

SAP LIQUID STUDIO FOR LEONARDO APPLICATION: MONA LISA

Your intelligent SAP assistant

Function: Chatbot Automation | Process: Cross-Process | Industry: Cross-Industry

Application Overview

Common or complex tasks within SAP transactions can sometimes be improved through an upgraded user experience. Chatbots are increasingly present in many aspects of end users' lives; now they can be applied to SAP transactions as well.

Mona Lisa is a chatbot tool that works across multiple devices and media to provide a user-friendly interface to SAP. It is flexible to work across multiple SAP transactional systems and uses the power of SAP Leonardo to improve over time.

Solution

Mona Lisa is an intelligent personal assistant created to facilitate the interaction between users and SAP systems.



Business Value

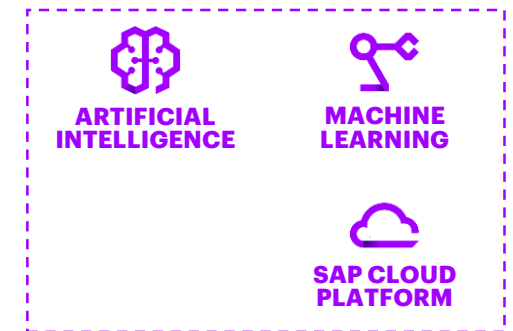
- Uses AI, machine learning and SAP Leonardo to create a chatbot and introduce conversational commands (option to use voice or text).
- Improves the user experience and reduces the amount of time to complete tasks.
- Is GDPR compliant.
- Improves over time through analytics and machine learning.
- Is available across multiple devices and platforms.

Features

- Performs actions, attempts to answer questions and make recommendations using SAP Leonardo platform.
- Enables end users to interact with Mona Lisa using different interfaces including text chatbot and voice commands.
- Is available across multiple devices (mobile apps, Amazon Alexa, Google Echo) and media (custom apps, Skype, Facebook Messenger etc.).
- Applies machine learning to users' conversations and interactions with the system to improve the user experience and provide relevant insights to SAP system administrators.

Technologies in Use

- SAP S/4HANA®
- SAP Cloud Platform
- SAP Leonardo Machine Learning Services
- Recast.AI



[Click here](#) to watch the video.