KÜNSTLICHE INTELLIGENZ im Personalwesen

Schnallt Euch an für konkrete AI Use Cases, die für die HR in Unternehmen entwickelt wurden.

Jakob Kiblböck
Head of SAP SuccessFactors CEE

Marko Mandic
Senior Consultant SAP HCM

Make AI turn you into Super Heroes – try it out yourself at our AI Photo Booth

2024 HR Trends

Download the full report, 2024 HR Trends: The Year of AI Learn how to thrive in the evolving workforce landscape

Visit our full Growth & Insights HR Research Library Explore the latest research and insights from HR transformation experts

SAP SuccessFactors

PUBLIC

HR Meta-Trends for 2024

1
AI upends the world of work as we know it

2
Skills become the center of HR practices

3
Hybrid work returns to the office

4
DEI&B stalls in momentum

5
Mental health reaches a breaking point

6
Trust in leadership plummets to new lows

7
HR transforms their own skills and agility

8
Pay gets put in the spotlight

9
Sustainability becomes a strategy

Employee experience continues to permeate HR trends and strategy

PUBLIC

AI is in the town and here to stay

Gen AI further accelerates the need to reinvent HR

Strategic HR

Making **Employee Experience** aspirations a reality

Transactional HR

Changing the game on **Operational Excellence**

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Relevant

The most relevant AI delivered in the context of your business processes.

Reliable

Uniquely reliable AI trained on the industry's broadest business data sets.

Responsible

AI built on leading ethics and data privacy standards.

SAP Business AI has the goal to deliver real Business Results

Responsible AI

We care deeply about the impact of AI on the well-being of people, the health of our customers' businesses, and SAP's impact on society and economies.

Human Agency & Oversight

Safeguarding human autonomy, particularly for automated decision-making

Addressing Bias & Discrimination

Patterns of marginalization, inequality, and discrimination must not be encoded into AI

Transparency & Explainability

Prioritizing both the transparency of the development process and an AI system's decisions

AI Ethics Advisory Panel

SAP's AI Ethics Policy

AI Ethics Steering Committee

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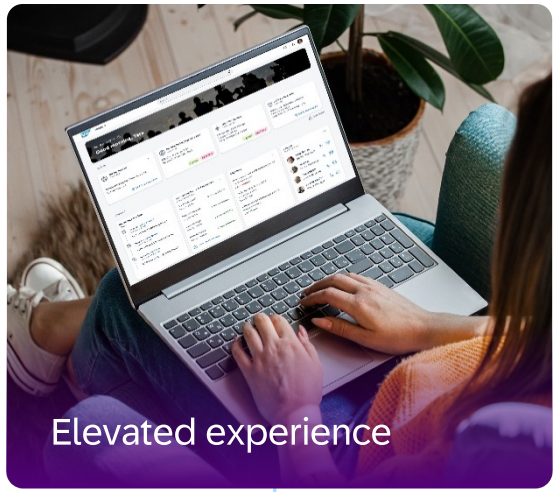
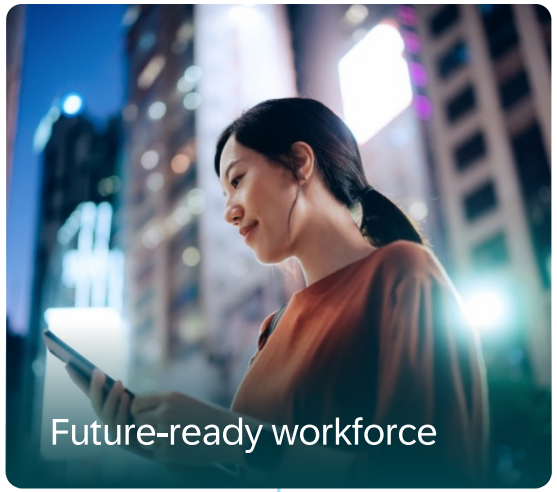
Empowering HR as catalysts of transformation
to ensure people are central to business strategy

Powered by AI

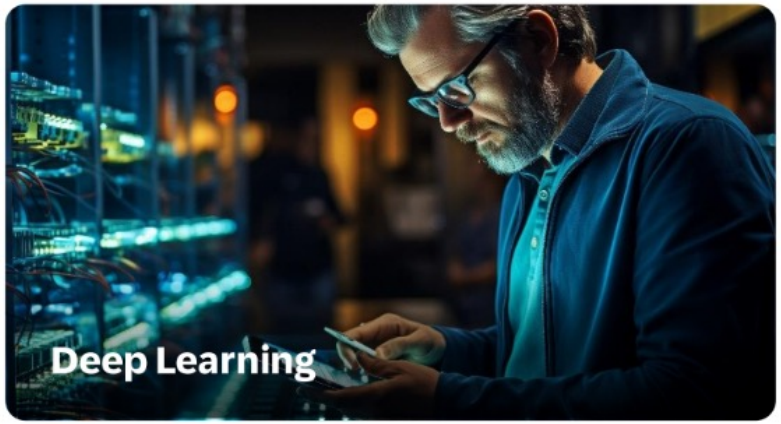




SAP SuccessFactors Behavioral Science and Research

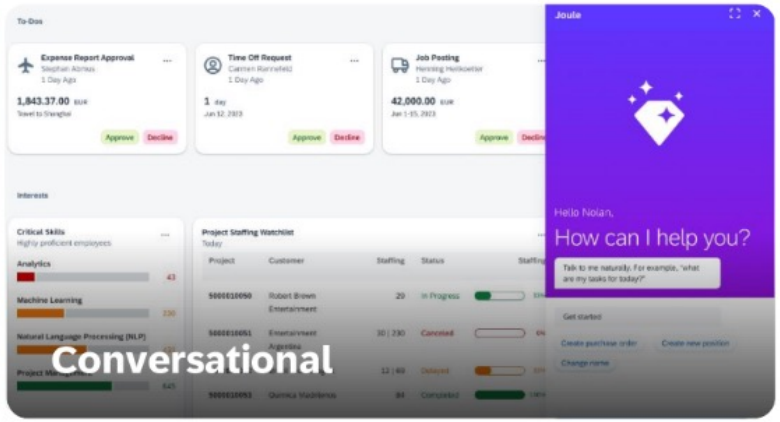
SAP SuccessFactors AI Delivery

Delivering business impact through emerging technology



Transform talent development and employee experience with individualized predictions and deep insights

Accelerate HR processes and tasks by quickly generating or summarizing text across the SuccessFactors HXM suite

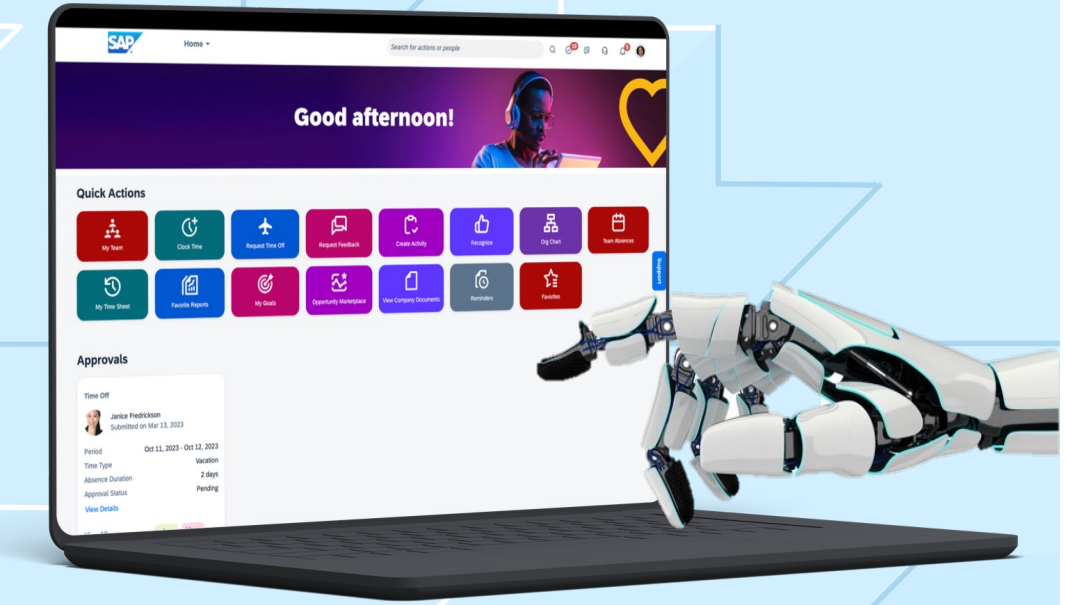


Deliver a better employee experience while lowering personnel costs with a natural language processing AI copilot

SAP SuccessFactors
Specific AI Use Cases for HR

SAP SuccessFactors

Our Personas



Marko

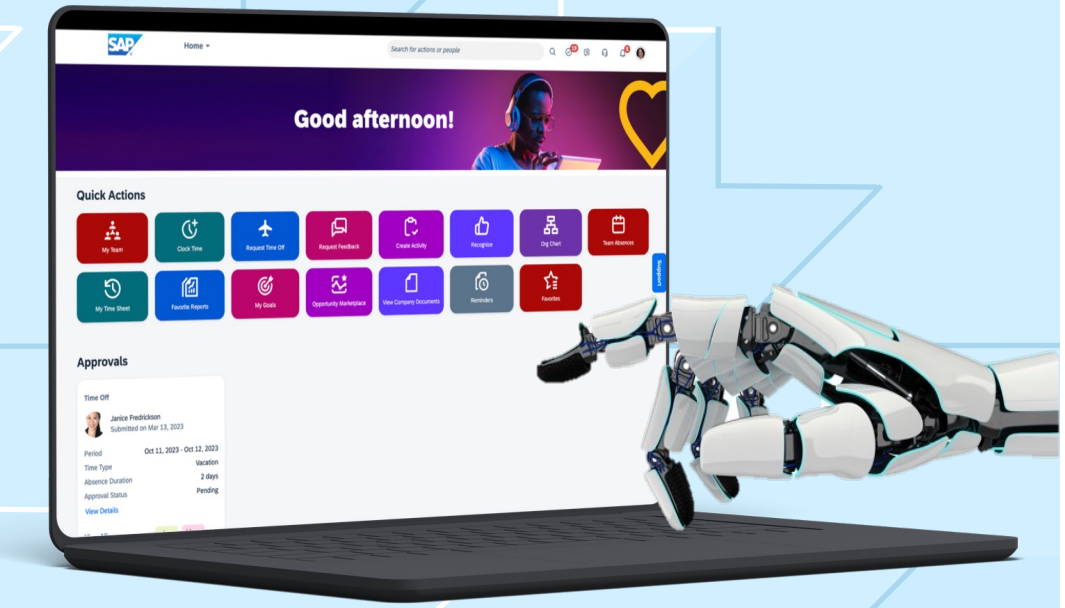
AI Expert looking for ways to support all employees

Jakob

Employee & Manager looking for ways to simplify his work

SAP SuccessFactors Recruiting AI

Let's dive into it!



Jakob

As a Manager I need support during the recruiting process

Make recruiting efficient

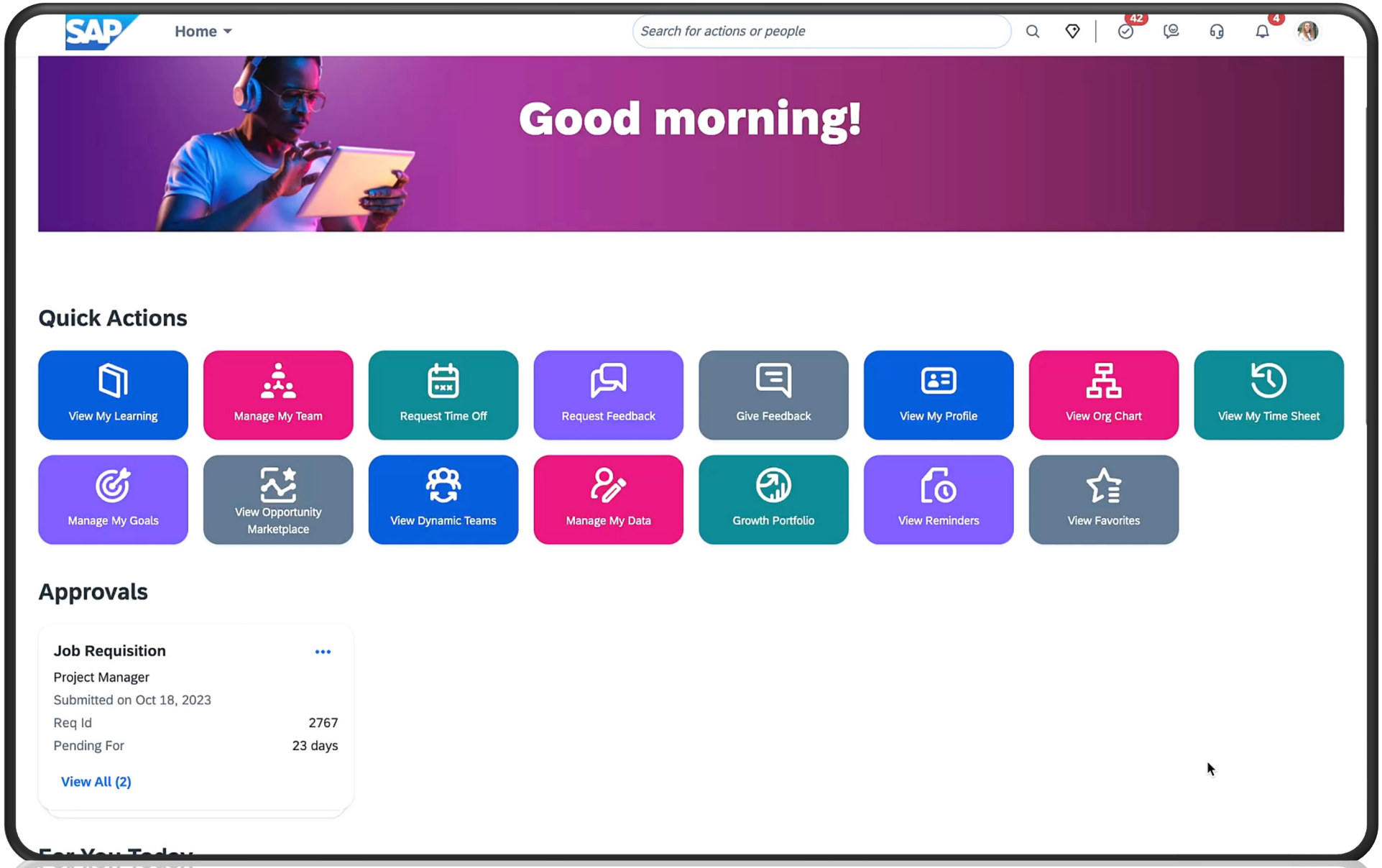
Jakob
Hiring Manager

Generative AI - Job description creation with the help of AI reduces time spent on manual recruiting tasks

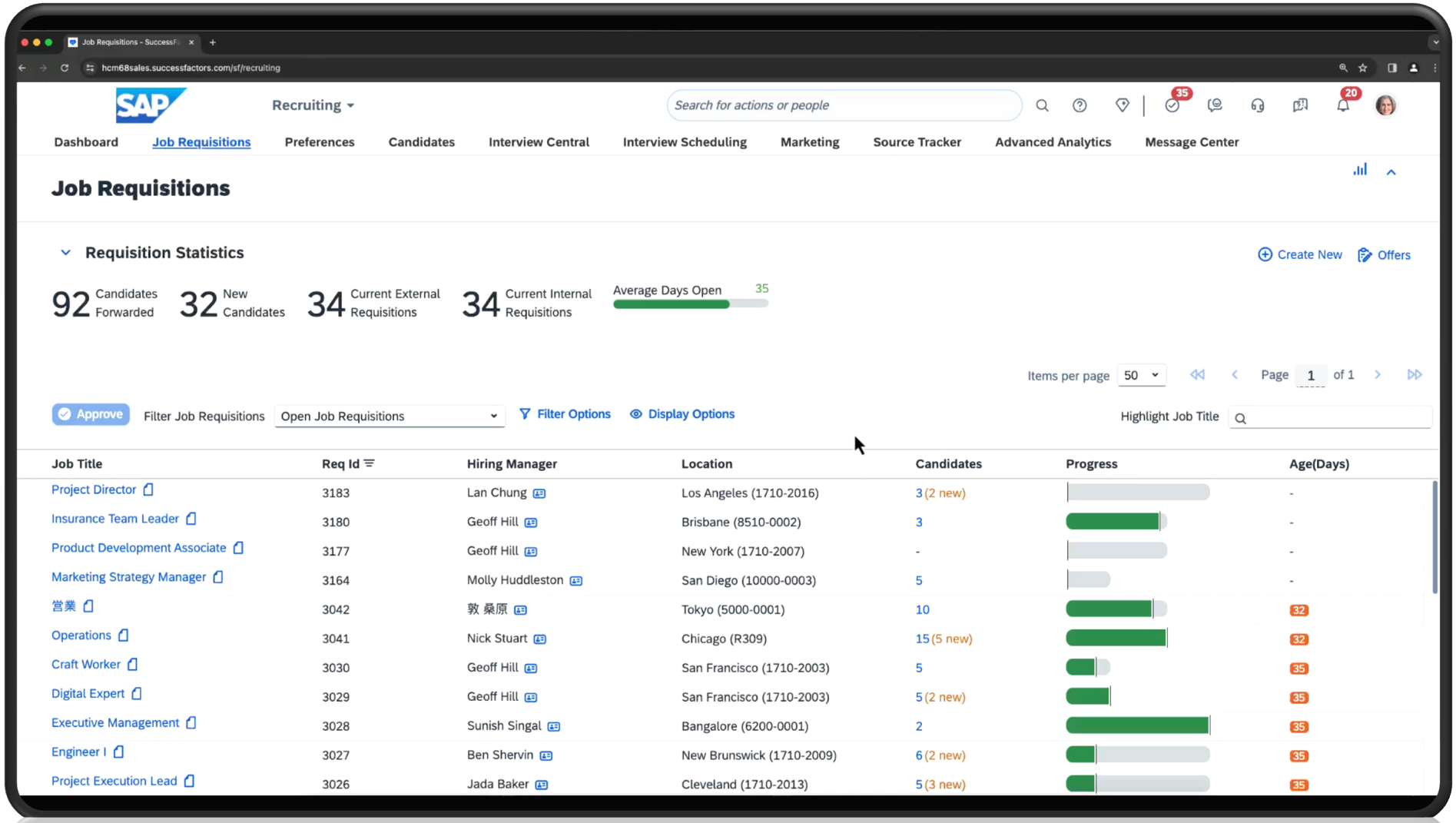
Deep Learning AI- Candidate Matching leverages job and candidate-specific information, helping hiring manager/recruiter to quickly assess the candidates

Generative AI - Interview questions generation leverages job and candidate-specific assessment questions, helping hiring manager/recruiter during the interview process

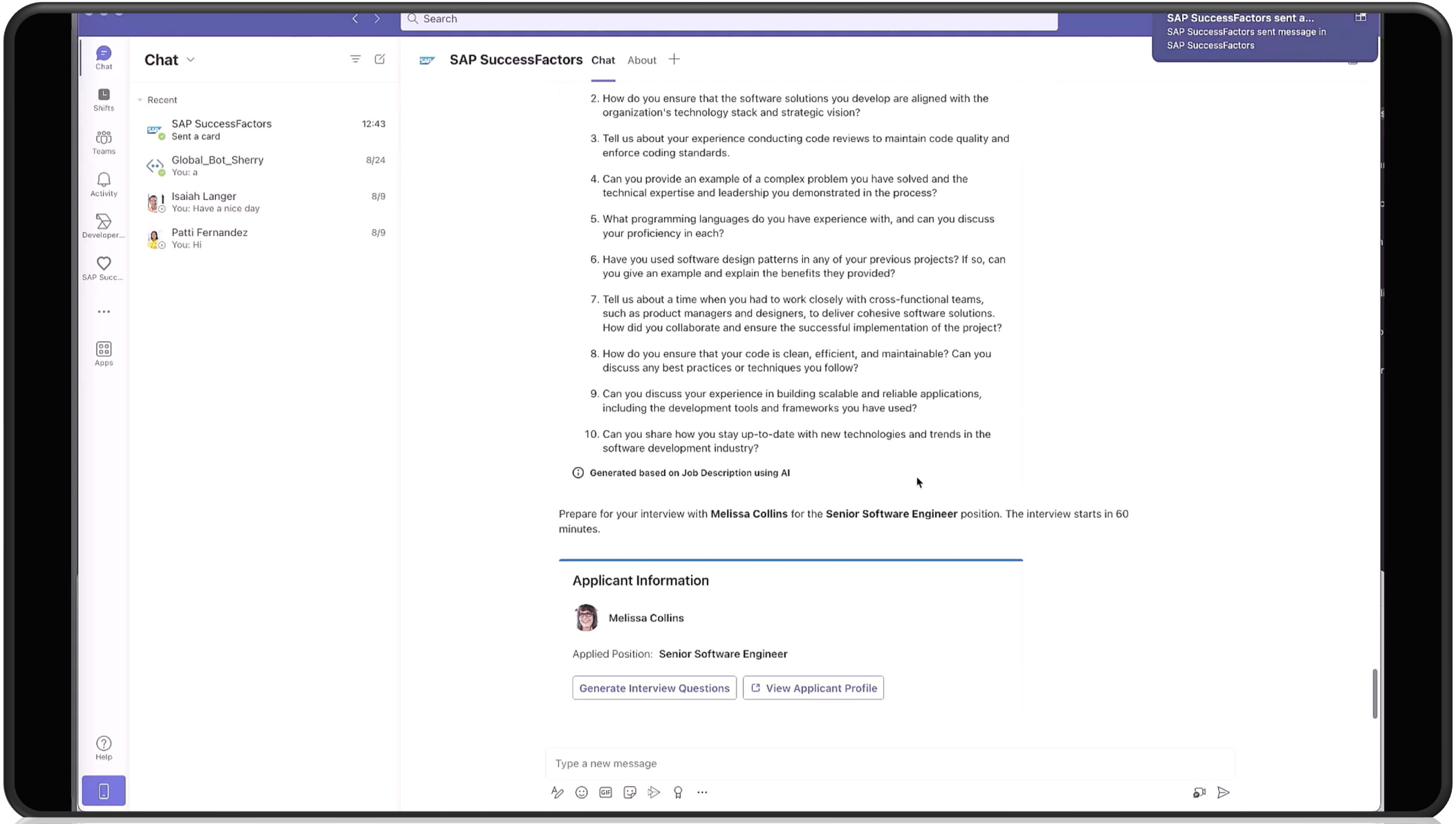
Generative AI – Job Description Creation



Can AI help me to quickly identify the right candidates?

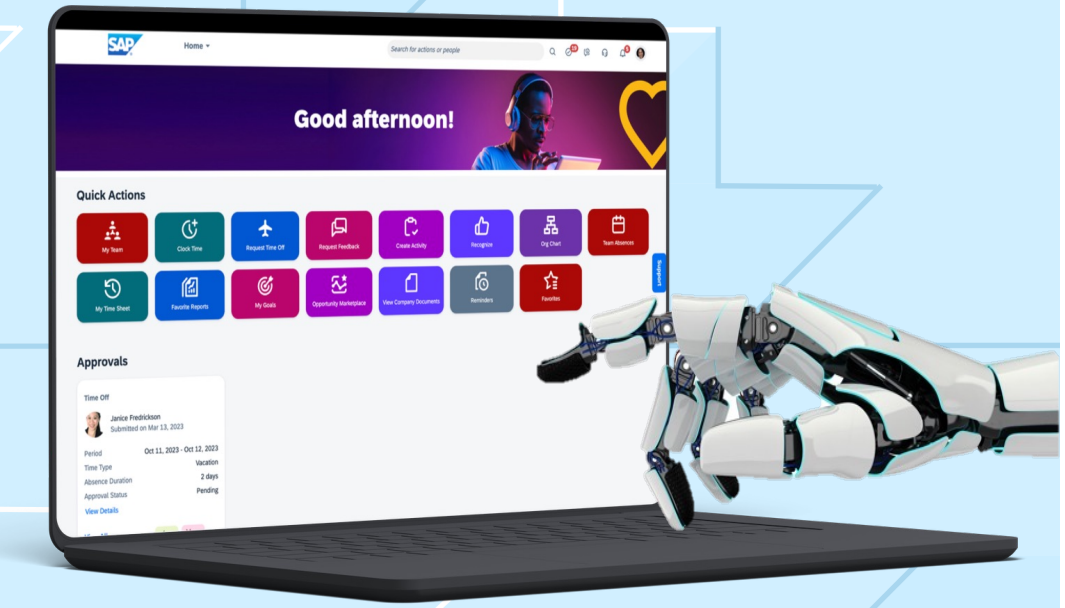


Can AI help me with Candidate Interviews and ratings?



SAP SuccessFactors Goals AI

Let's dive into it!



Jakob

Can I help me to create SMART goals

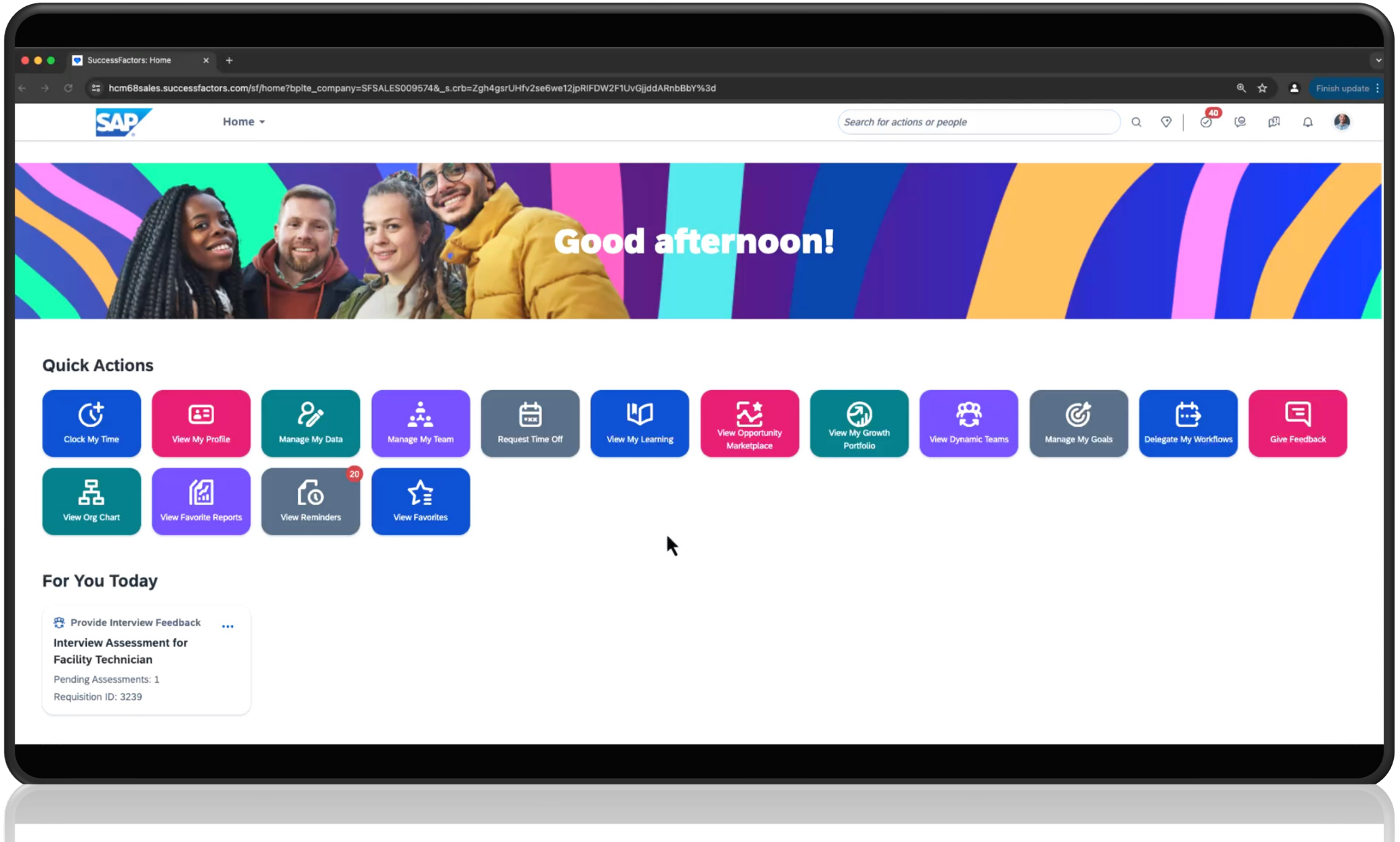
Jakob
People Manager

Make Goal Creation & Compensation Easy

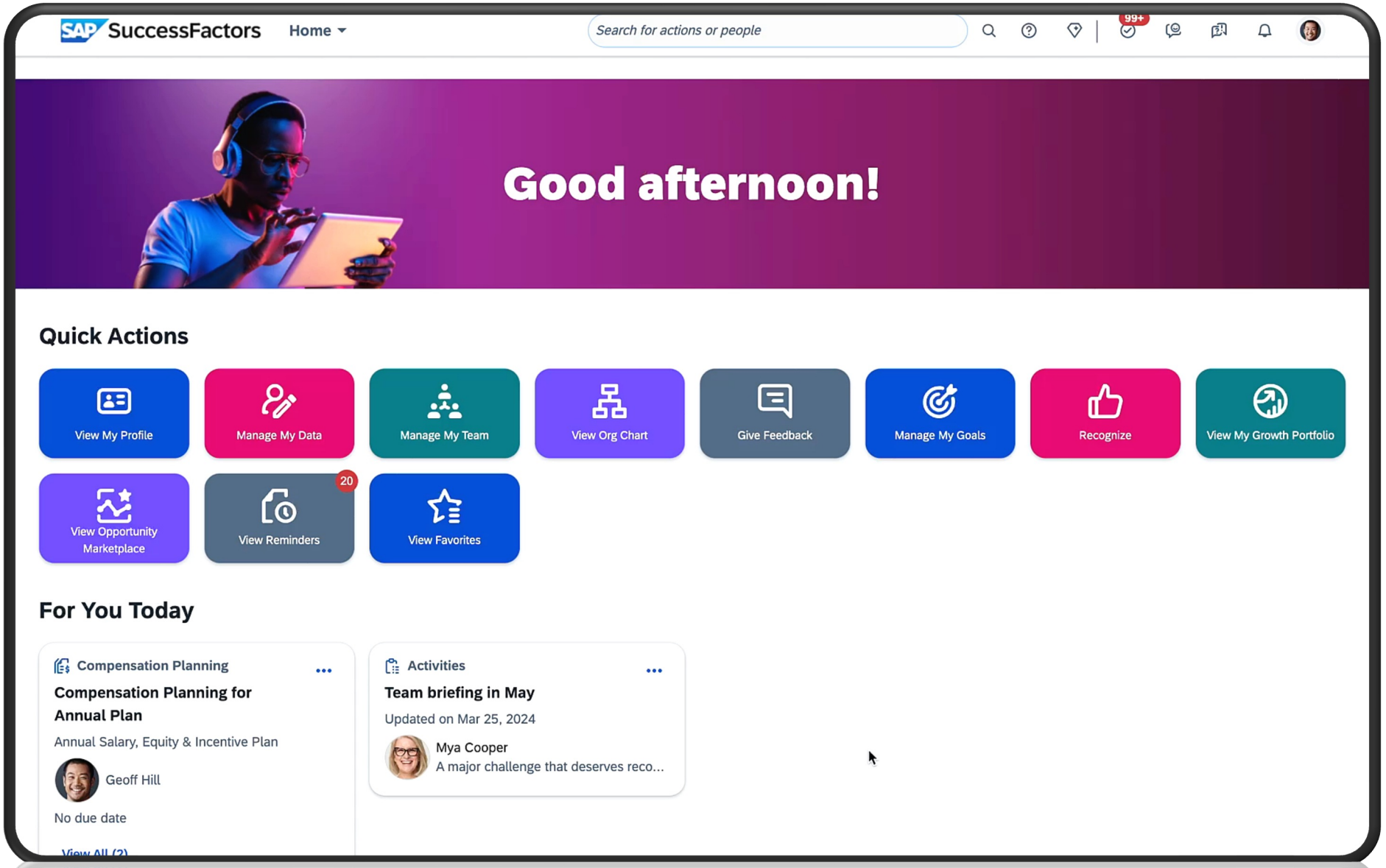
Generative AI - Effective Goal creation
supports everyone in the organization to quickly formulate performance and development goals

Generative AI – Compensation summary with the help of AI reduces time to get the correct insights regarding the compensation of employees

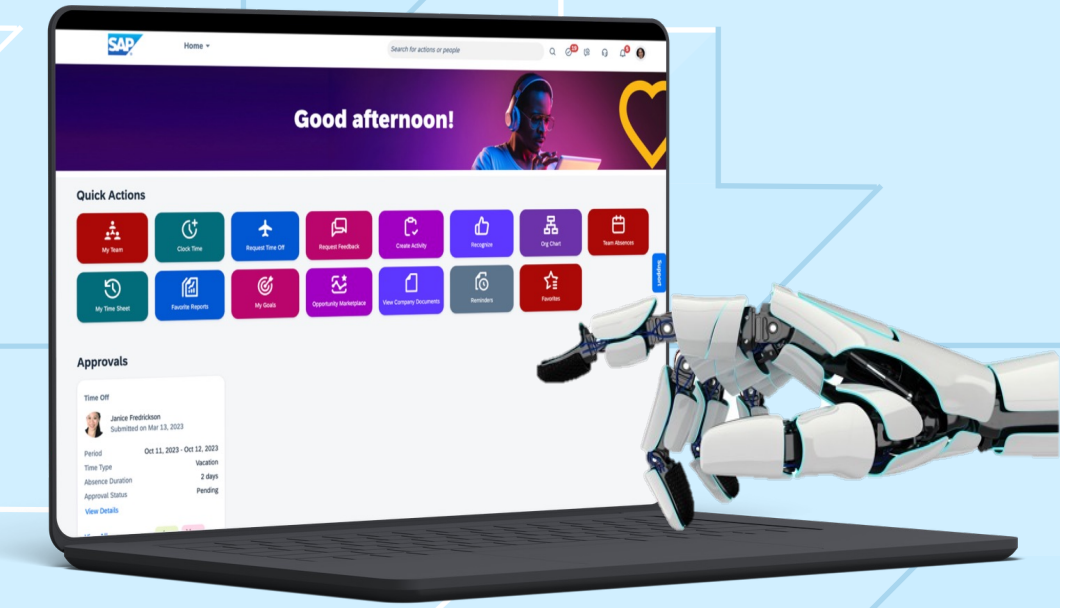
How can AI support me in creating SMART goals



How can AI help me to get a compensation overview of my employees



Let’s **dive** into it!



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Employee AI Cases

Marko

AI Expert looking for ways to support all employees

SAP SuccessFactors

Daily tasks made easy for employees

Marko
Employee / AI Assistant

Conversational AI - Digital assistant

Joule helps users to quickly get answers to their questions and view/edit relevant business data

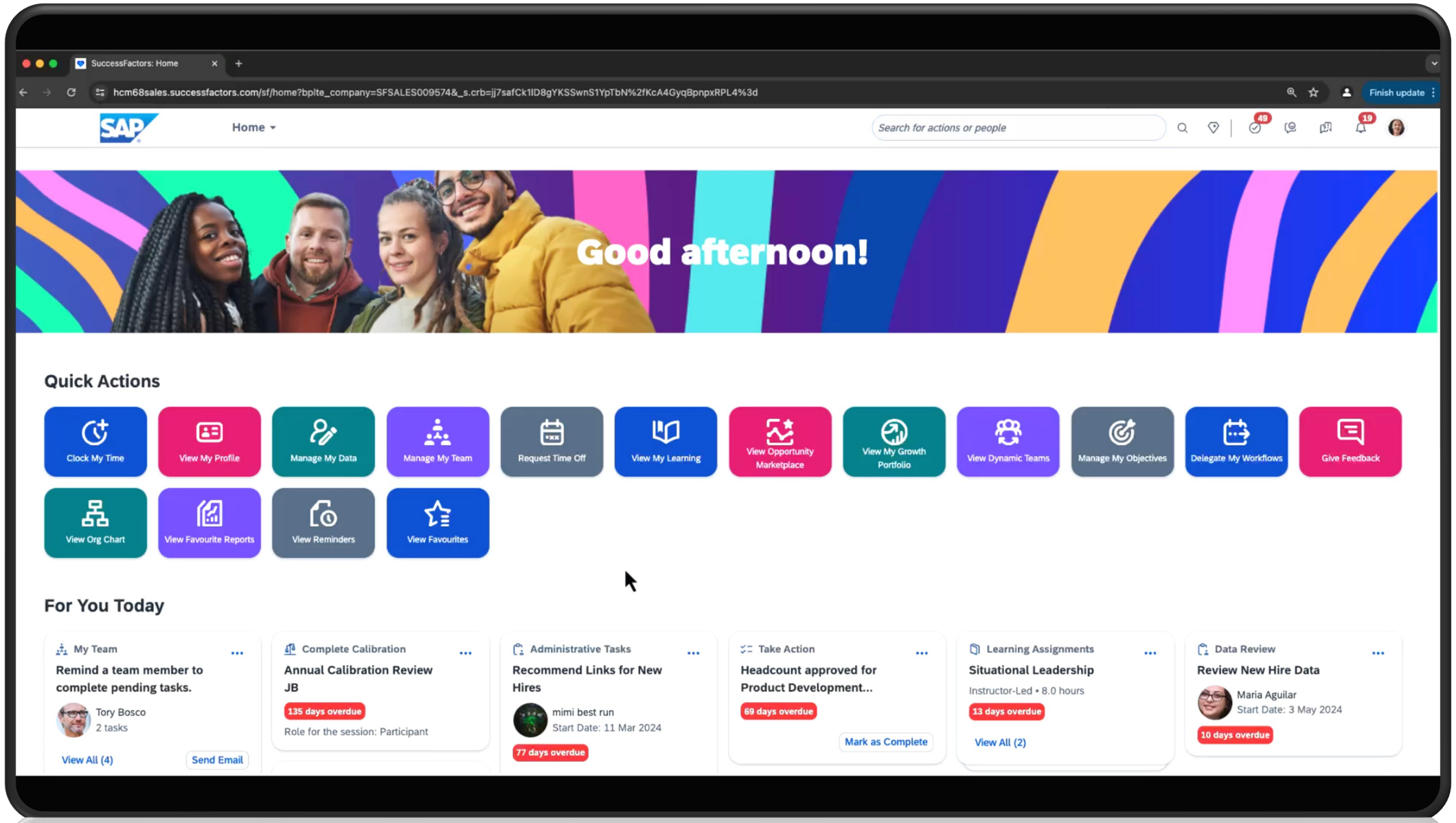
Generative AI - Effective Goal creation

supports everyone in the organization to quickly formulate performance and development goals

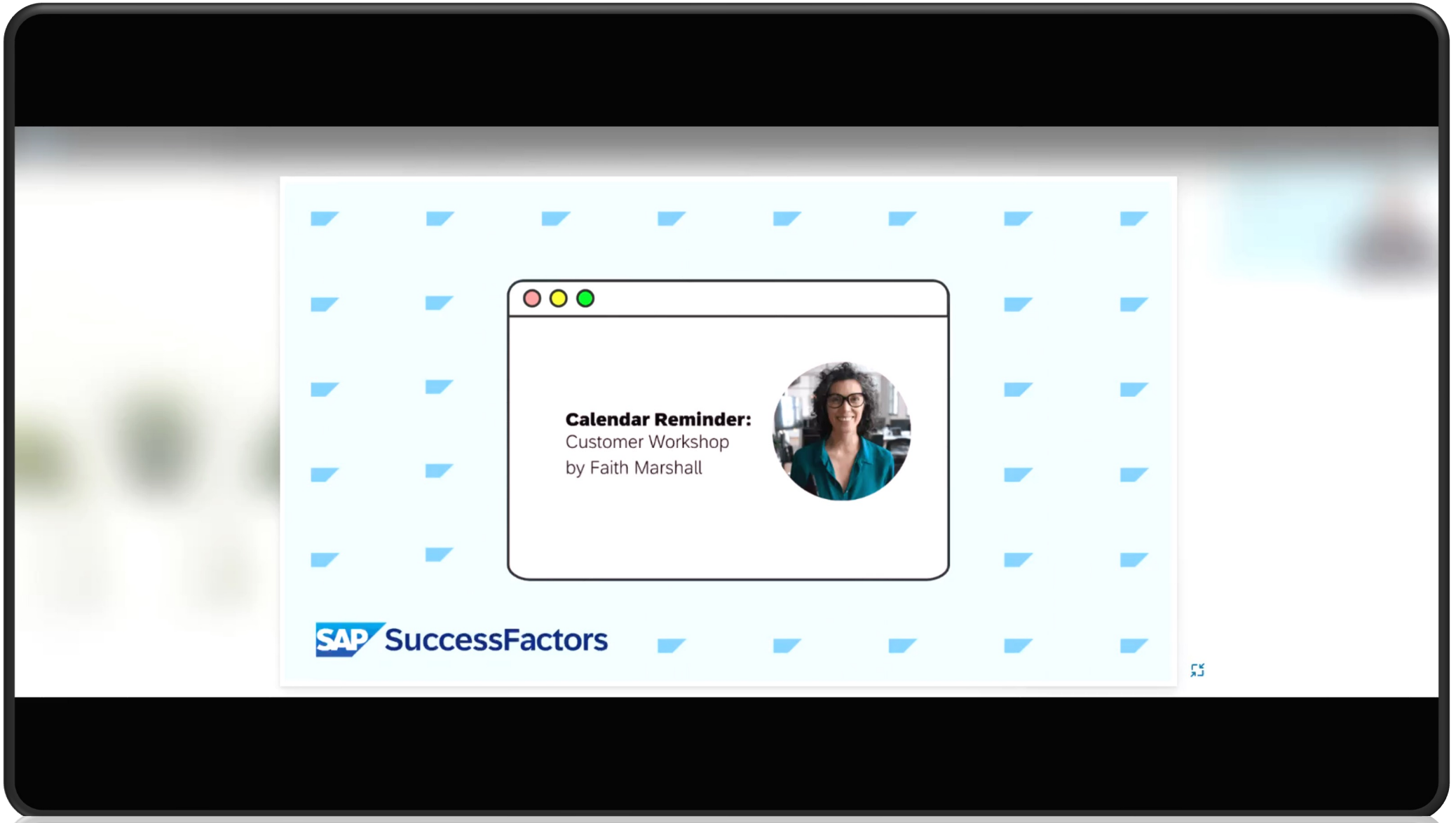
Deep Learning AI - Personalized skills recommendations

to support skills-based organizations

How can AI support in unlocking my potential



Can AI support me with my writing



What if... I was your **digital bestie**?

Help me prepare for the interview

What is my cost centre?

Update my profile

Give feedback to David

View direct reports of Mya Cooper

Request feedback from my manager

Joule

Tell me the top critical skills needed

Show me open positions

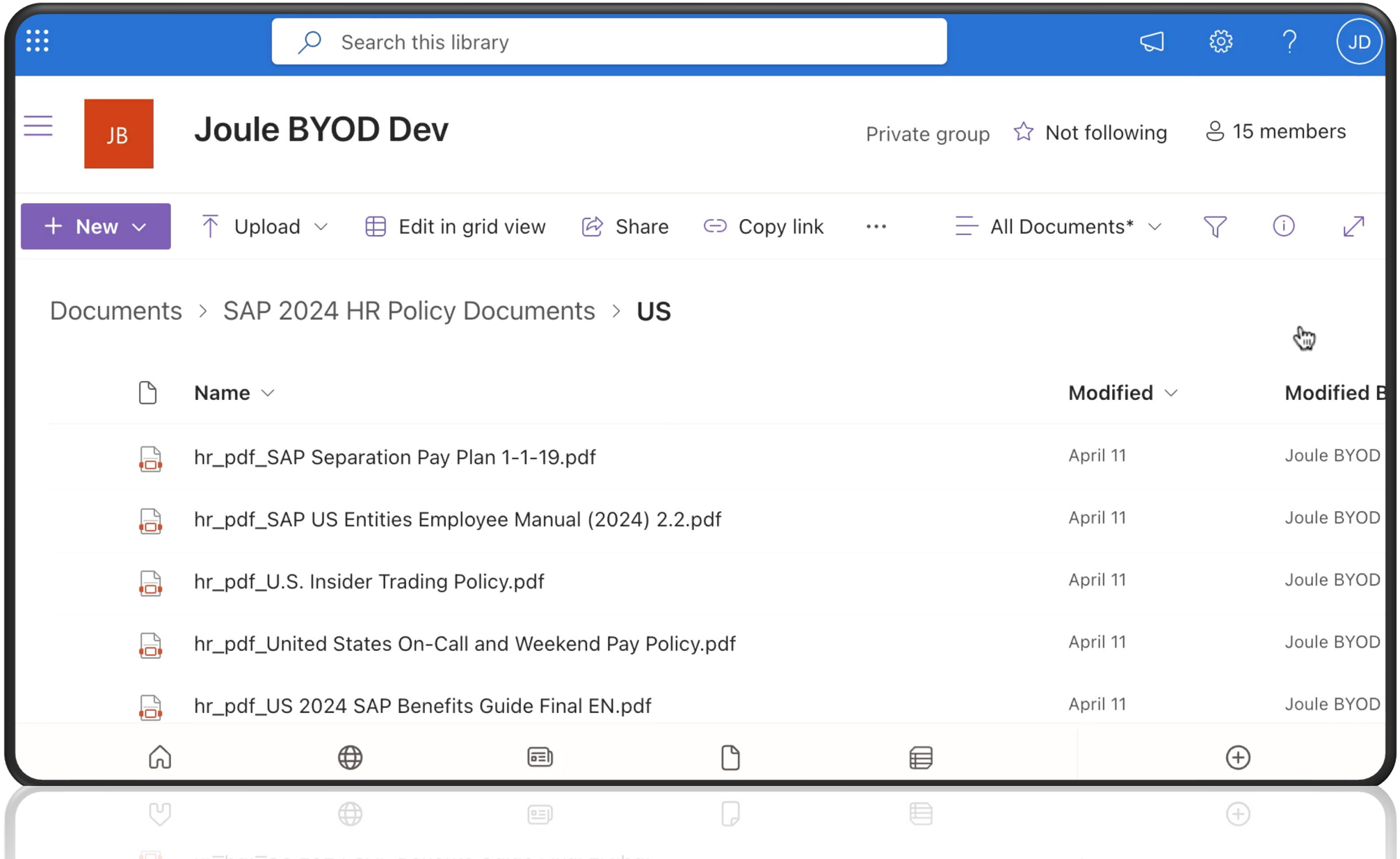
Check my salary

Assign compliant learning to my team

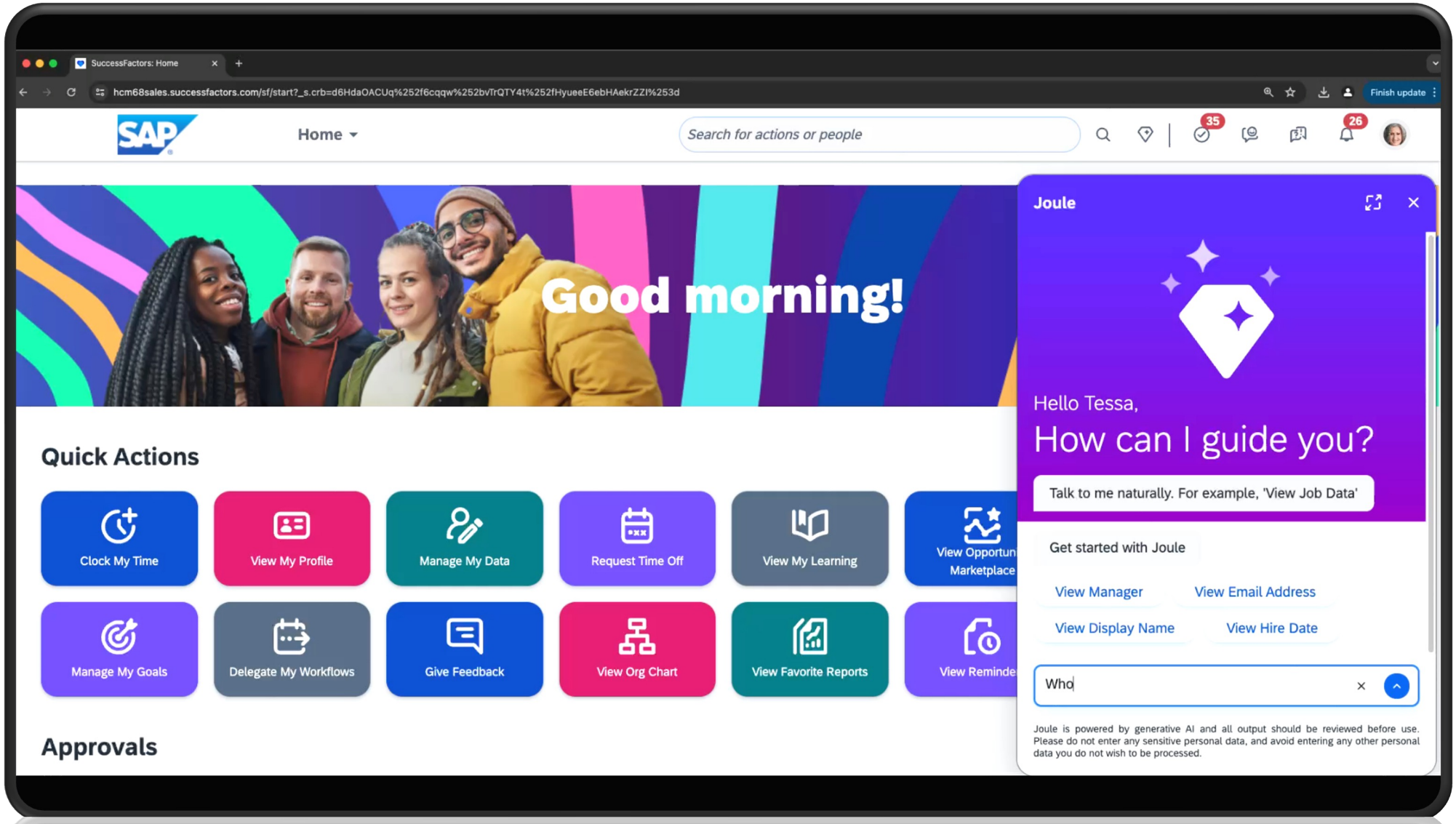
Promote Jada

Change my pronouns

What else can Joule do for me

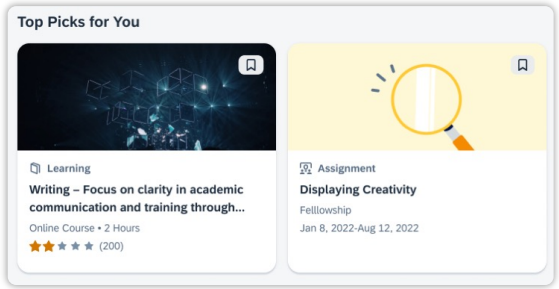


How does it look like...for real

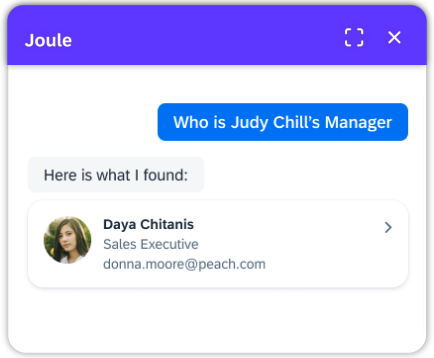


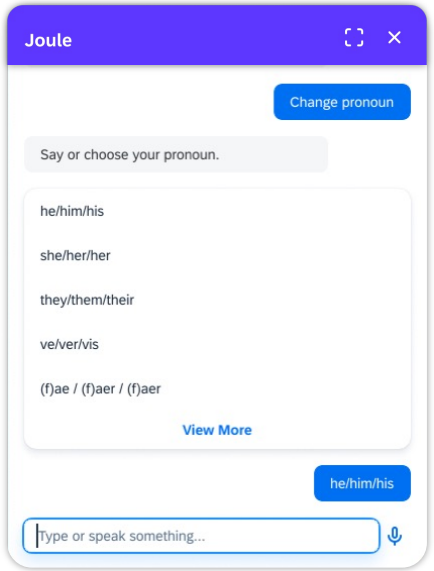
38 AI capabilities delivered in 2023

Opportunity marketplace recommendations



SuccessFactors Joule capabilities





2H 2023—38 AI capabilities delivered

Generative AI

- Job description generation
- Interview question generation

Joule

Employee central—view and change:

- Chosen name
- Pronouns
- Legal name
- Location
- Working time
- Job (including business title)
- Contract end date
- Cost center
- Transfer
- Promotion
- Probation
- Cost center
- Location

People profile—view co-workers:

- Pronouns
- Job title
- Job code
- Direct manager
- Direct reports
- Email address
- Phone number
- Location
- Time zone
- Department
- Division
- Hire date
- Peers
- Birthday

Time management

- Approve/reject time off request
- Request and give feedback

Talent Intelligence Hub

- Learning recommendations
- Skills inferences
- Opportunity marketplace recommendations for learning and assignments

Additional 52 AI capabilities to be delivered in 2024

1H 2024 | 22 AI capabilities to be delivered

Generative AI

- Performance goal generation
- Development goal generation
- AI assisted writing with text analyzer in talent
- Assisted compensation discussions for people managers
- Assisted Q&A/support—answer HR policy questions via joule

Joule

Employee central – view & change:

- Legal name (view only)
- Telephone number
- E-mail address
- Emergency contact
- Home address
- Job relationship manager
- Create and update position
- Marital status

Generative AI:

- HR policy FAQ using LLM
- Assisted compensation insights

Time management:

- Clock in/out
- View leave balance
- Create and view time off
- Time off instructions
- View holiday calendar

Payroll:

- View pay statement (w/ PDF option)

Talent Intelligence Hub

- Skill matching for recruiters

2H 2024 | 30 AI capabilities to be delivered

Generative AI

- Performance feedback/review for people managers
- Assisted growth insights with 1:1 meetings for people managers
- Assisted people profile insights
- Assisted opportunity marketplace assignment creation
- AI assisted writing across the suite
- Assisted translation
- Assisted summaries for detailed 360 reports
- Course description generation
- Image generation for learning content
- SPM: localization
- SPM: custom code reviewer

Joule

Employee central—view and change:

- Compensation
- Tenure
- Gender
- Personal information
- Work anniversary
- Job relationships

Generative AI:

- HR policy FAQ enhancements
- Job description generation
- Interview question generation
- Create feedback

Time management:

- Update and delete time off
- Approve/reject time sheet request
- View clock-in/out events

Rewards and recognition

- Create spot award
- View received spot award
- View given spot award

Payroll:

- Explain pay statement
- Regulatory change manager

Talent Intelligence Hub

- Learning content skills tagging

Some of the available AI scenarios our customers are benefitting from. Today.

Finance

- Tax Compliance
- Cash Application
- Intelligent accrual
- Travel expense auditing
- Travel expense verification
- Invoice processing
- Business Integrity screening
- Goods and invoice receipt matching
- Mobile expense entry

Supply Chain

- Stock in transit
- Visual Inspection
- Demand forecasting & sensing
- Project-cost prediction
- Predicted delivery processing
- Demand-driven replenishment
- Forward scheduling
- Field service scheduling
- Asset prediction & optimization
- Slow-moving materials prediction
- Delivery note processing

Customer Experience

- Predicted delivery processing
- Discount recommendations
- Intelligent sales execution
- Relationship intelligence
- Sales route optimization
- Sales order automation
- Opportunity scoring
- Customer insights
- Guided selling
- Lead scoring
- Product description generation
- Content generation
- Product recommendations
- Ticket generation

Procurement

- Guided buying
- Sourcing item and supply prediction
- Material group recommendations
- Invoice object recommendations
- Job matching for contingent workforce
- Resume ranking for contingent workforce
- O'Net labelling
- Category management

Human Resources

- Skill and career path recommendations
- Learning recommendations
- Job analyzer
- Job description generation
- Interview question generation

IT and Cross-Function

- Joule - AI copilot
- Document processing
- Generative AI Hub
- Analytics Just Ask
- Process automation
- Business rule mining
- Intrusion detection
- Code generation

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How do YOU feel about AI in HR?

Click here ☺

Thank you!

Jakob Kiblböck
Head of SAP SuccessFactors CEE

Marko Mandic
Senior Consultant SAP HCM

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