# **Automated Customer Service Request Handling**

User Guide

## **1. Introduction**

This document is the user guide for the Automated Customer Service Request Handling, a program designed by Health Canada using UiPath.

It is recommended that you read this user guide carefully before use.

## **2. Preconditions**

The automation requires the following to be completed before it is run:

|  |
| --- |
| 1. A logo of a lock     Description automatically generatedEnsure that **UiPath Assistant** is installed and configured so that you can access this automation. |
| 1. A blue and white logo     Description automatically generatedEnsure that **Microsoft Outlook is installed**.    * Create a **Outlook folder named “User Access Request”**. This name can be changed later once the automation has been run at least once and a Config file has been downloaded. See page ? for more details. |

## **3. Getting Started**

**Warning:** Excel is closed without saving at various parts of automation to ensure proper execution. Save and close Excel to ensure no work is lost.

## **4. Advances Features**

## **5. Troubleshooting: Error Messages**

BE01: Failed to download Config file

BE02: Failed to download Transaction Log file

BE03: Email had no attachments

BE04: Email extension was not a xlsx file

BE05: xlsx file formatting does not match Transaction Log