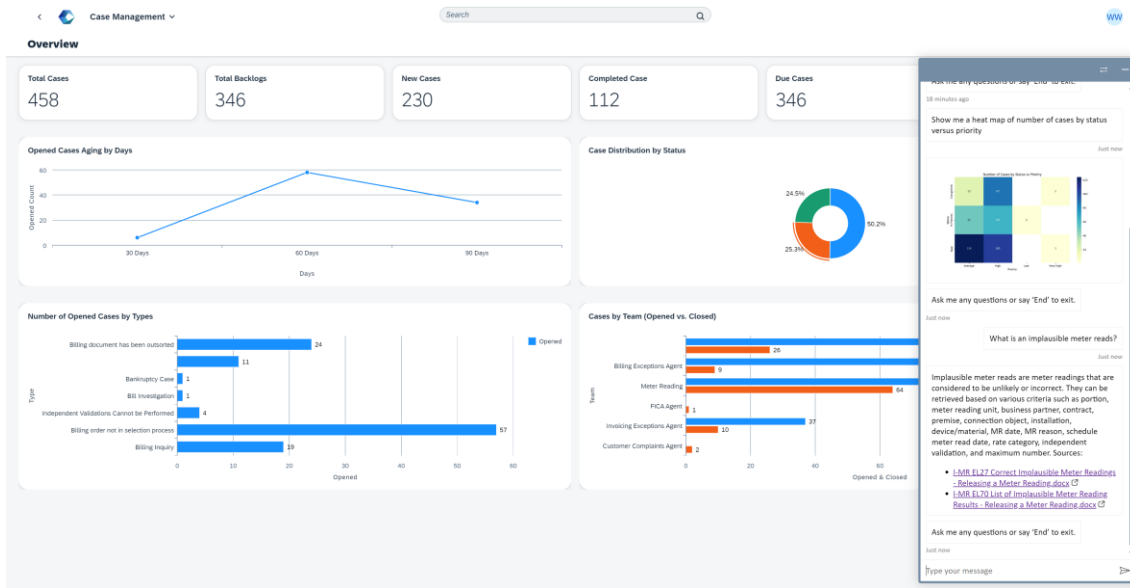# Cognizant Case Management AI Agent for SAP

Challenges with the current SAP Exception Case Management

The existing SAP Exception Case Management system has limitations in providing a comprehensive view of account health and exception resolutions. The system lacks the functions of grouping exceptions by account level details, a unified view of all exceptions, and guided resolution procedures. As a result, the system requires significant manual intervention and prolonged resolution time.

Case Management AI Agent for SAP provides the ultimate solution for manufacturing and utility companies in addressing exception cases effectively

Gen AI / Machine Learning integrated with Fiori "Work Zone"

Auto case close integrated with SAP Process Automation

Knowledge Assistance

S4 Real-Time Advanced-Data Analytics Response

Case Management AI Agent for SAP demonstrated analytical capabilities and reduced resolution time

75% Reduction in case resolution effort	Reduce cost with AI efficiency and process automation	Role based solution adhering to SAP Responsible AI	Improve data analytics efficiency with Generative AI

cognizant