Commercial In Confidence

BP Travel

Create Quotes

Operational Impact Document

Revision 1.1

Revision History

Date	Revision	Author	Description

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1 Introduction

This document describes in detail the impact on BT Travel's Operations Team from the delivery of this automated solution.

This document is intended for the client's project delivery team to ensure that all components of the required operational architecture are in place.

2 Process Overview

2.1 Solution Diagram
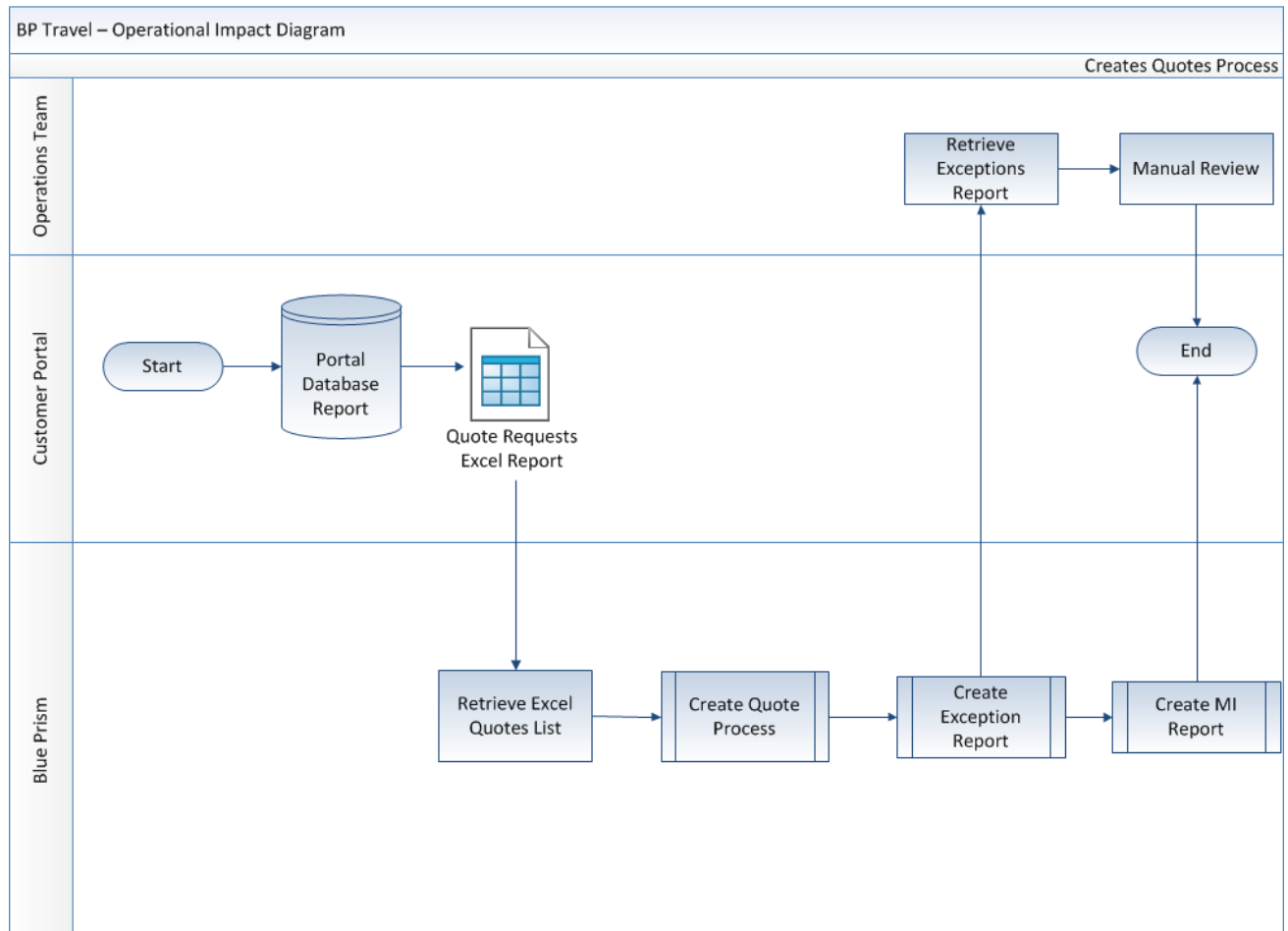
2.2 Solution Description

The above diagram depicts the entire solution, with the Operations Team's lane shown in the top section. See section **3.1 Operational Requirements** below for details.

3   Resource Requirements

3.1 Operational Resource Requirements

- Until now, the Operations Team has been manually processing *all* new quote request cases reported by the daily New Quotes database report. But with the introduction of this new automated solution, the team will now manually process only those cases identified as exceptions by the Blue Prism processes. Exceptions are expected to amount to about 10% of the total number of cases. The Operations Team must maintain sufficient resources on a day-to-day basis to handle this 10% proportion of cases. Whereas the team are currently accustomed to retrieving and working the Create Quote Excel report, they will now instead work from an *Exceptions* report generated by Blue Prism. This change to their manual procedure will necessitate brief retraining, with corresponding updates to any printed manuals or training materials for new team members.

  Note: This solution only includes New Quote request. Other request types (booking requests and cancellation requests) are out of scope for this solution but may be looked at in future.

- In case of catastrophic downtime of the Blue Prism automated elements of the solution for 12 hours or more, the Operations Team must be prepared to recruit sufficient resources to take over the processing of *all* pending New Quote requests until the system problem can be resolved.

3.2 Blue Prism Process Controller Resource Requirements

- The administration of the process will be absorbed into the Process Controller workload.

3.3 IT Resource Requirements

- One virtual machine will be required, each with the Blue Prism solution software installed and configured, as well as installations of the Microsoft Excel and the BP Travel client application configured with user credentials.

- The IT Team will configure the portal's New Quotes Excel report to be automatically uploaded to a network folder periodically throughout the day.

4   Data Storage Location

4.1   Email

No email will be stored. All emails to customers will be sent via the SMTP gateway.

4.2   Network drives/folders

Exception files will be saved to:

https://bptravel.sharesrvr.com/operations/RPA/createquotes/exceptions

MI reports files will be saved to:

https://bptravel.sharesrvr.com/operations/RPA/createquotes/MI

5   Exceptions/Referrals

5.1 Exception/Referral Messages

About 10% of the New Quote Requests are expected to be "exceptions", in the sense that they must be completed by Operations Team humans rather than purely by Blue Prism processes. But these are simply a subset of the cases that the Operations Team already handles manually, so there are no new procedures required for that type of exception. In addition to occasional system exceptions the following known exception can be expected:

- Incompatible flight origin and destination: no flight is available between these two locations that can satisfy the requested departure and arrival date/times.

- Insufficient seats available: a flight exists, but not enough seats are available to satisfy the quote request.

- Invalid travel dates: the return date may be before the departure date or departure date may be in the past.

- Pricing information unavailable: a flight exists, but the Booking System has insufficient data to generate a price.

- No return flight available

5.2 Exception/Referral Protocol

The standard Blue Prism Exception Report will be used to report all exception cases will be reported at the end of each day by Blue Prism, to be worked by the Operations Team the following day.

The exception report will contain the same details on that were on the original New Quote Requests report, plus additional fields giving the exception reason and the exception date time.

5.2.1 Method

All exception cases will be reported at the end of each processing run (three times per day). The exceptions will be provided in an Excel file in the location specified in the Data Storage section.

The Operational Agility Software Company

6   Assisted Automation Protocol

No requirements or impact.

7   Management Information

7.1 Method

MI to be output each day to an Excel file.

7.2 Locations

Management report to be saved to the folder specified in the Data Storage section with the name "Create Quotes MI Report_YYYYMMddHHmmss.xlsx".

7.3 Format

The report will be an Excel file and will contain the following data for the previous 7 days:

Field	Description
ItemKey	Key from Blue Prism work queue
Loaded	Time the case was loaded to the work queue
Work Time	Time taken to work the case
Request Received	Date and time the quote was requested within the portal
Quote Number	Quote Number.
Price	Value of quote.
Completed	Date and time email sent to customer.

7.4 Schedule

The report will be created at the end of the processing day.