



Feature Scope Description | PUBLIC
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Feature Scope Description for SAP Process Automation

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1 About This Document

This document describes the features that are available in SAP Process Automation.

To illustrate integration with other SAP offerings, the product documentation on the SAP Help Portal might include references to features that aren't included with this service.

2 Introduction

SAP Process Automation is a citizen developer solution to adapt, improve, and innovate business processes with no-code workflow management and robotic process automation capabilities.

SAP Process Automation enables business users and technologists to become citizen developers. With powerful yet intuitive low-code and no-code capabilities, the solution supports you in driving automation by tapping into the expertise of citizen developers.

Capabilities

The solution offers the following key capabilities:

- Build or adapt processes with an intuitive graphical interface
- Create forms-based workflows using drag-and-drop functionality
- Develop and manage decision logic in tabular, spreadsheet-like decision tables
- Automate repetitive tasks within existing process flows using robotic process automation
- Create intelligent actions and recommendations using machine learning capabilities
- Work efficiently from a unified launchpad and task center
- Hand over projects to professional developers, who can embed actions and advanced workflows into projects initiated by citizen developers
- Support real-time, event-driven transparency into comprehensive processes and process instances with process-visibility dashboards

In addition, SAP Process Automation offers prebuilt content and features – such as bots, process steps, business rules, and workflow components.

3 Features

SAP Process Automation supports the following features:

Key Features

Feature	Description
Digitize processes	Build or adapt end-to-end processes with an intuitive, connected graphical interface to maximize efficiency across your organization
Create interactive forms	Create form-based workflows using drag-and-drop functionality and connected data sources
Build and run automations	Build or adapt end-to-end processes with an intuitive, connected graphical interface to maximize efficiency across your organization
Manage decisions	Develop and manage decision logic in tabular, spreadsheet-like decision tables
Achieve end-to-end process visibility	Support real-time, event-driven transparency into comprehensive processes and process instances with process-visibility dashboards
Discover and manage predelivered content	Make smarter decisions by proactively identifying process bottlenecks and issues

4 Service Availability

This section describes the service availability aspects.

Availability Aspect	Description
Regions and Infra-structures	See SAP BTP: Discovery Center .
Environments	SAP Process Automation runs in the SAP BTP cloud foundry environment.
Languages	SAP Process Automation documentation: <ul style="list-style-type: none">English - US UI applications are available in: <ul style="list-style-type: none">English - USChinese - SimplifiedFrenchGermanJapanesePortugueseRussianSpanish
Accessibility	SAP BTP provides accessibility support in its tools and the customer documentation. This includes: <ul style="list-style-type: none">High-contrast black theme for the administration UITexts and informationUI elements via attributes and element IDsOrientation and navigation throughout the UIUser interaction

5 Compliance and Security

SAP BTP environments ensure cloud security at multiple levels.

i Note

These compliance and security standards apply to regions operated by SAP. For more information about the security compliance for regions operated by an SAP partner, contact your operator.

Certificates and Reports

SAP BTP environments regularly undergo audits and reviews of its policies and controls.

- For the complete list of compliance and security standards that the cloud platform is compliant with, see [SAP Business Technology Platform ISO Certificates](#).
- For the complete list of Service Organizational Control (SOC) audit reports available for the cloud platform, see [SAP Business Technology Platform SOC Reports](#).

Data Protection

SAP BTP environments follow SAP's global data protection and privacy guidelines. For more information on the guidelines, see [Data Privacy](#).

To access the Personal Data Processing policy for your region, see [Personal Data Processing for SAP Cloud Services](#).

6 Service Level Agreement

The Service Level Agreement (SLA) is a contract between SAP and its customers that forms the basis of your contractual relationship with SAP when referenced in specific order forms.

i Note

The Service Level Agreement for SAP BTP covers cloud service offerings that are operated by SAP. For more information about the service level agreement for cloud service offerings operated by an SAP partner, contact your operator.

- The **order form** is the ordering document to subscribe to SAP BTP services from SAP. It defines the commercial terms and lays out the agreement structure. The order form also incorporates several other documents that relate to the SLA.
See [Sample Order Form](#).
- The **Service Level Agreement for Cloud Services** applies to any cloud service on the SAP price list, defining uptime, credits, update windows, and others.
See [Service Level Agreement for SAP Cloud Services](#).
- The **SAP BTP Service Description Guide** provides information on the service including any deviations to the SLA. For more information, see [SAP BTP Service Description Guide](#).

Additionally, the **General Terms and Conditions for SAP Cloud Services** warrants the SLA and provides the available remedy if SAP fails to meet its SLA. For more information, see [General Terms and Conditions for SAP Cloud Services](#).

7 Browser Support

For UIs of the platform itself, such as the web-based administration interface for SAP Process Automation, the following browsers are supported on Microsoft Windows PCs and, where mentioned below, on macOS:



Browser	Versions
Microsoft Edge	Latest Version
Google Chrome	Latest version

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