



SAP
Innovation
Awards 2019



SAP Innovation Awards 2019 Entry Pitch Deck

C/4HANA Skill for Amazon Alexa

Camelot ITLab GmbH

THE BEST RUN





https://www.youtube.com/watch?v=gl_pFa_Om0M&t=20s

Social Media Links:

Blogposts:

<https://blog.camelot-group.com/2018/04/alexa-start-sap-cloud-for-customer/>

<https://blog.camelot-group.com/2018/11/camelot-c-4hana-skill-for-amazon-alexa/>

Flyer:

https://www.camelot-itlab.com/wp-content/uploads/2018/12/Camelot_C4HANA_Alexa_Skill.pdf

C/4HANA Skill for Amazon Alexa

Camelot ITLab GmbH




At work I often face the situation that I spend a lot of hours on the road. It's very frustrating being stuck in traffic and still having a lot to do for work. I think the SAP C/4HANA Skill can improve my daily business a lot. It helps me to not forget the key aspects of my visit because I can quickly maintain it in C4C when I'm still driving.

Lars Berneburg, Sales & Business Development Manager Camelot ITLab

Managing visits in SAP C/4HANA Sales Cloud can get very time consuming when traveling a lot.

Amazon Alexa Skill for the Sales Cloud of SAP C/4HANA that runs on SAP Cloud Platform. It allows managing visits with natural language while driving or doing other parallel tasks.

Managing visits gets more efficient and a lot easier.



- 50% faster in querying upcoming visits
- 60% faster in creating new visits
- 30% faster in creating follow-up tasks for visits
- 50% faster in creating notes for visits



Business Challenge & Objectives

Sales representatives spend most of their time at customers or on the road. In an ordinary day, they manage their visits very late in the evening. Usually after arriving back to their accommodation or office. We suggest that a working day of a sales representative can be more efficient if he or she manages his or her visits while driving to a customer or on the way back. For instance, documenting visits with having a concurrent conversation with the voice assistant Amazon Alexa while driving.

Our solution for the named business challenge is the SAP C/4HANA Skill for Amazon Alexa. With the Skill sales representatives are able to manage their visits in the Sales Cloud. In particular, it is possible to create new visits, document existing visits, ask for upcoming visits and create tasks for visits. The key objective of our solution is to help sales representatives spend less time in managing their visits.



Project / Use Case Details

Sales representatives are working most of the times at customer sites and have to document and create follow-up activities for visits.

Normally, those sales representatives have to do this in the evening when they return from the customer to their company or even their home. They have to start their pc, log into the system and find and maintain their visit from the current day.

With Amazon Alexa implemented into more and more cars, we see the opportunity with our Skill to maintain the visit hands-free while driving. Alexa is going to ask the right questions to find the correct visit and you can decide what to do with it.

This way, visit management is way easier for each representative or anybody else working with visits in the SAP C/4HANA system. This voice interface extension enables to use artificial intelligence to improve the user experience when interacting with SAP C/4HANA.

The key products and services that were used are SAP Sales Cloud, SAP Cloud Platform (Cloud Foundry) and Amazon Alexa Voice Service.



Benefits and Outcomes

Business / Social

- Selected Metric: Time
- 50% faster in querying upcoming visits
- 60% faster in creating new visits
- 30% faster in creating follow-up tasks for visits
- 50% faster in creating notes for visits

IT

- Reducing the number of interaction steps that are required to manage visits.
- Documenting visits and creating follow-up tasks: Alexa suggest the last visited customer when a user wants to document a visit or create a follow-up task for a visit.
- Creating visits and follow-up tasks: Alexa suggest the owner and processor of the task.
- Query Visits: With one-shot utterances it is possible to ask for upcoming visits, i.e., it only takes one command to receive the visit information.

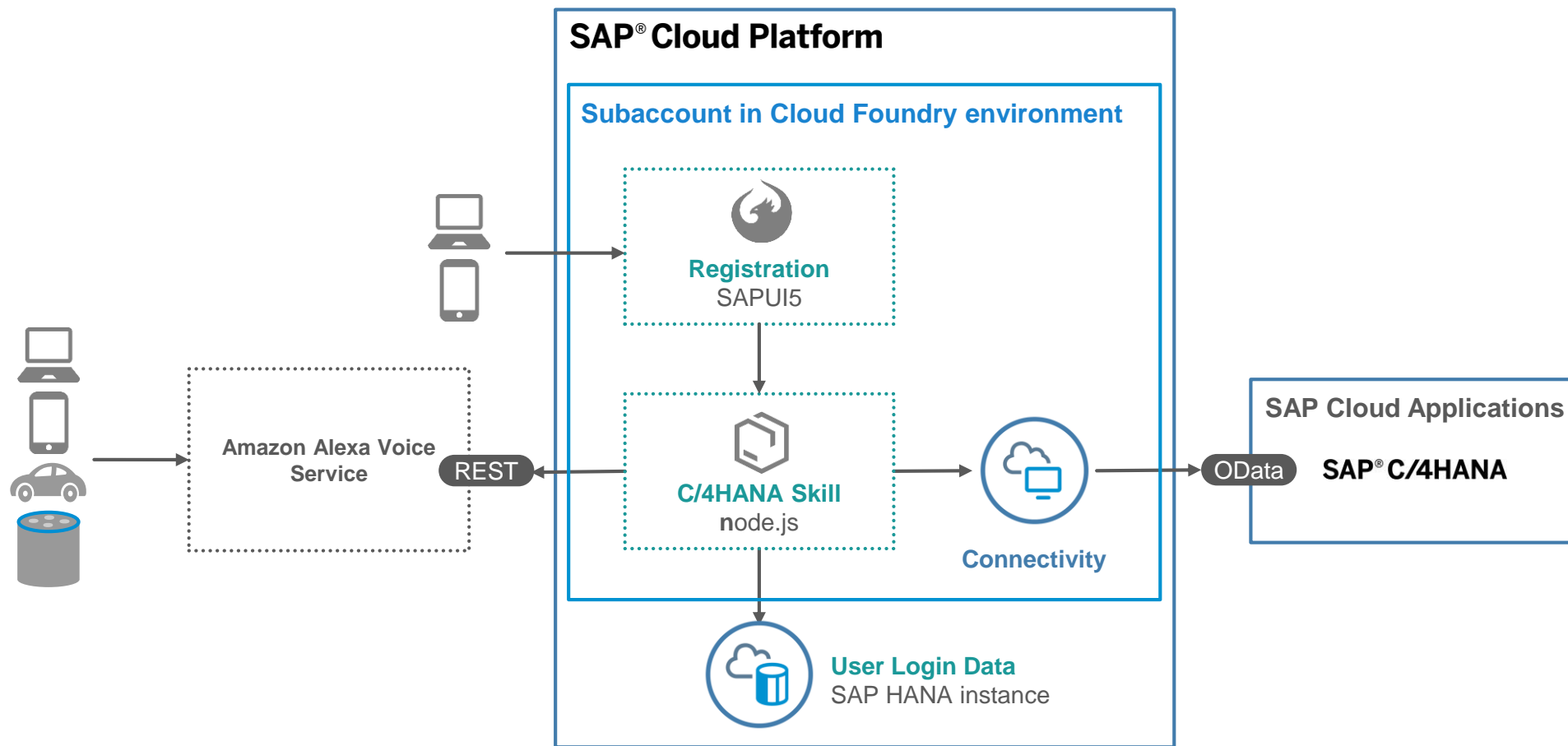
Human Empowerment

- Hands-free interaction with the Sales cloud which allows performing other tasks at the same time.
- User friendliness as there is no need to log into C4C.
- Relief for sales representatives. Saving their time and enabling them to do more meaningful work.



Architecture

After entering the C4C user login information in the SAPUI5 registration application, the customer is able to use the Alexa Skill through multiple devices.





Deployment

Date of Deployment or POC: 9.10.2018

Number of live users: 5

SAP Technologies Used:

SAP Cloud Foundry / Cloud Platform POC

SAP C/4HANA Live

Server Processor: unknown

Linux Distribution: unknown



Emerging Technologies and Use Cases

The following Emerging Technologies and use-cases are part of the project and describe the contribution

	Technology or Use Case	Yes/No	Contribution to Project
1.	Machine Learning / Artificial Intelligence	Yes	Voice assistant Amazon Alexa is used.
2.	IoT	No	
3.	3D printing	No	
4.	Blockchain	No	
5.	API Economy / Integrate the Intelligent Enterprise	No	
6.	Cloud Native / Event Based Architectures	No	
7.	Extending the digital core with SAP CP / ABAP in SAP CP	Yes	Amazon Alexa Skill hosted on SAP Cloud Foundry
8.	SAP Leonardo Application (extending SAP application, using Industry Innovation Kits or result of Design Thinking workshop)	No	

CAMELOT's long-lasting relationship with SAP for more than 20 years as innovation partner, global implementation partner and SAP customer can be described as a 360° relationship

