



Feature Scope Description | PUBLIC
2025-09-04

Feature Scope Description for Joule

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 Joule. The availability of some of the features may depend on your license agreement with SAP.

To illustrate integration with other SAP offerings, the **product documentation** on SAP Help Portal might include references to features that are not included with Joule. Features that are not included in this feature scope description might require a separate license.

Note

This document does not include any information about:

- **Packages and pricing** available for Joule. For more information, see Discovery Center.

2 Features

Joule is a multitenant software as a service (SaaS) application in SAP Business Technology Platform. It enables the companion of the Intelligent Enterprise, guiding you through content discovery within SAP Ecosystem, and giving a transparent role-based access to the relevant processes from everywhere. This is the ONE digital assistant experience, a unified and delightful UX across SAP's solution portfolio.

The following features are available for Joule:

Key Feature	Use
Integration with SAP application	Conversational user interface that is integrated with SAP applications. It is a rich web client that renders assistant responses using SAP Fiori compliant UI controls.
Enterprise-readiness	Out-of-the-box integration with SAP backend systems. Compliant with AI ethics, GDPR, privacy controls with SOC-II compliance.
Publish and subscribe mechanism	Capabilities based on your SAP solution portfolio are bundled into a unique digital assistant.
Automatic updates	Automatically updated whenever the capabilities are added or changed.
Smalltalk	Joule can respond to greetings and casual conversation.
Conversational Search	If Joule is unable to match the user's query with a suitable intent, it performs a conversational search on SAP Help Portal content as a fallback mechanism. The result is displayed as a summary of the retrieved search results, and a collapsible list with the top three documents found. You can click the title link of each list element to navigate to the corresponding SAP Help Portal page.

3 Service Availability

This section describes the service availability aspects



Availability Aspect	Description
Regions	See Data Centers Supported by Joule .
Infrastructure	Joule runs on Amazon Web Services.
Environments	Joule runs in any of the SAP BTP environments - Cloud Foundry, Kyma, Kubernetes or Other.
Languages	<p>You can converse with Joule in the following language:</p> <ul style="list-style-type: none">• English <p>The user interface of Joule is available in the following languages:</p> <ul style="list-style-type: none">• English• Arabic• Danish• German• Spanish (Spain)• Finnish• French• Hungarian• Italian• Japanese• Korean• Malaysian• Dutch• Norwegian• Polish• Portuguese (Portugal)• Romanian• Russian• Swedish• Turkish• Chinese (People Republic of China)• Chinese (Taiwan) <p>The Joule documentation on SAP Help Portal is available in the following languages:</p> <ul style="list-style-type: none">• English

4 Compliance and Security


Joule ensures cloud security at multiple levels:


Certificates and Reports

Joule regularly undergoes audits and reviews of its policies and controls.

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

Data Protection

Joule 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 cloud 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 SAP Cloud Services** applies to any cloud service on the SAP price list, defining downtime, credits, update windows, and others.
See [Service Level Agreement for SAP Cloud Services](#).
- The **SAP Business Technology Platform Service Description Guide** provides information on the Joule service, including any deviations to the SLA.
For more information, see [SAP Business Technology Platform 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 the Joule service:

Maintenance Windows			Major Upgrade Windows			
APJ	Europe	Americas	Frequency	APJ	Europe	Americas
SAT	SAT	SUN	Up to 4 times per year	FRI	SAT	SAT
3 p.m. (UTC)	10 p.m. (UTC)	4 a.m. (UTC)		10 p.m. (UTC)	5 a.m. (UTC)	11 a.m. (UTC)
(2 hrs)	(2 hrs)	(2 hrs)		(24 hrs)	(24 hrs)	(24 hrs)

For the latest information, see [Maintenance Windows and Major Upgrade Windows for SAP Cloud Services](#) and search for your service.

6 Browser Support

Overview of the browser support

For the UIs of the service, the following browsers are supported on Microsoft Windows PCs and, where mentioned below, on macOS:

Supported Browser Versions



Browser	Versions
Google Chrome	Latest version
Mozilla Firefox	Extended Support Release (ESR) and latest version
Microsoft Edge (chromium-based)	Latest Current Branch for Business
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.

© 2025 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.