

CONFIDENTIAL 2022-01-20

# (Beta) Product Recommendation



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# 1 (Beta) Product Recommendation

Use machine learning to get actionable insights using product recommendation.

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## **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:

- o 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.

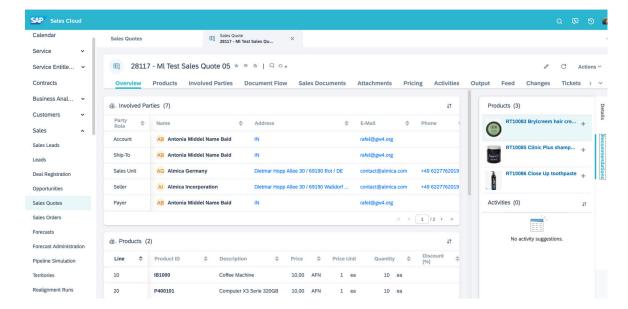
# 1.4 View Product Recommendation

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:



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