

**Tobor Inc.**

ToborAutomator

Automating User Registration and Updating Process, Including Sending Aggregated Information to Users on an Interval

# project overview

###### Current state

The current state of the tasks is all done manually, they are done by one person which is a backend application manager. They are responsible for dealing with user registrations through emails and updating them onto a database. They are also responsible for dealing with user detail changed, which are requested through email, on occasions users has tried to send blank fields in change emails to delete themselves from the database. All the user’s emails and actions done to users are kept logged for audit purposes.

Alongside the responsibility of dealing with user registrations and details changes, the manager is also responsible for aggregating the information for the users and sending them via email. This is done by aggregating 3 articles from 3 different websites and then ensuring that the information is clean and easy to read for the user. All articles are checked to ensure the information is not repeated, and users receive unique articles depend on their intervals present on the registration process. Articles are also archived and are made to be easily accessible for others to look at on the company end.

Reporting is also the managers responsibility daily however due to the application growing and expanding at a high rate, they are not always achieved daily. It is only done when the manager has time at the end of the day, meaning reports are not always completed at the same time.

###### Desired State

The desired state of this task would be to have an automated robot to do all the tasks the manager currently done. The robot would be responsible for maintaining the email inbox with requests and changes to the state of the user, while ensuring all requests are correctly logged and archived.

Since it’s a robot it would mean storing information for previous articles being easier then ever, all a robot has to do it check his database with previous articles title, ensuring a fast and easy way for it to deal with duplicated articles. The robot would be scheduled for 11:30am ensuring all people will get consistent information at the correct time (varying from speeds and websites).

Reporting will be done through an excel sheet, showcasing every action and change that has been done, and automatically reported to the main email and moved to the local folder at the end of the processing task.

###### Benefits

There are many benefits to have an automated process rather than a human entity doing all the task, here are some of the benefits that will be used in this process.

Firstly, the registration process will now be done automatically, this means users will get faster responses, easier communication and the robot can scan through the database ensuring all data is correct before executing any form of change. This is not limited to further expansion if needed, as the Framework would be completed in a robust way where it can expand as the company expand. This would require development, but significantly less than it is required now. Processing change would be instant, while checking all information reducing the error margin significantly.

Aggregating information from different websites would take no time of the Manager but the robot will handle it all, increasing the free time of the manager for other tasks inside the company. Alongside that, while the company is currently starting, then it grows significantly checking for prior articles could get hectic for a human, as for a robot it would be a mandarin task it executed and brings nearly an instant result rather then looking through all files and saved articles like a human would do so. This would significantly cut time moving in the future of the company.

Reporting the information would be significantly easier, and more reliable then previously. As mentioned before the reports were not always done on time or were not done at all, it was mainly based of the manager free time at the end of the day. With having a Robot doing the automation and the whole process, it allows it to be logged throughout the whole cycle, this would be visible with the orchestrator panel, alongside a daily report created in excel about what tasks has been successfully executed and what tasks were a fail.

###### Challenges

As with every automation, there are some challenges and constraints to the overall project. The main challenges would be to create a dynamic process that would collect the articles from 3 different websites and ensure that the robot will always have the correct information. Creating a robust automation to ensure even If a website HTML code changes to a degree, the robot would still be able to process with the automation with no issues, however with most modern and well established websites, they don’t changes often, which leads to this scenario happening unlikely.

Another challenge the process could face, but this would also have a direct impact on the user if they were executing it manually is the network connection. If the are issues with the network, not much the robot could do unfortunately. A way to counter that would be for the business to have backup networking lines from the provider or have a dedicated port for the robot to connect through the windows server, although this is all speculations and suggestions for the business.

###### conclusion

Throughout this document, we have outlined the current state of the process and how it is functioning now, how it could look like and what the automation could do to help the company. The benefits the automation would bring to the company if you were to go through with it, the style we have designed it. We have also included the challenges and constraints we could be facing with the automation, the automation will be made as robust as we can to ensure a smooth user experience throughout the whole process, however as outlined there are some constraints we have no power over.