**Universal Credit Bundle Builder**

**(UC Bundle Builder)-**

**User Training and Support.**

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**Software Developer Level 4**

**Introduction**

Certain benefit claimants such as those claiming Employment and Support Allowance (ESA) and Personal Independent Payment (PIP) would have to attend a Work Capability Assessment (WCA) assessment. After the assessment, a decision is made as to whether they are capable of doing some form of work or continue to receive ESA. The implication of this is that if they are found fit for work, their ESA benefit payment will be stopped, and they would have start looking for a suitable employment.

Claimants would sometimes launch an appeal to Her Majesty’s Courts and Tribunal Services (HMCTS), if they think the decision is wrong and would appeal the decision which is launched through HMCTS. The Department for Work and Pensions (DWP) will receive an appeal notification from the HMCTS and is required to submit a series of documents relating to the decision known as an appeal bundle.

These appeal bundles can sometimes include very large documents over a hundred pages long each and time consuming to compile. These documents also have to be taken from various other applications, converted to a ‘.pdf’ format before submitting them to the HMCTS.

This is also another automation project but this time instead of building unattended Robots, my team is building attended Robots. Attended robots involves user interaction, therefore some user interface builds.

Below is a list of technologies used:

* Nice Real Client Automation tool used to build the Attended software Robots.
* HTML and in-line style CSS
* JavaScript and jQuery for some of the screen interactions

The UC Bundle Builder process is as follows:

* Appeal notice is received
* User saves all documents related to the appeal on a desktop folder
* User launches bundle builder

**The Robot provides the following options for the user to edit documents:**

* Captures appeal type, document name and customer’s name
* Rotate any page/document

**The Robot will perform the following actions:**

* Order documents as per the business rules
* Create schedule of evidence
* Name the bundle(s)
* Delete any existing bundle and save the bundles in a folder

In this project I am going to explain some of the advice and support process that my team and I implemented while we were in Private Beta and Public Beta phase of the project before releasing the product to the users.

In these phases, I was tasked with creating and updating parts of the user guide, I also participated in the user training as well as responding to queries arising during the User Acceptance Testing (UAT).

**User Training Process**

Due to the Covid19 situation most of us developers are required to work from home, which means all the meetings have to be done remotely using online communication tools such as Skype, Slack or Teams. These remote working tools have features which enable screen sharing, therefore, making it easier for me to play my own role in the user training.

Before the user training sessions were organised, our project lead set up a Teams meeting in which we were all allocated our various roles. The discussion was whether to provide users with the guide first before or after the training, eventually we agreed on releasing the user guide before having the training as we thought that things would be a lot clearer to them in the training after they’ve gone through the user guide.

The training session was organised according to the structure of the user guide and I had to go through the reordering section of the user guide. I explained the re-ordering process including the tips on how to do it efficiently. After I finished my presentation, I encouraged the audience to ask questions if they had any. When I finished my session, I then introduced my next colleague who continued with the next session.

Below are extracts from the user guide that I worked on and presented:

Graphical user interface, text, application

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*Figure 1a: The business rules for re-ordering documents*

Table

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*Figure 1b: Documents and the order in which they must be uploaded*

Figure 1a describes the rules that have to be followed when ordering the documents before they are submitted and figure 1b shows the various types of documents when they are downloaded by the appeals writers and in what order they must be submitted.

This task was given to me verbally by our project lead, but there was also email communications between us, as well as the senior developer and I during the process as seen below:

Graphical user interface, text

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*Figure 2a: Email from project lead.*

Graphical user interface, text, application

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*Figure 2a: Email from lead developer regarding the updated user guide.*

I embedded the re-ordering rules as a separate document with the user guide document as seen in figure 3a and added the tips as instructed by the project lead, shown in figure 3b below:

A picture containing diagram

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*Figure 3a: An extract of the user guide with the embedded re-ordering document.*

Text

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*Figure 3b: Re-ordering tips.*

**User Support**

One of queries that was assigned to me by the senior dev was a user who was unable to close the application when she launches it. Please see figure 4a which is a copy of the email below:

Graphical user interface, text, application

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*Figure 4a: Copy of email sent by user.*

I set up a phone call and asked her to share her screen with me so that I can investigate the problem. I then asked her to launch the UC Bundle Builder application, get some documents ready in the downloads folder. I then noticed that she kept resizing the screens instead of moving them to a suitable position. She also did not realise that she was resizing the screens and, in the process, the close icon on the top left of the screen that one can click to close the screen, disappeared. Figure 4b shows the resized screen and 4c below shows what the screen should actually look like.

A screen shot of a computer

Description automatically generated

*Figure 4b: System Reminder screen when resized by the user.*

Graphical user interface, text, application, email

Description automatically generated

*Figure 4c: System Reminder screen before resizing by the user.*

To solve this problem, it was a simple matter of getting the user to resize the screen to the right so that she could see the “Continue” button as well as the icon for closing the application on the top right-hand side of the screen.

**Conclusion**

This is my first experience building an attended robot automation and with a new automation tool. The UC Bundle Builder application is an attended robot which involves building screens using HTML, JavaScript, jQuery and some built-in CSS. This meant that the end users have to interact with screens to navigate to various sections of the application while the robots do all the heavy lifting in the background.

My project lead gave me the opportunity to contribute to the user guide and participate in the user training. I imagine that the experience would have been a bit different if the training was conducted in a physical environment. However, it was still a great experience for me.

I also had the opportunity to support users during UAT and experienced the various ways they would try to use the application despite the training sessions. The most exciting part for me was when they encounter problems, and the incident gets assigned to me. I get to work with the end user and take them through the various steps to solve the problem. I then feedback to my team and sometimes the solution will mean that the user guide will have to be updated and re-issued with a new version name.