

PUBLIC

Custom Joule Skill & Agent in SAP Build Create Dispute Case

Configuration & User Guide

Version: 1.0

Date: 2026-04-10

Contents

Overview	3
Business Value & Benefits	4
Prerequisites	4
Configuration Guide	4
Setup Business Technology Platform Cockpit	4
Configure SAP S/4HANA Destination	5
User Roles Configuration	6
Services used:	6
Artifacts in the Agent:	6
Setup Content Package	6
Import Custom Joule Agent	6
Configuration & Modification	6
Release and Deploy the Project	7
Test the Joule Skills And Agent in SAP Build	7

Overview

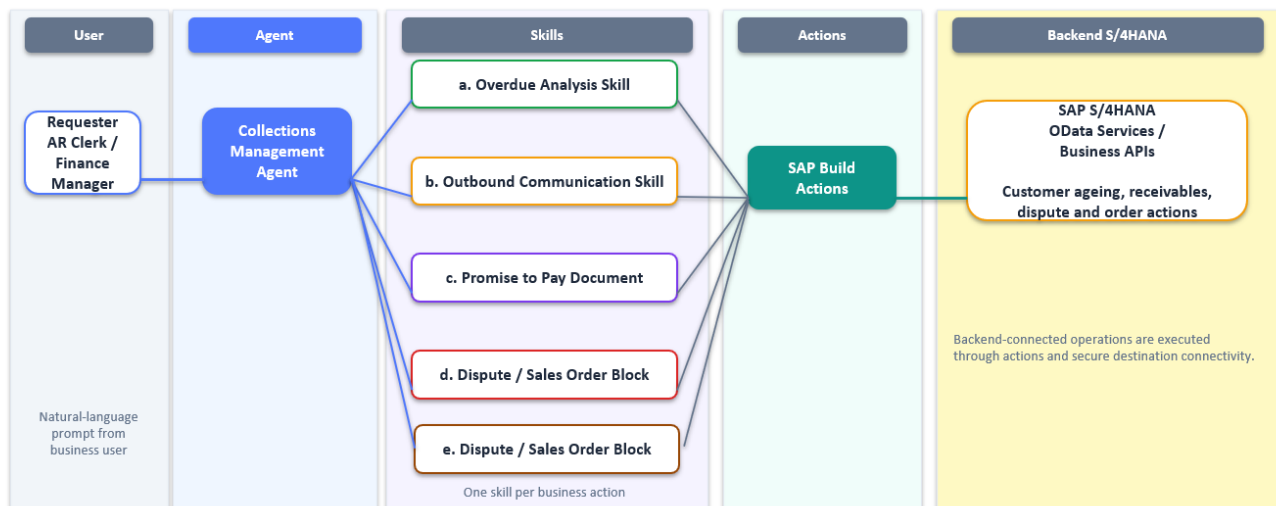
1. This configuration guide describes the end-to-end setup required to deploy a Dispute Case Creation Agent using SAP Business Technology Platform (SAP BTP), SAP Build (Joule Studio), Joule Skills, and a custom Joule Agent. The agent enables business users to create dispute cases in SAP S/4HANA through natural-language interaction in a governed and auditable manner.

Agent Functionality Overview

- Interpret user requests to create dispute cases for invoices or accounting documents.
- Validate dispute-related inputs such as customer, invoice reference, amount, currency, and dispute reason.
- Invoke SAP Build Actions that create dispute cases in SAP S/4HANA.
- Return a clear confirmation with dispute case ID and key attributes.

Solution flow (example given below) :

Collections Management Agent Solution Flow



The following steps describe the highlevel solution flow of the Collection Agent:

1. Interpret user requests to create dispute cases for invoices or accounting documents.
2. Validate dispute-related inputs such as customer, invoice reference, amount, currency, and dispute reason.

3. Invoke SAP Build Actions that create dispute cases in SAP S/4HANA.
4. Return a clear confirmation with dispute case ID and key attributes.

Business Value & Benefits

- Reduces manual effort by replacing GUI-based dispute case creation with natural-language interaction.
- Improves accuracy and consistency by validating mandatory fields before dispute creation.
- Accelerates dispute handling and resolution timelines.
- Ensures governed and auditable execution through controlled backend integrations.
- Provides a scalable foundation for intelligent dispute management using agentic AI.

Prerequisites

For this template to run successfully, the following prerequisites are required:

- SAP Build with Joule capabilities enabled in the target tenant.
- SAP BTP subaccount with destination configuration permissions.
- SAP S/4HANA system with dispute management APIs exposed and tested.
- Authorizations for dispute processing and related finance objects.
- Enterprise-compliant security and network connectivity.

Configuration Guide

Setup Business Technology Platform Cockpit

- Ensure the required entitlements are assigned to the target SAP BTP subaccount.
- Assign relevant role collections for SAP Build, Joule, destination administration, and action execution.
- Verify trust and identity configuration (for example IAS / corporate identity provider) where applicable.
- Confirm administrators can access SAP Build, destinations, tenant configuration, and environment management.

Configure SAP S/4HANA Destination

- To access the process automation capability of SAP Build, create the following destination in the SAP BTP cockpit:

Destination Property	Value
Name	Create Dispute Case
Type	HTTP
URL	ZFINANCE_OVERDUE_SRV/dispute_caseSet
Proxy Type	OnPremise
Authentication	BasicAuthentication

- Add the additional property:

Parameter	Value
HTML5.DynamicDestination	true
WebIDEEnabled	false
HTML5.Timeout	6000
sap.applicationdevelopment.actions.enabled	true
sap.processautomation.enabled	true

User Roles Configuration

To access this solution, users must be assigned the required SAP Build, Joule, and backend business role collections applicable to the collections scenario.

- SAP BTP Administrator roles for entitlements, destinations, trust, and environment setup.
- SAP Build developer / designer roles for actions, skills, and project maintenance.
- Joule / AI administrator roles for agent configuration, release, and deployment.
- Business user roles for collections management, customer line-item access, dispute case processing, and sales order / credit-related follow-up where needed.

Services used:

The following **Action Projects** are used in this template:

Action Project Name	Service Used	Purpose
Create Dispute Case	SAP S/4HANA OData APIs	Create dispute case for the finance invoice disputed by customer

Artifacts in the Agent:

Type	Name	Description
Joule Skill	Create Dispute Case	Create dispute case for the finance invoice disputed by customer

Setup Content Package

Import Custom Joule Agent

This template can be downloaded from the SAP Build Store:

1. Navigate to the **Store** option in your SAP Build Lobby.
2. Select the **Project Type** filter as “Joule Agent and Skill”
3. In the Search bar type “Create Dispute case”
4. Select the “Create from Template” button to add the template into your lobby.
5. Once the creation is complete, navigate to the Lobby to find the “Create dispute case Agent” project is available for use.

Configuration & Modification

- Once the Joule Skill and Agent project is added to the Lobby, it will be required to modify to consider the dispute reasons and other org specific attributes.
- Optional modifications include:
 - Updating agent instructions
 - Adding or modifying Joule Skills
 - Extending security validation logic
 - Customizing response formats

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 in order to test the agent.

Prompt	Expected Result
Create dispute case for the invoice number XXX for fiscal year XXXX	The skill creates dispute case for the invoice number indicated by customer

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 that was created>->Joule'

Here you have to switch the toggle on for '**Share Environment Capabilities**'.

The screenshot displays the SAP Build Control Tower interface. At the top, there is a breadcrumb trail: 'Control Tower / Environments / Build Demos'. Below this, there are fields for 'Last Updated:', 'Author:', 'Members:', 'Identifier:', and 'Description:'. On the right side, there are buttons for 'Edit', 'Share', and 'Delete'. A navigation menu includes 'Projects', 'Triggers', 'Automation Launchers', 'Agent Management', 'Alert Handlers', 'Variables', 'API Keys', 'Visibility Scenarios', 'Processes and Workflows', and 'Joule'. The 'Joule' tab is selected, showing 'Joule Digital Assistant' with a 'Shared' status and a 'Launch' button. A settings icon is highlighted with a red box. A 'Joule Settings' dialog box is open, containing 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.' The 'Share Environment Capabilities' toggle is turned on and highlighted with a red box. The 'Apply' button is also highlighted with a red box.