

Intelligent Services FAQ

Here are some frequently asked questions (FAQ) and corresponding answers about Machine Learning.

What are Intelligent Services?

Intelligent Services is a collection of machine learning models and scenarios embedded in SAP Service Cloud CNS. Intelligent Services is not a separate product. You don't require any additional licensing, deployment, or upgrades. You can manage everything through the SAP Service Cloud CNS administrator interface.

Is there any impact on the system performance as the data is cached?

There's no impact on day-to-day system performance as the data is cached and stored in the solution. All compute-intensive operations, such as training the model, happen outside of your SAP Service Cloud CNS tenant.

How many models are active at any time?

Only one model can be active in production. However, you can create multiple models.

Are there extension fields to the model?

Extension fields aren't available right now.

How many category levels does Case Categorization support?

Case Categorization supports upto four levels.