

SAP JOULE

Generative AI Copilot for SAP

TRAINING CURRICULUM

Functional & Technical Deep-Dive | Hands-on Learning Path

Module 1: Introduction to SAP Joule & Generative AI in SAP

- What is SAP Joule – Vision, Positioning and Business Value
- SAP Business AI Strategy and the Role of Joule
- Joule vs Traditional SAP Digital Assistant (CoPilot)
- SAP Joule Licensing, Editions and Availability
- Joule Footprint Across SAP Applications – S/4HANA, SuccessFactors, Ariba, SAC, CX
- Joule Chat Interface – Guided Walkthrough

Module 2: SAP Joule Architecture & Technology Landscape

- SAP Business Technology Platform (BTP) Overview
- Joule Architecture – Orchestration Layer, LLMs and Knowledge Graph
- SAP Generative AI Hub and Model Library
- Grounding and Retrieval-Augmented Generation (RAG) in Joule
- SAP Knowledge Graph and Business Data Cloud
- Integration with SAP AI Core and SAP AI Launchpad

Module 3: Enabling and Configuring SAP Joule

- Prerequisites and Entitlements for Enabling Joule
- Activating Joule via the SAP BTP Cockpit
- Configuring Joule for S/4HANA Cloud and On-Premise Systems
- Role-Based Access, Authorizations and Business Catalogs
- Language, Localization and Tone Settings
- Feature Toggles and Scope Configuration

Module 4: Joule Studio – Building Custom Skills

- Introduction to Joule Studio
- Skill Builder – Creating and Structuring Custom Skills
- Defining Intents, Utterances and Entities
- Connecting Actions, APIs and External Data Sources
- Testing, Debugging and Publishing Custom Skills
- Skill Versioning and Lifecycle Management

Module 5: Joule for SAP S/4HANA & Fiori

- Joule in the Fiori Launchpad – Contextual Assistance
- App-Aware Joule – In-App Guidance and Navigation
- Transactional Actions via Joule (Create PO, Approve Workflow, etc.)
- Joule for Finance, Procurement and Supply Chain Processes
- Embedded Analytics, Summaries and Insights via Joule
- Joule Cards, Quick Actions and Deep Links

Module 6: Joule Across the SAP Portfolio

- Joule for SAP SuccessFactors – HR Queries and Employee Self-Service
- Joule for SAP Ariba – Sourcing and Procurement Assistance
- Joule for SAP Analytics Cloud – Natural-Language Data Q&A
- Joule for SAP Customer Experience – Sales and Service Scenarios
- Joule for SAP Build and Low-Code/No-Code Extensions
- Cross-Line-of-Business Use Case Scenarios

Module 7: Building and Deploying Joule Agents

- Introduction to Agentic AI and Joule Agents
- Multi-Step Task Orchestration and Planning
- Agent-to-Agent Collaboration Patterns
- Designing Business Process Agents
- Hands-on: Joule Agent Builder
- Monitoring Agent Execution and Outcomes

Module 8: Security, Data Privacy & Governance

- Data Protection and Privacy Principles in Joule
- Role-Based Authorization Concepts and Data Scoping
- Audit Logging, Traceability and Compliance
- Responsible AI Principles at SAP
- Data Residency, Retention and Ethical AI Guidelines
- Handling Sensitive Data in Prompts and Grounding Sources

Module 9: Administration, Monitoring & Advanced Features

- Joule Administration Console – Overview
- Usage Analytics, Adoption and Performance Dashboards
- Feedback Loop and Continuous Improvement Cycle
- Troubleshooting Common Issues and Error Handling
- Joule Release Cycle, Roadmap and What's New
- Integrating Joule with Third-Party Systems and Channels



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