| Process Definition Document

Facebook Orders bot

Contents

1. Introduction

1.1 Purpose

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 automation, be it partial or complete. This specifications document serves as a base for developers, providing them with the details required for applying robotic automation to the selected business process.

The PDD is a communication document between:

- The RP Business Analyst and the SME/Process Owner. The goal is to ensure that the RPA Business Analyst has the correct understanding of the process and has represented it accurately.
- The RPA Business Analyst and the Development team (represented by the Solution Architect and RPA Development Lead). The goal is to ensure that the process is documented appropriately and to a sufficient level of detail so that the Solution Architect can then create the solution based on the PDD content.

1.2 Objectives

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

- Reduce processing time and manual work.

1.3 Key Contacts

Add here any stakeholders that need to be informed or to approve changes to the process:

Role	**Name**	**Contact Details** (email, phone number)	**Notes**
Developer	Dragos Mircea Vlad	dragosvladmircea@gmail.com, 0756199480	
Developer	Carla Todoran-Pescarus	carlatodoranpescarus@gmail.com, 0753375429	
Developer	Ianis Teja	ianisteja@gmail.com, 0721928177	
Developer	Vrabiescu Lucian	lucainvrabiescu369@gmail.com, 0763454620	

1.4 Minimum Pre-requisites for the Automation

a) Filled in Process Definition Document

b) Test Data to support development

c) User access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)

d) Credentials (user ID and password) required to logon to machines and applications

2. AS IS Process Description

In this section the Business Analyst will document the process. This section will serve as the starting point for the re-engineering and automation effort.

2.1 Process Overview

Section contains general information about the process before automation.

Process Area	Business ownership
Department	Sales
Short Description (operation, activity, outcome)	*A robot that reads messages sent by clients via Facebook and that stores given information (e.g. name, phone number, email, the order).*
Role(s) required in applications to perform the process	Admin
Process schedule and frequency	The process can be scheduled to be executed every couple of minutes.
Number of times the process is ran by selected frequency	One time
Process execution time	*Around 1 minute per execution*
Process Restrictions	*In the application the right credentials for logging need to be inputted.*
Peak Period (s)	*Before special holidays like Christmas, New Years Eve or Easter.*
Peak Volume Approximate increase	*As much as 10 times increase*
Number of persons performing the process	*1*
Input data description	*Credentials for logging into the page, email for receving error status, the id of the spreadsheet that stores collected data*

Process Area	Business ownership
Output Data description	*Collected data stored in spreadsheet*

2.2 Applications Used

The table includes a comprehensive list of all the applications that are used as part of the process to be automated to perform the given actions in the flow.

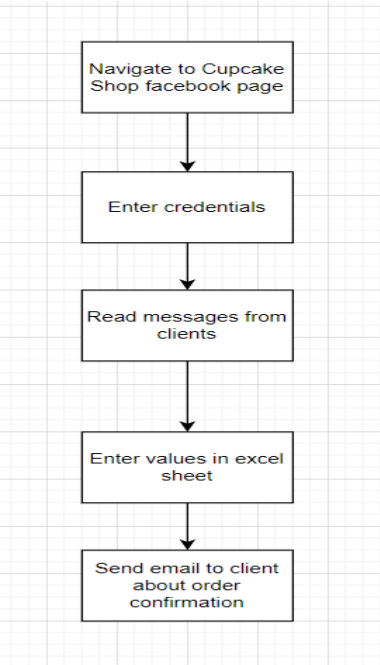
Application Name	Version	Application Language	Environment/ Access method	Comments
Google Chrome		EN	Browser	
Microsoft Excel		EN	Desktop	
Microsoft Outlook		EN	Desktop	

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

2.3 AS IS Process Map

This section contains various process maps contributing to a better understanding of how the process is performed pre-automation.

This section is useful for the Business Analyst in presentations and discussions with management to underline areas of weakness, inefficiency or to demonstrate which actions could be in scope for automation.



2.4 Input Data Description

The following table should contain details regarding the inputs that every action of the process takes.

#Action	Sample	Input Type	Location	Are inputs Natively Digital*?	Are the inputs Structured*?
Read	Orders.xlsx	*Excel*	Google drive	Yes	Yes
Read	Credentials	String	Local variable	Yes	No
Read	Email for receving error status	String	Local variable	Yes	No

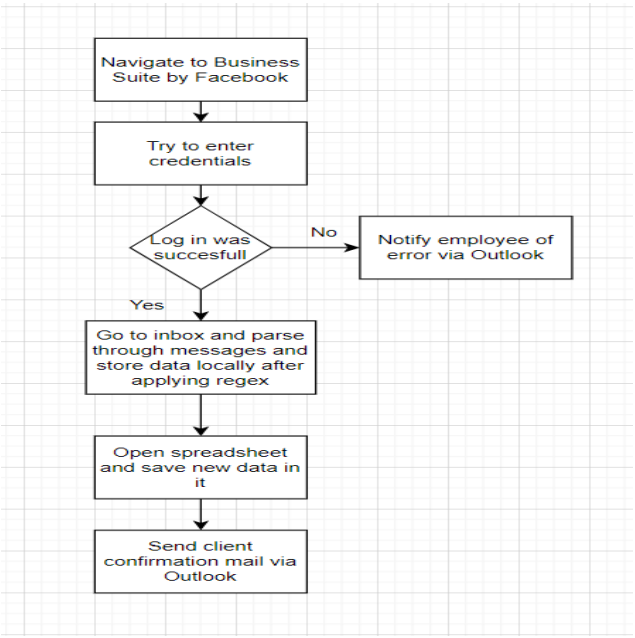
** Native Digital: This is data that was originally created digitally e.g. excel, database or application reports etc. The non-native digital inputs are usually scanned images.*

** Structured Data: has a predictable format and exists in fixed fields (e.g. an excel cell or a field in a form) and is easily detectable via search algorithms.*

3 TO BE Process Description

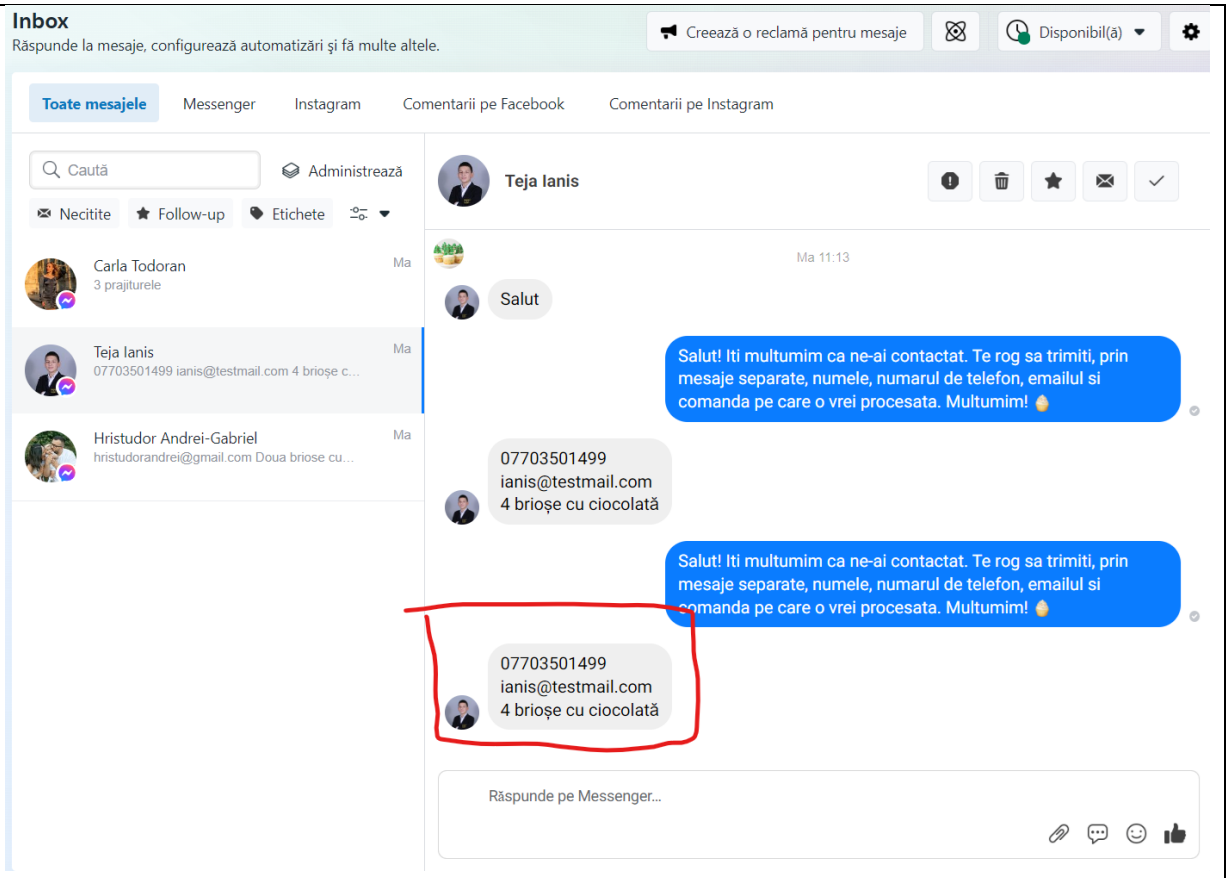
3.1 Detailed TO BE Process Map

A detailed process map of the process as it will look like post-automation will be outlined here.



3.2 TO BE Process Steps

#	**Short description of key process steps**
1.	**Log in to the shop's facebook page.**
1.1	Open link for Business Suite by facebook, and search for log in button.
1.2	In the username and password boxes enter the credentials.
2.	**Collect information from messages.**
2.1	Go to Inbox
2.2	Read the messages from clients and store the name, phone number, email address and the order locally in a table



3.	**Upload information in a sheet.**
3.1	Open excel sheet with client data and add the new information.

01/13/2023 17:25:37	Carla Todoran	carla.todoran@yahoo.com	0775566227	713 prajiturele
01/13/2023 17:25:44	Teja Ianis	ianis@testmail.com	07703501499	4 brioșe cu ciocolată
01/13/2023 17:25:44	Hristudor Andrei-Gabriel	hristudorandrei@gmail.com	0745430622	Doua briose cu stafide

4.	**Send email to client.**
4.1	Send email to the address specified by the client in the message. Format: Salut, {collected_name}! Ti-am preluat comanda, aceasta urmand sa fie preluata in cel mai scurt timp. Iti multumim ca ai ales serviciile noastre!

3.3 Exception Handling

The Business Process Owner and Business Analysts are expected to document below all the business exceptions identified in the automation process. Exceptions are of 2 types and both need to be addressed:

Known exceptions = previously encountered. A scenario is defined with clear actions and workarounds for each case.

Unknown = New situation that was not encountered before. It cannot be predicted and in case it happens it needs to be flagged and communicated to an authorized person for evaluation.

3.3.1 Known Business Exceptions

Details regarding how the robot should handle the exceptions.

Exception Name	Action	Parameters	Actions to be taken
Invalid credentials	*Try to log into the page with the wrong credentials*	*Username and password parameters are not correct*	*An email is sent notifying an employee that the process failed.*
Invalid id for spreasheet	*Try to open the spreadsheet*	*The id of the spreadsheet is not valid*	*An email is sent notifying an employee that the process failed.*

3.3.2 Unknown Business Exceptions

An umbrella rule that includes a notification needs to be designed for all other exceptions that could happen and cannot be anticipated.

If the process fails an employee is notified via Outlook.

3.4 Applications Errors & Exceptions Handling

A comprehensive list of all errors, warnings or notifications should be consolidated here together with the action to be taken for each by the Robot. There are 2 types of exceptions/errors:

Known = Previously encountered and action plan or workaround available for it (e.g. SAP unresponsive during peak times)

Unknown = these are exceptions and errors that cannot be anticipated but for which the robot needs to have a rule so that the RPA solution is sustainable.

3.4.1 Known Applications Errors and Exceptions

Details regarding how the robot should handle the exceptions.

Error/Exception Name	Action	Parameters	Actions to be taken
UIElementNotFoundException	*When using a selector*	*UIElement not found for this selector*	*Handle exception by sending an email to dev team and continue execution on next transaction*

3.4.2 Unknown Applications Errors and Exceptions

An umbrella rule that includes a notification needs to be designed for all other exceptions that could happen and cannot be anticipated.

Robot notifies an employee via Outlook.

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