



CONFIDENTIAL  
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## **(Beta) Product Recommendation**

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# 1 (Beta) Product Recommendation

Use machine learning to get actionable insights using product recommendation.

## ⚠ Caution

This feature is available as a beta version for test use only. It has not been released for productive use. If you activate this feature, you understand and agree to the following conditions:

- Feature is not covered by SAP support agreements or warranty obligations
- Any data loss or damage that may result from use of this feature is not the responsibility of SAP or its representatives
- You will not use this feature to process any personal data of end users
- SAP may change or remove this function at any time, and it may never appear in the generally available version of the Service

## Prerequisites

- To use machine learning based product recommendation, you require an SAP Sales Cloud enterprise license.
- Model training is based on one year's sales quote and opportunity data.
- You must raise a feature enablement request to the LOD-CRM-ML-SLS queue. Eligibility for participation in the beta program is checked by the Cloud for Customer Machine Learning product team.
- You must have a minimum of 50 distinct customers (should be used in the quote).
- You must have a minimum of 10,000 quotes in Closed state.

## Overview

Product recommendation currently has the following restrictions:

## ! Restriction

EU access restricted customers are currently excluded from the Beta release.

## Steps

### 1.1 Add Product Recommendation Model

Add a model for the product recommendation scenario.

#### Prerequisites

You must be assigned the *Prediction Services* work center.

1. ► [Administrator](#) ► [General Settings](#) ► [Users](#) ► [Business Users](#) ►.
2. Search for the administrator user you want to assign the Prediction Services work center and then select the user.
3. Click [Edit](#) and select [Access Rights](#).
4. In the [Edit Access Rights](#) screen, go to the tab: [Work Center and View Assignment](#).
5. Click [Find](#) and enter the search term **Prediction Services**, and then click [Locate](#).
6. To assign Prediction Services, select the checkbox, [Assigned to User](#), and click [Save](#).

#### Procedure

1. As an administrator, go to the *Prediction* work center under ► [Administrator](#) ► [Prediction Services](#) ► [Machine Learning Models](#) ► [Model Setup](#) ►.
2. Select [\(Beta\) Product Recommendation](#) under prediction services and then select [Add Model](#).
3. Enter a name you wish to include in the model and select [OK](#) to create the model.

### 1.2 Train Product Recommendation

Train your new product recommendation model in preparation for activation.

#### Procedure

1. Select your new product recommendation model and then select [Train](#) to start the required model preparation.
2. Select [Get Status](#) to update the training status of the model. You can select [Get Status](#) to refresh the model status at any time.

The different statuses that a model goes through are as follows:

- [Created](#)
- [Training in Preparation](#)
- [Training in Progress](#)
- [Training Completed/Training Failed](#) (depending on the outcome of the training)
- [Active/Inactive](#) (depending on the model's active status)

## 1.3 Activate and Adjust Product Recommendation

Activate the model to show product recommendation.

### Procedure

After the training is complete, set the model status to [Active](#) using the [Activate](#) action.

#### i Note

You can deactivate a model by selecting the [Deactivate](#) button.

## 1.4 View Product Recommendation

View the product recommendation for [Sales Quotes](#).

### Procedure

1. Log into your solution and access [Sales Quotes](#).
2. Go to [Products](#) under the object detail view and check the recommended products under [Recommendations](#).

Product recommendation in *Sales Quotes*:

The screenshot displays the SAP Sales Cloud interface for a Sales Quote titled "28117 - MI Test Sales Quote 05". The interface is divided into several sections:

- Left Sidebar:** Contains navigation links for various SAP modules including Calendar, Service, Service Entitle..., Contracts, Business Anal..., Customers, Sales, Sales Leads, Leads, Deal Registration, Opportunities, Sales Quotes (highlighted), Sales Orders, Forecasts, Forecast Administration, Pipeline Simulation, Territories, and Realignment Runs.
- Top Bar:** Shows the SAP logo and "Sales Cloud" text, along with search, chat, and refresh icons.
- Header:** Displays the quote title "28117 - MI Test Sales Quote 05" and a list of tabs: Overview, Products, Involved Parties, Document Flow, Sales Documents, Attachments, Pricing, Activities, Output, Feed, Changes, and Tickets.
- Involved Parties (7):** A table listing the parties involved in the quote.

Party Role	Name	Address	E-Mail	Phone
Account	AB Antonia Middel Name Baid	IN	rafei@gw4.org	
Ship-To	AB Antonia Middel Name Baid	IN	rafei@gw4.org	
Sales Unit	AG Almica Germany	Dietmar Hopp Allee 30 / 69190 Rot / DE	contact@almica.com	+49 6227762019
Seller	AI Almica Incorporation	Dietmar Hopp Allee 30 / 69190 Walldorf ...	contact@almica.com	+49 6227762019
Payer	AB Antonia Middel Name Baid	IN	rafei@gw4.org	
- Products (2):** A table listing the products included in the quote.



Line	Product ID	Description	Price	Price Unit	Quantity	Discount (%)
10	IB1000	Coffee Machine	10.00	AFN	1 ea	10 ea
20	P400101	Computer X3 Serie 320GB	10.00	AFN	1 ea	10 ea
- Right Panel:** Contains a "Products (3)" section with three recommended products: RT10083 Brylcreem hair cre..., RT10085 Clinic Plus shamp..., and RT10086 Close Up toothpaste. Below this is an "Activities (0)" section with the message "No activity suggestions."
- Details Tab:** A vertical tab on the far right labeled "Recommendations".

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