



PUBLIC

Custom Joule Skill & Agent in SAP Build EHS Incident Location Finder 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 Location Finder Agent’ run. The main audience of this document are technical personas like IT Administrators/Developers/Functional experts.

The **EHS Incident Location Finder** is a specialized digital assistant designed to streamline the reporting of safety incidents by bridging the gap between physical assets and EHS location data. It acts as an intelligent intermediary, ensuring that incidents are mapped to the correct EHS Location ID based on the specific equipment involved.

1. **Equipment-Based Incident Initiation:**

The requester (e.g., an Employee from Production, Maintenance, or a Contractor) interacts with the agent to report an incident on a specific asset (e.g., a Pump or Motor). Instead of requiring the user to know the EHS Location ID, the Agent asks for the **Equipment Technical Identification Number**.

2. **Real-Time Mapping & Validation:**

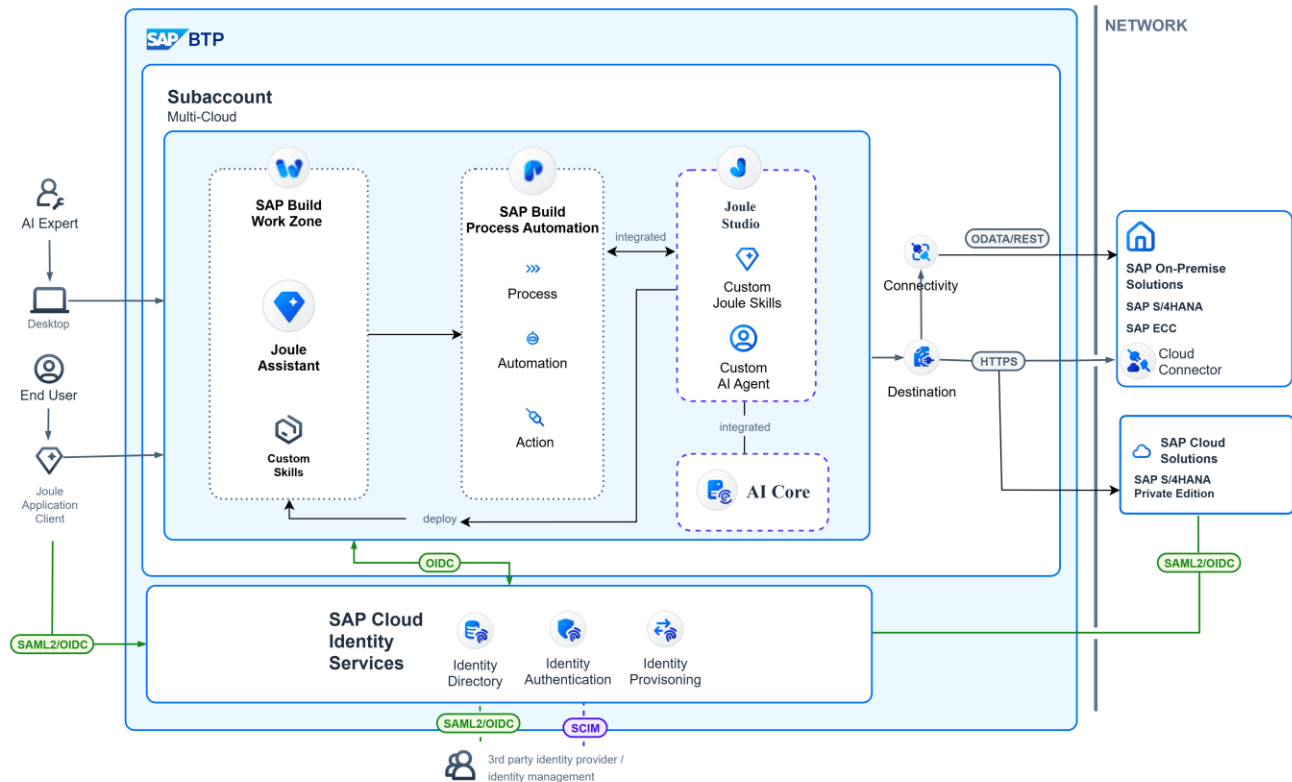
The Agent utilizes the **Get_EHSIncident_Location_Info** skill to perform a real-time lookup. It maps the Equipment Technical ID to its corresponding EHS Incident Location ID. This ensures the incident is logged against the exact technical asset in the SAP backend.

3. **Intelligent Fallback and Exception Handling:**

If a provided Technical ID is invalid or not found, the agent automatically executes the **Get_List_EHS_IncidentLocations** skill.

It retrieves and displays a structured list of **ACTIVE** EHS locations, allowing the user to manually select the correct site and preventing the reporting process from stalling.

Solution flow (example given below) :



1. The requester, 'Employee from any department', requests to report a safety event for the active EHS Incident location. The Agent refers to the Joule skills that are provided as tools to it and prioritizes these tools to ensure all data meets the mandatory safety compliance rules defined in the Agent design.

The EHS Incident Location Finder Agent automates incident reporting by validating Equipment Technical IDs against active EHS Location Master Data using the

- a) Get_EHSIncident_Location_Info
- b) Get_List_EHS_IncidentLocations Joule Skills.

Business Value & Benefits

- **Elimination of Data Entry Errors:** By mapping **Equipment Technical IDs** directly to EHS Location IDs, the agent removes the risk of employees reporting incidents against the wrong plant location or asset.
- **Operational Continuity:** The **Intelligent Fallback** mechanism ensures that even if a specific Equipment ID is unknown, the agent provides a list of **Active EHS Locations**, preventing reporting delays and ensuring safety events are captured immediately.
- **Enhanced Data Integrity:** Strictly enforces the use of **Active status** locations and validates equipment tags in real-time, ensuring the SAP backend remains a "single source of truth" for safety compliance.
- **Reduced "Memory Fade":** The conversational interface allows personnel to report incidents at the exact moment they occur. By simplifying the retrieval of complex Location IDs, the agent encourages higher reporting rates for Near Misses and Safety Observations.
- **Administrative Efficiency:** Reduces the burden on EHS managers to manually correct "orphan" incidents by ensuring every report is correctly tagged to a validated technical asset and location from the start.

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. |
| eam_equipment_management_odata_v2 | /sap/opu/odata/sap/API_EQUIPMENT | This is to validate the Equipment Technical Identification Number with the EHS Incident Location to avoid the risk of employees reporting incidents against the wrong asset. |

Artifacts in the Agent:

| Type | Name | Description |
|-------------|-------------------------------|---|
| Joule Skill | Get_EHSIncident_Location_Info | EHS Incident Location Details Using Equipment Technical Identification Number |

| | | |
|-------------|--------------------------------|---|
| Joule Skill | Get_List_EHS_IncidentLocations | Get the list of Active EHS Incident Locations |
| Joule Agent | EHS_Incident_Location_Agent | Agent to retrieve EHS Incident Location Details using Equipment Technical Identification Number and List of Active EHS Incident 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 Location Finder 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 Location Finder 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

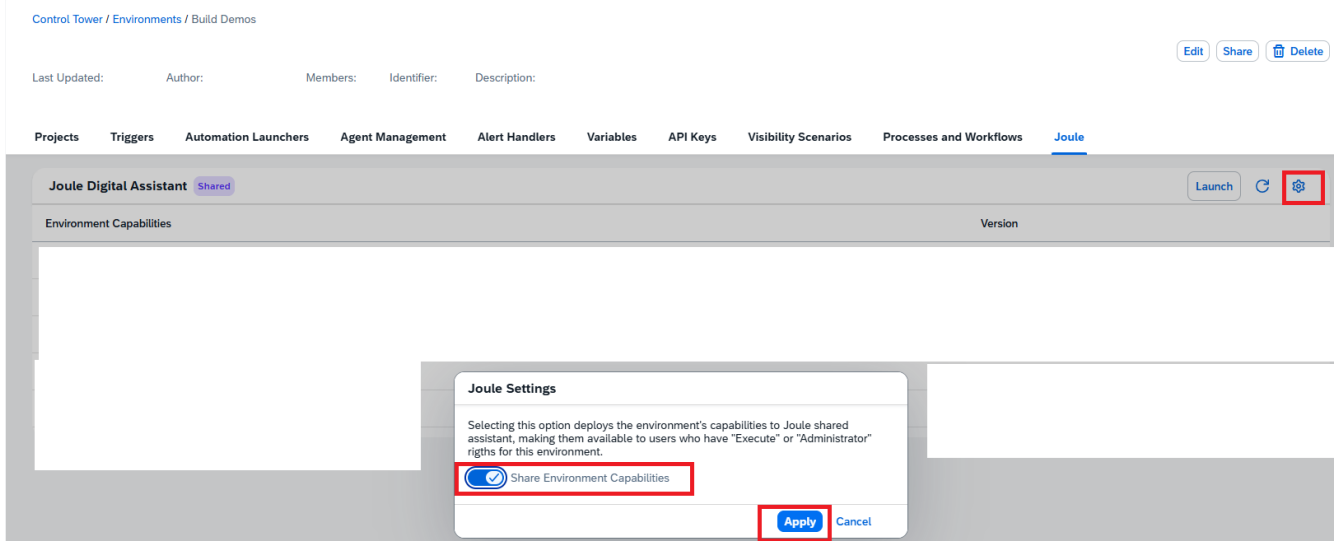
1. To access your projects, navigate to **Control Tower ->Tenant Configuration->Environments**.
2. Select your environment.
3. After deploying the project, the project should be seen in the Shared Environment.
4. Click on the Tab, '**Joule**'
5. Click on the button '**Launch**'
This will open the Joule 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> |
|---|--|
| Show me the EHS INCIDENT LOCATION ID (or) Find the EHS INCIDENT LOCATION ID for the Air Compressor or Motor | Step-1: Agent asks user: Provide the Equipment Technical ID number Step-2: Once user provides the valid Equipment Technical ID, agent retrieves the EHS Location ID and status details and equipment linked to it. If User does not provide a valid Technical ID number, Agent retrieves the active EHS Incident Locations to avoid the delay in reporting EHS Incident. |
| Get the List of active EHS Locations | Agent retrieves the ACTIVE EHS Incident Locations. |

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.