

Sales Order Block Removal Agent

By Zyntralynk - governed end-to-end by the Zyntralynk Agent Oversight Layer (AOL) Dashboard

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Compatible with:	SAP S/4HANA Cloud (Private & Public Edition), SAP Joule, SAP Business Technology Platform

1. Overview

The Sales Order Block Removal Agent is a conversational and autonomous agent for SAP S/4HANA that creates, updates, and resolves blocked sales orders (credit, delivery, and billing) without manual navigation through SAP transaction screens. It runs on SAP Build / Joule Studio and is continuously governed by the Zyntralynk Agent Oversight Layer (AOL) Dashboard, which validates and logs every action before it is executed.

Business value

- Faster resolution of blocked sales orders, without manual navigation through multiple SAP screens.
- Two operating modes: on-demand conversational release, and scheduled autonomous release on a configurable interval.
- Every release decision is validated and logged before execution - no block is removed without a recorded, auditable governance verdict.
- Real-time visibility for Finance and Sales Operations into what the agent has done and why.
- Reduces dependency on manual SAP GUI navigation or custom reports for block triage.

2. How It Works

Conversational (Dialog) Mode

A business user submits a natural-language request - for example, "Release the delivery block on my order." The agent interprets the request, validates it against your organization's configured business rules, and if eligible, carries out the action in SAP S/4HANA and returns a confirmation.

Autonomous (Scheduled) Mode

A background scheduler evaluates blocked sales orders on a configurable interval and automatically releases those that qualify under your organization's governance rules - without requiring a user prompt. This allows continuous, unattended block resolution within governed limits.

Flexible block handling

The agent supports both combined and independent block conditions. If a sales order carries multiple block types, each is evaluated and, where eligible, released together or independently based on your configured policy.

3. Governance & Compliance

Every action taken by the agent is governed by the Zyntralynk Agent Oversight Layer (AOL) Dashboard, Zyntralynk's oversight and compliance layer for AI agents on SAP. It does not intercept or reroute SAP traffic; it operates as the agent's own pre-action validation and audit layer, consistent with SAP's published API model.

- **Governance Passport:** every governed action produces a structured, auditable record of the request, the validation applied, and the outcome (approved or rejected) - giving Finance and Compliance a transaction-level trail without manual review.
- **Reliability monitoring:** The Zyntralynk Agent Oversight Layer (AOL) Dashboard continuously tracks agent reliability and displays it in real time.
- **Live telemetry:** the dashboard displays approved vs. rejected outcomes and full audit history, refreshed in real time across both conversational and autonomous activity.

4. Compatibility & Security

- Compatible with SAP S/4HANA Cloud, Private Edition and Public Edition.
- Built on SAP Build Process Automation with SAP Joule Studio.
- Uses only published SAP APIs - no custom or unsupported backend calls.
- Connects to on-premises SAP S/4HANA landscapes securely through the SAP Cloud Connector; no inbound ports are opened on the customer network.
- Access is enforced through SAP BTP role collections and SAP S/4HANA authorization objects; every write action is preceded by an authorization check and logged regardless of outcome.

5. Getting Started

The Sales Order Block Removal Agent is available on the SAP Store. For a live walkthrough, a pilot discussion, or questions about your specific SAP landscape, please reach out using the contact details below. Detailed technical architecture documentation is available to qualified partners and customers under a mutual NDA or signed pilot agreement.

Contact: support@zyntralynk.com | www.zyntralynk.com