



PUBLIC

Employee Emergency Contact Agent HR

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

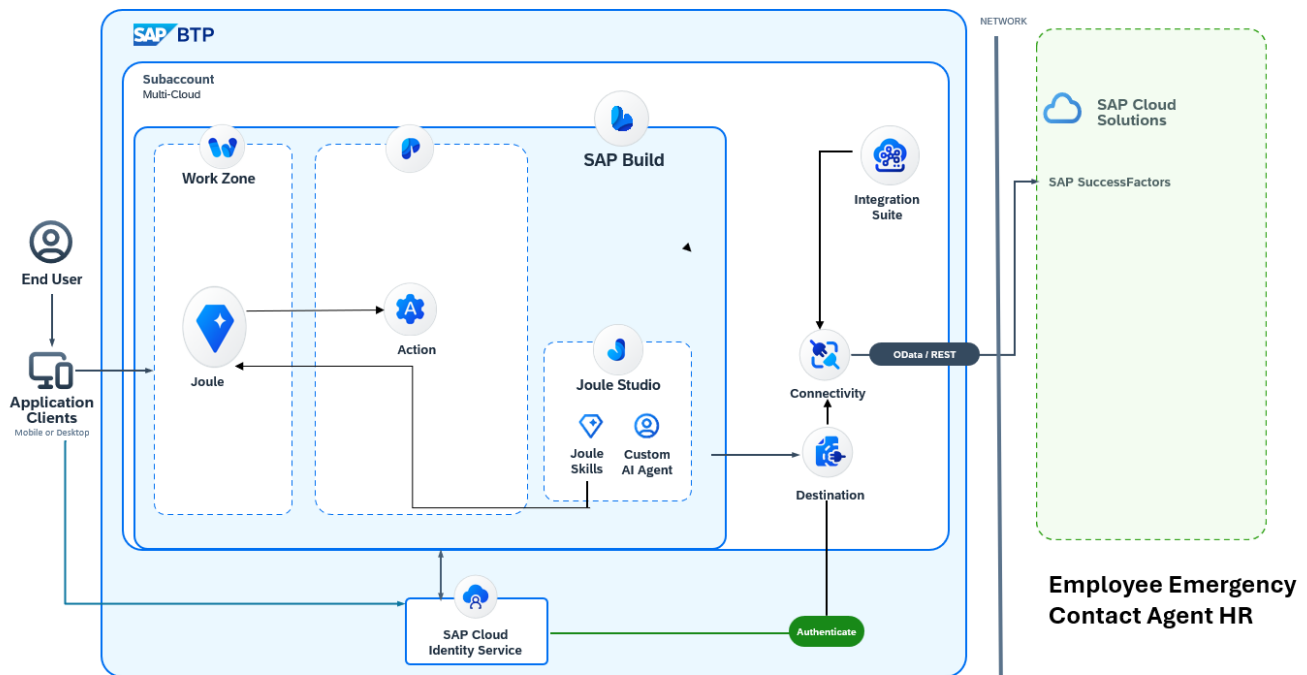
The Emergency Contact Agent is designed to help users read, update, and manage employee emergency contact details in SAP SuccessFactors via SAP Build and Joule Studio.

This agent interacts with backend services through configured actions and intelligently decides which Joule skill to trigger based on the user request.

What your agent does:

- Fetch employees without emergency contacts
- Read employee emergency contact details
- Update primary emergency contact
- Update secondary emergency contact

Solution Flow:



1. The user (HR/Admin) interacts with the Emergency Contact Agent via Joule.
2. The Agent understands the user intent and selects the appropriate Joule Skill:
 - ❖ The requester (HR user or administrator) interacts with the Emergency Contact Agent through the Joule interface by providing natural language inputs such as retrieving or updating emergency contact details.
 - ❖ The agent evaluates the user request and determines the appropriate Joule Skill to execute. Based on the identified intent, the agent invokes the relevant skill, which is configured with an associated action.
 - ❖ For retrieving emergency contact details, the agent triggers the skill responsible for reading contact data. This skill invokes a GET action configured in SAP Build, which calls the CPI endpoint. CPI processes the request and retrieves the required data from the PerEmergencyContacts entity in SAP SuccessFactors.
 - ❖ For updating emergency contact information, the agent triggers either the primary or secondary update skill. These skills invoke a POST action that sends the updated contact details to CPI. CPI performs necessary validations, including ensuring that only one primary contact exists per employee, and then forwards the request to SuccessFactors.
 - ❖ For identifying employees without emergency contact details, the agent triggers the respective skill, which retrieves filtered data through CPI and returns the list to the user.

The response from SuccessFactors is processed through CPI and SAP Build and finally

presented to the user in Joule.

Business Value & Benefits

The Emergency Contact Agent HR enhances the efficiency of HR operations by enabling users to manage employee emergency contact information through a conversational interface without navigating complex backend systems.

It reduces manual effort, improves data accuracy, and ensures compliance with business rules such as maintaining a single primary contact per employee. The solution also provides visibility into missing emergency contact records, helping organizations maintain complete and reliable employee data.

- Automates manual HR work
- Faster emergency contact updates
- AI-driven interaction (no need for UI navigation)
- Helps identify missing emergency data
- Improves employee safety readiness

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](#).

- SAP Build Process Automation environment must be configured
- SAP CPI tenant must be available and configured
- SAP SuccessFactors system with access to PerEmergencyContacts OData entity
- Destination configuration in SAP BTP cockpit
- Required user roles and authorizations must be assigned

Configuration Guide

Setup Business Technology Platform Cockpit

All required destinations and connectivity configurations must be created in the SAP BTP cockpit to enable communication between SAP Build, CPI, and SuccessFactors.

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

Destination Property	Value
Name	CPIDestination
Type	HTTP
URL	XXXXXXXXXXXXXXXXX-cpi018-rt.cfapps.eu10-
Username	003.hana.ondemand.com
paasword	YourTenateUsername You Tenat Paasword
Proxy Type Internet	Internet
Authentication	BasicAuthentication

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.

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.

User Roles Configuration

Users must be assigned appropriate role collections in SAP Build to access Joule Studio, actions, and deployed agents. Required roles typically include access to SAP Build Process Automation and Joule capabilities. [here](#)

Services used:

There are two Action projects used in this implementation, both interacting with SAP CPI to process emergency contact data and integrate with SAP SuccessFactors.

Action Project Name	Service Used	Purpose
Emergency Contact – Read	CPI Endpoint → /http/emergencyContactData (GET)	Retrieves employee emergency contact details from SAP SuccessFactors via CPI
Emergency Contact – Update	CPI Endpoint → /http/emergencyContactData (POST)	Creates or updates employee emergency contact details (Primary/Secondary) in SAP SuccessFactors via CPI

Artifacts in the Agent:

Type	Name	Description
Joule Skill	No Emergency Contact	Get a list of employees with no emergency contact data
Joule Agent	Update and read the emergency contact	Orchestrates all skills based on user input
Joule Skill	Update emergency contact primary	Update emergency contact of an employee
Joule Skill	update as primary	Update as primary contact even if primary contact exists.
Joule Skill	Update as Secondary Contact	Updates emergency contact as secondary if primary contact exists.

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:

Import Custom Joule Agent

The Emergency Contact Agent can be imported into SAP Build via the Build Store.

1. Navigate to SAP Build Lobby
2. Select the Store option
3. Filter by “Joule Agent and Skill”
4. Search for the “Emergency Contact Agent HR”
5. Click on “Create from Template”
6. Access the project from the lobby

Configuration & Modification

Once the agent is imported, it can be executed directly. However, modifications can be made to:

- Joule Skills (input/output schema)
- Agent instructions and behaviour
- Action configurations

Any customization should align with backend API structure and business rules defined in CPI and SuccessFactors.

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

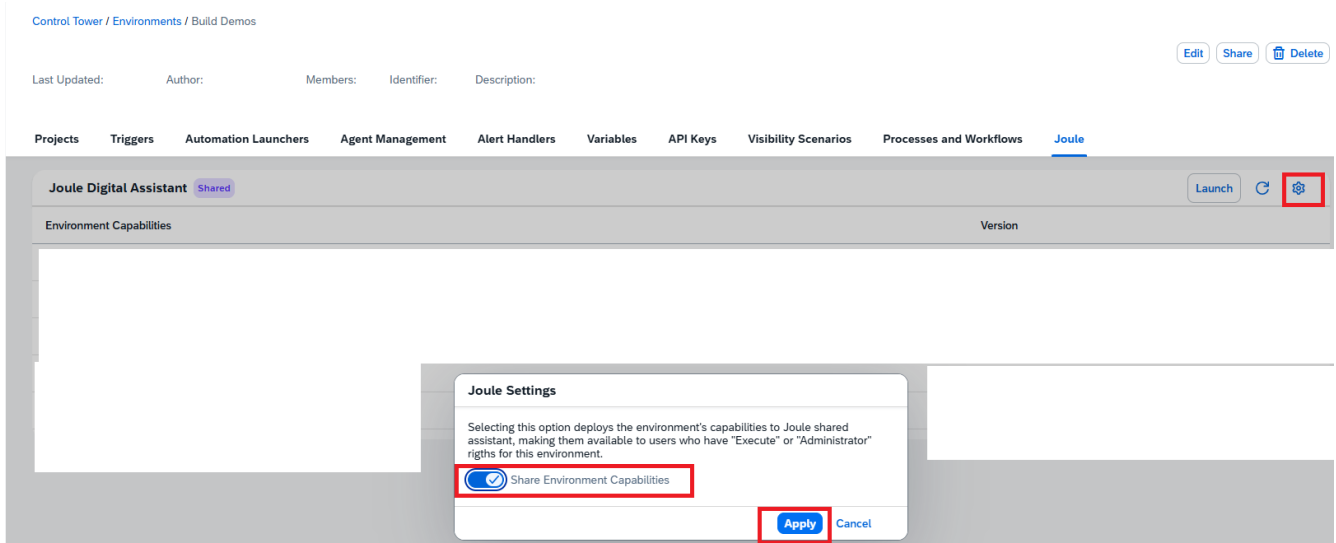
1. To access your projects, navigate to Control Tower ->Tenant Configuration->Environments.
2. Select your environment.
3. After deploying the project, the project should be seen in the Shared Environment.
4. Click on the Tab, 'Joule'
5. Click on the button 'Launch'

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

Prompt	Description
update emergency contact of [name] with person id [person id] description=> updates the emergency contact of a person	Updates the emergency contact details
update as secondary	updates current contact as secondary contact
get the list of employees with no emergency contact data	displays list of users who do not have emergency contact data
update as primary	updates current contact as primary

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'.



Role of SAP CPI (Middleware)

SAP Cloud Platform Integration (CPI) acts as a middleware layer between SAP Build (Joule Agent) and SAP SuccessFactors.

Since Joule and SAP Build cannot directly interact with SuccessFactors APIs in a controlled and secure way, CPI is used to:

- Receive requests from Joule (via SAP Build Actions)
- Process and validate the data
- Apply business rules
- Communicate with SAP SuccessFactors APIs
- Send response back to Joule

In this solution, all read and update operations related to employee emergency contacts are handled through CPI iFlows.

This ensures:

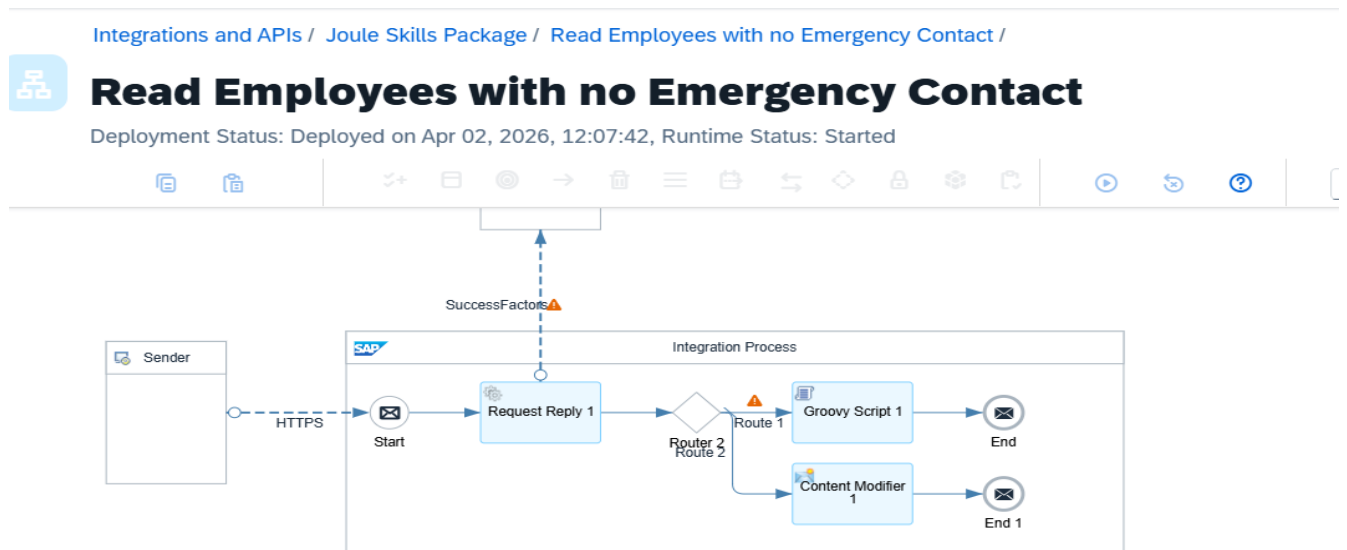
- Centralized logic handling
- Data validation before updating SuccessFactors
- Reusability and scalability of integration logic

CPI Integration Flows Used

Two CPI iFlows are developed in this solution:

1. Emergency Contact – Read iFlow

- Method: GET
- Endpoint: /readEmergencyContact
- Purpose:
 - Fetch employee's without emergency contact details
 - Identify employees without emergency contacts



2. Emergency Contact – Update iFlow

- Method: POST
- Endpoint: /http/emergencyContactData
- Purpose:
 - Create or update emergency contact details
 - Handle primary and secondary contact logic

A Value Mapping artifact is used in CPI to standardize relationship types such as:

- Father
- Mother
- Spouse
- Sibling

This ensures that:

- Input values from Joule are correctly mapped
- Data is aligned with SuccessFactors supported values
- No invalid relationship types are sent to the backend system

Support

For any queries related to deployment, configuration, or artifacts associated with the Emergency Contact Agent, please contact:

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