Kisan Mitra: Digital Assistant for Farmers.

Process Definition Document

UiPath HyperHack 20.10

Process Design Document History

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| --- | --- | --- | --- | --- |
| Version | Date | Edited by | Comments | Signed off by |
| 1.0 | 15.11.2020 | Chaitanya Kulkarni |  |  |

Document approval flow

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| Version | Flow | By | Date of approval | Comments |
| 1.0 |  | Project owner/BA |  |  |

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# 1.0 Introduction

## 1.1 Purpose of the document

The Process Definition Document outlines the business process chosen for automation using Robotic Process Automation (RPA) technology.

The document describes the sequence of steps performed as part of the business process, the conditions and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. This specification document serves as a base for developers, providing them with the details required for applying robotic automation to the selected business process.

## 1.2 Objectives

The process that has been selected to be automated is “Account Openings” for the customer service department in TEST Bank.

The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

* Reduce the amount of errors caused by human labour.
* Reduce the processing time i.e. the time for each account to get active.
* Reduce the use of manual labour in the customer service department

## 1.3 Process key contact

The specifications document includes concise and complete requirements of the business process and it is built based on the inputs provided by the process Subject Matter Expert (SME)/ Process Owner.

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Organization | Name | Contact Detail |
| Project Owner | - | - | - |
| Process SME | - | - | - |
| Project management | - | Chaitanya Kulkarni | Chaitanyakulkarni4000@gmail.com |
| Business Analyst | - | Chaitanya Kulkarni | Chaitanyakulkarni4000@gmail.com |
| Development | - | Chaitanya Kulkarni | Chaitanyakulkarni4000@gmail.com |

## 1.4 Minimum Pre-requisites for automation

* Signed Process Definition Document
* Data to support development
* User access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)
* Credentials (user ID and password) required to logon to Salesforce CRM.
* Access to UiPath Apps and UiPath Data Service.

# 2.0 AS IS process description

## 2.1 Process Overview

General information about the process selected for RPA prior to automation.

|  |  |  |
| --- | --- | --- |
| # | Item | Description |
| 1 | Process full name | Kisan Mitra: Digital Assistant For Farmers |
| 2 | Process Area/Domain | Agriculture |
| 3 | Department | Agriculture |
| 4 | Process short description  (operation, activity,  outcome) | The process is related to collecting, managing and processing data for ‘Pradhan Mantri Maan-dhan yojana’ scheme. The farmer submits required data with UiPath Apps. As soon as data is submitted by farmer, digital assistant is supposed to get triggered and process the data respectively. |
| 5 | Role(s) required for  performing the process | Digital assistant |
| 6 | Process schedule and  frequency | Daily |
| 7 | # of items processes  /reference period | On average, 70 requests on a daily basis for the last 6 months. |
| 8 | Average handling time per  item | Around 05 minutes. |
| 11 | Total # of FTEs currently performing  this activity | Agriculture department (Based on 9 hours of work per month) |
| 13 | Level of exception rate | Not available |
| 14 | Input data | Data provided by farmers |
| 15 | Output data | Data registered in salesforce CRM |

## 2.2 Applications used in the process

The table includes a comprehensive list of all the applications that are used as part of the process automated, at various steps in the flow.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | Application name | Version | Thin/Thick Client | Environment/  Access method | Comments |
| 1 | UiPath Apps | - | Thin | Web browser |  |
| 2 | Salesforce Application | - | Thin | Web browser |  |

\*Add more rows to the table to include the complete list of applications.

## 2.3 AS IS Process map

### 2.3.1 High Level As-Is Process Map:

This chapter depicts the As Is business process at a High Level to enable developers to have a high-level understanding of the current process.

Collect data from farmers with UiPath Apps

Opening new accounts

Process Definition Document

TEST Bank

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# 1.0 Introduction

## 1.1 Purpose of the document

The Process Definition Document outlines the business process chosen for automation using Robotic Process Automation (RPA) technology.

The document describes the sequence of steps performed as part of the business process, the conditions and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. This specification document serves as a base for developers, providing them with the details required for applying robotic automation to the selected business process.

## 1.2 Objectives

The process that has been selected to be automated is “Account Openings” for the customer service department in TEST Bank.

The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

* Reduce the amount of errors caused by human labour.
* Reduce the processing time i.e. the time for each account to get active.
* Reduce the use of manual labour in the customer service department

## 1.3 Process key contact

The specifications document includes concise and complete requirements of the business process and it is built based on the inputs provided by the process Subject Matter Expert (SME)/ Process Owner.

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Organization | Name | Contact Detail |
| Project Owner | TEST Bank | - | - |
| Process SME | TEST Bank | - | - |
| Project management | - | - | - |
| Business Analyst | - | - | - |
| Development | - | Chaitanya Kulkarni | - |

## 1.4 Minimum Pre-requisites for automation

* Signed Process Definition Document
* Test Data to support development
* User access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)
* Credentials (user ID and password) required to logon to machines and applications
* Dependencies with other projects on the same environment

# 2.0 AS IS process description

## 2.1 Process Overview

General information about the process selected for RPA prior to automation.

|  |  |  |
| --- | --- | --- |
| # | Item | Description |
| 1 | Process full name | Account Opening |
| 2 | Process Area/Domain | Banking |
| 3 | Department | Customer Service |
| 4 | Process short description  (operation, activity,  outcome) | The process is related to the opening of accounts for customers. The customer submits a request for opening an account through the bank’s webpage. Each enquiry is processed by the customer service department 100 %. If there are no exceptions, account is opened, and success mail is sent to customer. If exceptions, the customer service contacts the guardians by email in order to solve the case. |
| 5 | Role(s) required for  performing the process | Case manager in customer service |
| 6 | Process schedule and  frequency | Daily |
| 7 | # of items processes  /reference period | On average, 39 requests on a monthly basis the last 6 months. |
| 8 | Average handling time per  item | Around 13 minutes. |
| 11 | Total # of FTEs currently performing  this activity | 0,06 (Based on 9 hours of work per month) |
| 13 | Level of exception rate | Not available |
| 14 | Input data | Form in bank website |
| 15 | Output data | Account opened in desktop application |

## 2.2 Applications used in the process

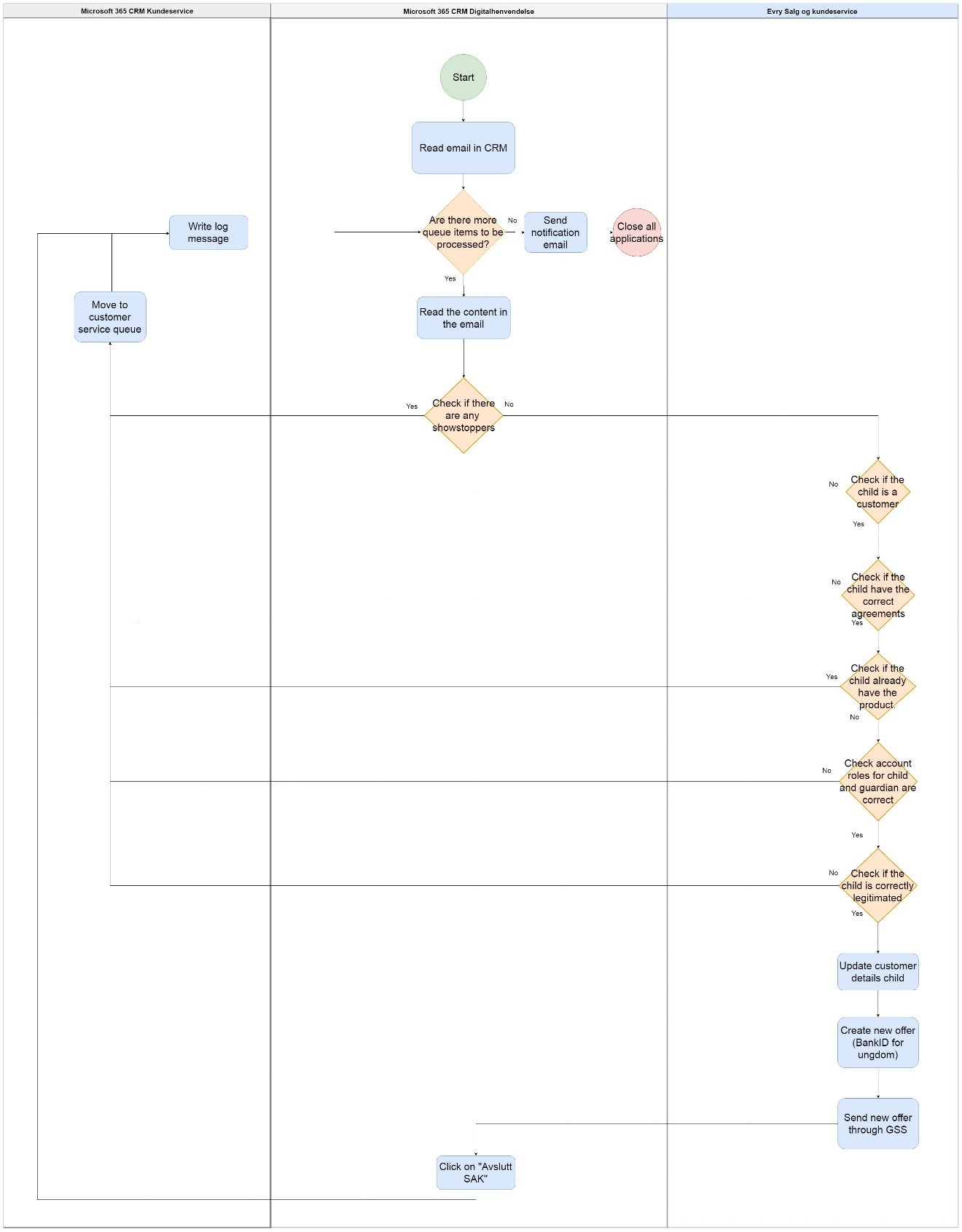
The table includes a comprehensive list of all the applications that are used as part of the process automated, at various steps in the flow.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | Application name | Version | Thin/Thick Client | Environment/  Access method | Comments |
| 1 | TEST bank WebSite | 1.1 | Thin | Web browser |  |
| 2 | TEST bank.exe | 1.2 | Thin | Desktop application |  |

\*Add more rows to the table to include the complete list of applications.

## 2.3 AS IS Process map

### 2.3.1 High Level As-Is Process Map:

This chapter depicts the As Is business process at a High Level to enable developers to have a high-level understanding of the current process.

### 2.3.2 Detailed As-Is Process Map:

This chapter depicts the AS IS business process in detail to enable the developer to build the automated process.

See attachment video recording “Video – Account Opening”

2.3.4 Input/Output data description

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Step | Input Type | Sample (Printscreen) | Location | Inputs are  standard?  (Yes/ NO) | Inputs are  structured? | Data to be used from |
| #1 | Data from web URL of TEST Bank | - | http//TESTBank.com (Dummy URL) | YES | YES |  |

# 3.0 To BE Process Description

This chapter highlights the expected design of the business process after automation.

The process is related to the opening bank accounts of customers. The customer submits a request for opening bank accounts. The request in entered in website of bank. The robot fetches all requests from website. If there are no any requests of customer, it will be treated as business exception. If there are exceptions, the case is transferred to customer service, which then manually processes the case. In case of no exceptions, bot will process all account opening requests.

## 3.1 TO BE Detailed Process Map

The process is to be 100 % automated

A step by step description is created in Powerpoint.

# 4.0 Exception Handling

## 5.1 Business Exception

Business exceptions/rules are defined as:

|  |  |  |
| --- | --- | --- |
| Area | Known | Unknown |
| Business process/rules | Previously encountered. A scenario is defined with clear actions and workarounds for each case. | New situation never encountered before. It can be caused by external factors. Cannot be predicted with precision, however if it occurs, it must be communicated to an authorized person for evaluation. |

### 5.1.1 Known Exceptions

The table below reflects all the business process exceptions captured during the process evaluation and documentation. These are known exceptions, met in practice before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| BE # | Exception name | Step # | Parameters | Action to be taken |
| 1 | No any request to process |  | - | Stop process by sending mail to customer service associate. |
| 2 | Same request repeated |  | Customer ID number | Skip customer if already processed. Send mail to customer service associate. |
| 3 | Same email |  | Email | Skip customer if already processed. Send mail to customer service associate. |
| 4 | Age restrictions |  | Age | Skip customer if already processed. Send mail to customer service associate. |
| 5 | Already have account |  | Customer ID number | Skip customer if already processed. Send mail to customer service associate. |

### 5.1.2 Unknown Exceptions

For all the other unanticipated or unknown business (process) exceptions, the robot should: Send an email notification to customer service associate with error message and screenshot attached. The error message should include timestamp and information about what process stage it was working on when crashing.

## 5.2 Application Error and Exception Handling

A comprehensive list of all errors, warnings or notifications should be consolidated here with the description and action to be taken, for each, by the Robot.

Errors identified in the automation process can be classified as:

|  |  |  |
| --- | --- | --- |
| Area | Known | Unknown |
| Technology/Applications | Experienced previously, action plan or workaround available for it. | New situation never encountered before, or may happened independent of the applications used in the process. |

### 5.2.1 Known Errors or Exceptions

The table below reflects all the errors identifiable in the process evaluation and documentation.

For each of these errors or exceptions, define a corresponding expected action that the robot should complete if it is encountered.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| AE # | Exception name | Step # | Parameters | Action to be taken |
| 1 | Application  Crash / Internal  Server Error | Any step | Error message | Recover & retry for maximum 3 times  Report to customer service associate if application fails to recover |

### 5.2.2 Unknown Errors and Exceptions

For all the other unanticipated or unknown application exceptions/errors, the robot should:

Send an email notification to customer service associate with error message and screenshot attached.

# 6.0 Reporting

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Report # | Type | Frequency | Purpose | Detail | Monitor |
| 1 | Process logs | Each time the robot runs | Monitoring | Contains information about all the cases that have been processed including potential exceptions |  |
| 2 | Process logs | Weekly | Information | Contains information about the number of tasks, number of business exceptions and application exceptions |  |

Opening new accounts

Process Definition Document

TEST Bank

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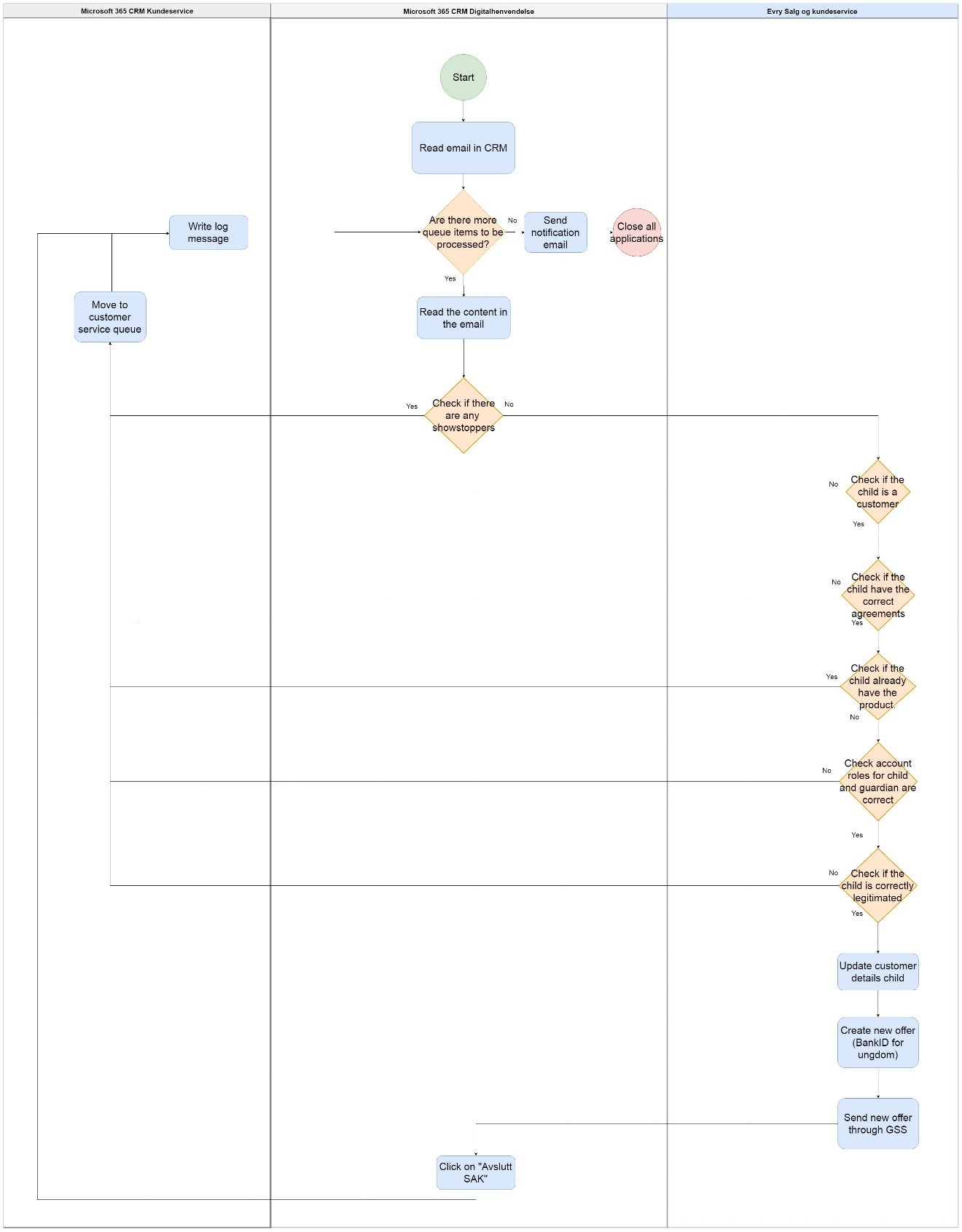
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| BE # | Exception name | Step # | Parameters | Action to be taken |
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| AE # | Exception name | Step # | Parameters | Action to be taken |
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# 6.0 Reporting

|  |  |  |  |  |  |
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Predict pension amount for respective farmer with UiPath AI Fabric

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The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

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* Reduce the processing time i.e. the time for each account to get active.
* Reduce the use of manual labour in the customer service department

## 1.3 Process key contact

The specifications document includes concise and complete requirements of the business process and it is built based on the inputs provided by the process Subject Matter Expert (SME)/ Process Owner.

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Organization | Name | Contact Detail |
| Project Owner | TEST Bank | - | - |
| Process SME | TEST Bank | - | - |
| Project management | - | - | - |
| Business Analyst | - | - | - |
| Development | - | Chaitanya Kulkarni | - |

## 1.4 Minimum Pre-requisites for automation

* Signed Process Definition Document
* Test Data to support development
* User access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)
* Credentials (user ID and password) required to logon to machines and applications
* Dependencies with other projects on the same environment

# 2.0 AS IS process description

## 2.1 Process Overview

General information about the process selected for RPA prior to automation.

|  |  |  |
| --- | --- | --- |
| # | Item | Description |
| 1 | Process full name | Account Opening |
| 2 | Process Area/Domain | Banking |
| 3 | Department | Customer Service |
| 4 | Process short description  (operation, activity,  outcome) | The process is related to the opening of accounts for customers. The customer submits a request for opening an account through the bank’s webpage. Each enquiry is processed by the customer service department 100 %. If there are no exceptions, account is opened, and success mail is sent to customer. If exceptions, the customer service contacts the guardians by email in order to solve the case. |
| 5 | Role(s) required for  performing the process | Case manager in customer service |
| 6 | Process schedule and  frequency | Daily |
| 7 | # of items processes  /reference period | On average, 39 requests on a monthly basis the last 6 months. |
| 8 | Average handling time per  item | Around 13 minutes. |
| 11 | Total # of FTEs currently performing  this activity | 0,06 (Based on 9 hours of work per month) |
| 13 | Level of exception rate | Not available |
| 14 | Input data | Form in bank website |
| 15 | Output data | Account opened in desktop application |

## 2.2 Applications used in the process

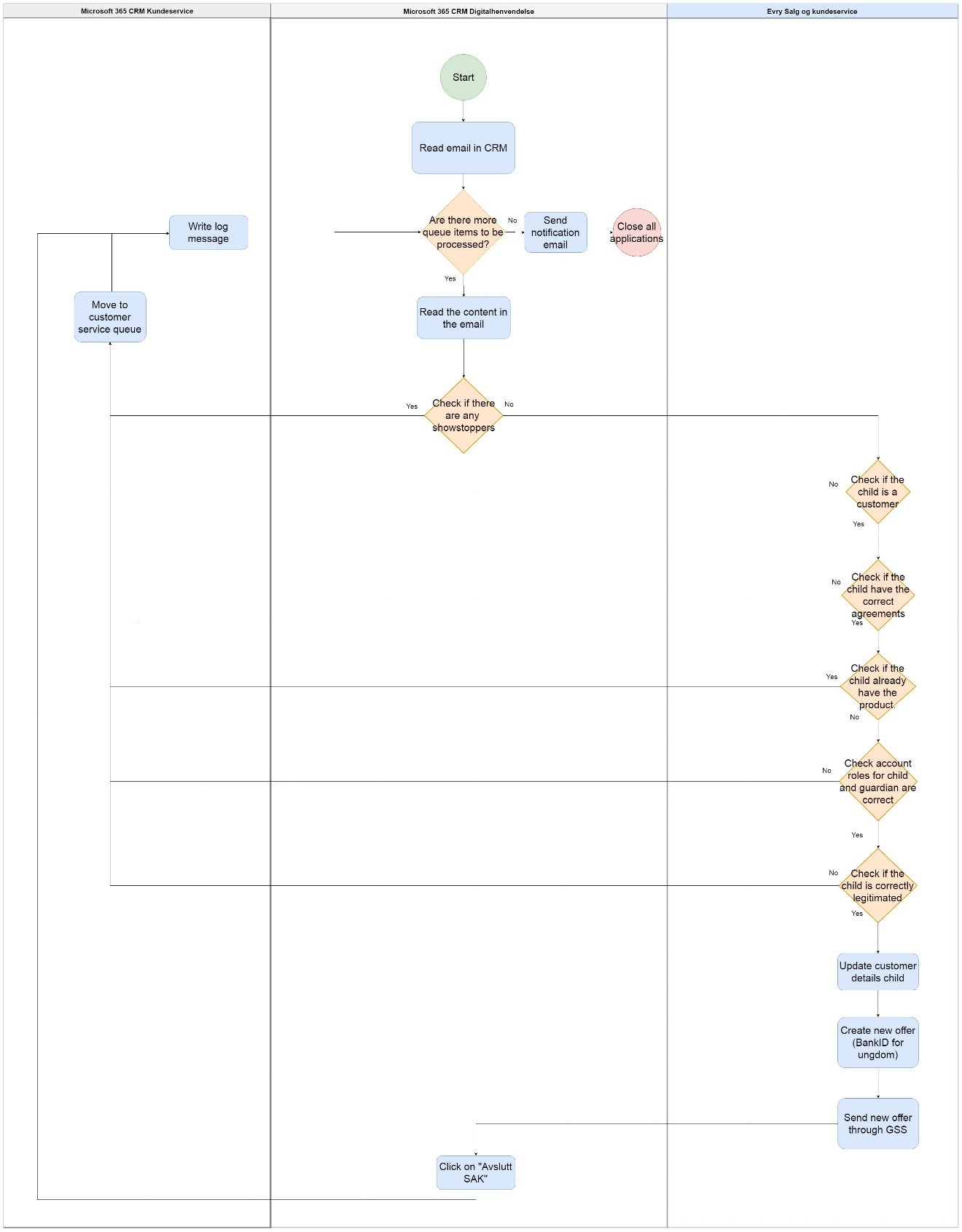
The table includes a comprehensive list of all the applications that are used as part of the process automated, at various steps in the flow.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | Application name | Version | Thin/Thick Client | Environment/  Access method | Comments |
| 1 | TEST bank WebSite | 1.1 | Thin | Web browser |  |
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\*Add more rows to the table to include the complete list of applications.

## 2.3 AS IS Process map

### 2.3.1 High Level As-Is Process Map:

This chapter depicts the As Is business process at a High Level to enable developers to have a high-level understanding of the current process.

### 2.3.2 Detailed As-Is Process Map:

This chapter depicts the AS IS business process in detail to enable the developer to build the automated process.

See attachment video recording “Video – Account Opening”

2.3.4 Input/Output data description

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Step | Input Type | Sample (Printscreen) | Location | Inputs are  standard?  (Yes/ NO) | Inputs are  structured? | Data to be used from |
| #1 | Data from web URL of TEST Bank | - | http//TESTBank.com (Dummy URL) | YES | YES |  |

# 3.0 To BE Process Description

This chapter highlights the expected design of the business process after automation.

The process is related to the opening bank accounts of customers. The customer submits a request for opening bank accounts. The request in entered in website of bank. The robot fetches all requests from website. If there are no any requests of customer, it will be treated as business exception. If there are exceptions, the case is transferred to customer service, which then manually processes the case. In case of no exceptions, bot will process all account opening requests.

## 3.1 TO BE Detailed Process Map

The process is to be 100 % automated

A step by step description is created in Powerpoint.

# 4.0 Exception Handling

## 5.1 Business Exception

Business exceptions/rules are defined as:

|  |  |  |
| --- | --- | --- |
| Area | Known | Unknown |
| Business process/rules | Previously encountered. A scenario is defined with clear actions and workarounds for each case. | New situation never encountered before. It can be caused by external factors. Cannot be predicted with precision, however if it occurs, it must be communicated to an authorized person for evaluation. |

### 5.1.1 Known Exceptions

The table below reflects all the business process exceptions captured during the process evaluation and documentation. These are known exceptions, met in practice before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| BE # | Exception name | Step # | Parameters | Action to be taken |
| 1 | No any request to process |  | - | Stop process by sending mail to customer service associate. |
| 2 | Same request repeated |  | Customer ID number | Skip customer if already processed. Send mail to customer service associate. |
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### 5.1.2 Unknown Exceptions

For all the other unanticipated or unknown business (process) exceptions, the robot should: Send an email notification to customer service associate with error message and screenshot attached. The error message should include timestamp and information about what process stage it was working on when crashing.

## 5.2 Application Error and Exception Handling

A comprehensive list of all errors, warnings or notifications should be consolidated here with the description and action to be taken, for each, by the Robot.

Errors identified in the automation process can be classified as:

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### 5.2.1 Known Errors or Exceptions

The table below reflects all the errors identifiable in the process evaluation and documentation.

For each of these errors or exceptions, define a corresponding expected action that the robot should complete if it is encountered.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| AE # | Exception name | Step # | Parameters | Action to be taken |
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### 5.2.2 Unknown Errors and Exceptions

For all the other unanticipated or unknown application exceptions/errors, the robot should:

Send an email notification to customer service associate with error message and screenshot attached.

# 6.0 Reporting

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Report # | Type | Frequency | Purpose | Detail | Monitor |
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Opening new accounts

Process Definition Document

TEST Bank

Process Design Document History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Edited by | Comments | Signed off by |
| 1.0 | 19.08.2019 | Chaitanya Kulkarni |  |  |

Document approval flow

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# 1.0 Introduction

## 1.1 Purpose of the document

The Process Definition Document outlines the business process chosen for automation using Robotic Process Automation (RPA) technology.

The document describes the sequence of steps performed as part of the business process, the conditions and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. This specification document serves as a base for developers, providing them with the details required for applying robotic automation to the selected business process.

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The process that has been selected to be automated is “Account Openings” for the customer service department in TEST Bank.

The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

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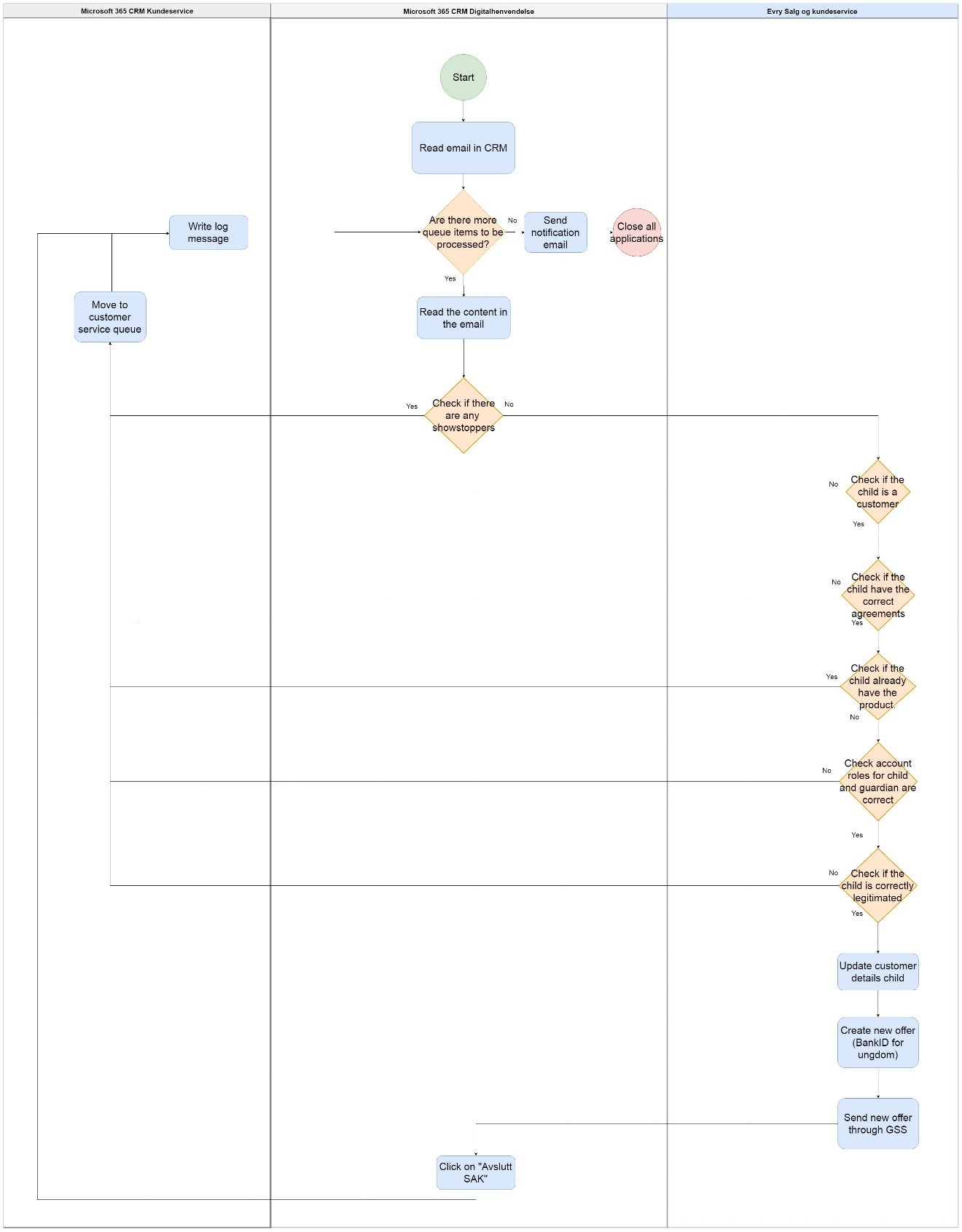
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The table below reflects all the business process exceptions captured during the process evaluation and documentation. These are known exceptions, met in practice before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

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| --- | --- | --- | --- | --- |
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### 5.2.1 Known Errors or Exceptions

The table below reflects all the errors identifiable in the process evaluation and documentation.

For each of these errors or exceptions, define a corresponding expected action that the robot should complete if it is encountered.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
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|  |  |  |  |  |  |
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Register data securely in UiPath Data Service.

Opening new accounts

Process Definition Document

TEST Bank

Process Design Document History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Edited by | Comments | Signed off by |
| 1.0 | 19.08.2019 | Chaitanya Kulkarni |  |  |

Document approval flow

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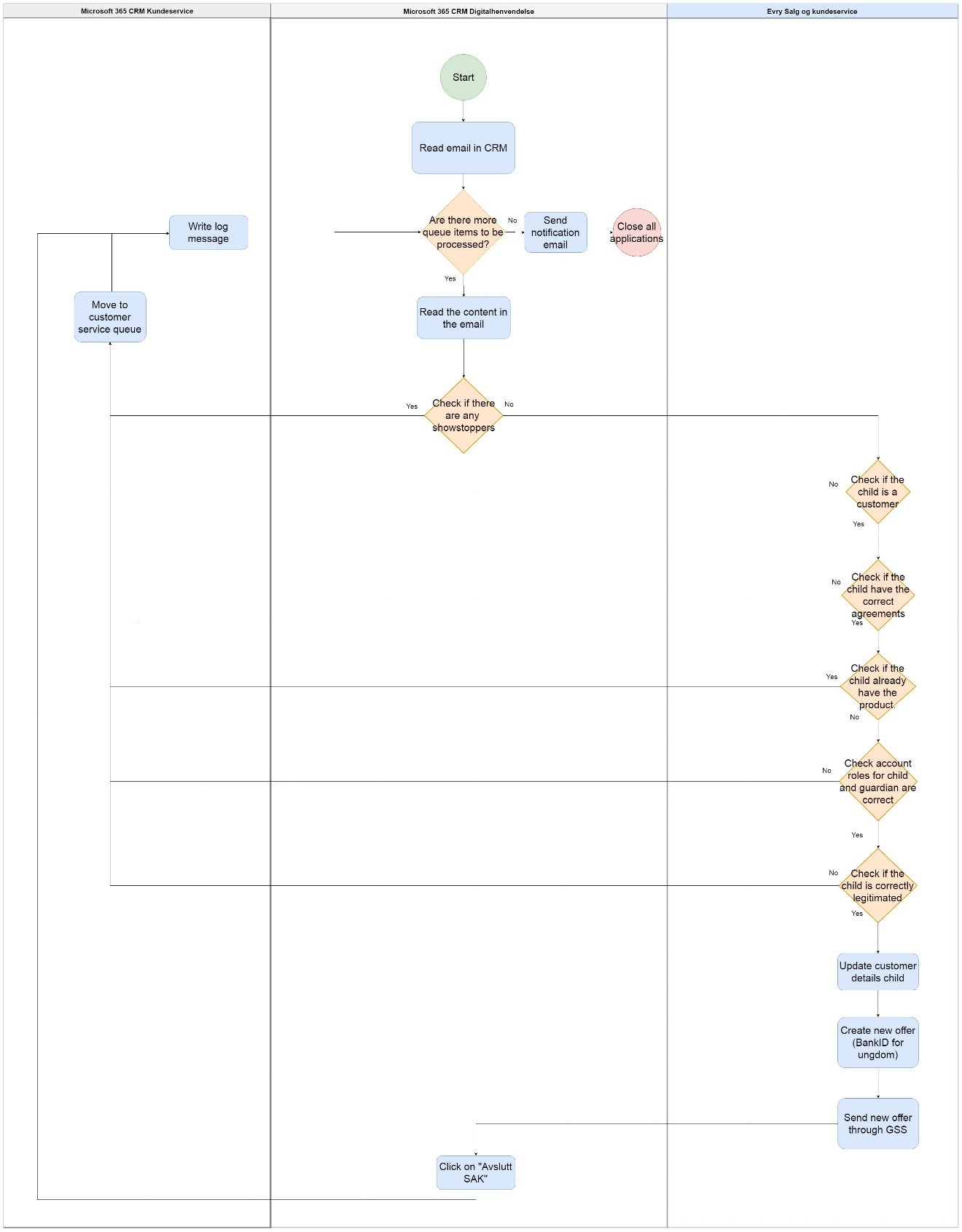
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Opening new accounts

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# 1.0 Introduction

## 1.1 Purpose of the document

The Process Definition Document outlines the business process chosen for automation using Robotic Process Automation (RPA) technology.

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The process that has been selected to be automated is “Account Openings” for the customer service department in TEST Bank.

The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

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* Reduce the processing time i.e. the time for each account to get active.
* Reduce the use of manual labour in the customer service department

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The specifications document includes concise and complete requirements of the business process and it is built based on the inputs provided by the process Subject Matter Expert (SME)/ Process Owner.

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Organization | Name | Contact Detail |
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| Process SME | TEST Bank | - | - |
| Project management | - | - | - |
| Business Analyst | - | - | - |
| Development | - | Chaitanya Kulkarni | - |

## 1.4 Minimum Pre-requisites for automation

* Signed Process Definition Document
* Test Data to support development
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* Dependencies with other projects on the same environment

# 2.0 AS IS process description

## 2.1 Process Overview

General information about the process selected for RPA prior to automation.

|  |  |  |
| --- | --- | --- |
| # | Item | Description |
| 1 | Process full name | Account Opening |
| 2 | Process Area/Domain | Banking |
| 3 | Department | Customer Service |
| 4 | Process short description  (operation, activity,  outcome) | The process is related to the opening of accounts for customers. The customer submits a request for opening an account through the bank’s webpage. Each enquiry is processed by the customer service department 100 %. If there are no exceptions, account is opened, and success mail is sent to customer. If exceptions, the customer service contacts the guardians by email in order to solve the case. |
| 5 | Role(s) required for  performing the process | Case manager in customer service |
| 6 | Process schedule and  frequency | Daily |
| 7 | # of items processes  /reference period | On average, 39 requests on a monthly basis the last 6 months. |
| 8 | Average handling time per  item | Around 13 minutes. |
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| 13 | Level of exception rate | Not available |
| 14 | Input data | Form in bank website |
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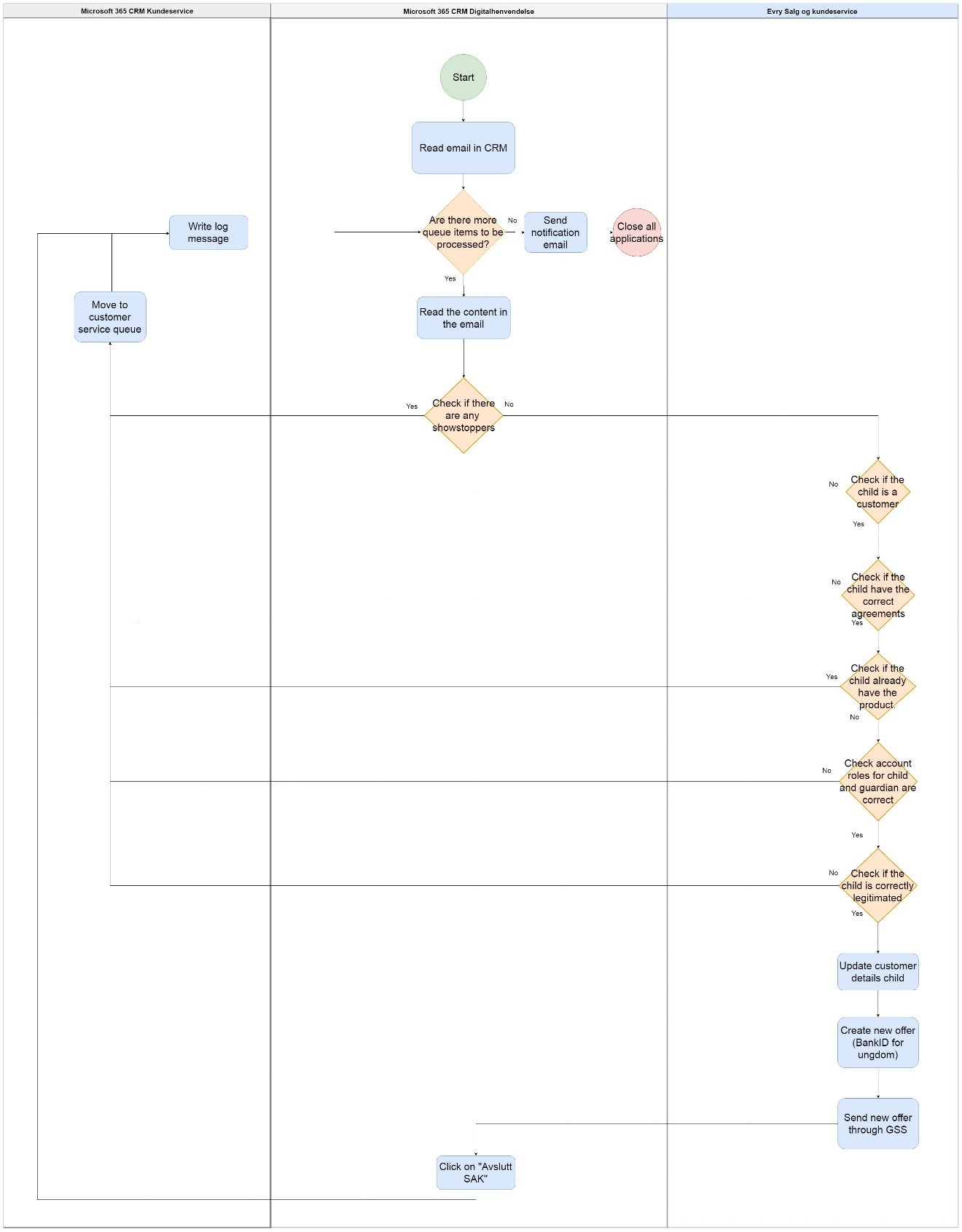
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|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | Application name | Version | Thin/Thick Client | Environment/  Access method | Comments |
| 1 | TEST bank WebSite | 1.1 | Thin | Web browser |  |
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\*Add more rows to the table to include the complete list of applications.

## 2.3 AS IS Process map

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This chapter depicts the As Is business process at a High Level to enable developers to have a high-level understanding of the current process.

### 2.3.2 Detailed As-Is Process Map:

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See attachment video recording “Video – Account Opening”

2.3.4 Input/Output data description

|  |  |  |  |  |  |  |
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| Step | Input Type | Sample (Printscreen) | Location | Inputs are  standard?  (Yes/ NO) | Inputs are  structured? | Data to be used from |
| #1 | Data from web URL of TEST Bank | - | http//TESTBank.com (Dummy URL) | YES | YES |  |

# 3.0 To BE Process Description

This chapter highlights the expected design of the business process after automation.

The process is related to the opening bank accounts of customers. The customer submits a request for opening bank accounts. The request in entered in website of bank. The robot fetches all requests from website. If there are no any requests of customer, it will be treated as business exception. If there are exceptions, the case is transferred to customer service, which then manually processes the case. In case of no exceptions, bot will process all account opening requests.

## 3.1 TO BE Detailed Process Map

The process is to be 100 % automated

A step by step description is created in Powerpoint.

# 4.0 Exception Handling

## 5.1 Business Exception

Business exceptions/rules are defined as:

|  |  |  |
| --- | --- | --- |
| Area | Known | Unknown |
| Business process/rules | Previously encountered. A scenario is defined with clear actions and workarounds for each case. | New situation never encountered before. It can be caused by external factors. Cannot be predicted with precision, however if it occurs, it must be communicated to an authorized person for evaluation. |

### 5.1.1 Known Exceptions

The table below reflects all the business process exceptions captured during the process evaluation and documentation. These are known exceptions, met in practice before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| BE # | Exception name | Step # | Parameters | Action to be taken |
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### 5.1.2 Unknown Exceptions

For all the other unanticipated or unknown business (process) exceptions, the robot should: Send an email notification to customer service associate with error message and screenshot attached. The error message should include timestamp and information about what process stage it was working on when crashing.

## 5.2 Application Error and Exception Handling

A comprehensive list of all errors, warnings or notifications should be consolidated here with the description and action to be taken, for each, by the Robot.

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### 5.2.1 Known Errors or Exceptions

The table below reflects all the errors identifiable in the process evaluation and documentation.

For each of these errors or exceptions, define a corresponding expected action that the robot should complete if it is encountered.

|  |  |  |  |  |
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| AE # | Exception name | Step # | Parameters | Action to be taken |
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### 5.2.2 Unknown Errors and Exceptions

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|  |  |  |  |  |  |
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Perform data entry operations in salesforce CRM.

Opening new accounts

Process Definition Document

TEST Bank

Process Design Document History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Edited by | Comments | Signed off by |
| 1.0 | 19.08.2019 | Chaitanya Kulkarni |  |  |

Document approval flow

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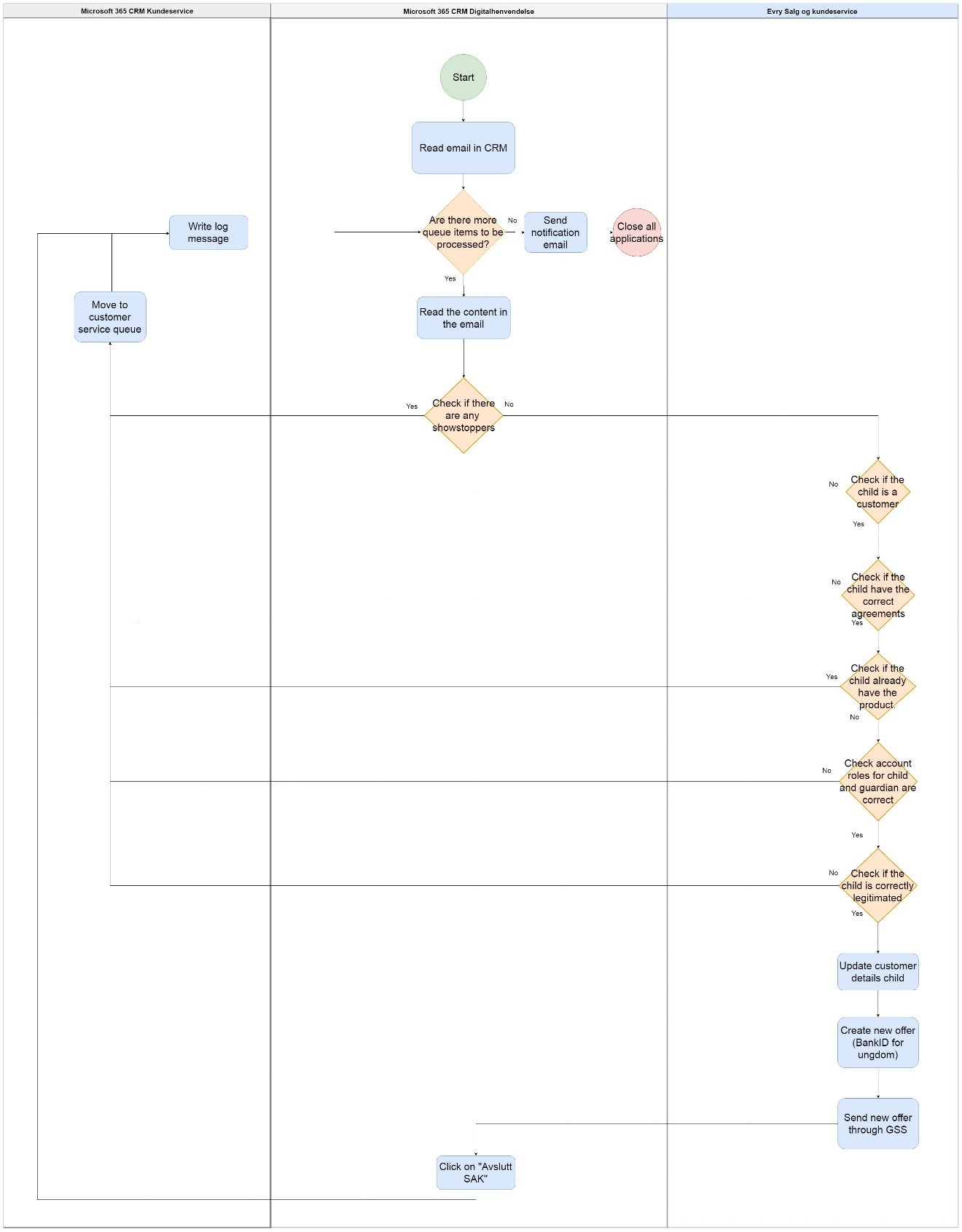
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Opening new accounts

Process Definition Document

TEST Bank

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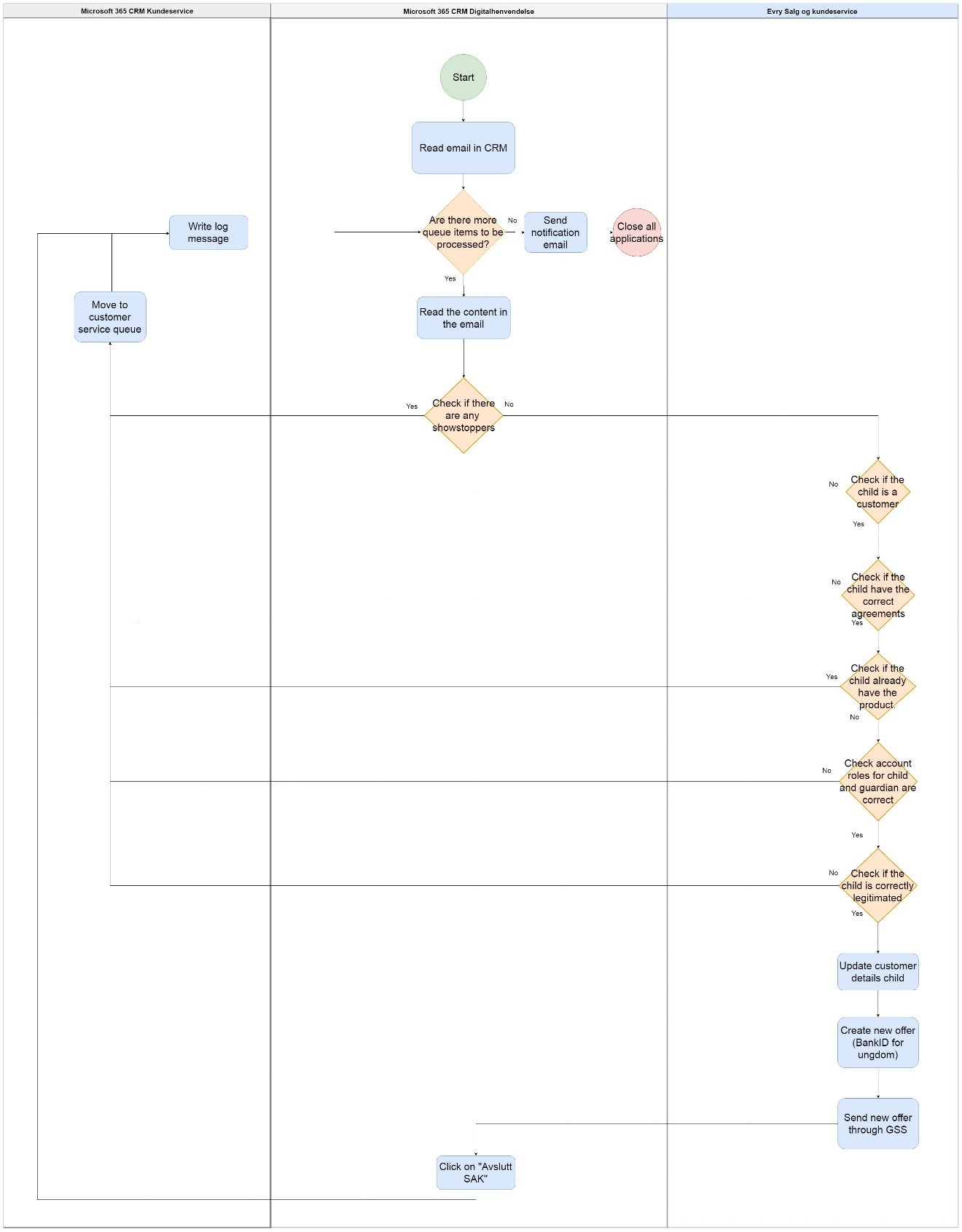
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| 1 | Application  Crash / Internal  Server Error | Any step | Error message | Recover & retry for maximum 3 times  Report to customer service associate if application fails to recover |

### 5.2.2 Unknown Errors and Exceptions

For all the other unanticipated or unknown application exceptions/errors, the robot should:

Send an email notification to customer service associate with error message and screenshot attached.

# 6.0 Reporting

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Report # | Type | Frequency | Purpose | Detail | Monitor |
| 1 | Process logs | Each time the robot runs | Monitoring | Contains information about all the cases that have been processed including potential exceptions |  |
| 2 | Process logs | Weekly | Information | Contains information about the number of tasks, number of business exceptions and application exceptions |  |

Send registration successful mail to respective farmer

Opening new accounts

Process Definition Document

TEST Bank

Process Design Document History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Edited by | Comments | Signed off by |
| 1.0 | 19.08.2019 | Chaitanya Kulkarni |  |  |

Document approval flow

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Flow | By | Date of approval | Comments |
| 1.0 |  | Project owner/BA |  |  |

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# 1.0 Introduction

## 1.1 Purpose of the document

The Process Definition Document outlines the business process chosen for automation using Robotic Process Automation (RPA) technology.

The document describes the sequence of steps performed as part of the business process, the conditions and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. This specification document serves as a base for developers, providing them with the details required for applying robotic automation to the selected business process.

## 1.2 Objectives

The process that has been selected to be automated is “Account Openings” for the customer service department in TEST Bank.

The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

* Reduce the amount of errors caused by human labour.
* Reduce the processing time i.e. the time for each account to get active.
* Reduce the use of manual labour in the customer service department

## 1.3 Process key contact

The specifications document includes concise and complete requirements of the business process and it is built based on the inputs provided by the process Subject Matter Expert (SME)/ Process Owner.

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Organization | Name | Contact Detail |
| Project Owner | TEST Bank | - | - |
| Process SME | TEST Bank | - | - |
| Project management | - | - | - |
| Business Analyst | - | - | - |
| Development | - | Chaitanya Kulkarni | - |

## 1.4 Minimum Pre-requisites for automation

* Signed Process Definition Document
* Test Data to support development
* User access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)
* Credentials (user ID and password) required to logon to machines and applications
* Dependencies with other projects on the same environment

# 2.0 AS IS process description

## 2.1 Process Overview

General information about the process selected for RPA prior to automation.

|  |  |  |
| --- | --- | --- |
| # | Item | Description |
| 1 | Process full name | Account Opening |
| 2 | Process Area/Domain | Banking |
| 3 | Department | Customer Service |
| 4 | Process short description  (operation, activity,  outcome) | The process is related to the opening of accounts for customers. The customer submits a request for opening an account through the bank’s webpage. Each enquiry is processed by the customer service department 100 %. If there are no exceptions, account is opened, and success mail is sent to customer. If exceptions, the customer service contacts the guardians by email in order to solve the case. |
| 5 | Role(s) required for  performing the process | Case manager in customer service |
| 6 | Process schedule and  frequency | Daily |
| 7 | # of items processes  /reference period | On average, 39 requests on a monthly basis the last 6 months. |
| 8 | Average handling time per  item | Around 13 minutes. |
| 11 | Total # of FTEs currently performing  this activity | 0,06 (Based on 9 hours of work per month) |
| 13 | Level of exception rate | Not available |
| 14 | Input data | Form in bank website |
| 15 | Output data | Account opened in desktop application |

## 2.2 Applications used in the process

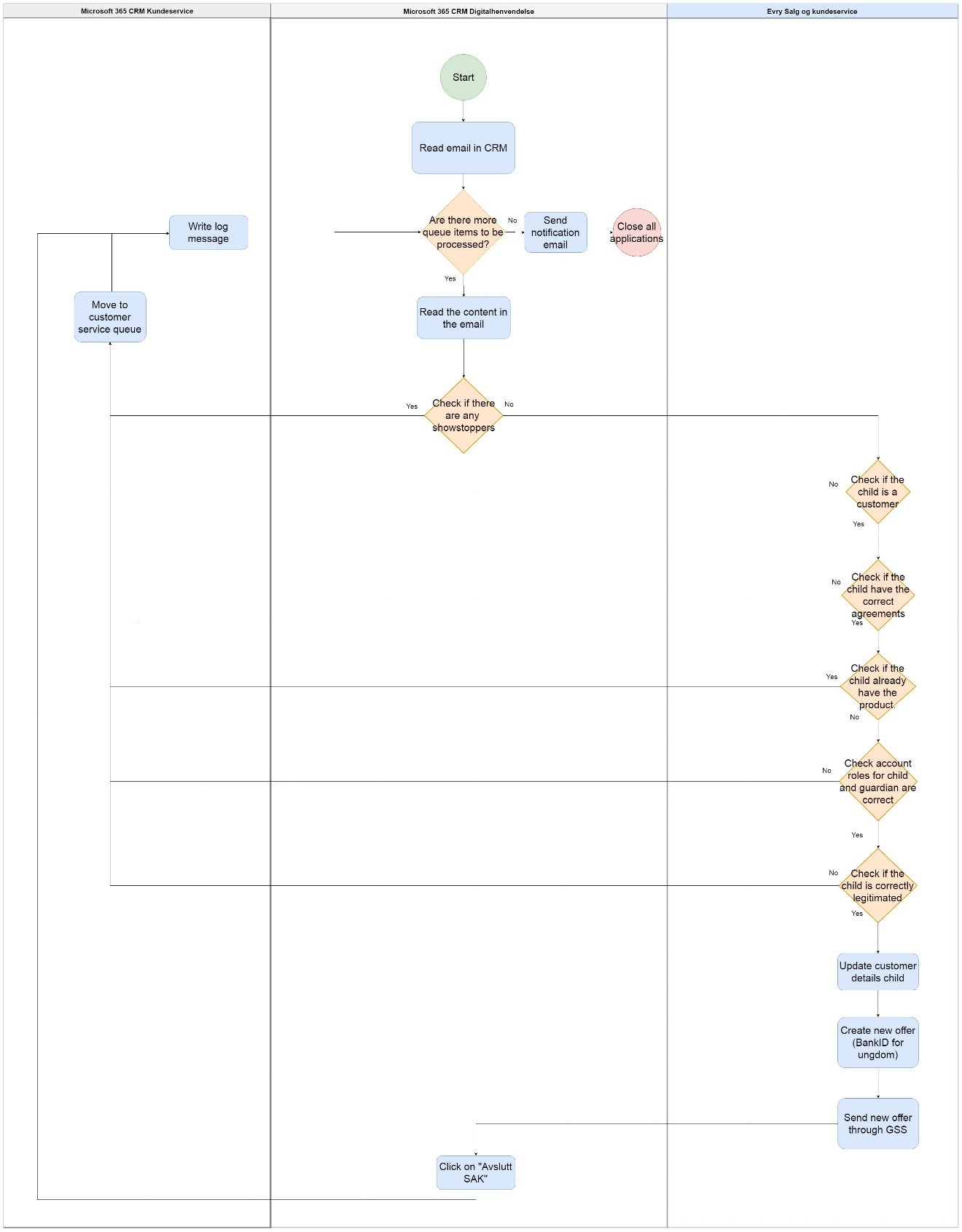
The table includes a comprehensive list of all the applications that are used as part of the process automated, at various steps in the flow.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | Application name | Version | Thin/Thick Client | Environment/  Access method | Comments |
| 1 | TEST bank WebSite | 1.1 | Thin | Web browser |  |
| 2 | TEST bank.exe | 1.2 | Thin | Desktop application |  |

\*Add more rows to the table to include the complete list of applications.

## 2.3 AS IS Process map

### 2.3.1 High Level As-Is Process Map:

This chapter depicts the As Is business process at a High Level to enable developers to have a high-level understanding of the current process.

### 2.3.2 Detailed As-Is Process Map:

This chapter depicts the AS IS business process in detail to enable the developer to build the automated process.

See attachment video recording “Video – Account Opening”

2.3.4 Input/Output data description

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Step | Input Type | Sample (Printscreen) | Location | Inputs are  standard?  (Yes/ NO) | Inputs are  structured? | Data to be used from |
| #1 | Data from web URL of TEST Bank | - | http//TESTBank.com (Dummy URL) | YES | YES |  |

# 3.0 To BE Process Description

This chapter highlights the expected design of the business process after automation.

The process is related to the opening bank accounts of customers. The customer submits a request for opening bank accounts. The request in entered in website of bank. The robot fetches all requests from website. If there are no any requests of customer, it will be treated as business exception. If there are exceptions, the case is transferred to customer service, which then manually processes the case. In case of no exceptions, bot will process all account opening requests.

## 3.1 TO BE Detailed Process Map

The process is to be 100 % automated

A step by step description is created in Powerpoint.

# 4.0 Exception Handling

## 5.1 Business Exception

Business exceptions/rules are defined as:

|  |  |  |
| --- | --- | --- |
| Area | Known | Unknown |
| Business process/rules | Previously encountered. A scenario is defined with clear actions and workarounds for each case. | New situation never encountered before. It can be caused by external factors. Cannot be predicted with precision, however if it occurs, it must be communicated to an authorized person for evaluation. |

### 5.1.1 Known Exceptions

The table below reflects all the business process exceptions captured during the process evaluation and documentation. These are known exceptions, met in practice before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| BE # | Exception name | Step # | Parameters | Action to be taken |
| 1 | No any request to process |  | - | Stop process by sending mail to customer service associate. |
| 2 | Same request repeated |  | Customer ID number | Skip customer if already processed. Send mail to customer service associate. |
| 3 | Same email |  | Email | Skip customer if already processed. Send mail to customer service associate. |
| 4 | Age restrictions |  | Age | Skip customer if already processed. Send mail to customer service associate. |
| 5 | Already have account |  | Customer ID number | Skip customer if already processed. Send mail to customer service associate. |

### 5.1.2 Unknown Exceptions

For all the other unanticipated or unknown business (process) exceptions, the robot should: Send an email notification to customer service associate with error message and screenshot attached. The error message should include timestamp and information about what process stage it was working on when crashing.

## 5.2 Application Error and Exception Handling

A comprehensive list of all errors, warnings or notifications should be consolidated here with the description and action to be taken, for each, by the Robot.

Errors identified in the automation process can be classified as:

|  |  |  |
| --- | --- | --- |
| Area | Known | Unknown |
| Technology/Applications | Experienced previously, action plan or workaround available for it. | New situation never encountered before, or may happened independent of the applications used in the process. |

### 5.2.1 Known Errors or Exceptions

The table below reflects all the errors identifiable in the process evaluation and documentation.

For each of these errors or exceptions, define a corresponding expected action that the robot should complete if it is encountered.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| AE # | Exception name | Step # | Parameters | Action to be taken |
| 1 | Application  Crash / Internal  Server Error | Any step | Error message | Recover & retry for maximum 3 times  Report to customer service associate if application fails to recover |

### 5.2.2 Unknown Errors and Exceptions

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# 6.0 Reporting

|  |  |  |  |  |  |
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Opening new accounts

Process Definition Document

TEST Bank

Process Design Document History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Edited by | Comments | Signed off by |
| 1.0 | 19.08.2019 | Chaitanya Kulkarni |  |  |

Document approval flow

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# 1.0 Introduction

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| 6 | Process schedule and  frequency | Daily |
| 7 | # of items processes  /reference period | On average, 39 requests on a monthly basis the last 6 months. |
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| 13 | Level of exception rate | Not available |
| 14 | Input data | Form in bank website |
| 15 | Output data | Account opened in desktop application |

## 2.2 Applications used in the process

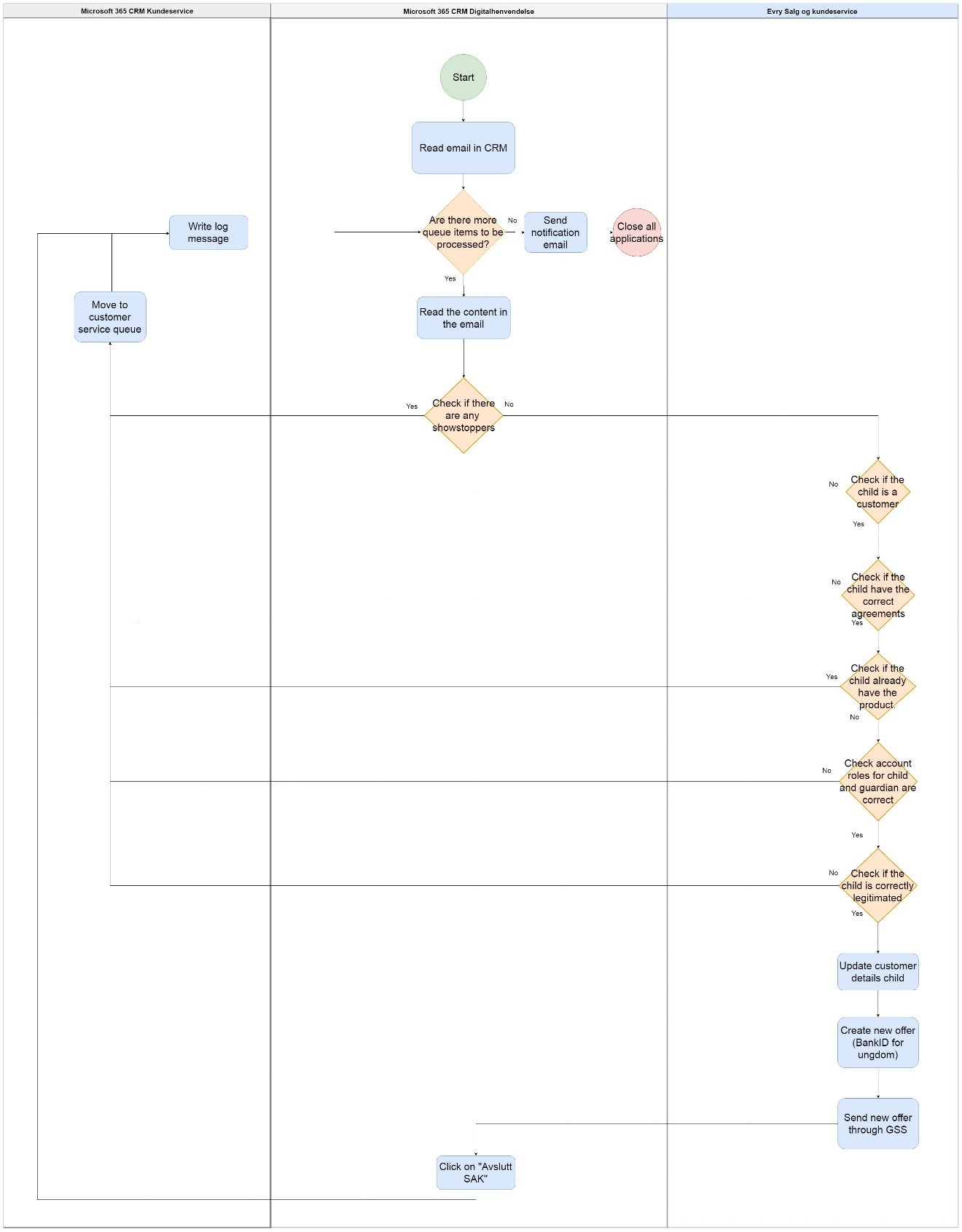
The table includes a comprehensive list of all the applications that are used as part of the process automated, at various steps in the flow.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | Application name | Version | Thin/Thick Client | Environment/  Access method | Comments |
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\*Add more rows to the table to include the complete list of applications.

## 2.3 AS IS Process map

### 2.3.1 High Level As-Is Process Map:

This chapter depicts the As Is business process at a High Level to enable developers to have a high-level understanding of the current process.

### 2.3.2 Detailed As-Is Process Map:

This chapter depicts the AS IS business process in detail to enable the developer to build the automated process.

See attachment video recording “Video – Account Opening”

2.3.4 Input/Output data description

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Step | Input Type | Sample (Printscreen) | Location | Inputs are  standard?  (Yes/ NO) | Inputs are  structured? | Data to be used from |
| #1 | Data from web URL of TEST Bank | - | http//TESTBank.com (Dummy URL) | YES | YES |  |

# 3.0 To BE Process Description

This chapter highlights the expected design of the business process after automation.

The process is related to the opening bank accounts of customers. The customer submits a request for opening bank accounts. The request in entered in website of bank. The robot fetches all requests from website. If there are no any requests of customer, it will be treated as business exception. If there are exceptions, the case is transferred to customer service, which then manually processes the case. In case of no exceptions, bot will process all account opening requests.

## 3.1 TO BE Detailed Process Map

The process is to be 100 % automated

A step by step description is created in Powerpoint.

# 4.0 Exception Handling

## 5.1 Business Exception

Business exceptions/rules are defined as:

|  |  |  |
| --- | --- | --- |
| Area | Known | Unknown |
| Business process/rules | Previously encountered. A scenario is defined with clear actions and workarounds for each case. | New situation never encountered before. It can be caused by external factors. Cannot be predicted with precision, however if it occurs, it must be communicated to an authorized person for evaluation. |

### 5.1.1 Known Exceptions

The table below reflects all the business process exceptions captured during the process evaluation and documentation. These are known exceptions, met in practice before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| BE # | Exception name | Step # | Parameters | Action to be taken |
| 1 | No any request to process |  | - | Stop process by sending mail to customer service associate. |
| 2 | Same request repeated |  | Customer ID number | Skip customer if already processed. Send mail to customer service associate. |
| 3 | Same email |  | Email | Skip customer if already processed. Send mail to customer service associate. |
| 4 | Age restrictions |  | Age | Skip customer if already processed. Send mail to customer service associate. |
| 5 | Already have account |  | Customer ID number | Skip customer if already processed. Send mail to customer service associate. |

### 5.1.2 Unknown Exceptions

For all the other unanticipated or unknown business (process) exceptions, the robot should: Send an email notification to customer service associate with error message and screenshot attached. The error message should include timestamp and information about what process stage it was working on when crashing.

## 5.2 Application Error and Exception Handling

A comprehensive list of all errors, warnings or notifications should be consolidated here with the description and action to be taken, for each, by the Robot.

Errors identified in the automation process can be classified as:

|  |  |  |
| --- | --- | --- |
| Area | Known | Unknown |
| Technology/Applications | Experienced previously, action plan or workaround available for it. | New situation never encountered before, or may happened independent of the applications used in the process. |

### 5.2.1 Known Errors or Exceptions

The table below reflects all the errors identifiable in the process evaluation and documentation.

For each of these errors or exceptions, define a corresponding expected action that the robot should complete if it is encountered.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| AE # | Exception name | Step # | Parameters | Action to be taken |
| 1 | Application  Crash / Internal  Server Error | Any step | Error message | Recover & retry for maximum 3 times  Report to customer service associate if application fails to recover |

### 5.2.2 Unknown Errors and Exceptions

For all the other unanticipated or unknown application exceptions/errors, the robot should:

Send an email notification to customer service associate with error message and screenshot attached.

# 6.0 Reporting

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Report # | Type | Frequency | Purpose | Detail | Monitor |
| 1 | Process logs | Each time the robot runs | Monitoring | Contains information about all the cases that have been processed including potential exceptions |  |
| 2 | Process logs | Weekly | Information | Contains information about the number of tasks, number of business exceptions and application exceptions |  |

### 2.3.2 Detailed As-Is Process Map:

This chapter depicts the AS IS business process in detail to enable the developer to build the automated process.

See attachment video recording “Digital Assistant in action”

2.3.4 Input/Output data description

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Step | Input Type | Sample (Printscreen) | Location | Inputs are  standard?  (Yes/ NO) | Inputs are  structured? | Data to be used from |
| #1 | Data from UiPath Apps | Farmers will register required details on UiPath Apps | UiPath Apps | YES | YES |  |

# 3.0 To BE Process Description

This chapter highlights the expected design of the business process after automation.

The process is related to the collecting, managing and processing data of farmers for ‘Pradhan Mantri Maan-Dhan Yojana’ scheme.

The farmer submits a request for registration of details.

The request in entered in UiPath App. The robot fetches all details as soon as ‘Submit’ button is clicked on UiPath Apps.

Bot is then supposed to predict pension amount based on provided inputs by farmers.

Bot is then responsible for registering data in data service and in salesforce CRM application.

For detailed bot operations with screenshots, please refer to PDD in form of PPT Version 2.0.

## 3.1 TO BE Detailed Process Map

The process is to be 100 % automated

A step by step description is created in Powerpoint.

# 4.0 Exception Handling

## 5.1 Business Exception

Business exceptions/rules are defined as:

|  |  |  |
| --- | --- | --- |
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### 5.1.1 Known Exceptions

The table below reflects all the business process exceptions captured during the process evaluation and documentation. These are known exceptions, met in practice before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| BE # | Exception name | Step # | Parameters | Action to be taken |
| 1 | Same registration |  | Aadhar Card Number | Skip registration if already processed. Send mail to respective government department. |
| 2 | Age restrictions |  | Age | Skip registration if entered age is less than 60. |
| 3 | Invalid inputs |  | Inputs | Skip registration. Send mail to respective government department. |

### 5.1.2 Unknown Exceptions

For all the other unanticipated or unknown business (process) exceptions, the robot should: Send an email notification to customer service associate with error message and screenshot attached. The error message should include timestamp and information about what process stage it was working on when crashing.

## 5.2 Application Error and Exception Handling

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|  |  |  |
| --- | --- | --- |
| Area | Known | Unknown |
| Technology/Applications | Experienced previously, action plan or workaround available for it. | New situation never encountered before, or may happened independent of the applications used in the process. |

### 5.2.1 Known Errors or Exceptions

The table below reflects all the errors identifiable in the process evaluation and documentation.

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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| AE # | Exception name | Step # | Parameters | Action to be taken |
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### 5.2.2 Unknown Errors and Exceptions

For all the other unanticipated or unknown application exceptions/errors, the robot should:

Send an email notification to customer service associate with error message and screenshot attached.

# 6.0 Reporting

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Report # | Type | Frequency | Purpose | Detail | Monitor |
| 1 | Process logs | Each time the robot runs | Monitoring | Contains information about all the cases that have been processed including potential exceptions |  |
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