



DSC & Partner Intelligent CX-Roadshow for Utilities 2025

SAP Customer Advisory Utilities

INTERNAL – SAP and Customers Only



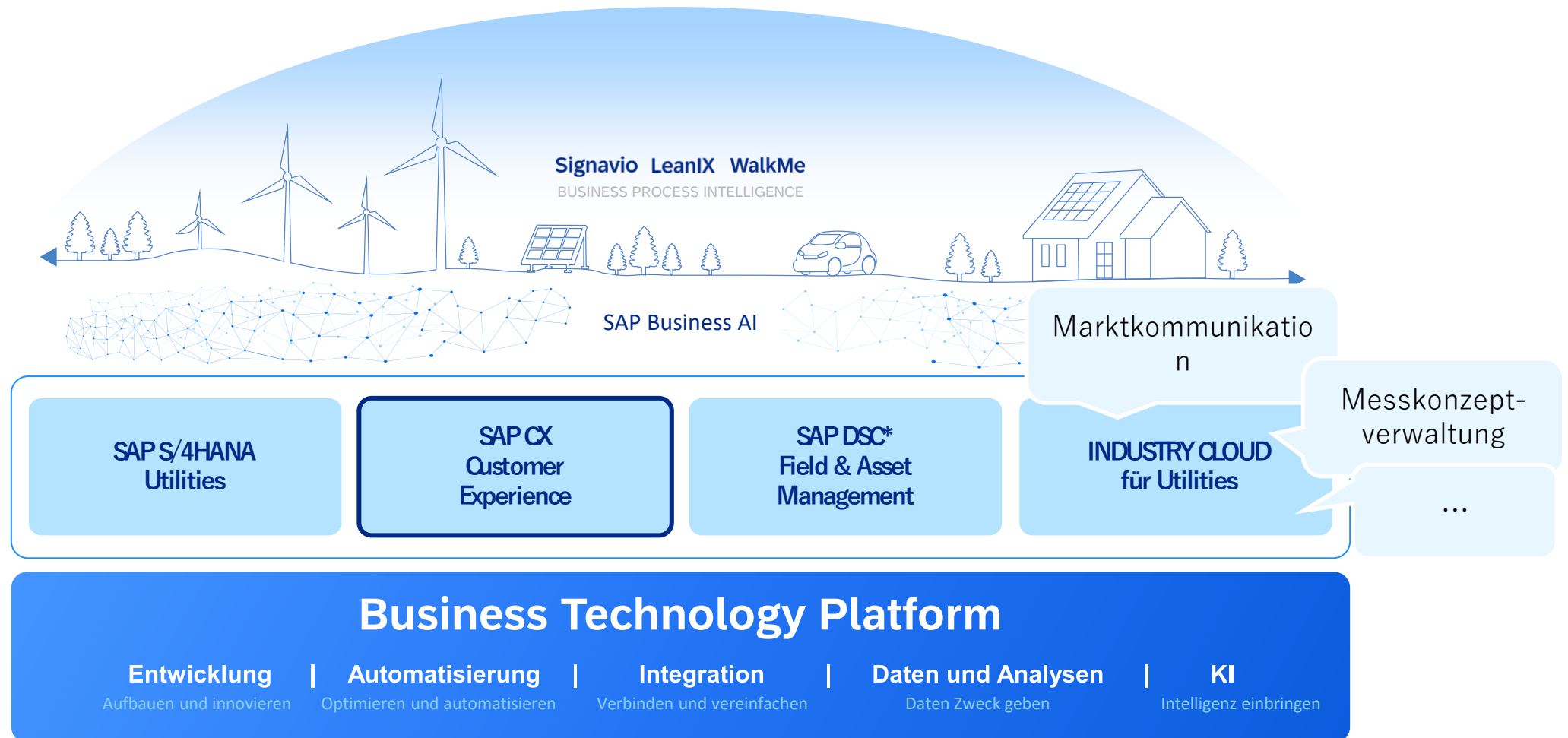
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Die **Best of Suite Lösungen für die Utilities Industrie** ermöglichen umfassende, flexible, modulare und hoch automatisierte Prozesse für alle Marktrollen

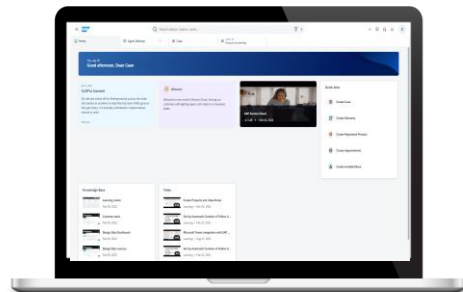


Intelligentes Customer Experience (CX) von SAP

Ein Ende-zu-Ende-Kundenerlebnis, das auf die Branche zugeschnitten, integriert, aussage- und anpassungsfähig ist.

Branchenspezifisch

Maßgeschneiderte Lösungen erfüllen die wichtigsten Branchen- und Kundenanforderungen.



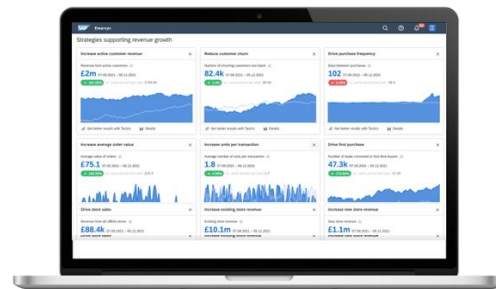
Kundenservice

Unterstützung der Service Agenten durch **SAP Service Cloud**

Energieverkaufsprozess in der Service Cloud – Q1/2026

Integriert

Umfassende Integration ins S/4HANA verbindet operative Daten mit Kundenerlebnissen, um die richtigen Kundenansprache zu ermöglichen.



Kundeninteraktion

Personalisierte Kommunikation mit **SAP Emarsys**

Aussagekräftig

KI-gestützte Analysen ermöglichen besseres Kundenverständnis und somit bessere Grundlage für Geschäftsentscheidungen.

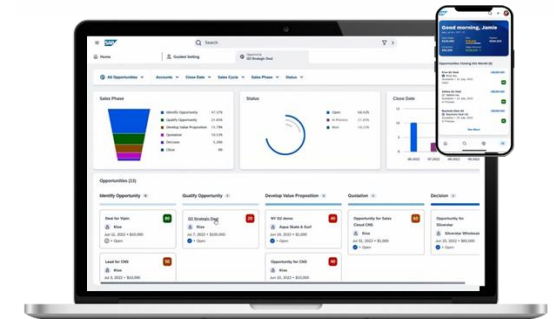


Kundendaten

vereinheitlichen mit **SAP Customer Data Plattform**

Adaptiv

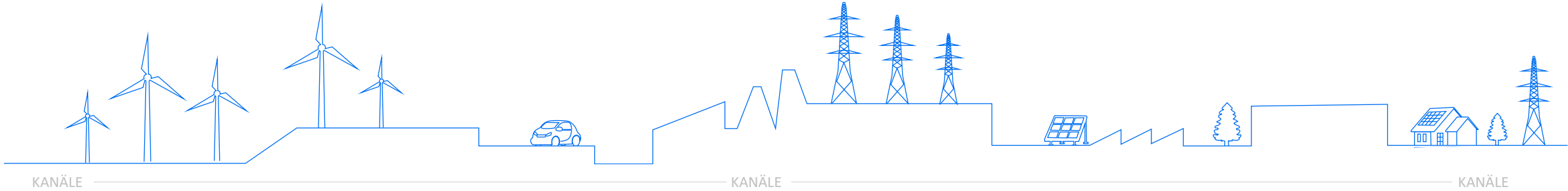
Anpassbarkeit und ein umfangreiches Partnernetz bilden die Basis für die Umsetzung der individuellen Anforderungen, sowie ermöglichen es schnell zu agieren.



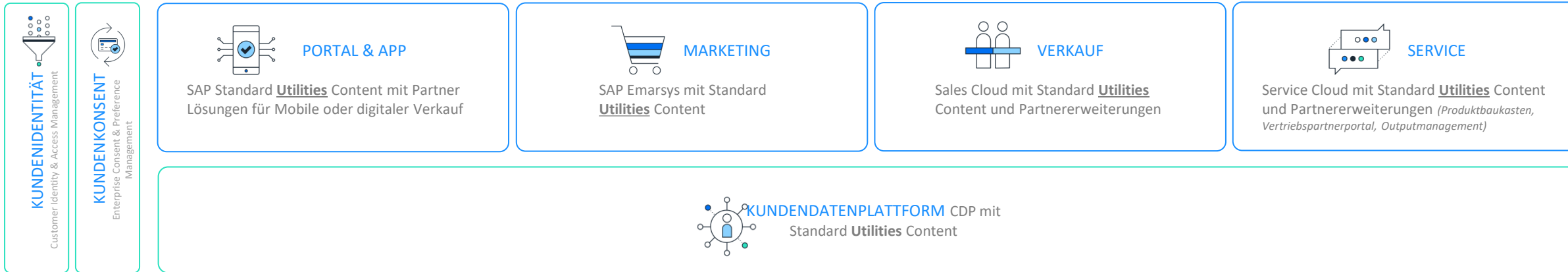
Vertrieb

Geführte Prozesse mit **SAP Sales Cloud**

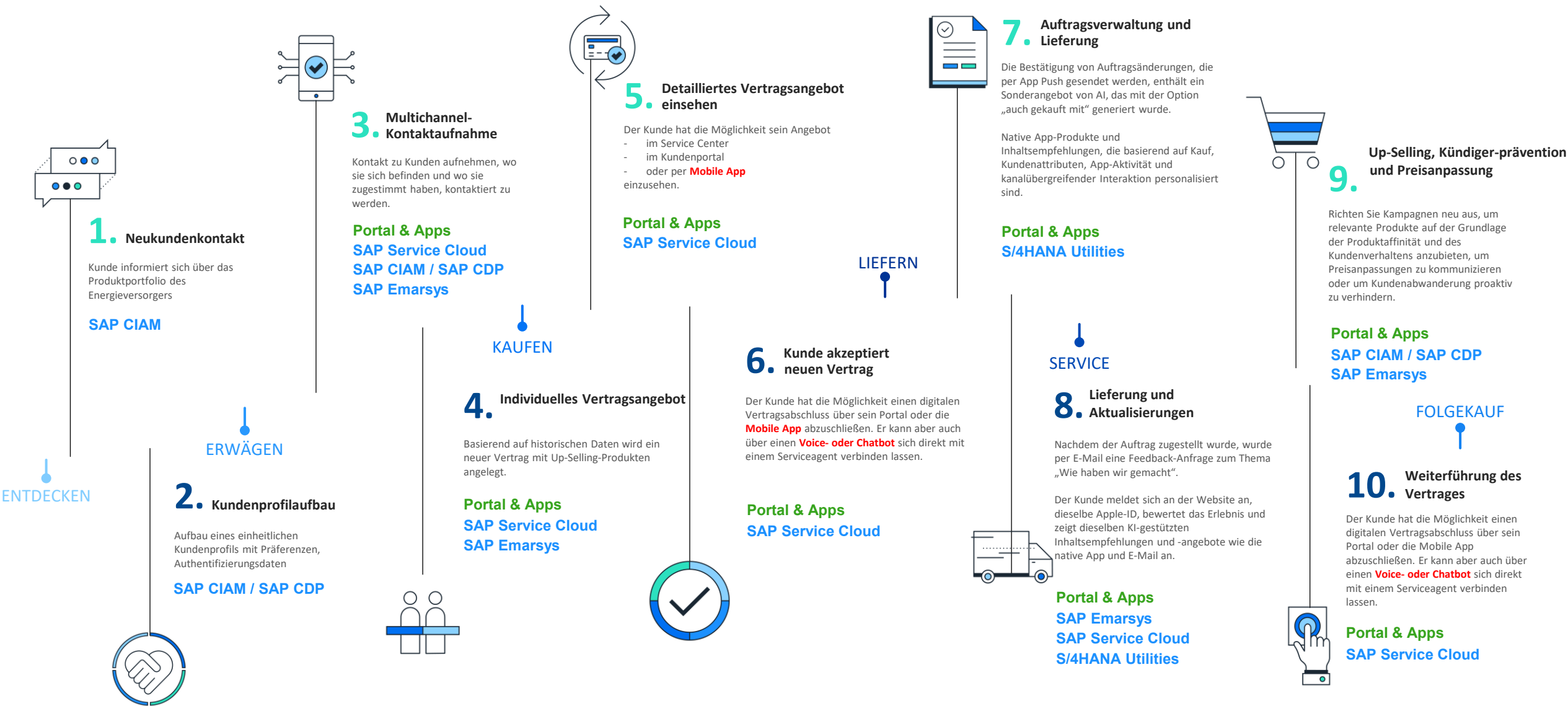
Customer Experience – Architektur für den deutschen Markt



SAP CUSTOMER EXPERIENCE



Customer Journey für Energieversorger

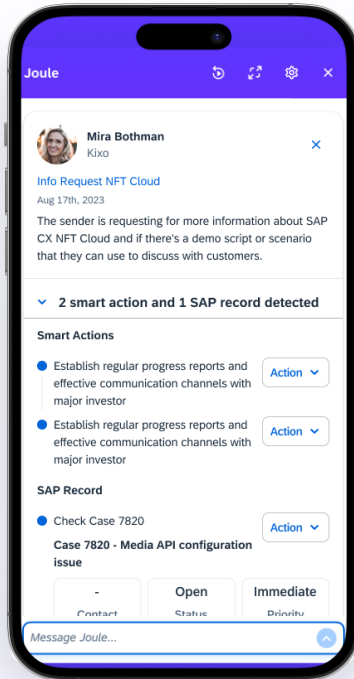




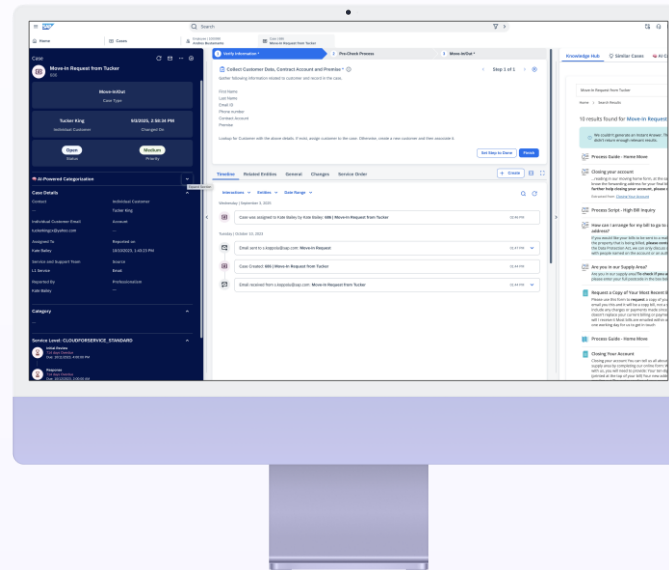
SAP Business AI

Künstliche Intelligenz für Kundenservice

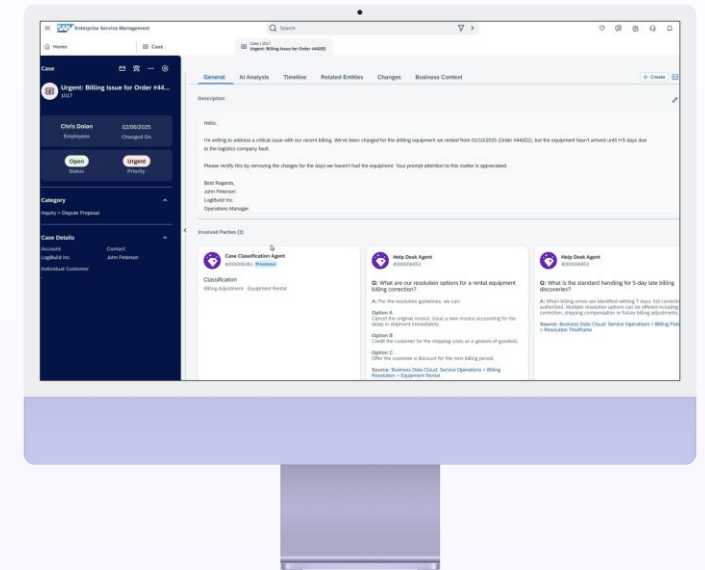
Drei Möglichkeiten, wie wir heute KI-Anwendungsfälle bereitstellen



Joule



Integrierte KI Services



KI Agenten

Wie kann man mit Joule interagieren

Vier Interaktions "patterns"

Information

Joule [Navigation icons]

Supplier: Inlandslieferant DE (10100088)
Net Value: 3000.00 EUR

PO: 4500000036 [Open]

Supplier: Inlandslieferant DE (10100088)
Net Value: 80.88 EUR

[Open in App] [View More]

What are the key rules for a team outing?

BestRun provides an allowance of 50 € per person for a team outing event organized by managers. The allowance covers travel expenses and hotel coverage if needed for colleagues from other locations. It is recommended to include at least one teambuilding event as part of the agenda. Managers should also inform employees to prefer sustainable travel options in accordance with the travel policy.

Source Document

BestRun_Employee_Policy.docx
Source: Company-Specific Document

Message Joule...

Navigation

Joule [Navigation icons]

Company: Best Run
Location: San Francisco, CA
Department: Product Engineering
Cost Center: 25ef

You can change something else or send the position for approval. You can also say "cancel" to exit the flow at any time.

[Send for Approval]

Position sent for approval
Arya Smart is approving your request for Sustainability Supply Chain Consultant. View more in Org Chart.

[Go to Org Chart]

Message Joule...

Transaktion

Joule [Navigation icons]

Which other position detail would you like to amend? Say "done" when you're ready to move to next step.

[Done]

Below are the new position details set to be hired starting today.

Key Position Details

Position Name	Sustainability Supply Chain Consultant
Job Code	010405
Job Title	Sustainability Supply Chain Consultant
Regular / Temporary	Regular
Company	Best Run
Location	San Francisco, CA
Department	Product Engineering
Cost Center	25ef

[Send for approval]

Message Joule...

Analyse

Joule [Navigation icons]

SF006 Location Guide [More]

- Ensure diverse and cross-role/ cross-skills interviewer team
- Do not involve colleagues who are in the probationary period
- Neutral & fact-based feedback/ recommenda...

What is the hiring versus attrition trend for this job role in the past 12 months?

Sustainability Supply Chain Consultant
Attrition versus Hiring Rate, Best Run, 2024

124 Similar Roles Hired | 6 Role Attrition

Line chart showing hiring and attrition rates by quarter:

Quarter	Roles hired (%)	Attrition (%)
Q1	4%	1.9%
Q2	0.7%	0.4%
Q3	1.9%	0.4%
Q4	0.4%	1.9%

Message Joule...

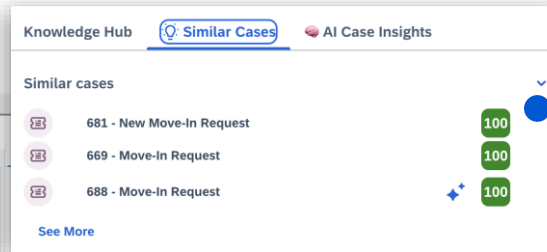
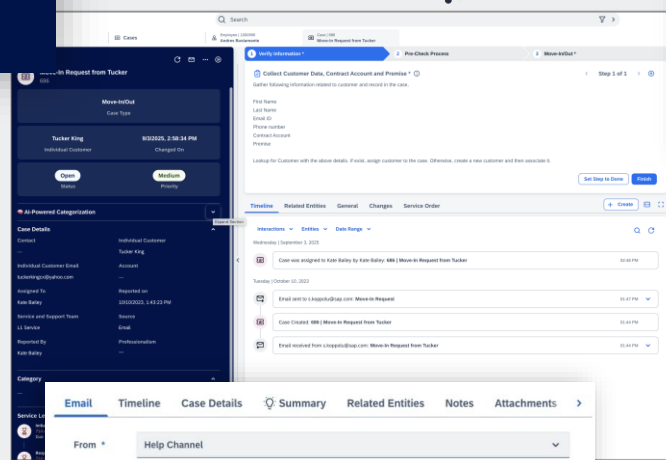
Integrierte KI Services

am Beispiel Kundenservice

Category
Move-In Request

Case Categorization

Automatische Kategorisierung des Falls und Weiterleitung an die richtigen Mitarbeiter



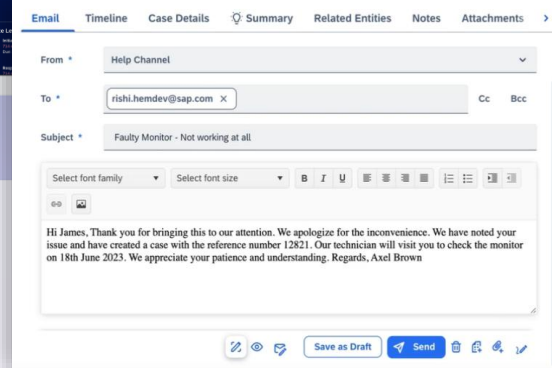
Similar Cases

Identifizierung von ähnlichen Fällen anhand des Betreffs und der Beschreibung, um eine schnelle die richtige Lösung zu ermöglichen



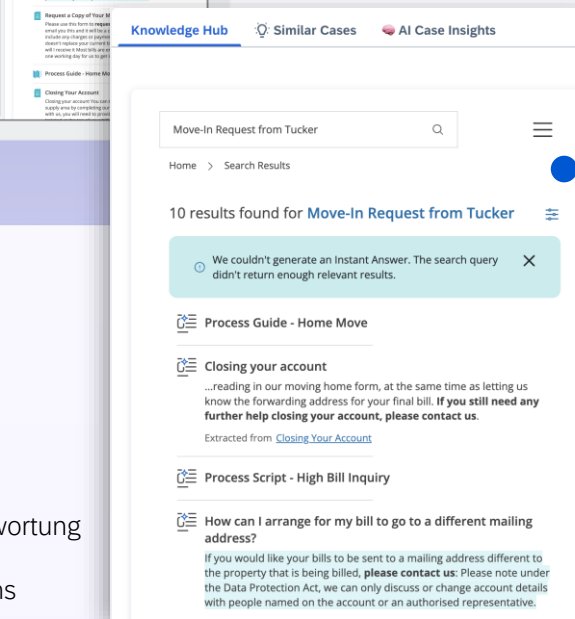
Case Summarization

Automatischer Abruf einer textbasierten Interaktion (z. B. E-Mail) und Vorverarbeitung derselben. Anzeige der Zusammenfassung für den Kundendienstmitarbeiter, um das Thema schnell zu erfassen und die Arbeit des Agenten zu vereinfachen



Email Generation

Generierung von E-Mail-Entwürfen zur Beantwortung von Kundenanfragen mit vertrauenswürdigen Antworten aus dem Wissen des Unternehmens

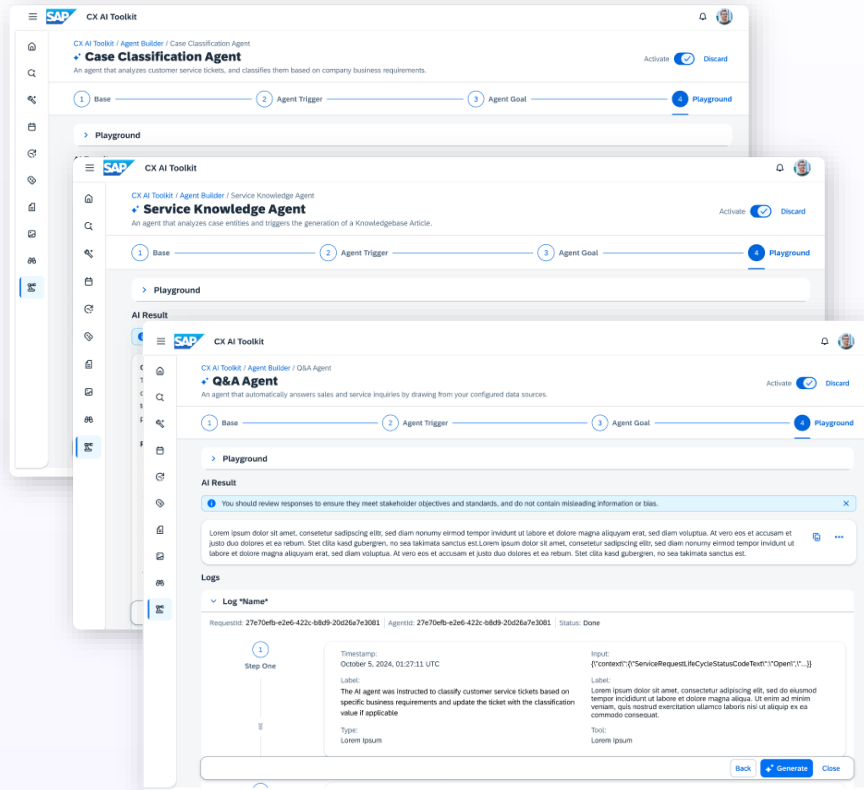


Knowledge Hub

Erstellung von Wissensartikeln auf Grundlage vergleichbarer abgeschlossener Fälle

KI-Agenten in SAP

Agenten für Customer Experience



Case Classification Agent

Kategorisierung und Priorisierung neuer Tickets ohne historische Daten

Q&A Agent

Produktbezogene Fragen in Servicefällen beantworten

Service Knowledge Agent

Wissensartikel aus abgeschlossenen Fällen generieren

Customer Experience:
Case Classification, Service Knowledge und Q&A

Danke.

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Jan Frellstedt

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 **Bring out your best.**