

# Bots DNA Loans PDD

Get loan details of all Bank Accountants from Bots DNA Web Application

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# I. Introduction

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## I.1 Purpose of the document

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

The document describes the sequence of actions 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 specifications document serves as a base for developers, providing them with the details required for applying robotic process automation to the selected business process.

## I.2 Objectives

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

- Reduce processing time per item by 80%
- Better Monitoring of the overall activity by using the logs provided by the robots.

## I.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**.

The **Process Owner** is expected to **review it and provide signoff for accuracy** and completion of the actions, context, impact and a set of process exceptions. The details are to be included in the table below.

Role	Name	Contact details (email, phone number)	Notes
BA	Jhon	jhon@domain.com	
SA	Jay	jay@domain.com	
SME	Rahul	rahul@domain.com	
PM	Mary	mary@domain.com	
Tech Lead	Smith	smaith@domain.com	
Team Lead	David	david@domain.com	
Developer	Karthik Ballary	karthikb@domain.com	
QA	Praveen	praveen@doamin.com	

## **I.4 Minimum Pre-requisites for automation**

1. A filled in Process Definition Document
2. Test Data to support development
3. User access and creation of user accounts (licenses, permissions, restrictions to create accounts for robots)
4. Windows OS

## II. As-Is process description

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### II.1 Process Overview

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

#	Item	Description
1	Process full name	Bots DNA Loans
2	Process Area	Banking
3	Department	Finance
4	Process short description (operation, activity, outcome)	Get loan details of all Bank Accountants from Bots DNA Web Application
5	Role(s) required for performing the process	NA
6	Process schedule and frequency	Monthly
7	# of items processed /reference period	70
8	Process execution time	3 min. 14 sec.
9	Peak period (s)	April
10	Transaction Volume During Peak period	1000
11	Total # of FTEs supporting this activity	4
12	Expected increase of volume in the next reference period	20%
13	Level of exception rate	1%
14	Input data	Excel File
15	Output data	Updated Excel File

\*Add more rows to the table to include relevant data for the automation process. No fields should be left empty. Use "n/a" for the items that don't apply to the selected business process.

## II.2. Applications used in the process

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.

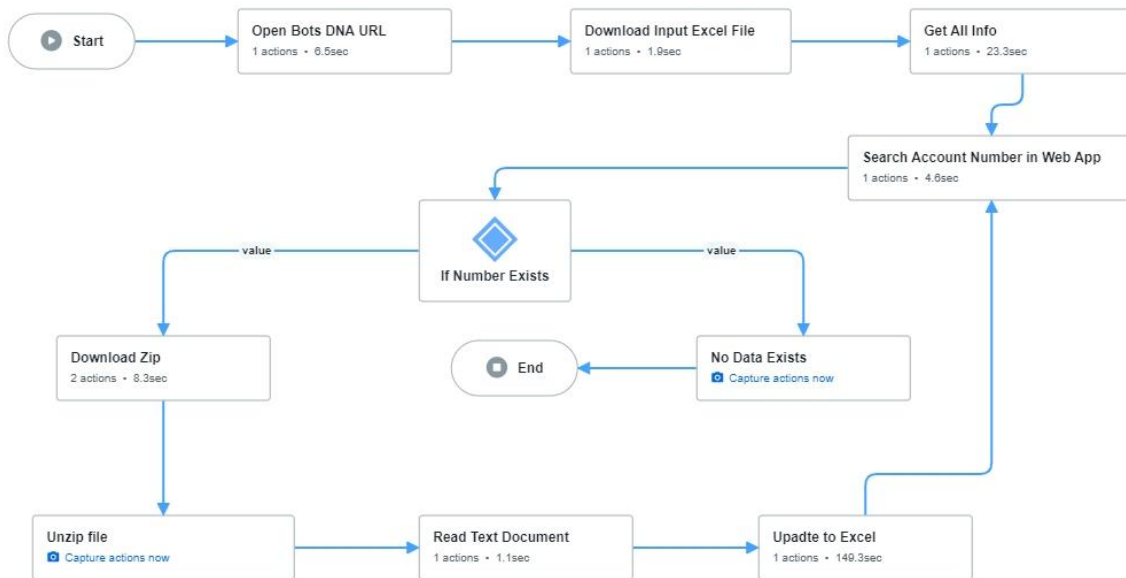
#	Application name & version	System Language	Thin/Thick Client	Environment/ Access method	Comments
1	Google Chrome	NA	Thin		
2	Microsoft Excel	NA	Thick		
3	Notepad	NA	Thick		

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

## II.3 As-Is Process map

### 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.



## II.4 Process statistics

### High level statistics

Processes	Windows	Actions	Mouse clicks	Keys pressed	Text entries	Hotkeys used	Time
3	5	8	8	0	0	0	3 min. 14 sec.

### Detailed statistics

Window name	Mouse Clicks	Text entries	Keys pressed
<a href="https://botsdna.com/ActiveLoans/">https://botsdna.com/ActiveLoans/</a> - Google Chrome	3	0	0
Find in page <a href="https://botsdna.com/ActiveLoans/">https://botsdna.com/ActiveLoans/</a>	1	0	0
input.xlsx [Protected View] - Microsoft Excel	2	0	0
input.xlsx - Microsoft Excel	1	0	0
*.txt - Notepad	1	0	0

## II.5 Detailed As-Is Process Actions

### 1. Open Bots DNA URL

Est. time: 6.5 sec.

#### 1.1 Bots DNA Application

Open Bots DNA Loan Web Application

Est. time: 6.5 sec.



Action: Click

### 2. Download Input Excel File

Est. time: 1.9 sec.

#### 2.1 Download Excel

Download Input Excel File from web application

Est. time: 1.9 sec.



Action: Click



### 3. Get All Info

Est. time: 23.3 sec.

#### 3.1 Read Excel

Read Input Excel Data

Est. time: 23.3 sec.

Action: Click

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	AccountNumber	Bank	Branch	Loan Taken On	Amount	EMI(month)	PAN NUMBE	Status								
2	978503257325															
3	946327836673															
4	893731935652															
5	875413087541															
6	786249541514															
7	783218876943															
8	753254345132															
9	748949743243															
10	745891274553															
11	745389534392															
12	741475081545															
13	735696573431															
14	731015732854															
15	725635678261															
16	723684516294															
17	718492395376															
18	684236879353															
19	673248549524															
20	653249765114															
21	642744218723															
22	638743563762															
23	637832912647															
24	627672554853															
25	612976021415															
26	591165419151															

### 4. Search Account Number in Web App

Est. time: 4.6 sec.

## 4.1 Search Account Number

Search the Account Number

Est. time: 4.6 sec.

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW WPS PDF

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay

A1 AccountNumber

	A	B	C	D	E	F	G	H
1	AccountNumber	Bank	Branch	Loan Taken On	Amount	EMI(month)	PAN NUMBE	Status
2	97850325732							
3	946327836673							
4	893731935652							
5	875413087541							
6	786249541514							
7	783218876943							
8	753254345132							
9	748949743243							
10	745893274553							
11	745289534392							
12	741475081545							
13	735696573431							
14	731015732854							
15	725635678261							

Action: Click

## 5. If Number Exists

If 'Account Number' is found then go to '6. Download Zip'

Est. time: 0.0 sec.

If 'Account Number' is not found then go to '10. No Data Exists'

## 6. Download Zip

Est. time: 8.3 sec.

## 6.1 Search Account Number

Type the last 4 digits of Account Number

Est. time: 1.2 sec.

https://botsdna.com/ActiveLoans/

bots DNA TECHNOLOGY

Active Loans

Use Case-1:   

STATUS	LOAN CODE	PAN NUMBER
ACTIVE	SAPTHAGIRI GRAMIN BANK-7325	DIWPK9815G
ACTIVE	ICICI BANK-6673	QISTV8492U
ACTIVE	CENTRAL BANK OF BANK-5652	GTDFR6483T
ACTIVE	UNION BANK OF INDIA-7541	GHA5T6432K
ACTIVE	INDIAN BANK-5174	DIWGH9765T
ACTIVE	ICICI BANK-3687	HDGTS5427K
ACTIVE	IDBI-3832	CTWTS8549K

Action: Click

## 6.2 Click on Loan Code Name

Click on the matched Link

Est. time: 7.1 sec.

https://botsdna.com/ActiveLoans/

bots DNA TECHNOLOGY

Active Loans

Use Case-1:   

STATUS	LOAN CODE	PAN NUMBER
ACTIVE	SAPTHAGIRI GRAMIN BANK-7325	DIWPK9815G
ACTIVE	ICICI BANK-6673	QISTV8492U
ACTIVE	CENTRAL BANK OF BANK-5652	GTDFR6483T

Action: Click

## 7. Unzip file

Est. time: 0.0 sec.

## 8. Read Text Document

Est. time: 1.1 sec.

## 8.1 Read Unzipped File

### Read Unzipped Text File

Est. time: 1.1 sec.

Action: Click

978503257325.txt - Notepad  
File Edit Format View Help  
Account Number: 978503257325  
Bank: SAPTHAGIRI GRAMIN BANK  
Branch: RAICHUR  
Loan Taken On: 30-NOV-2007  
Amount: 3400000  
EMI(month): 23631

## 9. Upadte to Excel

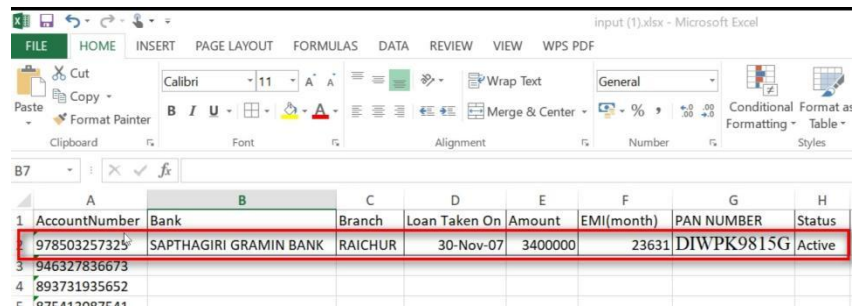
Est. time: 2 min. 29 sec.

### 9.1 Update Details

#### Update All Details from Unzipped Text F

Est. time: 2 min. 29 sec.

Action: Click



	A	B	C	D	E	F	G	H
1	AccountNumber	Bank	Branch	Loan Taken On	Amount	EMI(month)	PAN NUMBER	Status
2	978503257325	SAPTHAGIRI GRAMIN BANK	RAICHUR	30-Nov-07	3400000	23631	DIWPK9815G	Active
3	946327836673							
4	893731935652							
5	675411007541							

## 9.2 Go to: Search Account Number in Web App

	Est. time: 0.0 sec.
	Action: NONE

## 10. No Data Exists

	Est. time: 0.0 sec.
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# III. To-Be Process Description

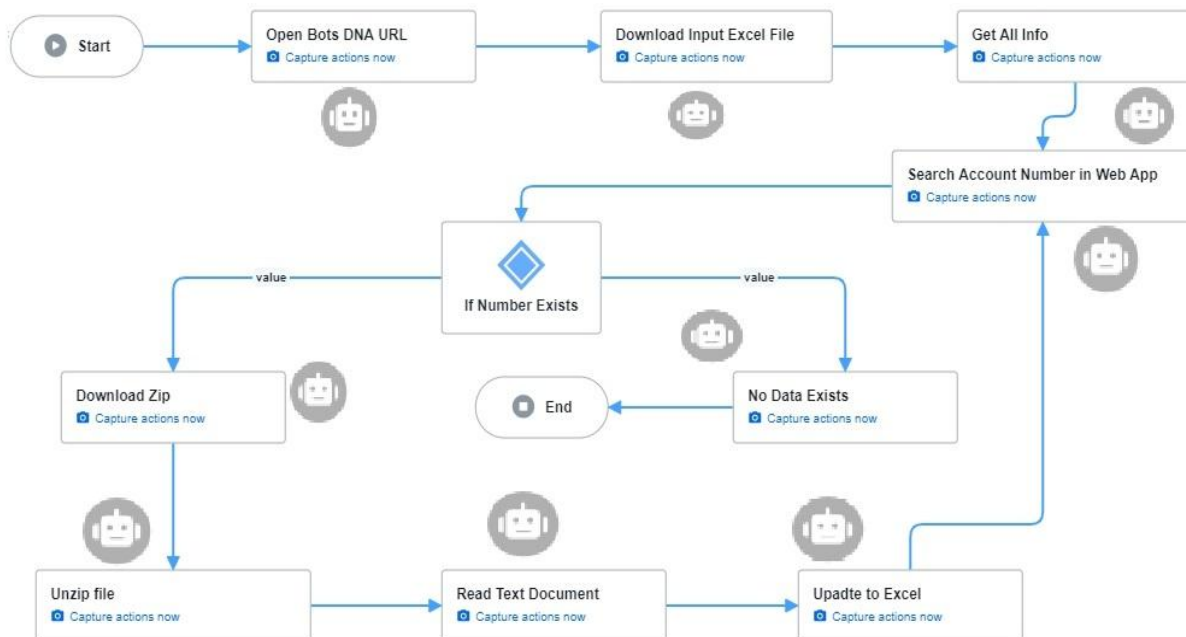
This chapter highlights the expected design of the business process after automation.

## III.1 To-Be Detailed Process Map

Highlight Bot interventions/ To-Be automated actions with different legend/ icon (purple)

\*Mention below if process improvements were performed on the To-Be design and provide details.

Legend	Description
1	Action number in the process. Referred to in details or Exceptions and Errors table
	This process action is proposed for automation
	This process action remains manual (to be performed by a human agent)



## III.2 Parallel Initiatives/ Overlap (if applicable)

This chapter covers the proposed Business, Process & System changes to be made in the near future and their impact.

S.No	Initiative Name	Process Acion(s) where it is identified	Impact on current automation request? How?	Expected Completion Date	Contact person for more details
	n/a				

## III.3 In Scope of RPA

The activities **In scope of RPA**, are listed here:

### *1. Actions 1-10*

## III.4 Out of Scope of RPA

The activities **Out of scope of RPA**, are listed here:

Sub-process (if applicable)	Activity (action)	Reasons for Out of scope*	Impact on the To-Be	Possible measures to be taken into consideration for future automation
1.1	1.	If no access to URL or URL access is denied by organization	An email will be sent to concerned team to provide access to URL.	Get access from stakeholders/organization
3.1	3.	If the input file other than .xlsx or .xls or a handwritten.	Throws exception "File Not Found"	If handwritten convert to electronic readable file.
NA	6.	If the zip file is password protected.	Throws Business Rule Exception.	Store Credentials in asset.

\*Add more rows to the table to reflect the complete documentation provided to support the RPA process.

## III.5 Business Exceptions Handling

The Business Process Owner and Business Analysts are expected to document below all the business exceptions identified in the automation process. These can be classified as:

Known	Unknown
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.

### Known Exceptions

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

BE #	Exception name	Action	Parameters	Action to be taken

### Unknown Exceptions

For all other unanticipated or unknown business (process) exceptions, the robot should:



## III.6 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
Network	Bad Network/Internet disconnection.	NA
System	NA	Failure of Bots/Crash of Bots.

### Known Errors or Exceptions

The table below reflects all the errors identified 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.

#	Error name	Action	Parameters	Action to be taken
1	Application Crash / Internal Server Error	Retry Mechanism	Error message	Recover & retry for maximum 3 times. Close the applications and run the sequence again

### Unknown Errors and Exceptions

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

Stop the Bot and look for logs and restart the bot. Best Practices to be followed to restart and pick the very next transaction.

## III.7 Reporting

#	Report type	Update frequency	Details	Monitoring Tool to visualise the data
1	Process logs	Daily	How many times was this process run since the beginning of the month and what was the average run duration?	Kibana
2	Process logs	Monthly	How many robots worked on this process per each month?	Csv file posted daily on share drive
3	Transaction logs	Daily	How many transactions were run by this process since the beginning of the month and what was the average transaction duration?	Kibana
4	Error logs	Daily	Average number of errors by type per day	Kibana
5	Error logs	Daily	All errors per month grouped by type	Csv file posted daily on drive

\* For complex reporting requirements, include them into a separate document and attach it to the present documentation

## IV. Other Observations

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Include below any other relevant observations you consider needed to be documented here.

Example: Specific Business monitoring requirements (audit and reporting) etc.

## V. Additional sources of process documentation

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If there is additional material created to support the process automation please mention it here, along with the supported documentation provided.

Additional Process Documentation		
Video Recording of the process (Optional)	NA	Insert any relevant comments
Standard Operating Procedure (s) (Optional)		Insert any relevant comments
Business Rules Library (Optional)	Insert link to Business rules library	Insert any relevant comments
Other documentation (Optional)	Insert link to any other relevant process documentation (L4, L5 process description, fields mapping files etc.)	Insert any relevant comments

\*Add more rows to the table to reflect the complete documentation provided to support the RPA process.