

SAP BTP Solution: Smart Customer Portal

Simplify your customer self-service experience with SAP BTP

Application Overview

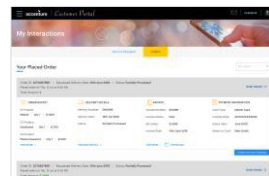
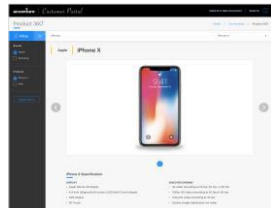
Customers want to know the status of their current orders, manage payments/invoices, view account summaries, retrieve product information, and the like. This activity often involves a great deal of manual processes. Accenture addresses this situation by introducing the Smart Customer Portal integrated with SAP Service Cloud, SAP Customer Data Cloud (Gigya), and other SAP back-end components.

The Smart Customer Portal is a cloud-based, lightweight portal built on SAP Cloud Platform allowing customers to retrieve key information such as account information, ticket information, orders, deliveries and invoices.

Solution

The Smart Customer Portal is a lightweight customer portal for both B2B and B2C scenarios enabling customers have access information about their products, invoices, deliveries and other details without having to buy a full license for the SAP Commerce Cloud solution.

This tool is built on SAP Cloud Platform with a reactive UI5 front end to provide an engaging user experience to consumers and customers.



Function: Self-Service | Process: Sales and Customer Service | Industry: Cross-Industry

Business Value

- Provides a valuable experience to the customer.
- Protects customer identity.
- Reduces operational costs and provisioning of self-serve capabilities.
- Increases customer satisfaction and decreases cost to serve.
- Addresses GDPR and data protection legal requirements.

Features

- Enables customers to interact with the products and services directly rather than indirectly through a service desk.
- Protects customer identity.
- Enables real-time SAP integration.
- Offers 24/7 self-support.
- Enables seamless integration with SAP Service Cloud and SAP S/4HANA®.

Technologies in Use

- SAP Cloud Platform
- SAP S/4HANA®
- SAP Service Cloud
- SAP Customer Data Cloud (Gigya)
- Recast.AI chatbot



Artificial Intelligence



Machine Learning



SAP Cloud Platform

[Click here](#) to watch the video.