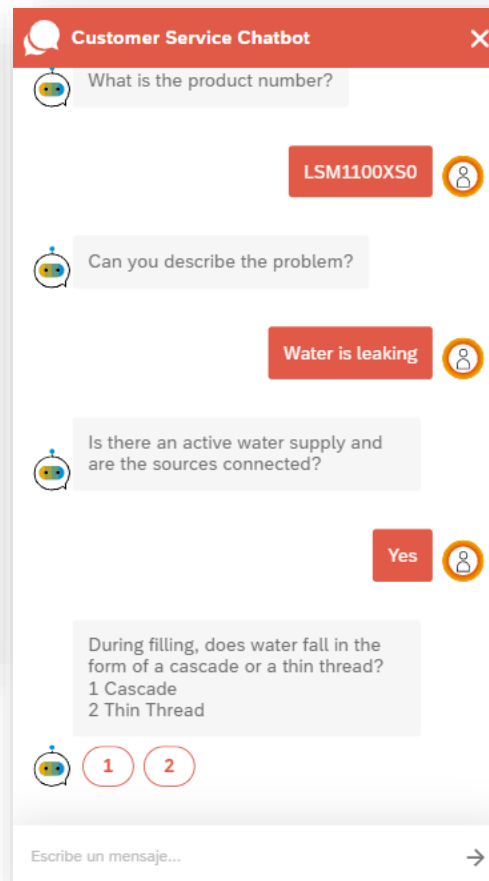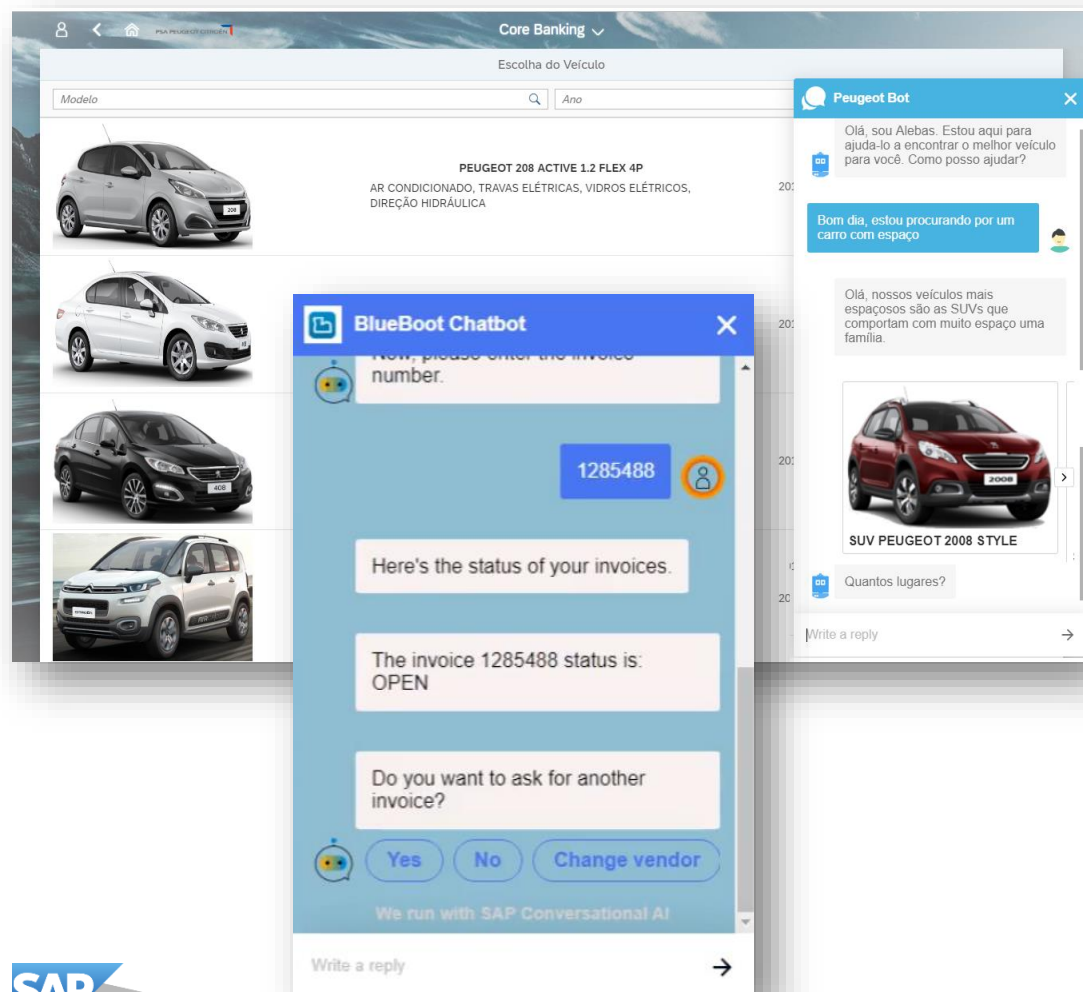# SAP Conversational AI Use Cases

Automation Chatbots

Main Chatbot Use Cases:
- ✓ Vendor Invoicing Information
- ✓ Customer Service
- ✓ Order Entry
- ✓ Material Suggestions
- ✓ HR Guidance (Organizational Structure, Birthdays, FAQ's, Employee Onboarding
- ✓ Multiple Messaging Channels

BTP Components:
- ✓ SAP Conversational AI
- ✓ (optional) SAP Cloud Portal

Implementation
- ✓ 6 weeks - 1 Conversational Flow