SAP Analytics Cloud

Just Ask AI Technology

CLASSIFICATION: CUSTOMERS & PARTNER

Owner	**SAP Analytics Cloud Product Team**
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1 Subject to Change

Just Ask technology is subject to change. Just Ask data scientists and developers constantly research the benefit of new technologies and new approaches to enhanced language understanding. This document is based and describes the current (Q1 2025) implementation, it is not making any assumptions on how just ask use of AI may evolve in future versions.

In the future, where permitted, that is, based on the SAP Product Development schedule terms https://www.sap.com/france/about/trust-center/agreements.html SAP Analytics Cloud may use customer data to innovate and improve, this will be based on an opted-in approach.

2 Just Ask AI Technology

Just Ask is the natural language query feature of SAP Analytics Cloud. It leverages a proprietary large language model (LLM), a Generative AI technology to predict and output a technical query from plain English questions. Like with any AI technology verify results before use. See SAP AI Terms

1. Just Ask AI services take as input end-user analytic questions such as “What is our sales in Mexico this month?” and customer metadata and master data (see point 5). Just Ask AI service outputs a technical analytical query i.e., code

2. Just Ask AI services are hosted in SAP Analytics Cloud (SAC) landscape.

    a. With SAC public edition the AI services are shared between the tenants running of a given host/hardware.
    b. With SAC private edition, the AI services are dedicated to one tenant, the host/hardware is not shared.

3. Just Ask does not make any call to public or any external AI service. Data and metadata remain within SAC host.

4. Just Ask LLM is proprietary, it is trained (fine-tuned) with synthetic training data (software generated). No customer data is used for training.

5. Just Ask uses Retrieval Augmented Generations (RAG) in order to enhance the query prediction accuracy. To perform RAG, just ask indexes and stores metadata (e.g. names such as ‘sales’, ‘expenses’) and master data (e.g. product names) within the SAP Analytics Cloud host/hardware. User can opt-out of indexing and storing master data. This will limit the natural language understanding and reduce the query prediction accuracy.

6. SAP is committed to Data Privacy and AI Ethics, SAP Analytics Cloud just ask respects these commitment and does not store user’s questions.

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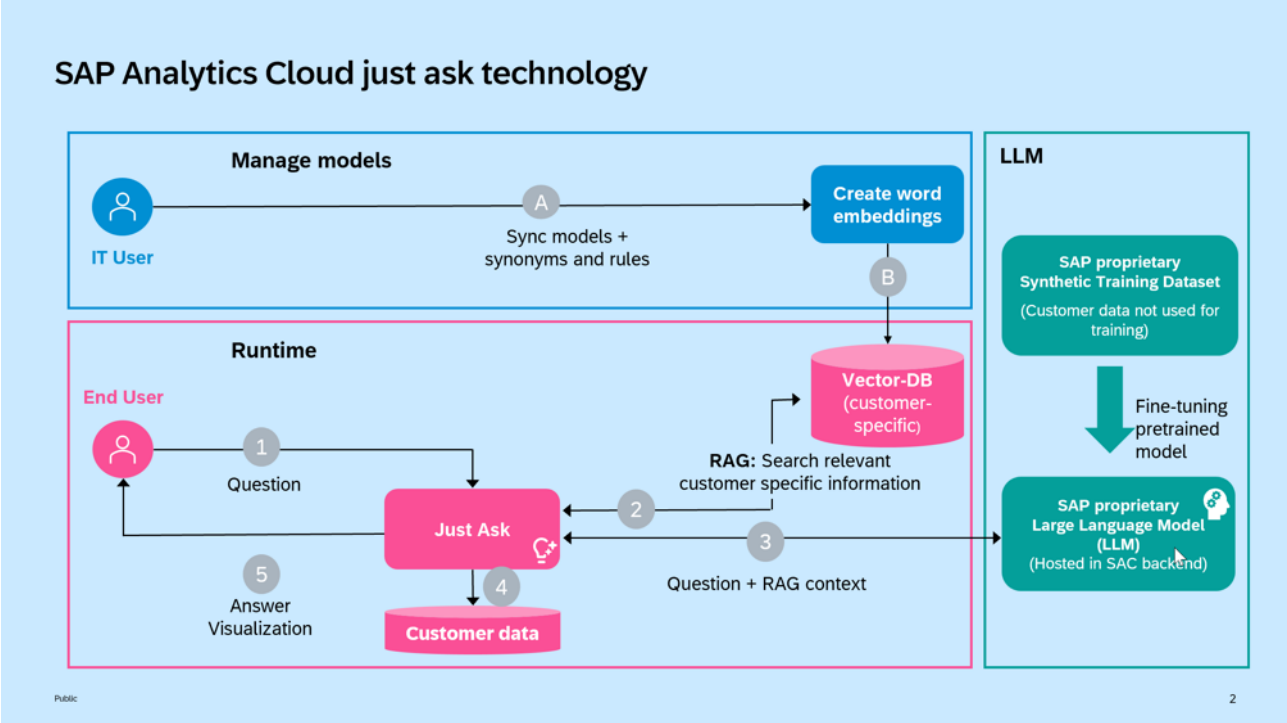
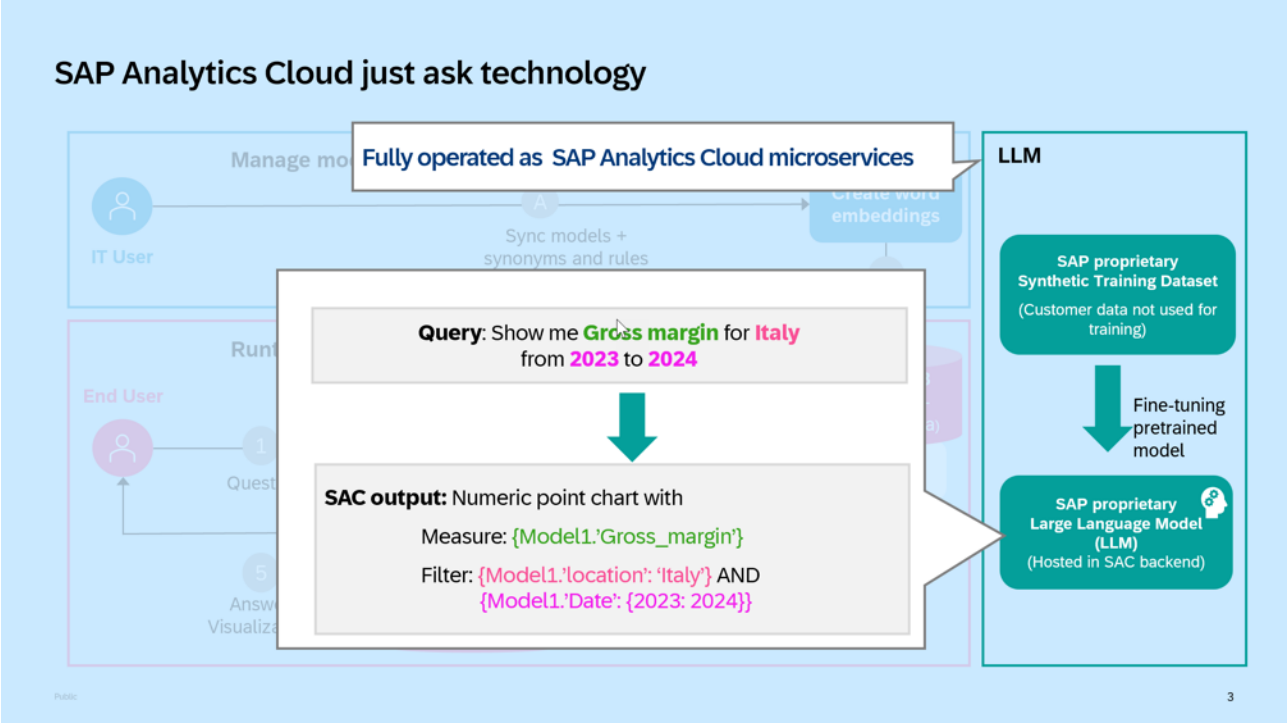
3 Just Ask AI Technology Supporting Diagrams





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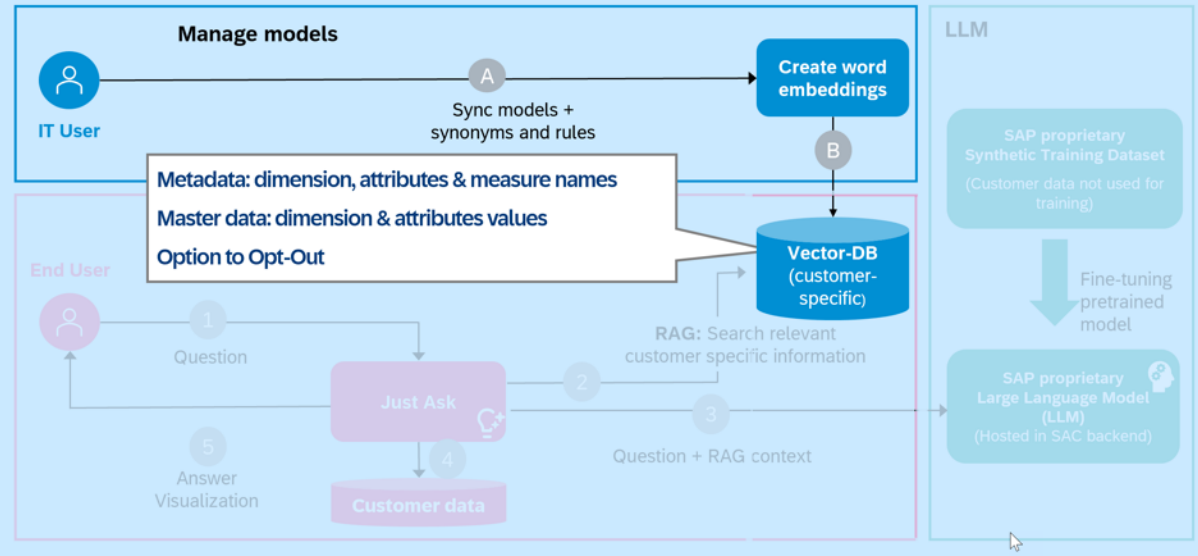

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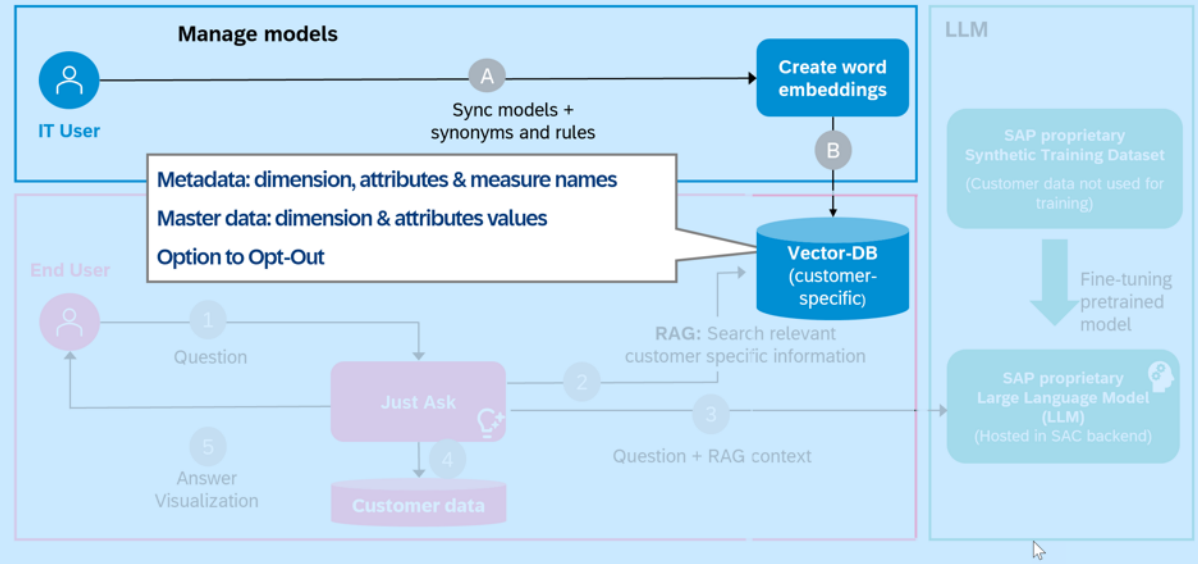

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