

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Customer Service Request Creation Process

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1. Overview

Process automation package for customer service request creation in SAP Utilities is a pre-built SAP Workflow Management package by SAP Services and support to bring process transparency, visibility, efficiency in resolving customer request quickly in a most efficient way. Some of the salient features of the solution are

- Automatically acknowledge customer service request email through iRPA bot
- Identify customer request type and create customer service request in SAP Utilities
- Assign the task processor for the request based on the predefined category
- Send notification to the customer after resolving the request
- Record every step in the process

2. Business scenarios and Challenges

- Lack of automate process to acknowledge customer request and further process the request
- Lot of manual effort consumed for repetitive tasks.
- Provides deeper insight into the process

3. Business Need

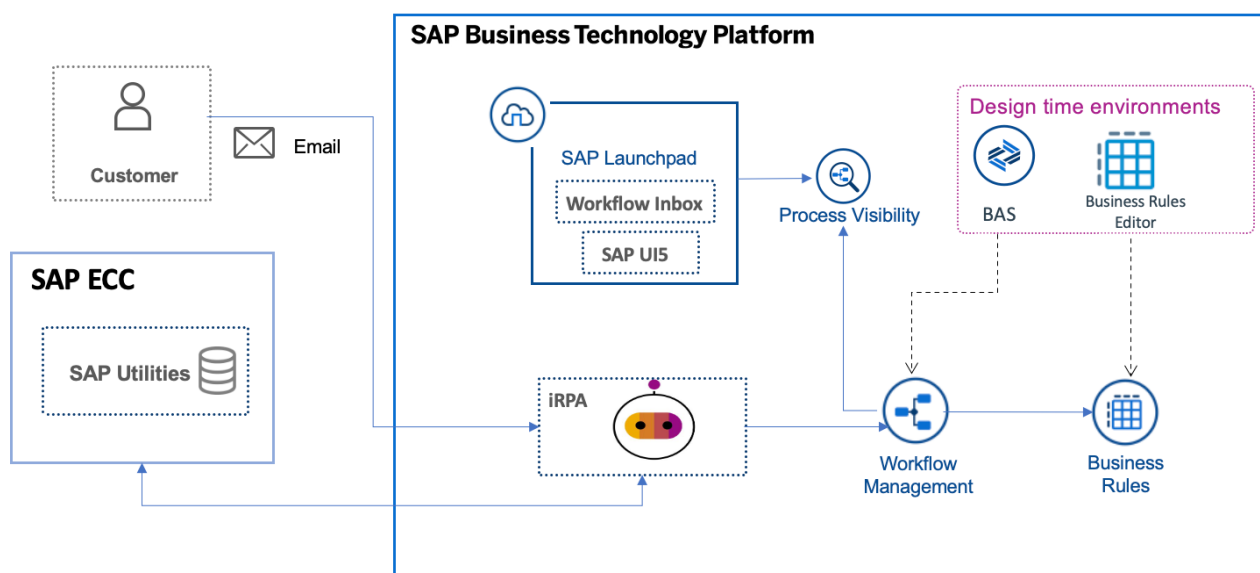
- Content package for the customers who want to automate their customer service request creation process in SAP Utilities
- Solve customer problem more efficiently and acknowledge with the status
- Provide visibility to the Business Outcomes through live Key Performance metrics of the end-to-end processes.

4. Solution Architecture and Components

- Customer sends the request to the predefined email
- SAP iRPA bot listens to the email box and acknowledge the customer on receipt of the request.
- Bot would identify the type of request and create customer request in SAP Utilities through API
- iRPA bot triggers a workflow process to assign the task processor for the customer request created.
- Request processing feedback is sent back to the customer via Email.

The following services in SAP Business Technology Platform are required for seamless integration with SAP Utilities,

- SAP BTP Cloud Foundry runtime
- SAP Workflow Management to orchestrate the process
- SAP Launchpad service
- SAP Identity Management (optional)
- SAP Business Application Studio (To develop SAPUI5 Apps and Workflow)
- SAP Intelligent Robotic Process Automation



5. Value Proposition

- Record every step of the process
- Quick response to customer service request.
- Avoid manual repetitive task
- Automation of end-to-end process
- Improved decision making and real-time visibility.
- Dashboard for KPIs

6. Artifacts

Workflow Process: It covers end to end process of customer service request creation, executing the Bot to send the response to the customer request. Also, the assignment of the task processor by leveraging the Workflow and Business Rules of SAP Workflow Management.

iRPA Bot: Bot reads the email and acknowledges the customer via email. Bot would identify the type of request, creates service request in SAP Utilities via BAPI call and then assigns the task processor based on the predefined category definition.

SAP UI5/Fiori: SAP UI5/Fiori Application hosted on SAP Business Technology Platform have been developed to use in the workflow task

Business KPIs Dashboard (Process Visibility): This Process Visibility Dashboard enables process excellence, process transparency, process transformation by providing KPIs like number of service requests created, resolved, and pending for processing etc.

7. References

If you are interested to use this process automation package for Duplicate Profile identification in SAP SuccessFactors solution, please contact:

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