

Title

The MuleSoft Integration VIP Multipack provides the necessary components which are required to integrate the Energy and Utilities Contact Center Console to external billing applications through a MuleSoft instance

Overview

The datapack provides a set of OmniStudio Integration Procedures which will call APIs to retrieve the required data from an external billing system. These Integration Procedures can be added into the Energy and Utilities Contact Center Console, replacing the existing Integration Procedures which access all data in local Salesforce Objects.

By using these Integration Procedures and APIs, we provide an end-to-end solution where the Utilities can combine the capabilities of the Energy and Utilities Contact Center Console with that of the external billing systems to provide a consistent experience to their service agents and end customers.

Assumptions

1. This VPL requires the CME Winter'23 Managed Package and the Energy & Utilities 360 Service Console to be installed
2. An instance of Mulesoft is required

User Story

As a service Agent, I need to be able to use the Energy and Utilities Contact Center Console to view and update data which is stored and managed in external billing applications.

The processes I need this integration for are:

- Create a Account
- Create a Customer
- Create a Contract
- Create Premises and Service Points
- Request previous Meter Read
- Add Meter Read
- Request Rebill
- Request Billing Adjustment

Package Installation and Inventory

This datapack - **EUC API Suite Integration Procedures.json** includes the following components:

- Integration Procedure (13)
 - IntegrationProcedure/sfiEnergy_CreateAccount
 - IntegrationProcedure/sfiEnergy_CreateContracts
 - IntegrationProcedure/sfiEnergy_CreateCustomer
 - IntegrationProcedure/sfiEnergy_CreatePremises
 - IntegrationProcedure/sfiEnergy_CreateServicePoints
 - IntegrationProcedure/sfiEnergy_GetAccountBalance
 - IntegrationProcedure/sfiEnergy_GetBilledConsumption
 - IntegrationProcedure/sfiEnergy_GetBills
 - IntegrationProcedure/sfiEnergy_GetMeterDetails
 - IntegrationProcedure/sfiEnergy_GetPayments
 - IntegrationProcedure/sfiEnergy_RequestBillForAccount
 - IntegrationProcedure/sfiEnergy_SubmitMeterRead
 - IntegrationProcedure/sfiEnergy_DataValidator

This listing is developed to work on the CME Managed Package Winter '23 and later releases.

It also assumes that the installation of the relevant components of the Energy and Utilities Contact Center Console application is already done.

Download the and install the Datapack into your org