BP Travel

Create Quotes

Process Design Instruction

Revision 1.1

Revision History

Date	Revision	Author	Description

Contents

1   Introduction

This document describes in detail a Blue Prism process and any business objects, work queues and credentials used to support the Blue Prism solution. The document is intended for those developing and supporting the Blue Prism solution.
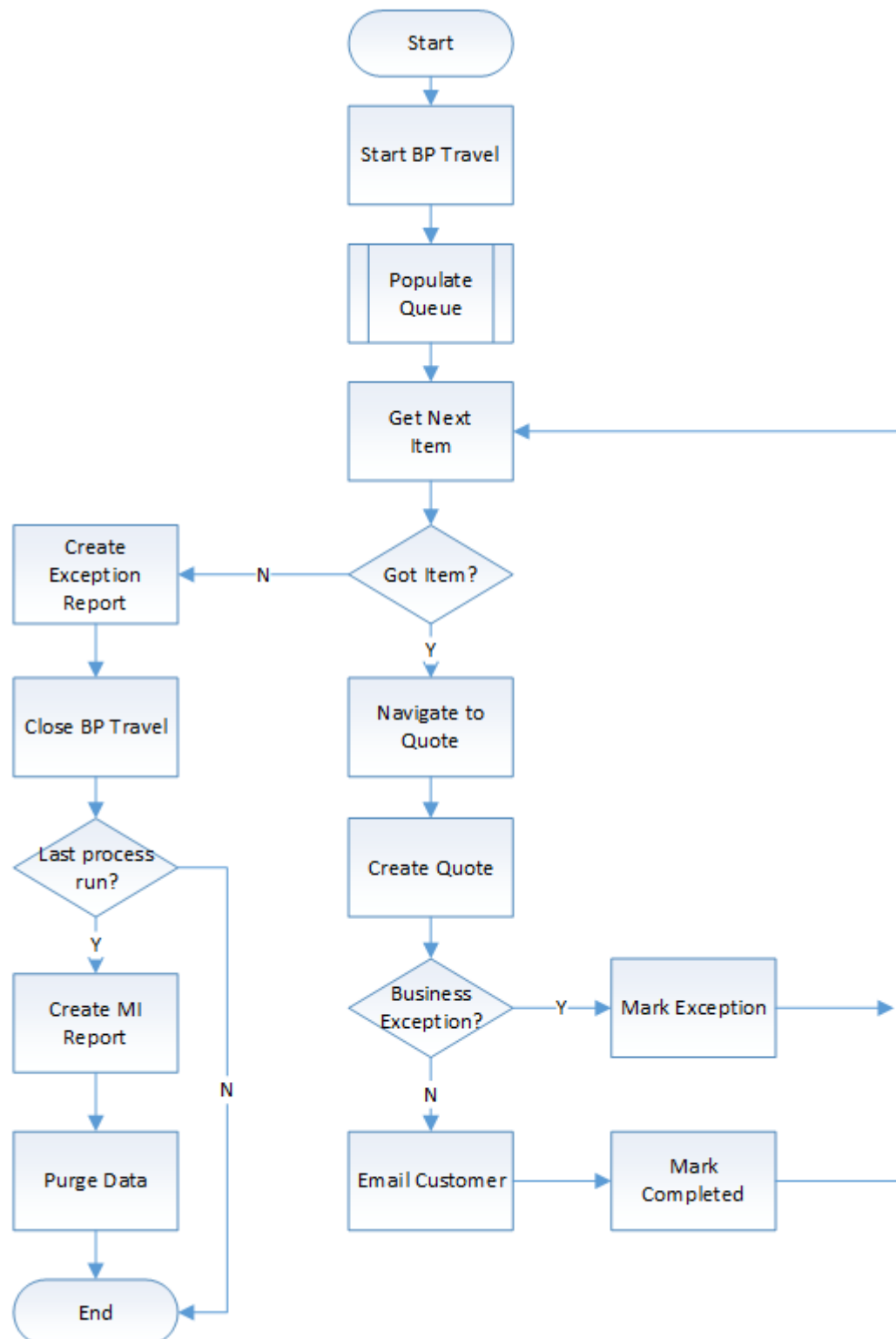
It is a dynamic document that will continually be revised as changes are applied. Its accuracy is essential if different personnel are to successfully support the process.

1.1 Scope

This document covers the *Create Quotes* process.

2   Process Diagram

2.1   Main Page


```
                    ┌─────────┐
                    │  Start  │
                    └────┬────┘
                         │
                 ┌───────┴───────┐
                 │ Start BP Travel│
                 └───────┬───────┘
                         │
                 ┌───────┴───────┐
                 │   Populate    │
                 │    Queue      │
                 └───────┬───────┘
                         │
                 ┌───────┴───────┐
                 │   Get Next    │◄──────────┐
                 │    Item       │           │
                 └───────┬───────┘           │
                         │                   │
        Create      ◄─N─◇ Got Item?          │
        Exception                            │
        Report          │Y                   │
           │       Navigate to               │
        Close BP       Quote                 │
        Travel          │                    │
           │        Create Quote             │
        Last process    │                    │
        run?       Business Exception?       │
           │Y       Y──► Mark Exception ─────┤
        Create MI       │N                   │
        Report      Email Customer ► Mark ───┘
           │                      Completed
        Purge Data
           │
          End
```

2.2 Populate Work Queue
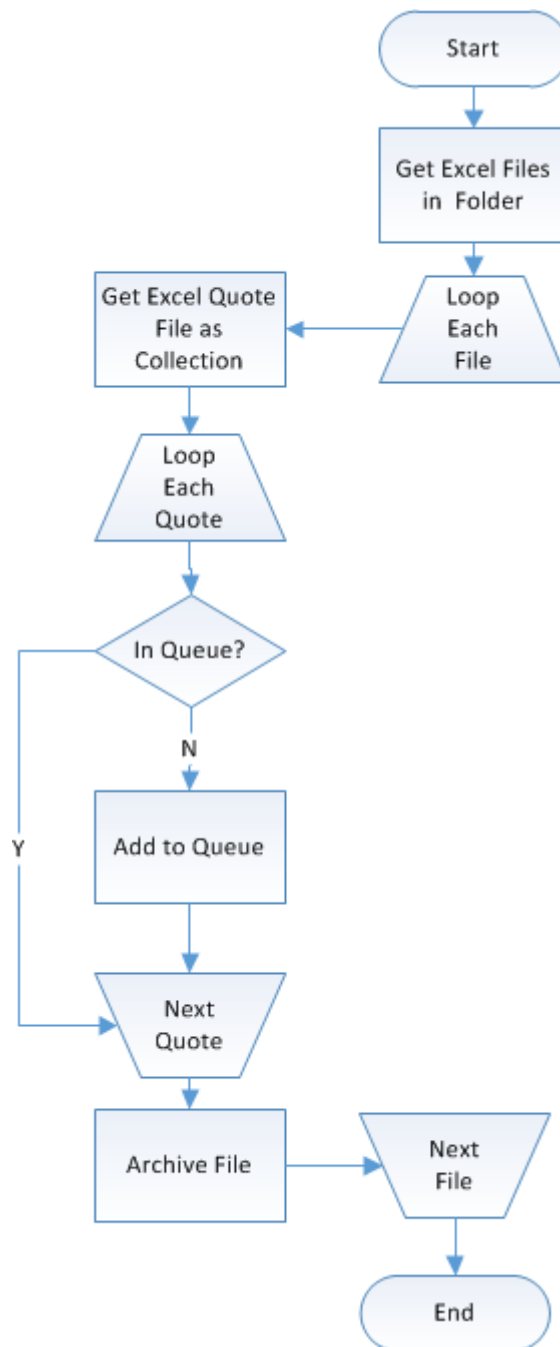
3   Process Description

The process shall be built using the basic Blue Prism Process template.

3.1 Main Page

3.1.1   Start BP Travel

BP Travel access credentials will be stored in the Blue Prism credentials store. The process will launch BP Travel and log in to the application.

Object	Action
BP Travel - Basic Actions	Launch
BP Travel - Basic Actions	Login

3.1.2   Get Next Item / Got Item

The next item from the Quote Requests queue will be extracted and the returned Item ID will be interrogated to determine if an item has been returned.

3.1.3   Navigate to Create Quote

The process will call the Navigate to Create Quote page by selecting Create Quote on the Left Menu Panel of BP Travel.

Object	Action
BP Travel - Basic Actions	Left Menu

3.1.4   Create Quote

 The process will update the Create Quote page as per the PDD.

Object	Action
BP Travel - Quotes	Create Quote

If the quote is successfully created the quote number and price are to be captured in the item data and the case updated in the queue.

3.1.5 Email Customer

If a quote a successfully been created the process will email the customer using the format and detail specified in the PDD.

Object	Action
Email - POP3_SMTP	Send Message

3.1.6 Mark Completed

Successfully completed cases will be marked as complete in the Blue Prism work queue.

3.1.7 Mark Exception

Any cases that could not be worked will be marked as an exception in the Blue Prism work queue. A standard Blue Prism process template is used and the process will fail if 3 consecutive identical system exceptions occur.

3.1.8 Create Exception Report

The exception report will run at the end of each process run. To ensure that each exception case is only reported once, a tag of "Reported" will be applied following the creation of the report. To create the report:

- Request all exception items from the queue that aren't tagged "Reported"
- Created report using the standard *BP Travel – Create Report* process.
- Tag each case "Reported"

The report will use MS Excel VBO object to create an Excel file. The exception structure will mirror the fields of the original quotes file plus fields for ItemKey, time loaded to queue, exception time and exception reason. It will be saved to the folder specified in the Environment Variables with the file name "Create Quotes Exception Report YYYYMMdd HHmmss.xlsx".

3.1.9 Close BP Travel

At stop time or if there is no more work the BP Travel application will be logged out of and closed down

Object	Action
BP Travel - Basic Actions	Left Menu
BP Travel - Basic Actions	Terminate

3.1.10 Create MI Report

The report will be created using the standard *BP Travel – Create Report* process.

The start date time for the report will be today() – 7 days

The end date time for the report will be Now()

The report will use MS Excel VBO object to create an Excel file and the file saved to the folder specified in the Environment Variables with the file name "Create Quotes MI Report YYYYMMdd HHmmss.xml". The report will be an Excel XML file and will contain the following data:

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.

3.1.11   Purge Data

Aged work queue data is to be purged in line with the "Create Quotes Queue Data Lifespan" environment variable.

Aged input files are to be purged in line with the "Create Quotes Input File Lifespan" environment variable.

3.2 Populate Queue

A Microsoft Excel report containing a list of work requests for this process will be collected from an agreed network folder. The process will be designed to support multiple reports at the same time.

A collection will be made of all files in the folder. Each file will be worked in turn and for each quote a check will be made to see if the case exists in the *Create Quotes* work queue. It will perform this check using the ItemKey (see Work Queue section). A case will not be added if it already exists.

Once processed the file will be saved to the archive folder specified in the environment variables.

Object	Actions
Utility – File Management	Get Files, Move File.
MS Excel VBO	Various

4   Data

4.1 Work Queue

The process using the following work queues:

Work Queue Name	Key Name	Attempts
Quote Requests	ItemKey	3

4.1.1   Quote Requests

Used to store quote requests.

To aid support the item key shall be unique to the customer. In order that this doesn't expose personal details the item key will be constructed as follows:

Last 3 characters of postcode & last 5 digits of the contact number & _ request date time (ddmmyyyyhhmm)

The following data will be stored in the data field:

- Title
- First Name
- Last Name
- Email
- Contact Number
- Postcode
- Flying From
- Flying To
- Departure Date
- Return Date
- Adults
- Children

- Quote Number

- Price

4.2 Environment Variables

Environment Variable	Description
Create Quotes Excel Input Folder	The folder from which to load the Create Quotes work requests report file
Create Quotes Excel Input Archive Folder	The folder where the loaded files are archived to.
Create Quotes Exception Report Folder	Folder to store exception report
Create Quotes MI Folder	Folder to store daily MI report
BP Travel URL	The URL for the BP Travel web page. This is used by the BP Travel – Basic Actions object.

Production environment will be http://bptravel.blueprism.com/login.html |
Create Quotes Last Input File Time	Time last input file is available. The daily MI report will be triggered following the processing of the last file of the day. Initially set to 15:00
Create Quotes Input File Lifespan	Age at which input files should be deleted from archive folder. Initially set to 7 days
Create Quotes Queue Data Lifespan	Age at which cases should be deleted from the queue. Initially set to 7 days.
BP Travel Window Titles	Comma separated list of window titles for the BP Travel browser application. The test application and the live application have different titles and the window title is required in order to attach objects to application.

4.3 Session Variables

Session Variable	Description
Stop ASAP	Flag to indicate whether to stop after the current case has completed
Stop After Time	The time that the process is configured to stop (based upon system down times and business need).
Stop After Items	The number of items to work before stopping. Initially set to 999999999

4.4 Environment Locks

Not required.

5   Referrals and Exceptions

5.1 Business Exceptions

Business exceptions exist within the Create Quotes process as cases coming from the Quote Request daily report may not be valid within the BP Travel booking system.

These exception will be identified on screen once the data has been set to the BP Travel booking system.

The following exception are known to exist:

- 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/times. Departure date/time is in the past, or requested arrival is before departure.

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

5.2 Known System Exceptions

There are no known System Exceptions expected.

5.3 Unknown System Exceptions

The exception reason for any unknown system exception will be bubbled up to the Create Quotes process and added to the Work Queue Exception detail.