

ISO 20022 Reconciler - Usage Guide

This guide provides instructions on how to use the ISO 20022 Reconciler Agent Action to reconcile bank statements against Salesforce records.

Overview

The ISO 20022 Reconciler allows you to upload bank statement files (in camt.053 or camt.052 XML format) and have an AI Agent automatically reconcile the transactions against your **Invoices** or **Opportunities** in Salesforce.

Prerequisites

Before using the tool, ensure:

1. The package is installed and deployed.
2. You have the **ISO Reconciler Permissions** permission set assigned (see [Appendix: Assigning Permissions](#) for details).
3. The Agent is configured and active (see [Setup Guide](#) for details).
4. You have a valid ISO 20022 XML file (camt.053 or camt.052).

Step-by-Step Usage

1. Upload the Bank Statement

1. Navigate to the **Files** tab in Salesforce.
2. Click **Upload Files** and select your **.xml** bank statement.
3. Once uploaded, open the file preview.
4. Copy the **ContentDocumentId** from the browser URL or the file details.
 - *Example URL:*
<https://yourorg.lightning.force.com/lightning/r/ContentDocument/0695e0000012345678/view>
 - *ContentDocumentId:* 0695e0000012345678

2. Chat with the Agent

1. Open the Agentforce chat interface (or wherever your Agent is deployed).
2. Initiate a request using natural language. You can provide the file ID directly or wait for the Agent to ask.

Examples:

- "Reconcile the bank statement I just uploaded."
- "Process file 0695e0000012345678 and match against Invoices."
- "Reconcile this camt.053 file (ID: 069...) against Opportunities."

3. Review the Results

The Agent will process the file and return a summary of the reconciliation.

Example Response:

"I processed 15 transactions. 12 matched successfully.

However, I found 3 discrepancies:

- INV-001: Amount Mismatch (Bank: 100.00, Ledger: 120.00)
- INV-005: Record Not Found
- TXN-999: No reference found in transaction"

Input Parameters

When invoking the action manually or guiding the Agent, you can specify:

Parameter	Required	Description	Default
contentDocumentId	Yes	The Salesforce ID of the uploaded XML file.	N/A
targetObject	No	The object to reconcile against. Values: Invoice, Opportunity.	Invoice
dateRangeStart	No	Filter transactions starting from this date.	None
dateRangeEnd	No	Filter transactions up to this date.	None

Understanding the Output

The reconciliation process returns specific variables that the Agent uses to construct its response:

- **status:** The overall result (SUCCESS, PARTIAL, ERROR).
- **message:** A natural language summary of what was done.
- **discrepancyReport:** A detailed list of any issues found (e.g., missing records, amount mismatches).
- **matchedCount:** Number of transactions successfully matched and updated.
- **unmatchedCount:** Number of transactions that required attention.
- **bankStatementLogId:** The ID of the log record created (useful for audit/tracking).

Troubleshooting

Issue	Possible Cause	Solution
"File not found"	Incorrect ContentDocumentId or insufficient permissions.	Verify the ID and ensure you have access to the file.
"No transactions found"	The file might be empty or in an unsupported format.	Ensure the file is a valid camt.053/camt.052 XML.
"Currency Mismatch"	The bank statement currency doesn't match the record's currency.	Check the currency codes in both the file and Salesforce.

Advanced Features

Custom Reference Patterns

The system uses "smart text search" to find Invoice numbers. If your invoice numbers follow a specific pattern (e.g., INV-\d+), your admin can configure a **Regex Pattern** in the **ISO20022 Reconciler Settings** to improve matching accuracy.

Configuration Settings

You can customize the behavior of the reconciler using Salesforce Custom Settings.

1. Go to **Setup > Custom Settings**.
2. Click **Manage** next to **ISO20022 Reconciler Settings**.
3. Click **New** (or **Edit** for existing settings).

Setting	Type	Description
Amount Tolerance	Number	Allowable difference between bank amount and Salesforce record amount. Useful for small currency conversion differences (e.g., 0.05). Default: 0.00.
Default Days Lookback	Number	If no date range is provided, the system will look back this many days for matching records. Default: 0 (no limit/all time).
Disable Duplicate Check	Checkbox	If checked, allows re-processing files with the same Message ID. Default: false.
Invoice Regex Pattern	Text	Custom Regex to extract invoice IDs from transaction text. Default: (?i)INV[-.]+[a-zA-Z0-9]+...

Auditing & Logs

Every reconciliation run creates a **Bank Statement Log** record, which tracks the overall result. Discrepancies are stored in related **Discrepancy Log** records.

Useful SOQL Queries

1. List recent reconciliation runs:

```
SELECT Id, Name, noxtara__Content_Document_Id__c, noxtara__Status__c,  
noxtara__Matched_Count__c, noxtara__Unmatched_Count__c, noxtara__Transaction_Count__c,  
noxtara__Message_Id__c, noxtara__Processed_Date__c
```

```
FROM noxtara__Bank_Statement_Log__c
ORDER BY noxtara__Processed_Date__c DESC
LIMIT 10
```

2. List all discrepancies for a specific run:

```
SELECT Id, Name, noxtara__Bank_Statement_Log__c, noxtara__Details__c,
noxtara__Bank_Amount__c, noxtara__Ledger_Amount__c, noxtara__Reason__c,
noxtara__Transaction_Reference__c
FROM noxtara__Discrepancy_Log__c
WHERE noxtara__Bank_Statement_Log__c = 'YOUR_BANK_STATEMENT_LOG_ID_HERE'
```

Appendix: Assigning Permissions

If you need to assign the **ISO Reconciler Permissions** permission set:

1. Go to **Setup > Users**.
2. Select the user who will configure or use the Agent.
3. Scroll to **Permission Set Assignments** related list.
4. Click **Edit Assignments**.
5. Select **ISO Reconciler Permissions** from the "Available Permission Sets" list and add it to "Enabled Permission Sets".
6. Click **Save**.