



SAP Service Request Agent

PUBLIC

Custom Joule Skill & Agent in SAP Build

SAP Service Request Agent

Configuration & User Guide

Version: 1.0

Date: 2026-04-16

Infosys[®]
Navigate your next

© 2026 Infosys Limited. All rights reserved.

INTERNAL – SAP and External Parties under NDA Only

Contents

Overview	3
Business Value & Benefits	6
Prerequisites.....	6
Configuration Guide.....	6
Setup Business Technology Platform Cockpit	6
Configure SAP S/4HANA Destination.....	7
User Roles Configuration	7
Services used:.....	8
Artifacts in the Agent:.....	8
Setup Content Package.....	9
Import Custom Joule Agent	9
Configuration & Modification	9
Release and Deploy the Project	10
Test the Joule Skills And Agent in SAP Build	10
Support.....	12

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

1. **Overview:** In this section, you will get a quick overview of the use case, what are high-level components used and how the template works in a nutshell. The Prerequisite section provides information on 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 setting up 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

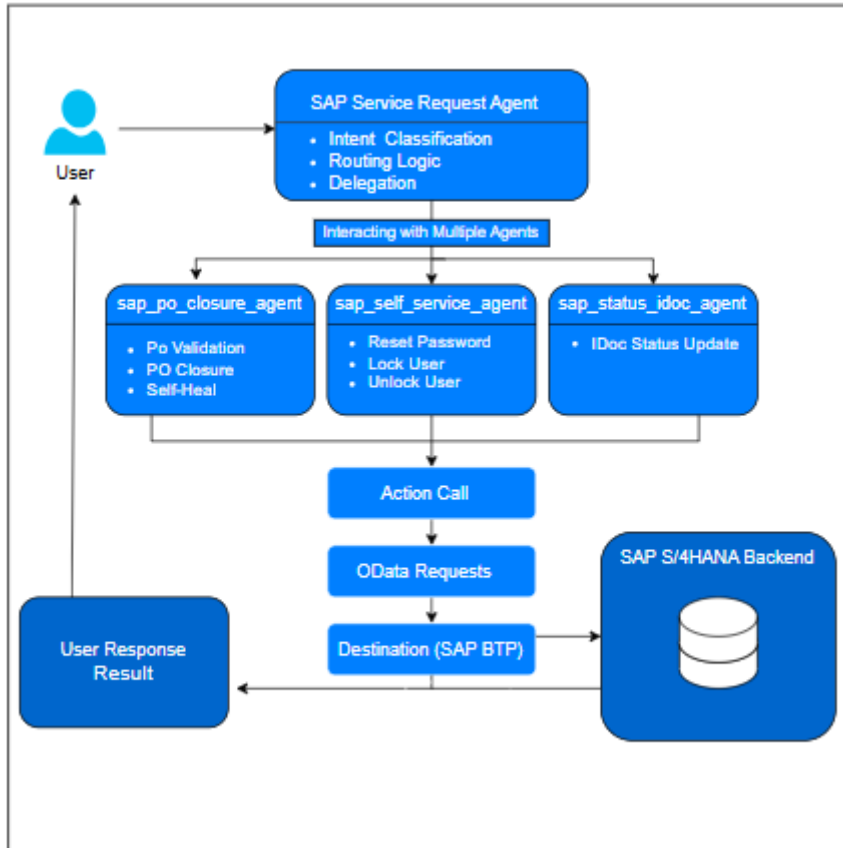
- This document provides an overview of the **SAP Service Request Agent**, including its use case, high-level architecture, and how the template operates. It also outlines the prerequisites required on SAP Business Technology Platform (SAP BTP) to deploy and run the agent

- The primary audience for this document includes IT Administrators, SAP Support Teams, Developers, and Functional Experts who are responsible for configuring and operating SAP service request and operational support processes.

Agent Functionality

- The **SAP Service Request Agent** is a Joule-based AI agent built using SAP Build Process Automation – Joule Studio. It enables users to perform SAP operational and service request tasks through natural-language interactions.
- The agent supports key SAP service request operations, including:
 - Purchase order closure and status validation
 - SAP user password resets and account lock or unlock
 - IDoc status updates
- The agent integrates with SAP S/4HANA backend systems using Joule Skills, which internally invoke SAP Build Actions and SAP S/4HANA OData APIs to execute the requested actions.
- The agent routes user requests to specialized service request agents based on the identified intent and consolidates responses from the invoked Joule skills.
- The agent presents the outcome to the requester in a structured, human-readable format, clearly indicating whether the requested service operation was successful or failed.
- This template serves as a practical, ready-to-use reference for teams exploring how AI agents can enhance and streamline SAP operational service request workflows.

Solution flow (example given below) :



The following steps describe the highlevel solution flow of the SAP Service Request Agent:

1. The user submits a natural-language request (for example, “Reset password for user INFJYOTHSRI9”, or “Change IDoc status”).
2. The SAP Service Request Agent analyzes the request and interprets the intent using keyword and routing logic.
3. Based on the identified intent, the agent delegates the request to the appropriate specialized agent: SAP_PO_closure_agent, sap_self_service_agent, or sap_status_idoc_agent.
4. The selected agent invokes its internal Joule skills, which trigger SAP Build Actions to call SAP S/4HANA OData services through the configured SAP BTP destination.
5. SAP S/4HANA returns the response, which is consolidated and presented to the user in a structured, human-readable format.

Business Value & Benefits

- Reduces manual effort in handling SAP service and operational requests
- Improves response time for purchase order management, user support, and IDoc-related requests
- Minimizes errors caused by manual SAP GUI operations
- Ensures governed and auditable execution of SAP service request actions
- Enables natural-language interaction for SAP operational support processes
- Enhances productivity of SAP support teams and IT administrators

Prerequisites

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

- SAP S/4HANA system (On-Premise) accessible from SAP BTP
- SAP Build Process Automation with Joule Studio enabled

Follow the setup guide based on your tenant configuration.

NOTE:

If you need additional help with these prerequisites (for example, setting up SAP Build Process Automation or SAP Build Work Zone), you can run the Discovery Center mission: Setup Joule Studio for a BTP Enterprise Account

- SAP Business Technology Platform subaccount with:
 - Destination configuration permissions
 - SAP Build and Joule entitlements
- SAP S/4HANA system with required APIs exposed for service request operations such as purchase order processing, user account support, and IDoc status updates
- Appropriate authorizations for SAP operational support and system administration

Configuration Guide

Setup Business Technology Platform Cockpit

- Ensure required entitlements are assigned to the subaccount
- Assign relevant role collections for SAP Build, Joule, and Actions
- Verify trust and identity configuration (IAS / Identity Provider), if applicable



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	<Destination Name>
Type	HTTP
URL	https://{host}:{port}/sap/opu/odata/SAP/ZVP_PCK_ABAP_DUMP_SRV
Proxy Type Internet	OnPremise
Authentication	BasicAuthentication

- Additional Property Table

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

SAP Cloud Connector Details

- Cloud Connector Required: Yes
- Reason: The backend (E4H) is onpremise, and the destination uses Proxy Type "on Premise". Therefore, SAP Cloud Connector with the specified Location ID is required

User Roles Configuration

To access this template, users must be assigned the required SAP Build, Joule, and Action execution role collections as applicable to the scenario.

Services used:

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

Action Project Name	Service Used	Purpose
Validate Purchase Order	<i>/TRIOSet</i>	Validates purchase order existence
Close Purchase Order	<i>/POChangeSet</i>	Updates PO items for final closure
Update Purchasing Info Record	<i>/InfoRecordChangeSet</i>	Updates purchasing info record data
Lock or Unlock User	<i>/getUserLockSet</i>	Locks or unlocks SAP user accounts
Reset User Password	<i>/passwordResetSet</i>	Resets SAP user passwords
Update IDoc Status	<i>/idocstatuschangeSet</i>	Updates SAP IDoc processing status

Artifacts in the Agent:

Type	Name	Description
Joule Skill	PO Validation	Validates purchase orders
Joule Skill	PO Closure	Closes purchase orders



Joule Skill	SelfHeal	Remediates PO issues
Joule Skill	Reset user Password	Resets SAP user password
Joule Skill	Lock / Unlock User	Controls SAP user access
Joule Skill	SAP IDoc Status Update	Updates IDoc status
Joule Agent	SAP Service Request Agent	Orchestrates user requests
Joule Agent	SAP PO Closure Agent	Manages purchase orders
Joule Agent	SAP Self Service Agent	Handles user account issues
Joule Agent	SAP IDoc Status Update Agent	Manages IDoc updates

Setup Content Package

Import Custom Joule Agent

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 “SAP Service Request 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 that the “SAP Service Request Agent” project is available for use.

Configuration & Modification

- Once the Joule Skill and Agent project is added to the Lobby, it can be run without any modification.
- Optional modifications include:
 - Updating agent instructions
 - Adding or modifying Joule Skills



- Extending service request 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. Click on the Tab, **'Joule'**
4. 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
Validate the purchase order <PO_NUMBER> Example: Validate the purchase order 4500000350	Purchase order 4500000350 is validated successfully and purchase order details are displayed
Close PO <Purchase order number> item <Item number> delivery completion <X or Blank> final invoice <X or Blank> Ex: Close PO 4500000350 item 00010 material 000000000000000006 delivery completion X final invoice X delivery date 20250610	Purchase Order 4500000350, item 00010, is successfully closed with delivery completion and final invoice
Get info record <Record Number> purchase org <Organization Number> material <Material Number>	Info record 5300000013 details are fetched and updated successfully (Data saved)

<p>vendor <Vendor Number>plant <Plant Number> max quantity<Quantity></p> <p>Ex: Get info record 5300000013 purchase org 0001 material 000000000000000033 vendor 0000100002 plant P001 max quantity 200</p>	
<p>Reset the password for the SAP user <USER_ID></p> <p>Example: Reset the password for the SAP user INFJYOTHSRI9</p>	<p>Password for SAP user INFJYOTHSRI9 is reset successfully</p>
<p>Lock the SAP user <USER_ID></p> <p>Example: Lock the SAP user INFKARTHICK2</p>	<p>SAP user INFKARTHICK2 is successfully locked</p>
<p>Unlock the SAP user <USER_ID></p> <p>Example: Unlock the SAP user INFJYOTHSRI9</p>	<p>SAP user INFJYOTHSRI9 is successfully unlocked</p>
<p>Change IDoc <IDOC_NUMBER> status from <OLD_STATUS> to <NEW_STATUS></p> <p>Example: Change IDoc 0000000000211026 status from 69 to 51</p>	<p>IDoc status is successfully updated from 69 to 51</p>

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 must switch the toggle on for '**Share Environment Capabilities**'.

Control Tower / Environments / Build Demos

Last Updated: Author: Members: Identifier: Description:

Projects Triggers Automation Launchers Agent Management Alert Handlers Variables API Keys Visibility Scenarios Processes and Workflows **Joule**

Joule Digital Assistant Shared Launch ↻ ⚙️

Environment Capabilities Version

Joule Settings

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.

Share Environment Capabilities

Apply Cancel

Support

If you experience any issues or support related to SAP Service Request Agent, please contact

SAP_BTP_AI_AUTO@infosys.com