

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Customer Data Validation Process

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1. Overview

Process automation package for customer data validation in SAP Utilities is a pre-built SAP Workflow Management package by SAP Services and support to bring process transparency, visibility, efficiency in automatically updating the customer personal information in SAP Utilities. Some of the salient features of the solution are

- Automatically acknowledge customer request email through iRPA bot
- Identify the customer request to update personal information
- Create workflow task for the task processor to verify the personal data change request.
- If the request is approved, the new address / personal information is updated in SAP Utilities system.
- Send notification to the customer after resolving the request
- Record every step in the process

2. Business scenarios and Challenges

- Lack of automated process to modify customer personal information in SAP Utilities
- Manual repetitive tasks consume human resources
- Provides deeper insight into the process

3. Business Need

- Content package for the customers who want to automate their customer data update request SAP Utilities system.
- Solve customer problem more efficiently and acknowledge with the status
- Provide visibility to the Business Outcomes through live Key Performance metrics of the end-to-end processes.

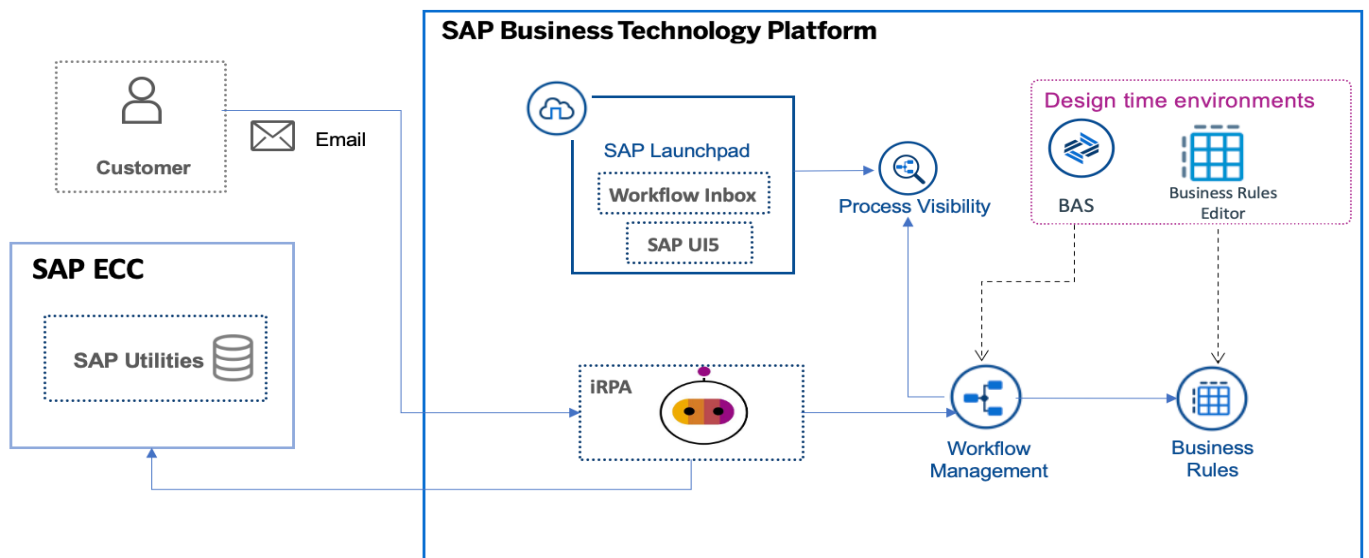
4. Solution Architecture and Components

- Customer sends the request to the predefined email
- SAP iRPA bot listens to the email box and acknowledge the customer on receipt of the request.
- Bot would identify the type of customer data to be updated and triggers workflow process.
- Workflow task processor would review the request and if the request is updated, workflow service task triggers another bot to update the customer data in SAP Utilities system

- Request processing feedback is sent back to the customer via email.

The following services in SAP Business Technology Platform are required for seamless integration with SAP Utilities,

- SAP BTP Cloud Foundry runtime
- SAP Workflow Management to orchestrate the process
- SAP Launchpad service
- SAP Identity Management (optional)
- SAP Business Application Studio (To develop SAPUI5 Apps and Workflow)
- SAP Intelligent Robotic Process Automation



5. Value Proposition

- Record every step of the process
- Quick response to customer request.
- Avoid manual repetitive task
- Automation of end-to-end process
- Improved decision making and real-time visibility.
- Dashboard for KPIs

6. Artifacts

Workflow Process: It covers end to end process of customer data update in SAP Utilities system, executing the Bot to send the response to the customer request. Also, the assignment of the task processor by leveraging the Workflow and Business Rules of SAP Workflow Management.

iRPA Bot: Bot reads the email and acknowledges the customer via email. Bot would identify the of customer data update requested and based on the type, the bot identifies the task processor and trigger workflow approval process. Post approval, workflow would trigger another bot to update the personal information in SAP Utilities system.

SAP UI5/Fiori: SAP UI5/Fiori Application hosted on SAP Business Technology Platform have been developed to use in the workflow task

Business KPIs Dashboard (Process Visibility): This Process Visibility Dashboard enables process excellence, process transparency, process transformation by providing KPIs like number of Processes initiated, resolved and pending for processing etc.

7. References

If you are interested to use this process automation package for Duplicate Profile identification in SAP SuccessFactors solution, please contact:

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