



PUBLIC

# Custom Joule Skill & Agent in SAP Build EHS Incident 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:**

- Learning contents are published only for demo and reference purposes. We do not provide any support to learning / sample content.
- This documentation is not a detailed guide to setup SAP Business Technology Platform services. It assumes that IT admin who is setting the content is skilled with SAP Business Technology Platform environment. **Configuration section must be followed.**
- This template content is to accelerate your solution development. You must modify this template according to your requirements to achieve the desired business goal. To use this template content, you need to have basic knowledge and understanding of SAP Build Process Automation and its capabilities.

## Overview

This document provides technical information about what needs to be configured to make the package 'SAP EHS Incident Agent' run. The main audience of this document are technical personas like IT Administrators/Developers/Functional experts.

The SAP EHS Incident Agent is a specialized digital assistant designed to streamline the reporting and management of safety incidents across plant locations. It acts as an intelligent intermediary between front-line employees and the SAP EHSM backend, ensuring all data is captured accurately and in compliance with corporate safety rules.

1. The requester (e.g., an Employee from Production, Maintenance, Finance, HR, Security departments, or even contract employees) interacts with the agent to report an incident, a near miss, or a safety observation.
2. The Agent utilizes the EHSM Location ID Details skill to perform a real-time validation of the provided Location ID. It strictly enforces a rule to only proceed if the location status is ACTIVE, preventing data entry errors for decommissioned or invalid sites.
3. Upon validation, the Agent leverages the EHSM Incident Management skill to create the record. If the user omits timing details, the Agent automatically calculates and applies the current UTC timestamp to ensure chronological integrity.
4. For reporting, the Agent uses the Get EHSM Incident Details skill. It intelligently handles date range filtering (DD-MM-YYYY) and converts inputs to UTC to provide a consolidated summary of



## Business Value & Benefits

- **Operational Compliance:** Ensures all safety reports strictly adhere to EHS standards by enforcing mandatory field completion (Category, Location, and Description) before record creation.
- **Data Accuracy & Integrity:** Eliminates "ghost" entries by validating Location IDs against the backend in real-time and standardizing time zones via UTC synchronization.
- **Increased Safety Transparency:** Provides instant, on-demand summaries of safety trends, allowing management to identify high-risk locations quickly through filtered incident reports.
- **User Efficiency:** Reduces the administrative burden on plant personnel by providing a conversational interface that defaults technical values (like timestamps and status checks), allowing them to focus on descriptive reporting rather than system navigation.

## Prerequisites

For this template to run successfully the following prerequisites are needed.

- Joule Studio in SAP Build  
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](#).

For this template to run successfully the following prerequisites are needed.

- This document assumes that the IT administrator configuring the content is familiar with SAP Business Technology Platform, SAP Build, and SAP S/4HANA system configuration
- Joule Studio in SAP Build
- SAP EHS- Incident Management
- SAP Asset Management

# Configuration Guide

## Setup Business Technology Platform Cockpit

### Configure SAP Build Process Automation Destination

To access the process automation capability of SAP Build, you can configure the destination. Please create destination as stated below:

Destination Property	Value
Name	sap_process_automation_service
Type	HTTP
URL	<" endpoints"."api">
Client ID	<"uaa"."clientid">
Client Secret	<"uaa"."clientsecret">
Token Service URL	<"uaa"."url">/oauth/token
Proxy Type Internet	Internet
Authentication	OAuth2ClientCredentials

Add the property **sap.processautomation.enabled** as **true** to view the destination in the SAP Build Process Automation tenant. Please refer [help document](#) for more details.

### Configure SAP S/4HANA Destination

This content package can be used with SAP S/4HANA Cloud, Public Edition. Destination can be created accordingly.

Destination Property	Value
Name	<Name>
Type	HTTP
URL	<SAP S/4HANA endpoint> Example: https://<s4system-name>-api.xxxxxxxx
Proxy Type Internet	Internet

Authentication	Basic Authentication
Username	<Username> of the SAP S/4HANA Communication User
Password	<Password> of the SAP S/4HANA Communication User

NOTE: 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.

Communication scenario: Business Partner, Customer and Supplier Integration (SAP\_COM\_0008)

### User Roles Configuration

To access this template, the users need to have the roles as described [here](#).

### Services used:

There is one action projects used in this template.

Action Project Name	Service Used	Purpose
EAM_EHS_Incident_Management	/sap/opu/odata/sap/API_EHS_REPORT_INCIDENT_SRV	This is to record incidents, safety observations, and near misses to fulfill our environment, health, and safety (EHS) requirements on a regional and global scale.

### Artifacts in the Agent:

Type	Name	Description
Joule Skill	EHSM_IM_GET	Get EHSM Incident Details
Joule Skill	EHSM_LOCATION_ID	EHSM Location ID details
Joule Skill	EHSM_IM	EHSM Incident Management
Joule Agent	EAM_EHS_IM_AGENT	This Agent is responsible for creating an EHS Incident or Near Miss or Safety Observation for the plant locations.

### 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 “**EHS Incident Agent**”
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 “ **EHS Incident Agent**” project is 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**'

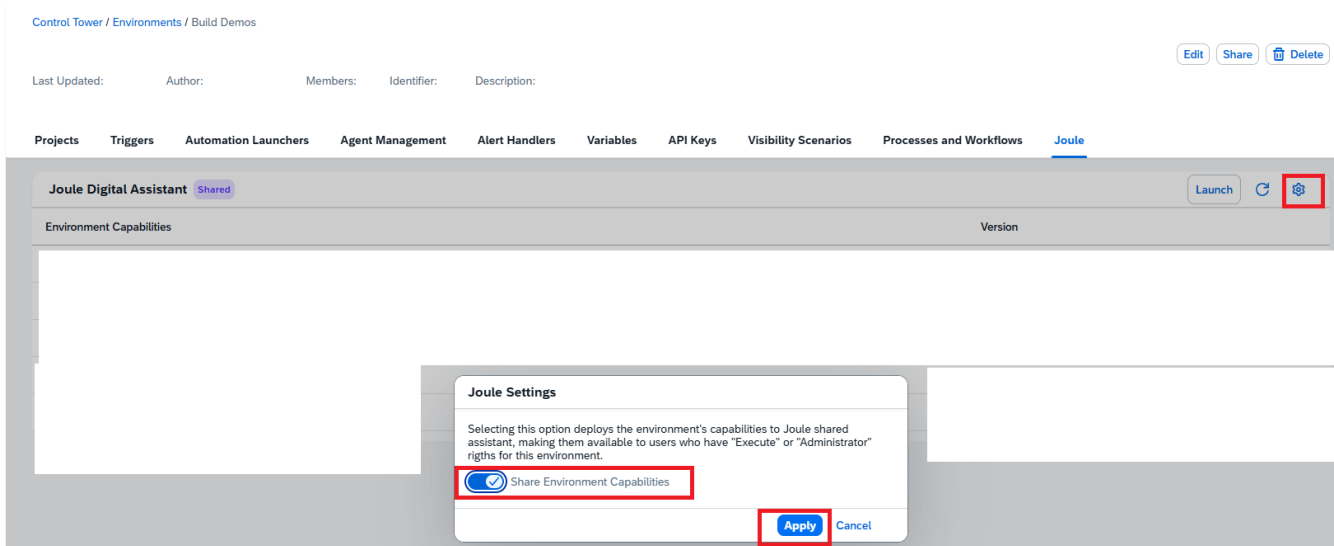
This will open the Joule launchpad where you can key in the below prompts in order to test the agent.

Prompt<Provide the prompts below. Example is mentioned here>	Expected Result<mention the expected results here>
Get the list of EHS Incidents	Agent retrieves the summary of the Incidents and provides the summary list grouped by Incident Category and Date
Create an EHS Incident	<ol style="list-style-type: none"> <li>1. Agent provides the required input fields to the user. After the user enters input values, the agent validates the EHS Location and creates an EHS Incident if the Location ID is active.</li> <li>2. Also, Agent converts the Input date to UTC format and updates, if user does not provide it, Agent considers the current date and time and converts to UTC and creates the EHS incident.</li> </ol>
Get EHS Location ID Details	Agent retrieves the EHS Location ID details.

**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 Workzone, 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**’.



## Support

If you experience any issues with this content, please raise an incident using the standard SAP support process.

1. This solution is delivered by an SAP partner and published through the SAP Store. Support for this content follows the SAP Store support model, where functional and configuration-related questions specific to this Joule Agent are handled by the partner Wipro.
2. Issues related to the SAP platform, including SAP Build, Joule Studio availability, and SAP S/4HANA product functionality, should be raised through standard SAP support channels. The partner collaborates with SAP as required to address platform-level issues.