant
- Sales Assistant
- Self-Service Assistant
- Service Management Assistant
- Merchandising Assistant
- Shopping Assistant
- Content Assistant
- Deal Closing Assistant

*CX has 42 unique agents

Denotes assistant in multiple domains

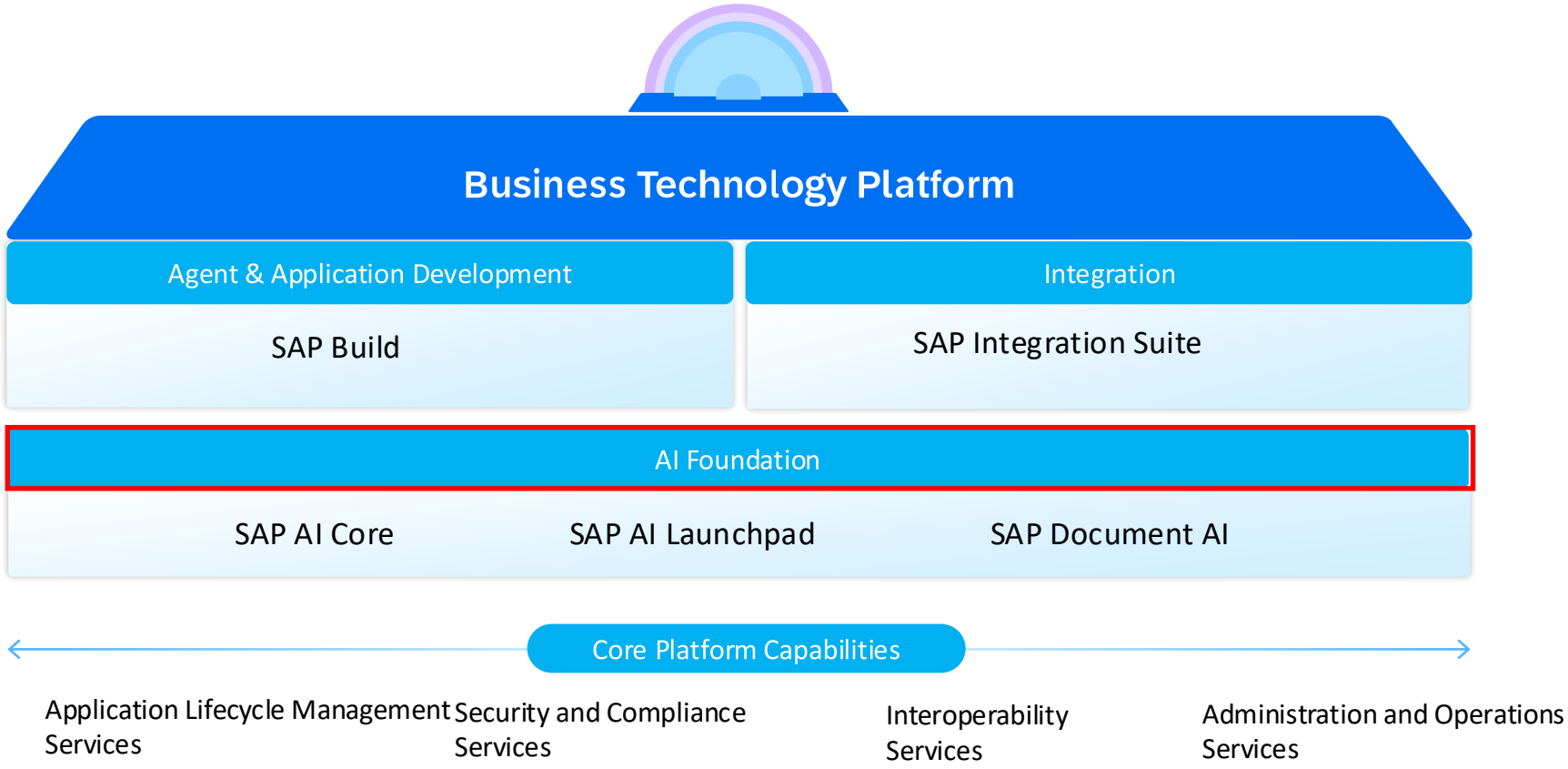
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SAP Business AI Platform – Technology Foundation

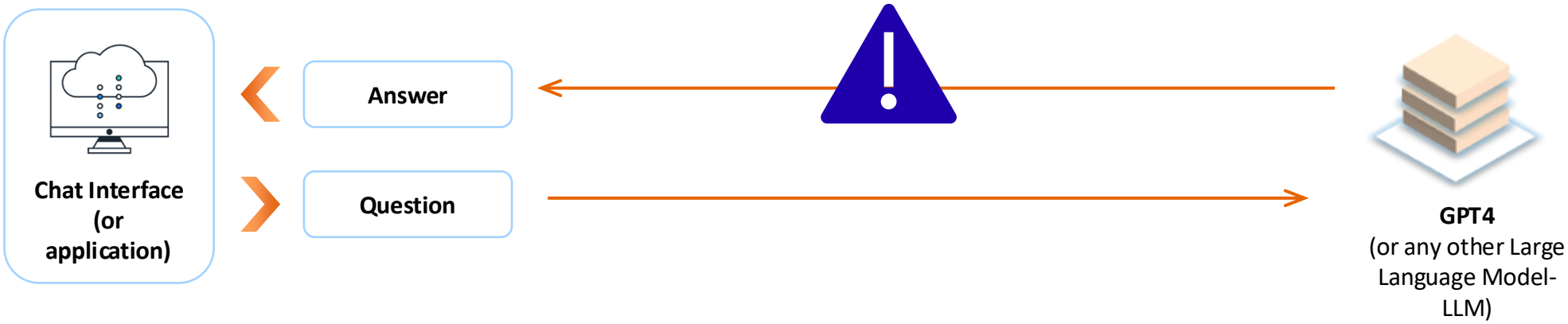


SAP Business AI Platform – Technology Foundation

A comprehensive platform of interoperable technologies



Generative AI for Business Applications



What could go wrong?

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What could go wrong? Hallucinations

Please provide a reference publication for IT Education at pre-college level

SEND

Blumenfeld, P. C., Knezek, G. , Maksimova, O., & Romanowski, A., (2015). International Handbook of Information Technology in Primary and Secondary Education. Springer.

None of these names appeared as authors of this book. Only one appeared as an author of a paper but not with these people. The combination of these four authors was not found. However all have all published on topics related to education. There is a publication with a similar title with Knezek as a chapter author but not with the others listed here, and a different publisher. The exact title exists, however, it was actually produced in 2008. Given there are 75 chapters it is likely a conference proceedings collection. Correct publisher for that collection, but it is also a very common publisher of education works

Please provide me all tables and CDS views for getting details on Contract Accounts in SAP.

SEND

Tables:	CDS Views:
1. DFKKOP	1. I_ContractAccount
2. DFKKOPK	2. I_ContractAccountBalance
3. DFKKOPW	3. I_ContractAccountItem
4. DFKKSUM	4. I_ContractAccountPartner
5. DFKKMOP	5. I_ContractAccountPostingDoc
6. DFKKREP06	6. I_ContractAccountPostingDocItem
7. DFKKREP07	7. I_ContractAccountPostingPeriod
8. DFKKREP08	8. I_ContractAccountPostingPeriodItem
9. DFKKREP09	9. I_ContractAccountPostingPeriodBalance
10. DFKKREP10	10. I_ContractAccountPostingPeriodBalanceItem

https://teche.mq.edu.au/2023/02/why-does-chatgpt-generate-fake-references/

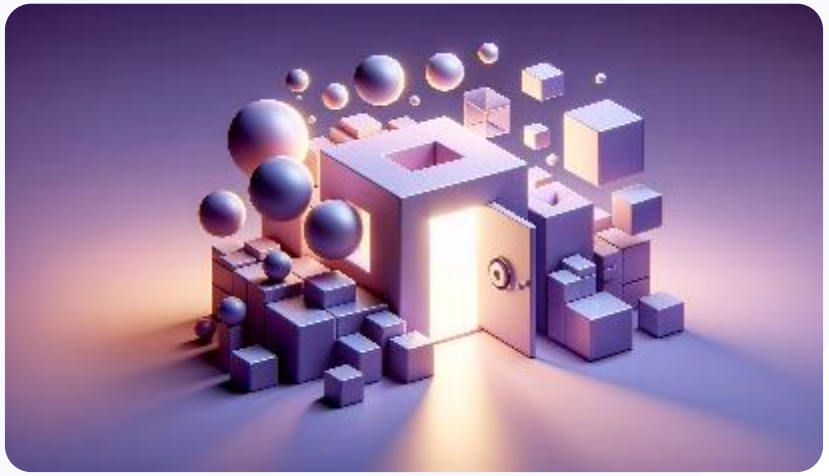
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Generative AI Hub



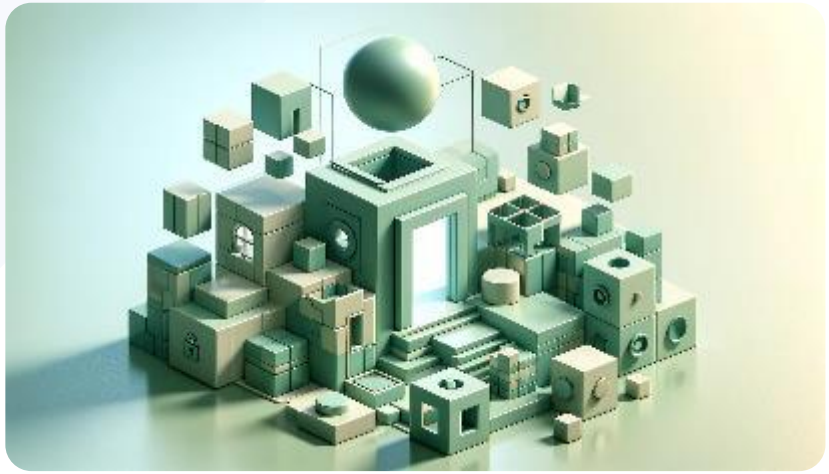
Toolset

Streamline generative AI development with purpose-built tools and services



Access

Accelerate outcomes with instant access to top-rated foundation models from multiple providers



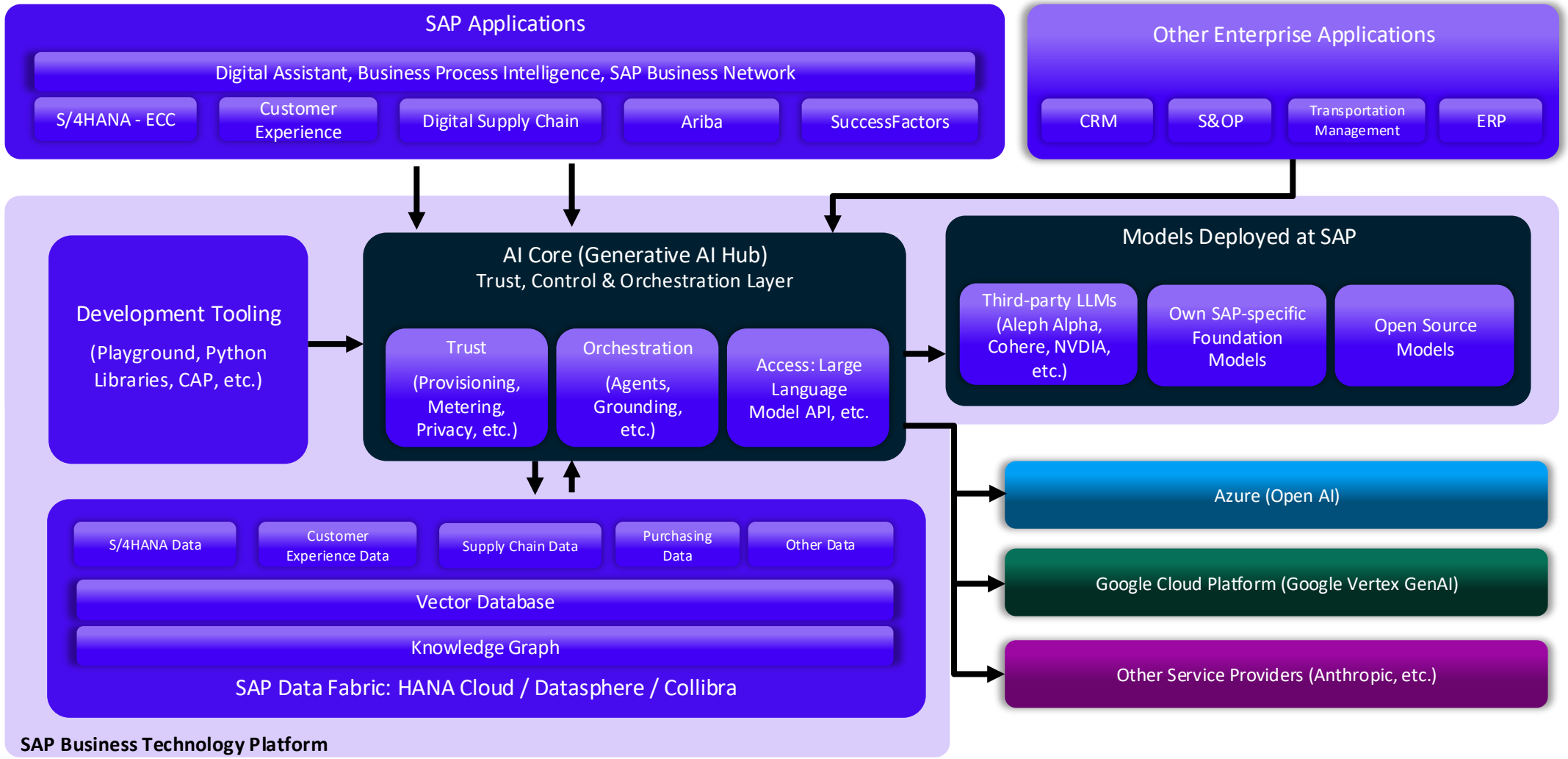
Trust & Control

Supercharge mission-critical processes while preserving security and privacy



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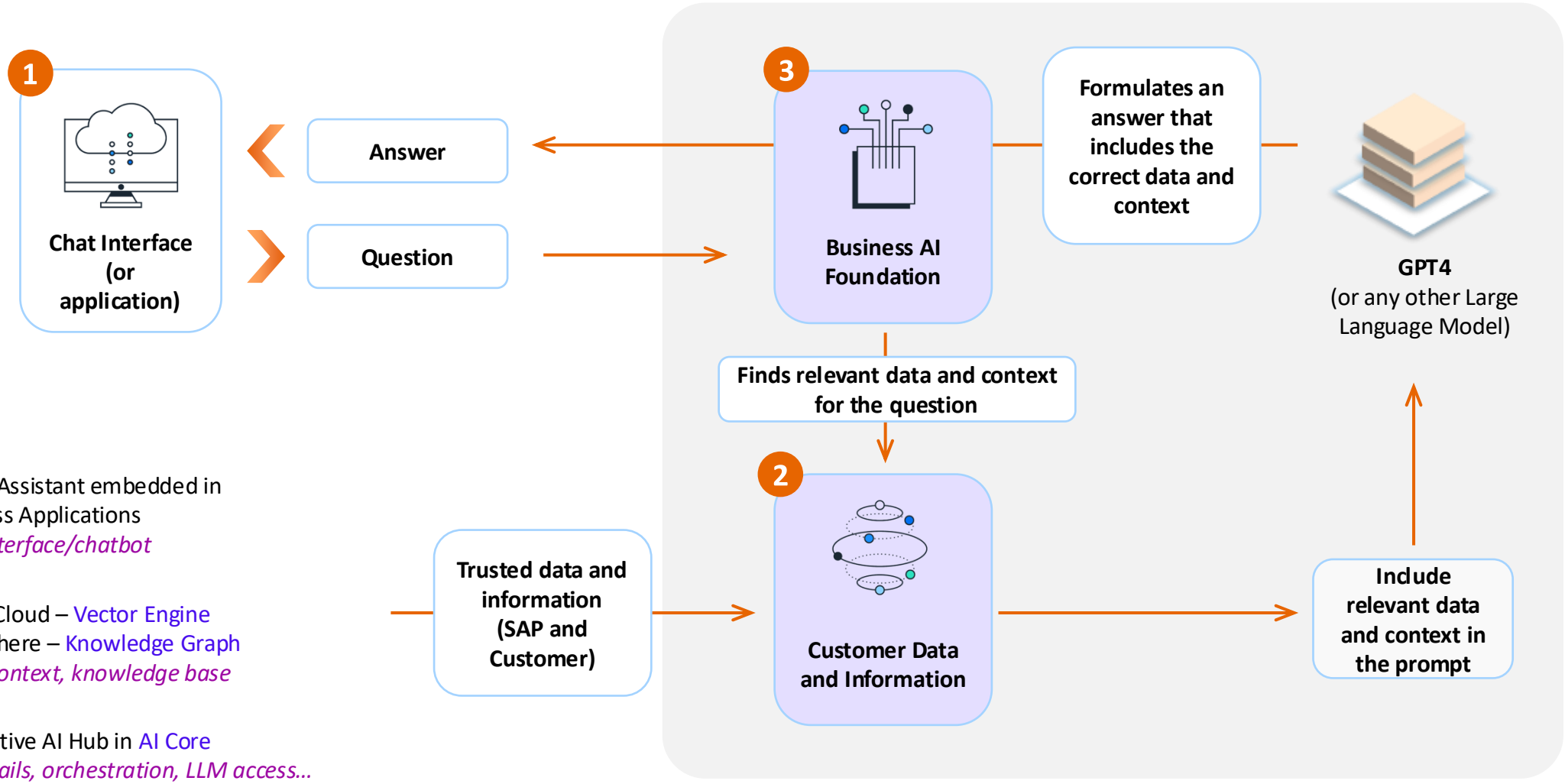
Generative AI Foundation



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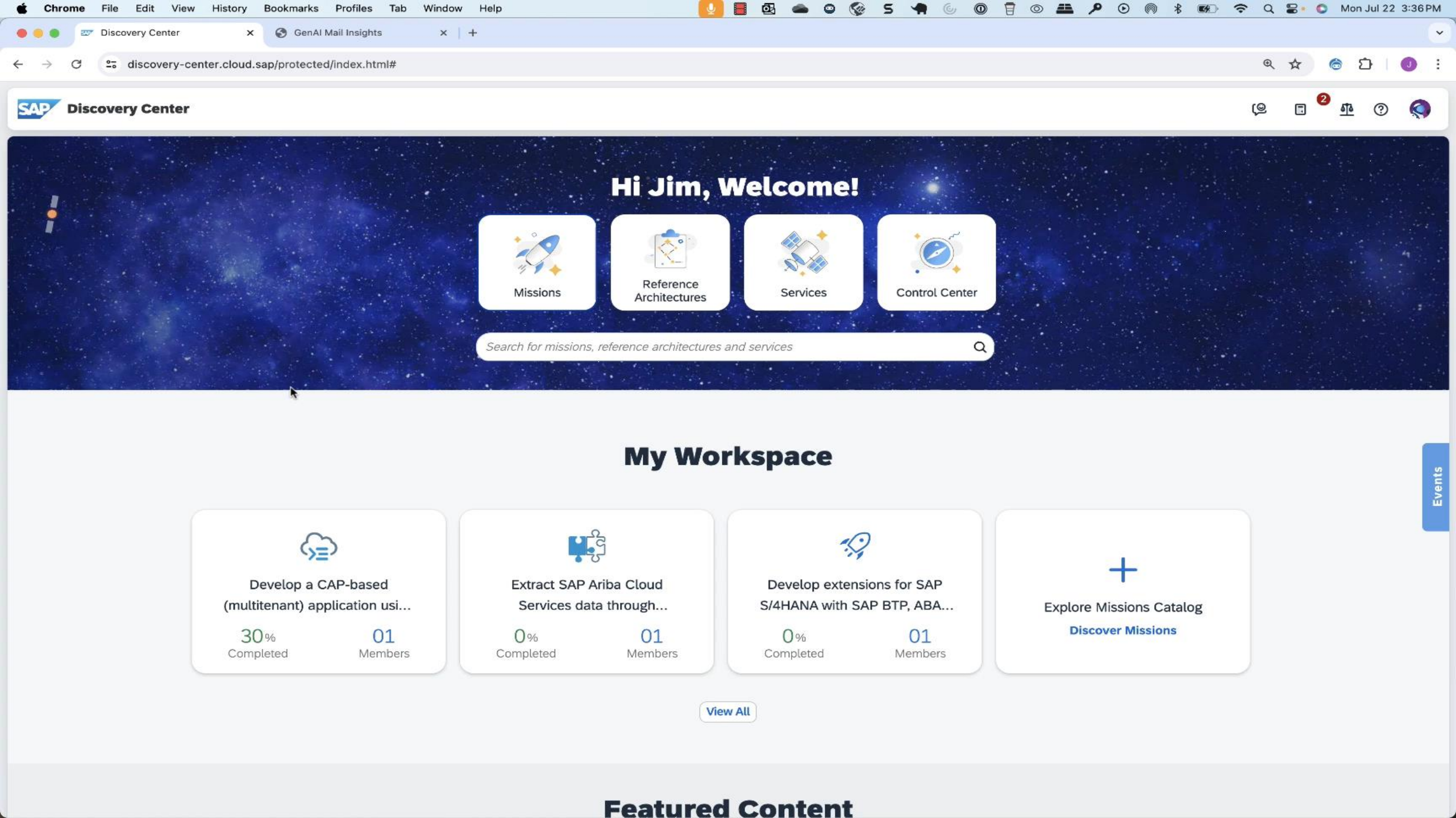
SAP Business AI for Business Applications

Adding trusted data and context within Generative AI workflows (RAG: Retrieval Augmented Generation)



1. Digital Assistant embedded in Business Applications
   User interface/chatbot
2. HANA Cloud – Vector Engine
   Datasphere – Knowledge Graph
   Data, context, knowledge base
3. Generative AI Hub in AI Core
   Guardrails, orchestration, LLM access…

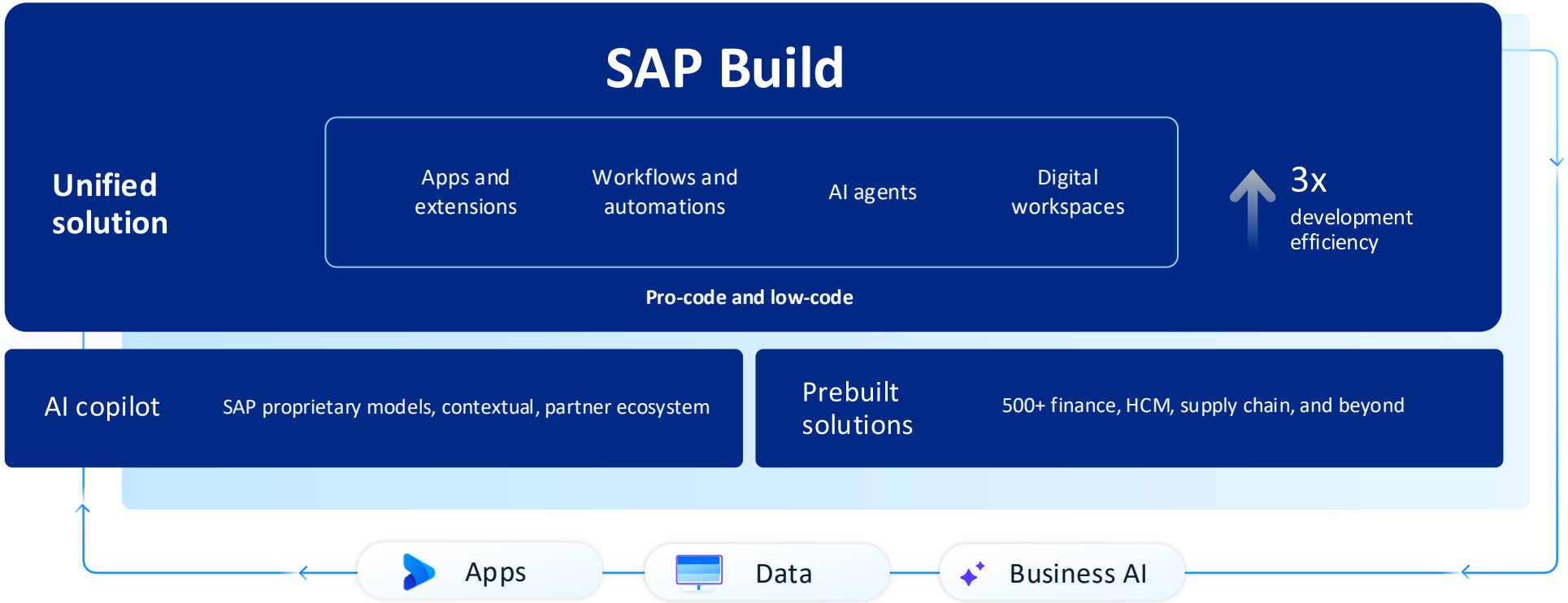
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Chrome File Edit View History Bookmarks Profiles Tab Window Help
Mon Jul 22 3:36 PM
Discovery Center
GenAI Mail Insights
discovery-center.cloud.sap/protected/index.html#
SAP Discovery Center
Hi Jim, Welcome!
Missions
Reference Architectures
Services
Control Center
Search for missions, reference architectures and services
My Workspace
Develop a CAP-based (multitenant) application usi...
30% Completed
01 Members
Extract SAP Ariba Cloud Services data through...
0% Completed
01 Members
Develop extensions for SAP S/4HANA with SAP BTP, ABA...
0% Completed
01 Members
Explore Missions Catalog
Discover Missions
View All
Events
Featured Content

Joule Studio classic Edition in SAP Build

A simpler, fast, and trusted way to personalize SAP

Build where your business lives, in the context of your applications, data, and AI



Start quickly

with tools for every role ready from day one

Faster delivery

with AI and prebuilt solutions

Fully integrated

with SAP Business Suite and clean core by design

Acknowledging existing challenges



Agents built using standalone tools **do not understand SAP ecosystem**



Agents are limited in their ability to work across heterogenous landscapes

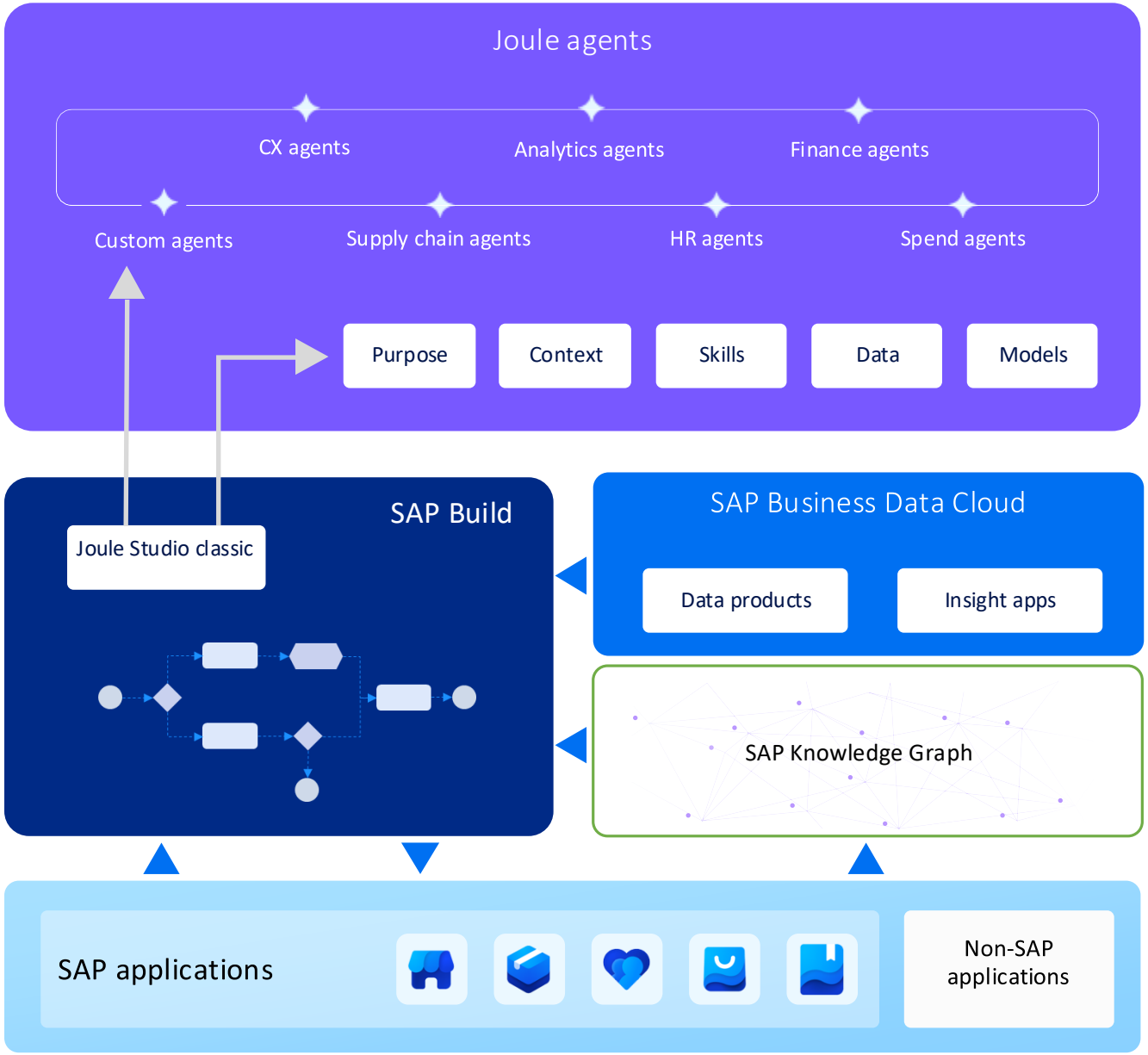


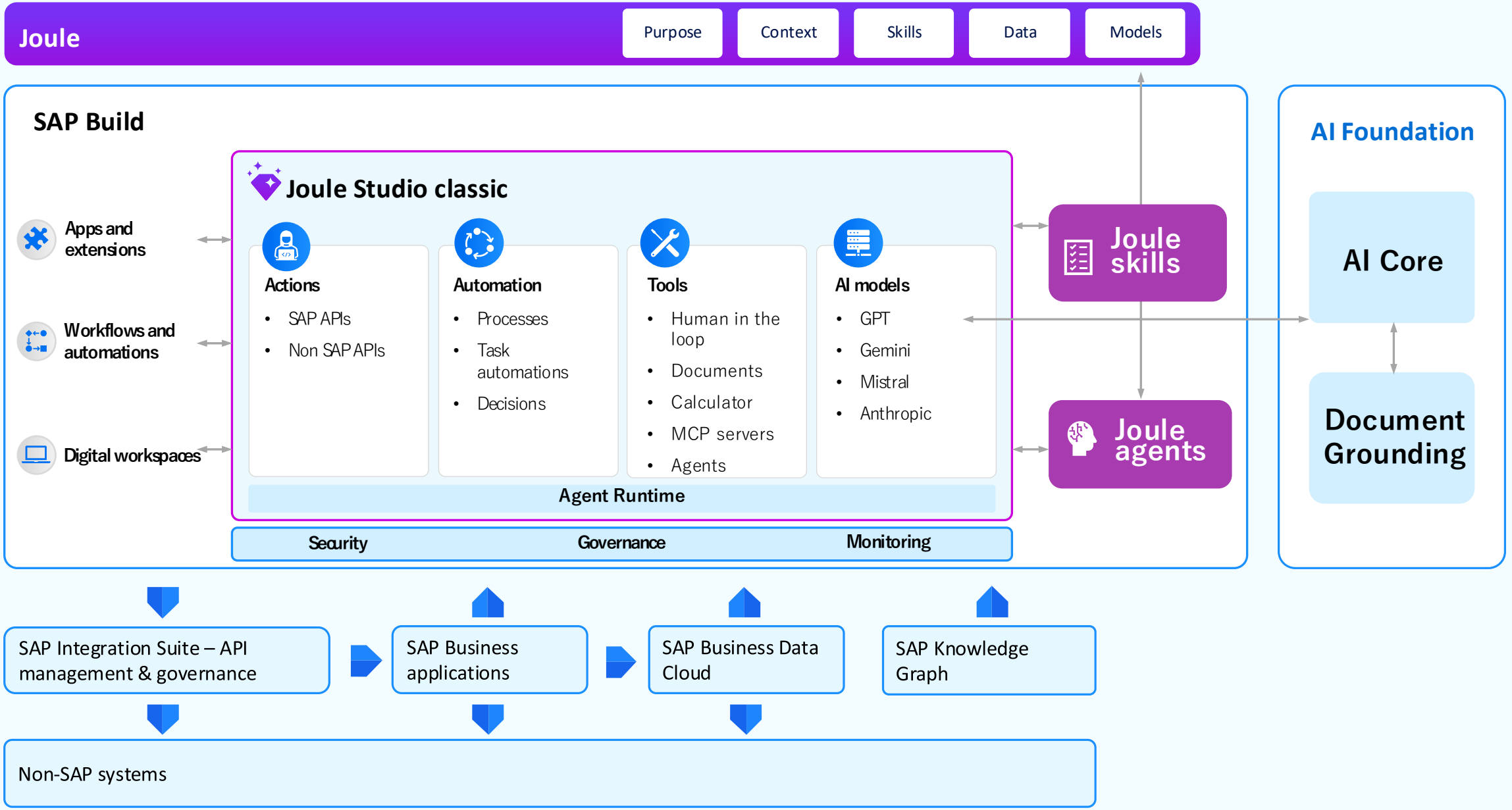
Agents do not adhere to your security, compliance, and responsible AI needs

Joule Studio classic

Build Joule agents and skills for specific business needs with drag and drop simplicity.

These capabilities extend Joule copilot and enhance efficiency.




Joule
Purpose
Context
Skills
Data
Models
SAP Build
Joule Studio classic
Apps and extensions
Workflows and automations
Digital workspaces
Actions
SAP APIs
Non SAP APIs
Automation
Processes
Task automations
Decisions
Tools
Human in the loop
Documents
Calculator
MCP servers
Agents
AI models
GPT
Gemini
Mistral
Anthropic
Agent Runtime
Security
Governance
Monitoring
Joule skills
Joule agents
AI Foundation
AI Core
Document Grounding
SAP Integration Suite – API management & governance
SAP Business applications
SAP Business Data Cloud
SAP Knowledge Graph
Non-SAP systems

Joule Studio classic



Joule agents

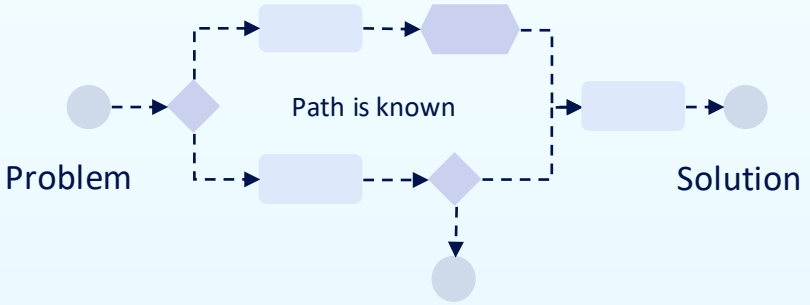
Build your own Joule agents



Joule skills

Extend Joule with custom Joule skills

Joule Skills



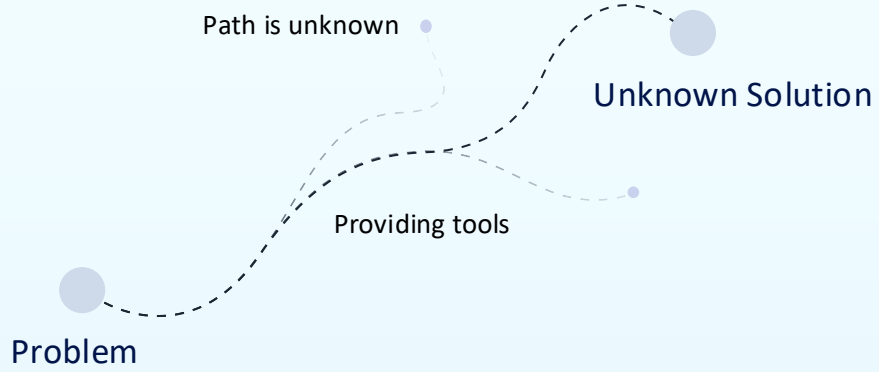
Tell me exactly what to do, and I'll do it.

For deterministic, rule-based atomic operations with known inputs and outputs

Exposed through Joule

&

Joule Agents



Tell me the problem, and I'll figure out the best way to solve it.

For adaptive, multi-step problem solving

Exposed through Joule or other external applications

What makes Joule Studio **different**?



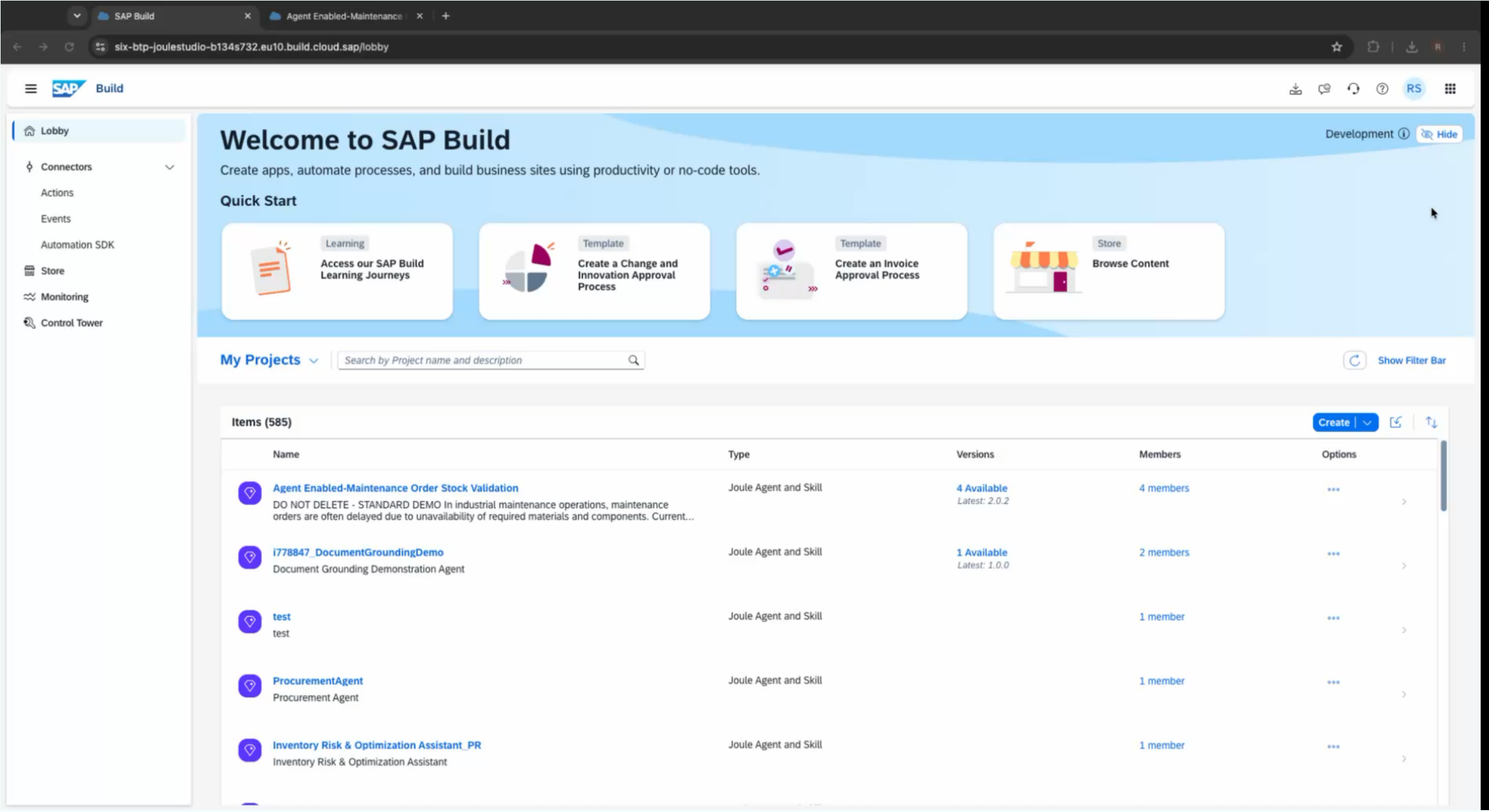
Deep grounding in business processes



An open and extensible framework

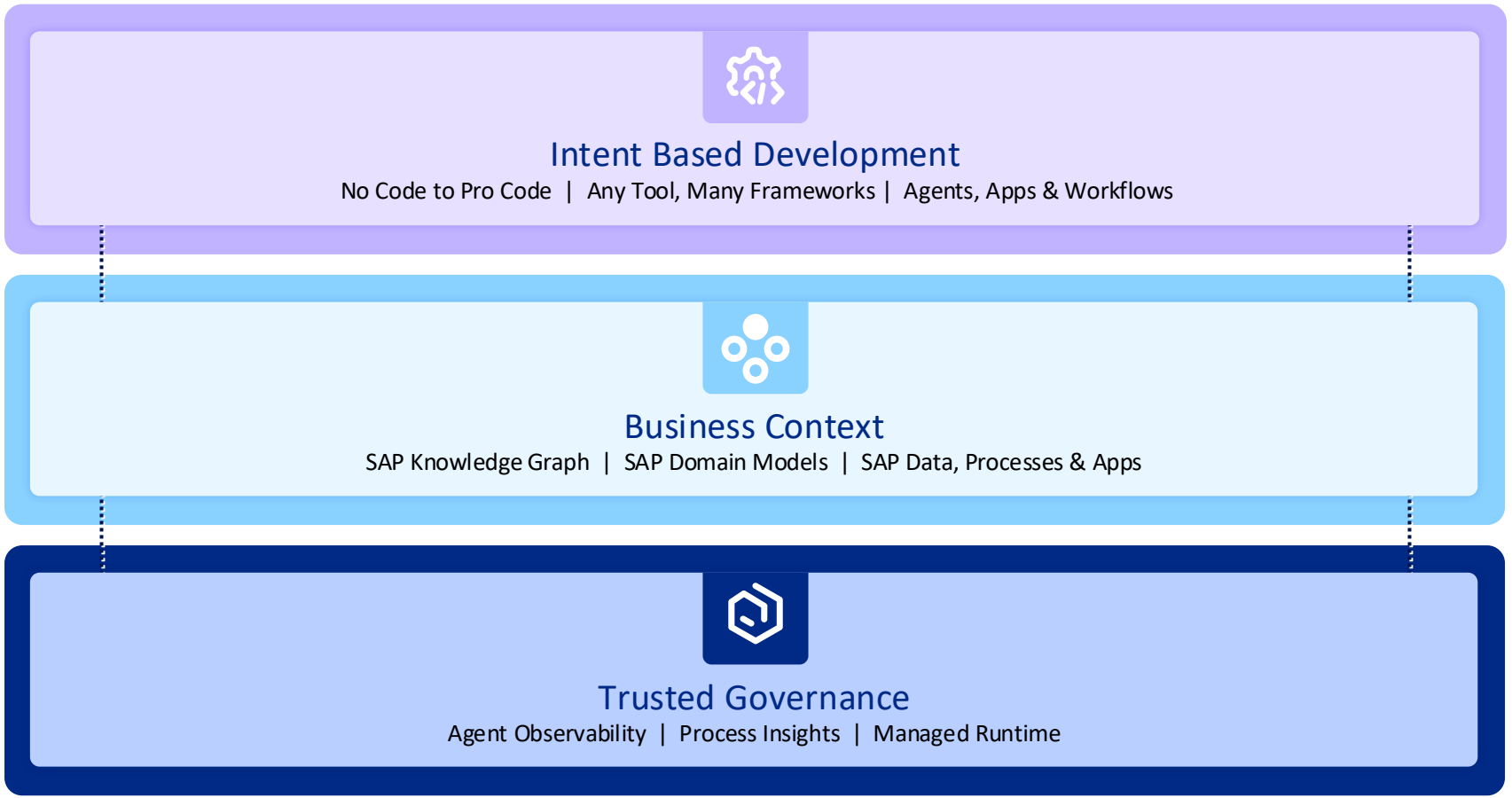


Built-in security and compliance


SAP Build
Agent Enabled-Maintenance
six-btp-joulestudio-b134s732.eu10.build.cloud.sap/lobby
Build
RS
Lobby
Connectors
Actions
Events
Automation SDK
Store
Monitoring
Control Tower
Welcome to SAP Build
Create apps, automate processes, and build business sites using productivity or no-code tools.
Development
Hide
Quick Start
Learning
Access our SAP Build Learning Journeys
Template
Create a Change and Innovation Approval Process
Template
Create an Invoice Approval Process
Store
Browse Content
My Projects
Search by Project name and description
Show Filter Bar
Items (585)
Create
Name
Type
Versions
Members
Options
Agent Enabled-Maintenance Order Stock Validation
DO NOT DELETE - STANDARD DEMO In industrial maintenance operations, maintenance orders are often delayed due to unavailability of required materials and components. Current...
Joule Agent and Skill
4 Available
Latest: 2.0.2
4 members
i778847_DocumentGroundingDemo
Document Grounding Demonstration Agent
Joule Agent and Skill
1 Available
Latest: 1.0.0
2 members
test
test
Joule Agent and Skill
1 member
ProcurementAgent
Procurement Agent
Joule Agent and Skill
1 member
Inventory Risk & Optimization Assistant_PR
Inventory Risk & Optimization Assistant
Joule Agent and Skill
1 member

Joule Studio 2.0

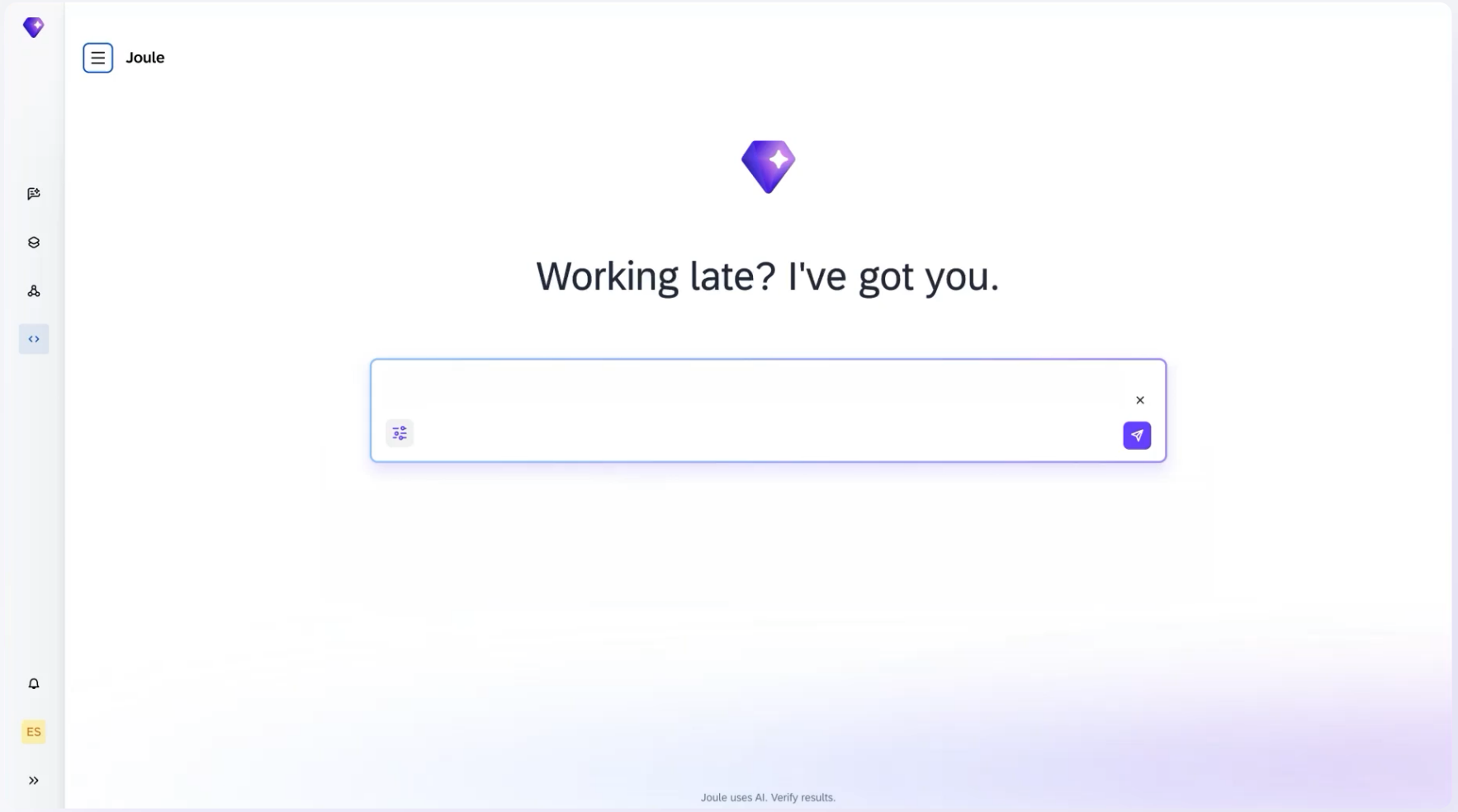
Build Trusted Custom Agentic Solutions



Public

Build agents by simply stating your intent

Generate, test, and deploy agents with AI



Governance Framework & Adoption Roadmap

Build responsibly — scale sustainably — measure everything

Governance

Agent Review Board
Approve agent scope, Skills, and authority before production deployment

Authorization Mapping
Every Skill maps to SAP authorization objects — zero-trust by default default

Audit & Compliance
All agent actions logged: timestamp, user context, reasoning trace trace

Threshold Policies
Define autonomous action limits vs. mandatory human approval approval thresholds

Observability SLOs
Set success rate, handoff rate, and latency targets for each agent

Adoption Roadmap

CRAWL Months 1–3	• Activate 1–2 pre-delivered agents in one Line Line of Business • Build 3–5 Joule Skills for top repetitive actions • Establish governance baseline (Review Board + auth mapping)
WALK Months 4–6	• Add custom Skills and 1–2 MCP integrations integrations • Introduce human-in-the-loop approvals for key decisions • Publish KPIs — build internal momentum and trust
RUN Month 7+	• Orchestrate agents across 2+ Lines of Business Business • Self-service Skill catalog for business teams • Define an agent-first process design standard

Key Takeaways

01

Start with pre-delivered agents

SAP pre-built agents deliver immediate value — no custom build required. Activate, measure, and build confidence before extending.

02

Joule Studio is your extensibility platform

Use Joule Studio inside SAP Build to design agents tailored to your unique processes. Build a reusable Skill library now — it compounds in value as you add more agents.

03

Govern before you scale

Establish an Agent Review Board, align Skills to SAP authorization objects, and define threshold policies. Trustworthy agents Trustworthy agents require intentional governance — not bolted-on afterthought.

Thank you — questions welcome

Thank you

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