



PUBLIC

Custom Joule Skill & Agent in SAP Build C4C Service SLA Assistance Agent

Configuration & User Guide

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This document contains 2 sections. Each section covers different information about this template content package.

1. **Overview:** In this section, you will get quick overview of the use case, what are high-level components used and how the template works in nutshell. Prerequisite section provides information of different services of SAP Business Technology Platform that are required to use this template.
2. **Configuration Guide** It contain sections which will guide you to setup your (a) SAP Business Technology Platform Account with destination, user roles etc., (b) Links and steps to set up Joule studio and Joule (c) Import and configure the template using SAP Build Process Automation - Joule studio

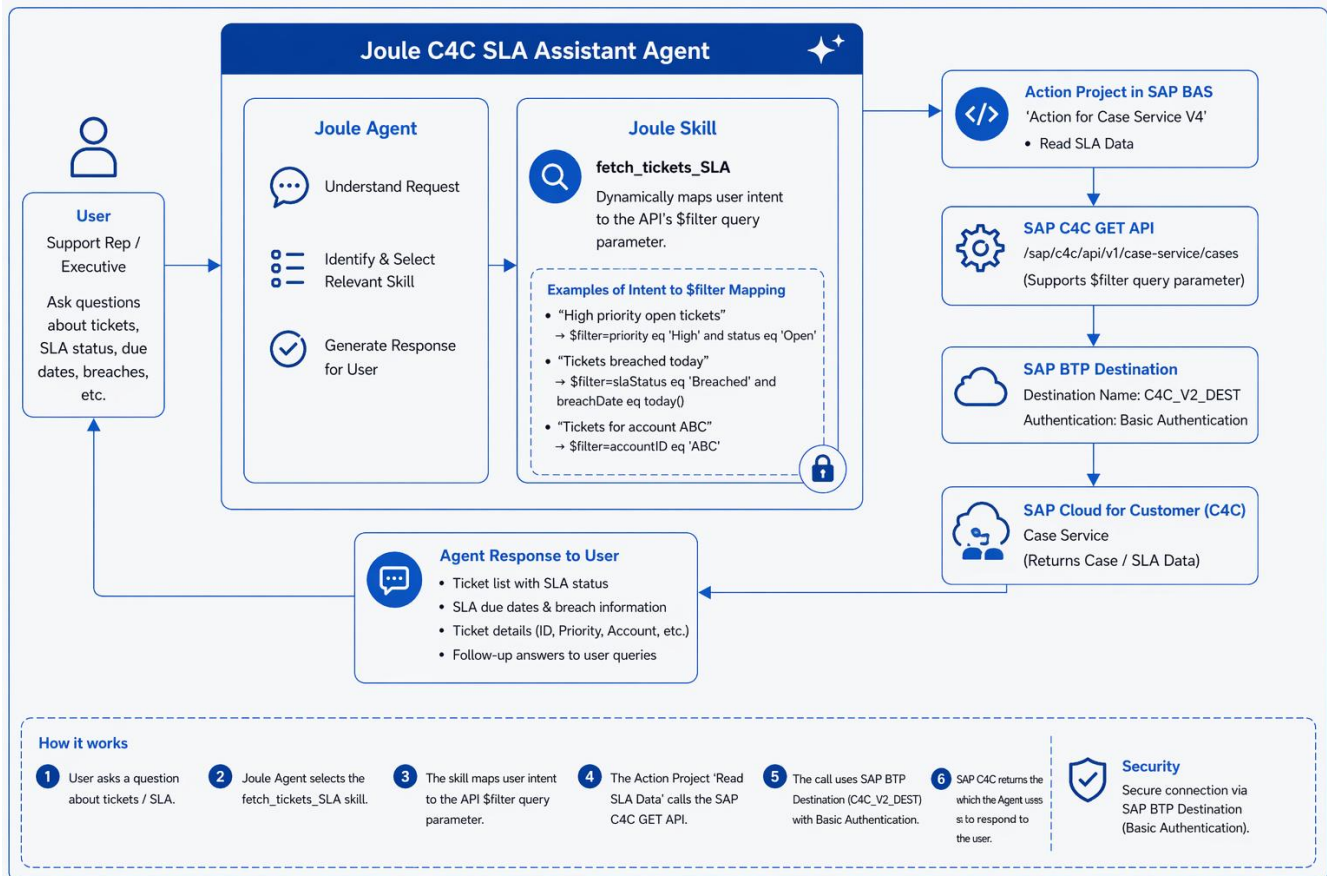
Note:

- This agent and documentation are intended for Business use. The content is designed to support real business scenarios and enterprise integrations.
- This documentation does not provide a full end-to-end setup guide for all SAP Business Technology Platform services. It assumes that the IT administrator responsible for setup has prior experience with SAP Business Technology Platform and related services. The configuration steps outlined in this document must be followed as described.
- This content is provided to accelerate enterprise solution implementation. Customers are expected to adapt and extend the agent, skills, and configurations based on their specific business requirements. Users should have a basic understanding of SAP Build Process Automation and its capabilities to effectively customize and operate the solution.

Overview

The C4C Service SLA Assistant Agent is designed for Customer Service Representatives (CSRs) to help them quickly identify and prioritize service tickets that are approaching their Service Level Agreement (SLA) deadlines. By simply interacting with the agent in natural language, CSRs can fetch critical ticket information such as Case Number, Case Description, Priority, Status, and SLA Due Date. This automation significantly reduces manual tracking, mitigates the risk of compliance breaches, and ensures a smoother, more efficient customer service operation.

Solution flow :



The agent connects SAP Joule with SAP C4C Service Cloud V2 through SAP BTP and SAP Business Application Studio. A BTP destination named C4C_V2_DEST stores the SAP C4C endpoint and Basic Authentication credentials used by the action project.

End-to-end execution flow when a user submits a request:

1. The user asks for SLA-risk tickets using Account Number, Account Name, Contact Number, Contact Name, and date range details.

2. The Joule Agent interprets the natural-language request and prepares a query for the SAP C4C cases API.
3. The Joule skill fetch_tickets_SLA is triggered to call the action Read SLA Data.
4. Read SLA Data calls the SAP C4C Service Cloud V2 GET API /sap/c4c/api/v1/caseservice/cases and passes the generated criteria into the \$filter parameter.
5. The response is returned to Joule and formatted for the CSR with Case Number, Case Description, Priority, Status, and SLA Due Date.

Business Value & Benefits

- **Simplifies Ticket Tracking:** Automatically surfaces urgent cases without manual filtering.
- **Reduces SLA Breaches:** Proactively notifies CSRs of nearing expirations to maintain compliance.
- **Saves Time:** Quickly fetches essential case details across large datasets.
- **Increases Productivity:** Allows CSRs to focus immediately on high-priority tasks.
- **Provides Consistent Results:** Standardizes the way SLA cases are retrieved and presented.

Prerequisites

For this agent to run successfully, the following prerequisites are needed.

- Joule Studio in SAP Build
- SAP C4C Service Cloud V2 accessible from SAP BTP
- SAP Build with Joule Studio Enabled
- SAP Business Technology Platform (BTP) account with destination configuration permissions
- Required user authorizations for Joule Studio, BPA, and Service Cloud APIs
- Follow the setup guide here based on your tenant configuration.
 - NOTE: If you need additional help with these prerequisites (such as setting up SAP Build Process Automation and SAP Build Work Zone), you can run the Discovery Center mission: [Setup Joule Studio for a BTP Enterprise Account](#).

Configuration Guide



This section describes the configuration steps required to set up the Agent. It includes the necessary configurations in the SAP Business Technology Platform cockpit, destination setup, user role configuration, and details of services and artifacts used by the agent.

The configuration ensures secure connectivity between SAP Build Joule Studio and SAP S/4HANA using OAuth-protected OData services, enabling the Joule Agent to retrieve and process business document data.

Setup Business Technology Platform Cockpit

Configure SAP Service Cloud V2 Destination

C4C Service SLA Assistance Agent connects to the backend SAP Service Cloud V2 system using the following destination.

Destination Property	Value
Name	C4C_V2_DEST
Type	HTTP
URL	https://{host}.{port}.crm.cloud.sap
Proxy Type Internet	Internet
Authentication	Basic Authentication
Username	<Username>
Password	<Password>

Additional Properties:

Parameter	Value
sap.applicationdevelopment.actions.enabled	true
sap.build.usage	true
sap.processautomation.enabled	true
BuildApps.Enabled	true
WebIDEUsage	true
BuildApps.ApiType	rest

NOTE: All destination values shown above are placeholders. Actual system-specific values must be maintained in the SAP BTP cockpit.

Make sure the API used in this template (see the below sections to get the API name) is exposed with the correct communication scenario to the communication user.

SAP Cloud Connector Details

Cloud Connector Required: No

Reason: The solution connects directly to SAP Service Cloud V2 through secured REST APIs exposed over the internet.

Services used:

There is one Action project used in this agent.

Action Project Name	Service Used	Purpose
Action for Case Service V4	SAP C4C GET API (/sap/c4c/api/v1/case-service/cases)	Read SLA Data

Artifacts in the Agent:

Type	Name	Description
Joule Skill	fetch_tickets_SLA	A Joule Skill to Fetch SLA details of the Service Cases
Joule Agent	C4C Service SLA Agent	An AI Agent to provide a view of Service Cases that are nearing expiry

Setup Content Package

Import Custom Joule Agent

All imported custom agents are available in SAP Build Store. To know more about the SAP Build Store visit [SAP Build Process Automation Store](#).

This template can be downloaded from the SAP Build Store:

Navigate to the Store option in your SAP Build Lobby.



Select the Project Type filter as “Joule Agent and Skill”

In the Search bar type “C4C Service SLA Assistance Agent”

Select the “Create from Template” button to add the template into your lobby.

Once the creation is complete, navigate to the Lobby to find the “C4C Service SLA Assistance Agent” project available for use.

Configuration & Modification

Once the Joule Skill & Agent project is added into the lobby, it can be run directly without any modification.

However, if you need to modify Joule skills that are used within the project or you want to modify the agent, with its instructions/additional context or other fields, you can do so.

In order to understand the various capabilities of Joule Studio and work with them please refer to the link: [Create AI Capabilities | SAP Help Portal](#)

Release and Deploy the Project

Once the agent is verified by the user / modified based on user need, it has to be released and deployed into a shared environment.

- Refer to the link below to create/Share an Environment:
[Environments | SAP Help Portal](#)
- Refer to the link below to release a project:
[Release a Project | SAP Help Portal](#)
- Refer to the link below to deploy a project:
[Deploy a Project | SAP Help Portal](#)

Test the Joule Skills And Agent in SAP Build

1. To access your projects, navigate to **Control Tower ->Tenant Configuration->Environments**.
2. Select your environment.
3. After deploying the project, the project should be seen in the Shared Environment.
4. Click on the Tab, '**Joule**'
5. Click on the button '**Launch**'

This will open the Joule launchpad where you can key in the below prompts to test the agent.



Prompt	Expected Result
“Show me the service cases for [Account Name] that are nearing SLA expiry.”	The agent retrieves and displays a list of cases matching the criteria, including Case Number, Description, Priority, Status, and SLA Due Date.

NOTE:

1: Currently the Agent will be only deployed in the SAP Build environment, and hence testing can also be done only in the Build Lobby. If you want to **activate the Joule in other systems** Eg: SAP S/4HANA or SAP Work zone, then click on the **settings** in ‘Control Tower->Environments-><Your Shared Environment> ->Joule

Here you must switch the toggle on for ‘**Share Environment Capabilities**’.

The screenshot shows the SAP Control Tower interface for managing environments. The breadcrumb trail is 'Control Tower / Environments / Build Demos'. Below this, there are fields for 'Last Updated:', 'Author:', 'Members:', 'Identifier:', and 'Description:'. On the right, there are buttons for 'Edit', 'Share', and 'Delete'. A navigation bar at the bottom lists various categories: 'Projects', 'Triggers', 'Automation Launchers', 'Agent Management', 'Alert Handlers', 'Variables', 'API Keys', 'Visibility Scenarios', 'Processes and Workflows', and 'Joule'. The 'Joule' tab is selected. Below the navigation bar, there is a section for 'Joule Digital Assistant' with a 'Shared' status. To the right of this section are buttons for 'Launch', a refresh icon, and a settings icon (highlighted with a red box). Below the settings icon, there is a 'Joule Settings' dialog box. The dialog box contains the text: 'Selecting this option deploys the environment's capabilities to Joule shared assistant, making them available to users who have "Execute" or "Administrator" rights for this environment.' Below this text is a toggle switch labeled 'Share Environment Capabilities' (highlighted with a red box). At the bottom of the dialog box are 'Apply' and 'Cancel' buttons, with the 'Apply' button highlighted with a red box.

Support :

If you experience any issues or support related to C4C Service SLA Assistance Agent, Please contact:
SAP_BTP_AI_AUTO@infosys.com