

Console Process Multipack (for SAP Integration)

The SAP IS-U Console Integration Multipack provides the necessary components which are required to integrate the SAP billing system with the Utility 360 Service console

Overview

Most Energy and Utility organizations have legacy backend billing and metering systems that store a large amount of customer billing data. As an administrator, you may have the requirement to integrate these legacy systems with the 360 Service console.

The SAP IS-U Console Integration Multipack provides you the capability to integrate your Utility 360 Service Console with an SAP IS-U legacy billing system. This multipack is a collection of Vlocity components such as OmniScripts, Dataraptors and Integration Procedures, which enables the necessary functionality required for the integration.

Use this process as a design reference in planning your implementation.

Business Objective

The primary business objective of this multipack is to provide the Utility companies a capability to seamlessly integrate the traditional billing system with the Salesforce Industries guided business processes provided by the Utility Service Console. This provides an end-to-end solution where the Utilities can combine the capabilities of the 360 Console with that of the legacy billing system to provide a consistent experience to their customers.

Package Installation and Inventory

This listing is developed to work on the CME Managed Package Winter '21 and later releases. It also assumes that the installation of the relevant components of the Utility Service Console application is already done.

Download the Datapack (Console SAP IS-U MultiPack 109-1.json) and Metadata Zip file (Console SAP IS-U Multipack SFMetadata-V2.zip) from this repository.

Import the Datapack into your selected org.

Migrate the Metadata Zip file (containing Remote site settings,Named credential) to the user's org using workbench. Import the file in Assets and Download section by following the below steps-

1. Save the ZIP file on the local machine.
2. Login to workbench with below URL <https://workbench.developerforce.com/>
3. Select appropriate API version (40 & above). Environment should be set to Production or sandbox accordingly.

4. Enter system admin credentials of the destination org where the object needs to be deployed.
5. After login, hover on the 'Migration' tab and click on 'Deploy' link.
6. Click on 'Browse' & select the zip file which is stored locally. After selection, the chosen file name is displayed beside the 'Browse' button.
7. Select Single Package -Yes
8. Click the 'Next' button & click on 'Deploy' button.
9. Success message is displayed after Class is created in destination org.

After importing the Metadata zip, In the Org Go to Setup --> Named Credentials --> Edit "SAP Connector" --> Update the URL field with the correct end point.

Refer the sample payload "Console SAP IS-U Integration-Payload-Sample.xlsx" for configuring the Integration Procedure according to your endpoints.

Post Deployment Steps

After you have completed the deployment of this VPL, re-activate the following Omniscripts individually:

1. **VPLEnergyManualMeterRead**
2. VPLEnergyMakeComplaint
3. VPL-MoveIn-WithoutCPQ
4. VPLEnergyCreatePaymentPlan
5. VPLEnergyUpdateCase
6. VPL-MoveOut-WithoutCPQ