



SAP CoPilot Road Map

December 2018

PUBLIC

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For all recent and planned innovations, potential data protection and privacy features include simplified deletion of personal data, reporting of personal data to an identified data subject, restricted access to personal data, masking of personal data, read access logging to special categories of personal data, change logging of personal data, and consent management mechanisms.

About SAP road maps

Companies today are planning their digital journeys – transforming business models, reengineering business processes, and reimagining work.

SAP road maps highlight innovations that may help you plan and implement your digital journey. They span products relevant to lines of business in your industry and explain how our innovations may add value to your business.

In our road maps, you can learn about our innovations along four different timelines:

1. **Recent innovations** for our products that have been launched in the past weeks or months and can already be purchased
2. **Planned innovations** for our products that are intended to be launched in the short term or midterm
3. **Product direction**, providing a long-term perspective on high-level development plans for innovations for our solutions – inspired by your requirements
4. **Product vision**, providing a high-level and long-term business perspective on innovations for our products

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- Key trends, customer needs, and value proposition
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- Vision and product direction

SAP CoPilot innovations

- Recent innovations
- Planned innovations

Meet SAP CoPilot

Product description¹

Talking to SAP CoPilot is simple and intuitive. SAP CoPilot is where the user is, the first true digital assistant and bot integration hub for the enterprise. SAP CoPilot empowers you to get things done easier, quicker, and more delightfully.



Conversational user experience (UX) enabling natural language interaction



Business context awareness understanding the business situation and proactively suggesting solutions¹



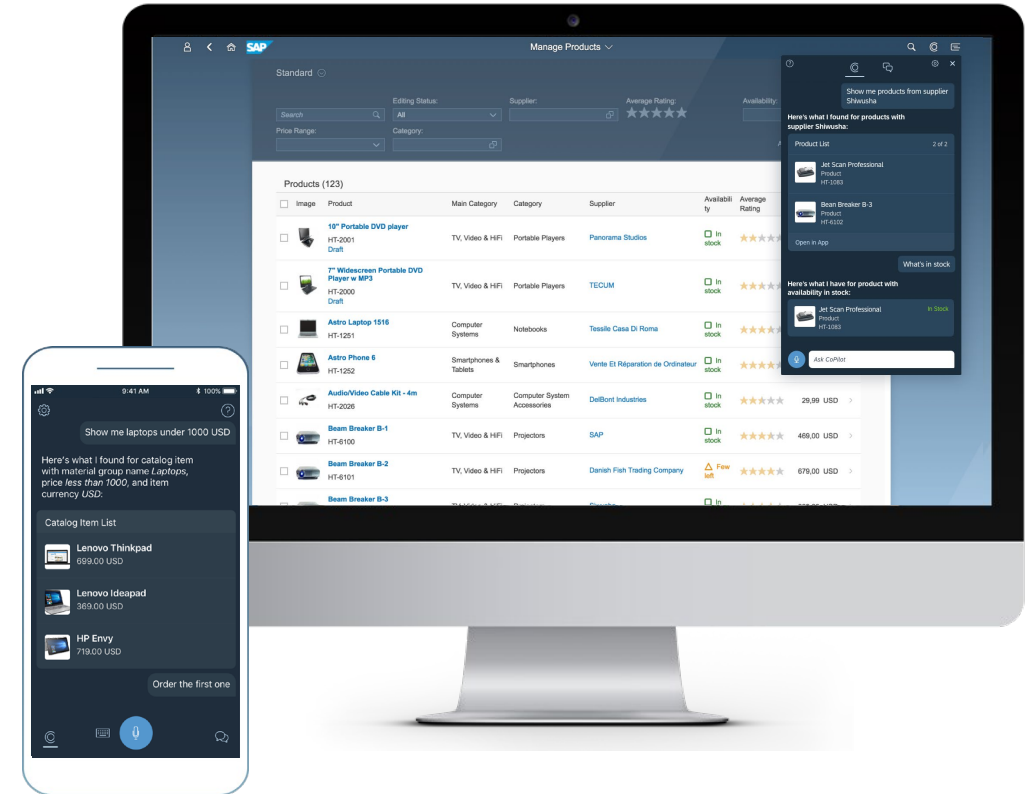
Self-learning system using machine learning functionality to gain knowledge based on historic data and experience¹



Cross-applications with one personality and one memory across all SAP¹



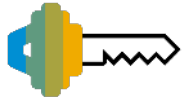
Open and extensible for integration into SAP and non-SAP solutions, enabling customers and partners to extend SAP CoPilot functionality with SAP CoPilot skills



1. This is the current state of planning and may be changed by SAP at any time without notice.

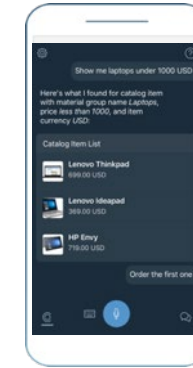
SAP CoPilot 1811

Product description

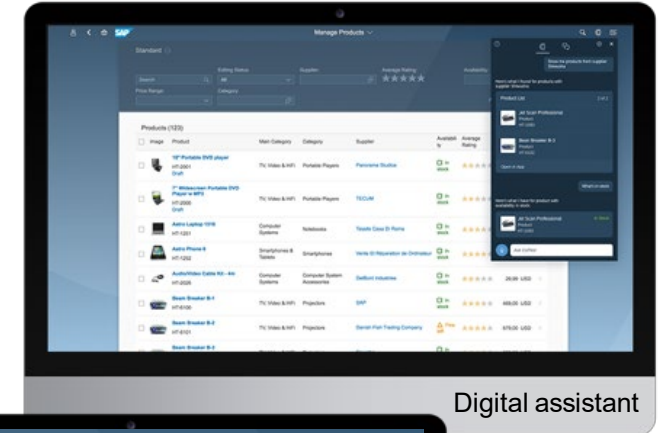


Key capabilities

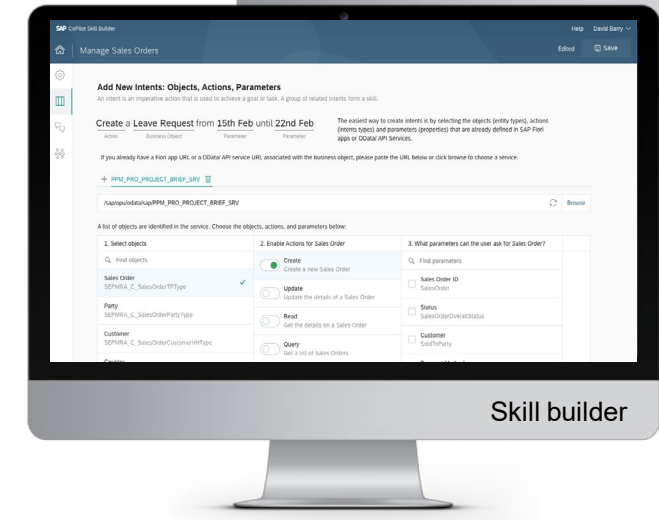
- **Conversational user experience:** Interact with your SAP systems using natural language
- **Multichannel:** Use SAP CoPilot functionality in SAP systems, mobile (iOS) and in channels such as Slack (beta)
- **Built-in collaboration:** Chat with colleagues, share notes and screenshots, and create whole business objects on the fly with prepopulated content based on your conversations
- **Skill builder:** Create new skills with the skill builder, a code-free development tool to quickly enable conversational interfaces for enterprise applications based on OData services
- **Bot integration hub:** Code-free integration of bot functionality built with SAP Conversational AI, formerly known as Recast.AI (with limited authorization capabilities)
- **Out-of-the-box skills** for SAP S/4HANA Cloud, SAP S/4HANA, and SAP SuccessFactors solutions (beta)



iOS app



Digital assistant



Skill builder

SAP CoPilot 1811

Product portfolio

For the end user:

- Conversational user experience with the digital assistant – natural language interaction functionality*
- Seamless collaboration with other colleagues
- Multichannel: Use of SAP CoPilot functionality in SAP systems, mobile (iOS), and in channels such as Slack (beta)

For the developer:

- Ability to extend functionality of SAP CoPilot with SAP CoPilot skill builder and the bot integration hub

*Currently text functionality only. Speech-to-text functionality and text-to-speech will be released in the future.

SAP CoPilot

Key trends, customer needs, and value proposition

Key trends and impacts in business and technology

- Conversational experiences with computers are accepted and growing quickly (both chatbots and voice assistants)
- Artificial intelligence services are seeing exponential growth
- Chat (instant messaging) is becoming the preferred way of communication

Customer needs

- Delightful user experience, allowing natural interaction with business systems
- Harmonized experience across SAP solutions accessible wherever the user wants it: On desktop or mobile, or through other channels
- One place to access all employee-facing chatbots of the enterprise
- Intelligent system providing users with relevant business insights and recommendations

Value proposition

- More natural and powerful way of working – get more done with less effort
- Users work more efficiently and save time by using natural language interaction, and being able to interact with the digital assistant wherever they are, whether mobile or at their desk
- Users work more effectively by proactively getting relevant business insights, explanations for business situations, and recommended actions
- Lower training costs, faster onboarding of new team members due to intuitive interaction and consistent user experience
- Significant time savings for users who need hands-free interaction
- Higher user satisfaction with their IT systems

SAP CoPilot

Product vision and direction

SAP CoPilot is the digital assistant and bot integration hub for the enterprise. It provides a more natural user experience with a voice-enabled conversational interface, supporting user requests and proactively making recommendations and suggesting actions. It integrates the enterprise's employee-facing chatbots, and can be accessed through various channels.

Digital assistant

- **Improved natural language interaction:** Enjoy increasingly natural and multilingual interactions
- **Support for analytics:** Use charts in reply to questions, from SAP S/4HANA, SAP Analytics Cloud, and further products
- **Briefings:** Provide users with a briefing on specific business topics, such as a customer, a supplier, or a daily briefing
- **Proactive situation handling:** Inform users proactively about business situations, with explanations and recommended actions
- **Reminders:** Allow users to set reminders; proactively remind users
- **Support for multiple applications:** Enable one personality, one memory across SAP products, with seamless collaboration
- **Self-learning functionality:** Personalize the users' experience over time, as digital assistant learns to understand and adjust to their preferences and assist users

Skill builder

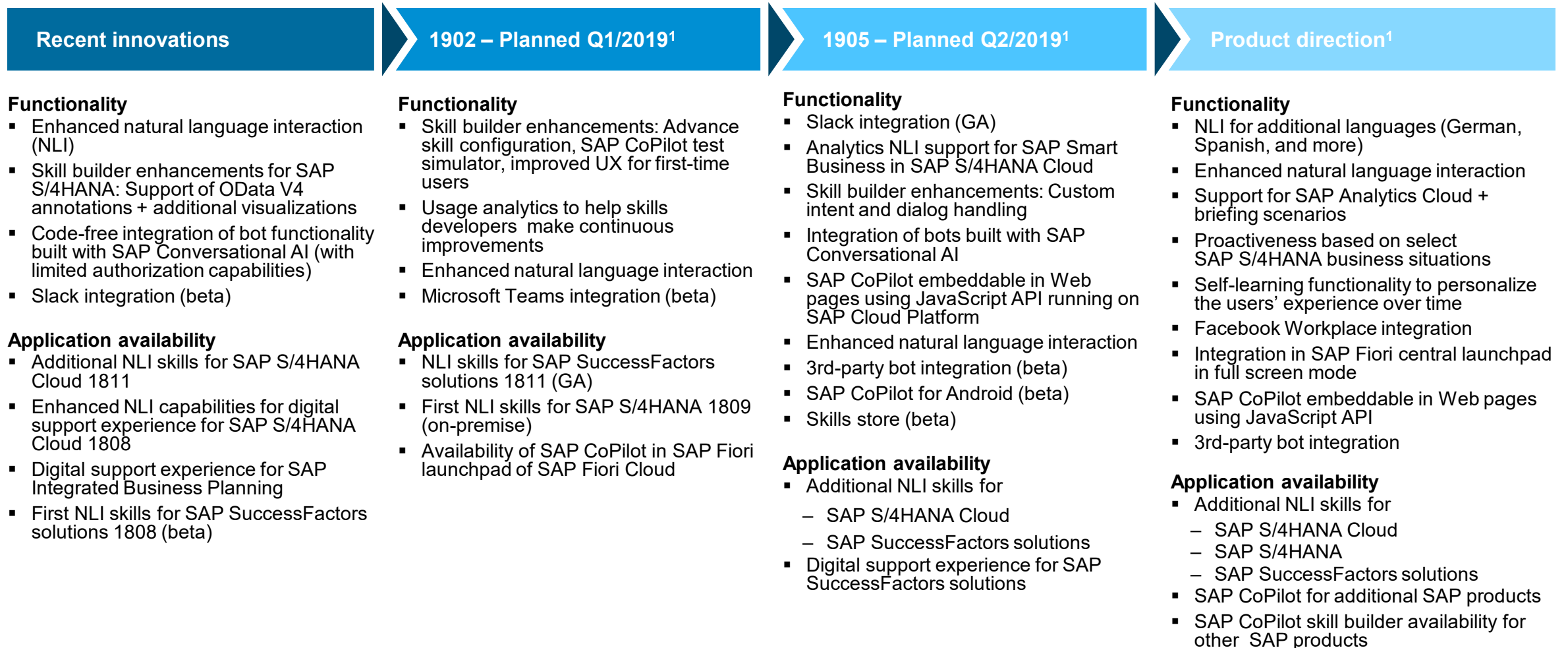
- Use integrated development environment to build custom skills for SAP CoPilot
- Provide open and extensible framework to develop and publish skills
- Provide usage analytics for skill developers
- Allow user collaboration in building skills
- Enable one-stop publishing to external channels such as Slack and Microsoft teams

Bot integration hub

- All in one – the single integration point of all employee-facing bots and skills created by customers, partners, and SAP products
- Integration into SAP products and external channels such as Slack and Microsoft Teams
- SAP CoPilot able to be integrated into Web pages

SAP CoPilot

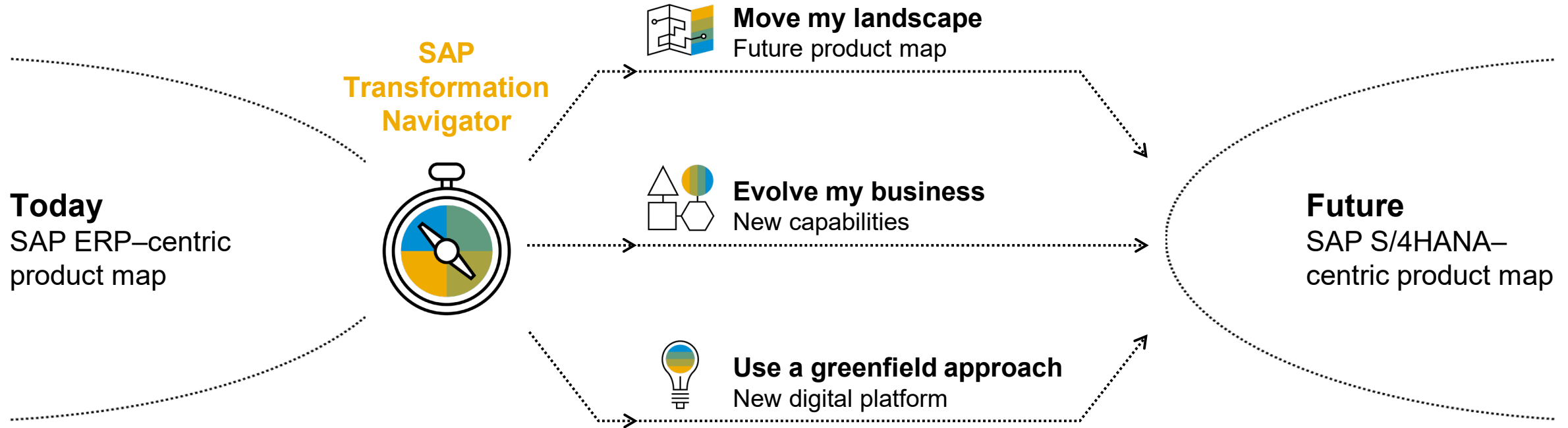
Product road map overview – Key themes and capabilities



1. This is the current state of planning and may be changed by SAP at any time without notice.

SAP Transformation Navigator

Supporting your digital transformation



SAP Transformation Navigator provides you with clear guidance to chart the Intelligent Enterprise:

- Based on your currently used products, this free self-service produces an individualized report highlighting business value, detailing integration to SAP S/4HANA and other cloud products, and explaining transformation services and license information.
- With the new time-slider feature, you can even identify the best point in time to engage in your journey to becoming an intelligent enterprise.
- Discover the tool and your transformation path at <https://support.sap.com/stn>.

Related road maps

SAP CoPilot provides a conversational user interface, an important new element of the overall SAP user experience, so it is related to the overall SAP Fiori approach and to other UI technologies.

Related product road maps available on sap.com/roadmaps:

- SAP Fiori
- SAP User Interface Technologies
- SAPUI5



Learn more

SAP customers and partners

- ▶ [SAP Road Maps](#)
- ▶ [SAP Community](#)
- ▶ [IT Planning Resources](#)
- ▶ [Innovation Discovery](#)
- ▶ [SAP Transformation Navigator](#)
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