SAP Joule for Consultants

Frequently Asked Questions (FAQ)

Last update: June 18, 2025

This document is intended to support customers with commonly asked questions about Joule for Consultants.

Contents

General Information

What is SAP Joule for Consultants?

SAP Joule for Consultants is a generative AI powered copilot designed to boost consultant productivity by providing fast, reliable answers grounded in exclusive SAP content. It reduces rework by offering expert-level guidance that enhances design decisions and ensures alignment with best practices. Powered by a finetuned model trained on 250 million lines of ABAP and 30 million lines of CDS code, it explains ABAP code purpose, logic, and structure in detail. It also taps into 200,000+ pages of SAP documentation and learning content, over 50 certifications, and more than 2 terabytes of curated SAP Community content.

Who can use SAP Joule for Consultants?

Any SAP customer, partner, or consultant can use SAP Joule for Consultants, provided their organization has a valid commercial arrangement for access.

What is required to get access to SAP Joule for Consultants?

SAP offers SAP Joule for Consultants as per-user-per-month offering, charged in AI Units. Customers purchase AI Units as an annual contract based on the contract start date, and they are debited 35 AI Units per-user-per-month to use Joule for Consulting. For details on how to purchase AI Units, please contact your SAP Account Executive. Additional details are available in SAP Help.

Do you offer a trial version to try SAP Joule for Consultants?

We unfortunately do not offer a trial version for customers, but you can reach out to your account executive or sales representative for a detailed demo.

Do I need SAP Joule for Consulting if Joule Base already provides information on SAP systems?

Yes, system integrators, consultants, and internal IT teams working on cloud transformations and other SAP implementation projects will benefit from capabilities only found in SAP Joule for Consulting.

Joule Base supports business users of SAP solutions, providing AI assistance for performing business tasks with SAP business systems.

- A core Joule Base capability is conversational access to knowledge from SAP Help. For example, it can answer where and how to create a purchase order in SAP S/4HANA Cloud.

- Internal IT teams can also use Joule Base conversational assistance to access SAP Help information on the SAP Business Technology Platform and general information about the RISE with SAP Methodology.

SAP Joule for Consultants supports internal and external consultants, providing expert-level answers and best practice guidance for cloud transformations and other types of SAP projects.

- SAP Joule for Consultants answers questions based on an exclusive knowledge base not accessible with Joule Base.

- This includes knowledge from over 100 SAP Certifications and over two terabytes of expertly curated SAP Communities content. Learn more [here](#).

- Agentic AI capabilities to help project manage and execute the RISE with SAP Methodology more efficiently is planned for a future release of SAP Joule for Consultants.

How is SAP Joule for Consultants different from ChatGPT or other AI tools?

SAP Joule for Consultants is grounded exclusively in SAP proprietary knowledge and data. This ensures trustworthy, domain-specific, and up-to-date insights tailored for consultants and their workflows, while LLMs like ChatGPT and others may hallucinate answers by pulling from outdated and unreliable sources on the internet. SAP Joule for Consultants also relies on SAP Global AI Ethics Policy based on the highest security and ethical standards while streamlining compliance organization-wide – e.g. your data will not be used to train foundational models.

How does SAP Joule for Consultants work?

SAP Joule for Consultants uses Retrieval-Augmented Generation (RAG) to provide accurate and relevant answers. RAG combines two powerful techniques to ensure the information is both smart and up to date. First, it retrieves information from a large database or collection of documents to find the most relevant details related to the question. Then, it generates a detailed and accurate answer using the information found. This way, SAP Joule for Consultants ensures that the answers are based on the latest and most reliable information available.

What is the pricing model for SAP Joule for Consultants?

For more information about pricing and commercialization, please refer to the [SAP Business AI Feature Catalogue](#). Please contact your Account Executive or SAP Sales Representative to learn more.

Product Features & Capabilities

What are the key features and benefits of SAP Joule for Consultants?

SAP Joule for Consultants accelerates project delivery and time to value, improves consultant efficiency, increases project margins and firm capacity, and simplifies understanding of code purpose, logic, and structure. It's a tool that can be used to upskill junior and expert consultants with always up-to-date expert guidance grounded on SAP-exclusive knowledge. The value it offers includes 14% faster project execution, 50% fewer design iterations and rework, 1.5 hours saved per consultant per day with faster knowledge access, and 40% faster interpretation of unfamiliar ABAP code.

Which solutions does SAP Joule for Consultants support?

SAP Joule for Consultants supports content and knowledge retrieval across all SAP solutions, exclusive gated content, such as SAP Notes and Knowledge-based articles, and across all phases of the SAP project lifecycle.

Does SAP Joule for Consultants support technical topics and code-related queries?

Yes. SAP Joule for Consultants supports ABAP, CDS, CAP, Cloud SDK documentation, and can assist with technical migrations, understanding of legacy code, and even generate basic code examples.

What data sources is SAP Joule for Consultants trained on?

SAP Joule for Consultants leverages SAP's official knowledge base, which includes exclusive, proprietary content, and it supports a broad range of consulting areas including project management, functional consulting, and technical consulting.

Current knowledge sources include:

- SAP Activate
- SAP Knowledge Based Articles (KBAs)
- SAP Help Portal
- SAP Learning
- All SAP LoB-specific content
- SAP Fine-Tuned ABAP Model
- SAP Community Content

How frequently is content updated?

Content is updated and refreshed continuously on a 2-week lifecycle. We continue to ingest new knowledge sources into the model for further training.

Which languages are supported?

SAP Joule for Consultants currently supports English, German, French, Spanish, Portuguese, Chinese, Japanese, and Korean. More languages will be added in the future.

What is the input context window?

SAP Joule for Consultants can process up to 2,048 tokens in a single input. That's roughly equivalent to 1,500 words. Keep in mind, tokens include spaces and fragments of words, so the exact number can vary. This limit applies to input only, not the output.

Roadmap & Learning

Where can I learn about the product roadmap and future enhancements?

Updates on the product roadmap and new feature releases for SAP Joule for Consultants will be shared via SAP Road Map Explorer. You may also contact your Account Executive or Sales representative for more information.

Are there learning resources or certifications for SAP Joule for Consultants?

Yes. The SAP Help Portal and SAP Discovery Center offer more information about the product and pricing and check out the Accelerating SAP Project Delivery Using SAP Joule for Consultants learning journey in SAP Learning.

How can I contribute feedback or suggestions to improve SAP Joule for Consultants?

Submit your feedback or suggestions by using the in-app feedback mechanism within SAP Joule for Consultants.

Can I add my own data to Joule for Consultants?

Integration with customer-specific SAP data is planned, with consent, strict access controls, and compliance with privacy regulations and AI ethics.

Data Privacy & Storage

How does SAP Joule for Consultants handle user data privacy?

SAP Joule for Consultants follows SAP's strict data privacy and security standards, processing queries in compliance with regulations like GDPR. Personal data is anonymized and not used to train the model.

How is customer data stored, retained, and protected?

Customer data is stored in its own dedicated tenant, and conversation history is retained for only seven (7) days. Data is fully isolated within each tenant and can't be associated with individual users. AI Foundation includes an additional security layer, and SAP adheres to strict security standards for all AI services. Customer data is never shared with external large language models (LLMs).

Can I request deletion of my data or submitted queries?

Yes. Customers can request deletion in accordance with SAP's data subject rights processes by contacting SAP support or their account representative.

Is customer or confidential content ever used to train SAP Joule for Consultants?

No. SAP Joule for Consultants is only trained on SAP-authored and curated content.

SAP Joule for Consultants

Make consultants more efficient on SAP projects with AI assistance grounded in the most up-to-date and comprehensive knowledge base of SAP-focused content.

https://www.sap.com/products/artificial-intelligence/ai-assistant/sap-consulting-capability.html

www.sap.com.