Artificial Intelligence Implementation in SAP

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Abstract: *People, both in business and in public life always want to secure their freedom - freedom of expression, communication, and above all, freedom of choice. However, this concept of freedom is rarely extended to the consumer knowledge perspective. After all, customers are human beings and freedom is at the heart of the concept of shopping and food. Welcome to the world of Artificial intelligence (AI). When AI is integrated with customer experience, it can create a customer journey that allows customers to have their own experience, ultimately leading to more agency and more satisfied customers. What matters the most in business efficiency today is customer relation management and the time it takes to provide business solution to them. The profit/loss graph is heavily dependent on users' trust and experience with the company or organization. Understanding the importance of using ERP systems in various sectors like Education, Bank, Telecom, Software solution company is well known in the IT industry today. From cafeteria income and outcome to company's revenue and turnover generation to debit and credits; from students' detail to performance of the student in academics in particular subject, everything can be achieved through Open-source software SAP. Implementing the vast powers of SAP integrated with AI gives boosting efficiency to the company. According to SAP, Gartner's latest report stated, "By 2023, organizations in the advanced stages of digital transformation will find that poor customer experience is their biggest obstacle to continued success. "Client misunderstandings can be the result of inability to effectively manage complaints, misunderstanding of customer feedback, and ignorance of customer preferences. There is a need to close the gap between freedom and technology. If artificial intelligence is integrated with SAP, it can close that gap.*

Keywords: SAP

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