Automation – Case Study 2

Introduction

Automation is when instructions are used to create a repeated process that replaces an IT professional's manual work towards either a software or a service delivery that they support.

Problem Statement

Your team is tasked to work with the provided log incident data, and you are required to design an Automation solution as per the instruction below:

- **Ui**: Collect the ticket data of your team for last x days, where x is an input.
- **Ui**: Identify how many total tickets have been received per day.
- **Py**: Identify how many total tickets has been 'Assigned'.
- **Py**: Identify how many total tickets has been marked as 'Completed'.
- **Py**: Identify how many total tickets have been retained as 'Pending'.
- **Py**: Identify how many total tickets have been retained as 'Work in Progress'.
- **Py**: Identify how many total tickets are 'Unallocated'.
- **Py**: Identify the ticket closure duration.
- **Ui**: Generate a structured report from all the data gathered.
- **Ui**: Upon completion, send an email notification with the above data gathered.

Ui: Task to be completed in UiPath.

Py: Task to be completed in Python.

Additional Specifications

- Automation to be accomplished using Python & UiPath.

Expected Outcomes

Submission of following documents on Lumen:

- Individual presentation (Please use the PowerPoint template provided in Lumen).
- Individual solution file
    - Python file (.py)
    - UiPath files (.xaml and project.json)

Understanding the status of tickets from the data provided

The status of an incident is provided in column B (header – incident_state). This column has following values:

- New
- Resolved
- Closed
- Active
- Awaiting Evidence
- Awaiting Vendor
- Awaiting Problem
- Awaiting User Info

Information of the current assignee of a ticket is provided in column Y (header - assigned_to).

To find **Unallocated tickets**

- incident_state is "**New"** and assigned_to is "**?**" or **Blanks.**

To find **Pending tickets**

- incident_state is one of the following values: "**Awaiting Evidence**", "**Awaiting Vendor**", "**Awaiting Problem**", "**Awaiting User Info**".

To find **Assigned tickets**

- incident_state has neither of the following values: "**Resolved**", "**Closed**" and assigned_to is neither "**?**" nor **BLANKS.**

To find **Completed tickets**

- incident_state is either "**Resolved**" or "**Completed**".

To find **Work in Progress** tickets

- incident_state is "**Active**".