

Enhanced Responses to Discovery Postings Using Generative AI

PAY-18057 and PAY-19785

Target GA: May, 2024



Feature Overview

Introducing: Enhanced Responses to Discovery Postings Using Generative AI; PAY-18057 , PAY-19785

Feature Description:

Challenge:

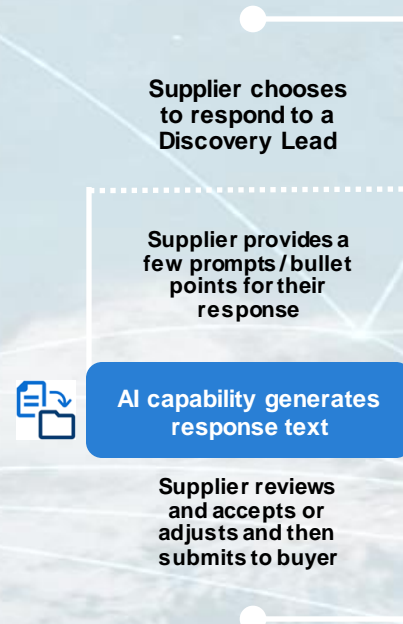
It has been observed that creating quality responses to buyer's leads on SAP Business Network Discovery is time consuming and error prone for the supplier.

Inadequate supplier responses result in rejection of supplier from buyer's and loss of relevant business opportunity. Better RFI responses lead to better conversion rate for suppliers.

Solution:

SAP LLM library OpenAI and Advanced GPT-4 large language model to help suppliers generate better responses for postings.

Process



Key Benefits

With the help of Gen AI response generation, suppliers will be able to:

- Respond to RFIs in a timely manner, even when dealing with complex and detailed requests.
- Using Gen AI for RFI response can help suppliers reduce costs associated with manual labor and resource allocation.
- Gen AI generated RFI response reduces the likelihood of errors or omissions.
- Gen AI generated RFI responses are grammatically correct and consistently written
- Multi language support to help non-English users

Audience:

Suppliers

Enablement Model:

Customer Configured

Applicable Solutions:

SAP Business Network

Prerequisites, Restrictions, Cautions

Prerequisites

- The users should have “respond to posting on SAP Business Discovery” permission on SAP Business Network
- The functionality will be switched off by default and can only be switched on by Administrator of the account.

Restrictions:

- This functionality is only available for the postings created on New Discovery.
- This functionality is only applicable for private sector RFIs.

Cautions:

- Artificial intelligence can create plausible results, however it can also make incorrect assumptions. Make sure you have reviewed all content generated by AI and adjusted what needed.
- Users should not add their personal information (Personal Identification numbers, social security numbers etc.) for response generation.
- Users should always use polite language in the free text section.

User Story

User Role:

A Sales Executive in a small or medium size company.

User Story:

As a sales executive and I am always on the hunt for new prospects and leads. With SAP Business Network Discovery, I can review and respond to buyer opportunities that match with my business.

However, drafting responses takes a lot of manual work and prone to errors. With the help of Gen AI, I can draft better responses quickly, and also increase my chances of winning new business.

Feature Details (How to enable the functionality)

Steps to enable for administrators:

- Go to account settings, the name icon on the right hand top corner.
- Click on settings
- Click on Gen AI settings under the account settings
- Enable it for discovery.

Account Settings

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration API management Account Type Change Log Generative AI

Enable AI

Choose and enable AI that you can later assign to the product. You can also disable applications at any time.

Name ↑	Status	Filed
<input checked="" type="checkbox"/> Discovery	Disabled	Respond to Lead
<input type="checkbox"/> Catalog	Disabled	Product summary and description generation

Apply

Save Close

© 2024 SAP SE or an SAP affiliate company. All rights reserved. Privacy Statement Security Disclosure Terms of Use

Feature Details (Current Response Screen for private sector RFI)

The screenshot shows the SAP Business Network interface for responding to a lead. The main content area displays lead details for 'Mobile phones in India', including lead type (Request for Information (RFI)), opportunity amount (10,000,000.00 USD), contract length (-), decision deadline (Apr 29, 2024, 7:16 PM GMT+05:30), humanitarian aid (-), and sector (Private). A description follows, detailing the need for laptop information in the Indian market and technical specifications for the laptops.

Lead Details:

- Open**
- Mobile phones in India**
- SAP-Test · Mar 20, 2024 · ID: 19160619 · Discovery
- Lead Type:** Request for Information (RFI)
- Opportunity Amount:** 10,000,000.00 USD
- Contract Length:** -
- Decision Deadline:** Apr 29, 2024, 7:16 PM GMT+05:30
- Humanitarian Aid:** -
- Sector:** Private

Description:

1. Introduction:
We are seeking information about laptops available in the Indian market to understand the current offerings, technology trends, and provide detailed insights for our organization to make an informed decision while procuring laptops.

2. Requirements:

a) Technical Specifications:

- Processor: Minimum Intel Core i5 (10th generation or higher)
- RAM: Minimum 8GB (DDR4 preferred)
- Storage: Minimum 256GB SSD
- Display: Full HD (1920x1080) resolution, 14-inch minimum
- Graphics: Dedicated graphics card preferred
- Operating System: Windows 10 (64-bit) or latest version
- Wireless Connectivity: Wi-Fi 6 (802.11ax) or latest standard

Respond to Lead (Modal Title)

Contact Information

Company: Supplier

Name: [Redacted] Email: [Redacted]

Phone Number

Country	Area	Number	Extension
ABW +297			

Detail

Respond *

Explain why you are qualified for this opportunity. This is your chance to distinguish yourself from the competition and showcase your qualifications. The buyer uses your response to determine if you should be shortlisted or awarded business

Add Documents

+ Add

Respond **Cancel**

Feature Details (Upcoming response Screen for private sector RFI)

Respond to Lead Submit Cancel

Location (1):
India

Category (1):
Notebook computers

Text formatter

Generate with AI

Explain why you are qualified for this opportunity. This is your chance to distinguish yourself from the competition and showcase your qualifications. The buyer uses your response to determine if you should be shortlisted or awarded business.

Contact Information

ABW +297
Area
Number
Extension

Lead Information

Notebook computers in India
10,000,000.00 INR
Apr 29, 2024, 4:09 PM GMT+05:30
12 months

Feedback

Button to generate response via AI

Text formatter

Supplier's contact details

Basic Lead Details

Feature Details-Gen AI Screen and Responses

Gen AI prompt screen

Length of Generated Text

Word Limit:

300

Paragraph Limit:

3

Posting Title: Notebook computers in India

Location (1):

India

Category (1):

Notebook computers

Add

Quantity

Shipping Timeframe

More Details

Generated response

Set Options to Generate

Please do not include sensitive personal data... Show More

Posting Title: Notebook computers in India

Location (1):

India

Category (1):

Notebook computers

Length of Generated Text

Word Limit:

300

Paragraph Limit:

3

Add

Quantity

Shipping Timeframe

More Details

Prompt for AI

Create a response for "Notebook computers in India":

Product and Service Categories: Notebook computers

Ship-to or Service Locations: India

The response should be less than 300 words, with a maximum of 3 paragraphs.

Generate

Cancel

Respond to Lead

Location (1):

India

Category (1):

Notebook computers

B i U 12 pt Andale Mono Generate with AI

Dear [Customer Name],

Thank you for your inquiry regarding notebook computers in India. We are pleased to offer our products and services to meet your requirements. Our company, dis1_supplier, specializes in providing high-quality notebook computers for various needs.

Based on your request, we can offer you a quotation for 1000 notebook computers. Our products are known for their reliability, performance, and competitive pricing. We understand the importance of timely delivery, and we assure you that we can ship the products within 5 to 6 weeks.

Please find attached our detailed quotation for your reference. If you have any further questions or need additional information, please do not hesitate to contact us. We look forward to the opportunity to serve you.

Best regards,
[Your Name]
Sales Department
[Company Name]

Contact Information

ABW +297
Area
Number
Extension

Lead Information

Notebook computers in India
10,000,000.00 INR
Apr 29, 2024, 4:09 PM GMT+05:30
12 months

Thank you.

Follow us



www.sap.com/contactsap

© 2024 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company. The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary. These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty. In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SEs or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions. SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies. See www.sap.com/trademark for additional trademark information and notices.