

Apollogic AI Assistant

for SAP® Sales Cloud

AI Assistant for SAP® Sales Cloud

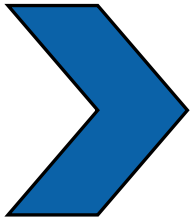
The solution summarizes most important topics of **SAP Sales Cloud calls transcriptions**, based on filter parameter of how many recent days should be included in results. The summarization is then sent to predefined person in an e-mail. SAP technologies, that are used in the assistant, consist of:

- **SAP Sales Cloud**, where calls transcriptions are stored and downloaded via API
- **SAP BTP AI Core**, where LLM deployment is available and reachable via API
- **SAP BTP Cloud Foundry**, where the application is deployed and bound to BTP services

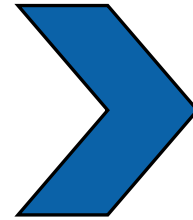
The solution is built on technologies like **Node.js with Express.js** framework and deployed to **SAP BTP Cloud Foundry** environment as multi target app.

It allows end users to automate process of summarization of the most important topics from business perspective. By using generative AI capabilities, output text is compressed to minimum, preserving its original value. Thanks to use of emailing functionality, summarization **results can be stored in accessible place and easily shared with others.**

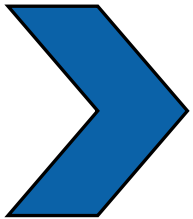
Pain points



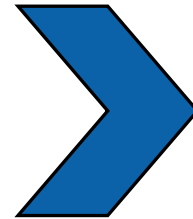
Calls take **too long**
to review



Important insights **are lost**
in lengthy conversations

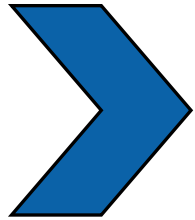


Manual note-taking
is **inefficient**

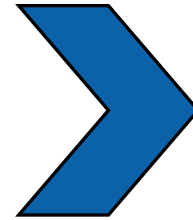


No structured way
to extract key points

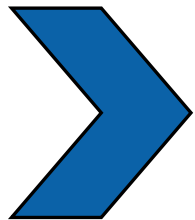
Solution key features



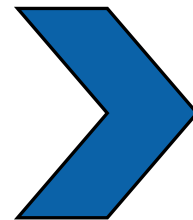
Automatic summarization
of calls



Actionable insights extraction
(tasks, decisions, next steps)



Speaker **identification**



Keyword detection & sentiment
analysis

Process flow

Step 1

Transcriptions are available in SAP Sales Cloud v2

Step 2

Summarization request is sent to the application (automatically or by user)

Step 3

Application performs calls extraction and processed the data

Step 4

Data sent to LLM deployment

Step 5

Data is processed by the AI and returned back

Step 6

Application handles email sending

Step 7

Users receive structured summaries via email

Key benefits



Time saving – No need to manually review long calls



Efficiency increase – Get structured insights instantly



Error reduction – AI captures everything accurately



Enhanced decision-making – Access key takeaways immediately



Upskilling potential – Employees training can be focused on the most crucial topics

Technologies used

- **AI LLM model deployed in SAP Generative Hub**
- **SAP BTP Cloud Foundry**
- **Node.js programming language**
- **SAP Sales Cloud v2 with its API**
- **Security measures (authorization services, compliance with regulations)**



Demo result

Summarization of phone calls from last 31 days



apollogicemailtest@gmail.com

Do  Paweł Janocha



Przetłumacz wiadomość na język: Polski

Nigdy nie tłumacz z języka: Angielski

Preferencje tłumaczenia

!!! This message is from an external sender. Be careful before opening attachments and links !!!

Summarization of recent events based on customer phone calls:

1. Multiple customers expressed dissatisfaction with the response times from our support team, indicating a need for improvement in service efficiency.
2. Several calls highlighted recurring issues with product functionality, suggesting that product development may need to address these concerns urgently.
3. A consultant incorrectly provided information regarding warranty coverage, leading to customer confusion. This points to a need for better training and updated materials for the team.
4. Positive feedback was received regarding our recent promotional offers, indicating that marketing strategies are resonating well with customers.
5. Some customers requested clarification on billing issues, which suggests a need for clearer communication and potential enhancements in our billing system.

Overall, there are pressing issues in customer support and product functionality that require immediate attention, alongside the need for staff training to avoid misinformation.

Who we are?



Microsoft
Partner



Raspberry Pi
Design Partner



SH

Software House

Custom Software Development



Embedded IoT &
Hardware design



GenAI & 3D Movement analysis



Automatization, RPA, lowCode