

# Admin & Setup Guide: ISO 20022 Reconciler for Agentforce

Version: 1.2

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## Overview

This guide lists the steps to install and configure the **ISO 20022 Reconciler** application in your Salesforce environment. This application enables your Agentforce Service Agents to natively parse ISO 20022 bank files (camt.053 and camt.052) and reconcile them against your Salesforce data.

## Prerequisites

- **Licenses:** Agentforce Service Agent license (to run the Agent).
  - **Permissions:** You must have Customize Application and Manage Users permissions to install.
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## Step 1: Install the Package

1. Log in to your Salesforce Org.
  2. Navigate to the **AppExchange Listing**.
  3. Click **Get It Now**.
  4. Select **Install for All Users** (Recommended) or **Install for Admins Only**.
  5. Click **Install** (or **Upgrade** if updating).
  6. *Note:* If prompted, grant access to "Third Party Websites" (Use default if none listed, as this is a 100% Native app).
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## Step 2: Assign Permissions

The application requires specific permissions to read Invoices and write Logs.

1. Go to **Setup > Permission Sets**.
2. Find the permission set named **ISO Reconciler Permissions**.

3. Click **Manage Assignments > Add Assignments**.
  4. Select the **Agent User** (often named "Integration User" or specific Service Agents) and any Human Admins who need to view logs.
  5. Click **Assign**.
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## Step 3: Configure the Agent (Agent Builder)

This is the most critical step. You must "teach" your Agent how to use the new action.

1. Go to **Setup > Agents** (or "Einstein Copilot Actions" depending on version).
  2. Open your **Agentforce Service Agent** (or create a new one).
  3. Navigate to **Actions** (in Topics).
  4. Click **New > Add from Asset Library**.
  5. Search for and select: **Reconcile ISO 20022 Statement**.
  6. **Save** and **Activate** the Agent.
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## Step 4: Fine-Tune Accuracy (Optional)

You can adjust the matching logic to fit your specific data needs using Custom Settings.

### A. Adjust Amount Tolerance

Handle small differences (e.g., penny rounding).

1. Go to **Setup > Custom Settings**.
2. Find & open **ISO 20022 Reconciler Settings**.
3. Find **Amount Tolerance** and click on **Edit** (or **New** if Custom Fields haven't been set up).
4. Set **Amount Tolerance**: e.g., 0.05 (allows a 5-cent difference).
5. Save.

### B. Custom Invoice Regex

If your Invoice IDs don't look like INV-2024-001.

1. In the same Custom Setting, find **Invoice Regex Pattern**.
  2. Enter your custom RegEx.
    - Example for "ACME-1234": `(?i)ACME-\d{4}`
    - Example for pure numbers: `\b\d{6}\b` (matches 6-digit numbers).
  3. Save.
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## Step 5: Verify Installation

1. Open the **Agentforce Chat** (Preview or in App).
2. Upload a sample camt.053 XML file.
3. Message: *"Reconcile this bank statement."*
4. **Success:** The Agent should reply with: *"I processed X transactions. Y matched successfully..."*

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## Troubleshooting

| Issue                          | Cause                                         | Fix                                                                   |
|--------------------------------|-----------------------------------------------|-----------------------------------------------------------------------|
| "I don't know how to do that"  | Agent doesn't have the Topic/Action assigned. | Repeat Step 3. Ensure the Action is "Active" in the Agent Builder.    |
| "Access Denied" Error          | Missing Permission Set.                       | Repeat Step 2. Verify the context user has ISO 20022 Reconciler User. |
| "No transactions processed"    | File format is incorrect.                     | Ensure the file is a valid ISO 20022 camt.053 or camt.052 XML.        |
| Matches fail (Amount Mismatch) | Banking amounts differ from Salesforce.       | Increase <b>Amount Tolerance</b> in Custom Settings (Step 4A).        |

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**Need more help?** Contact [support@noxtara.io](mailto:support@noxtara.io)