

30th Apr, 2022

Internship PROJECT Report on RPA (Robotic Process Automation)

SUBMITTED TO

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ACKNOWLEDGEMENT

At the beginning I am very much grateful to whoever given this opportunity and sound mind to complete the internship report. I want to bid my heartiest thanks to Ms. Manasa, Mr. Sravan Mitthinti I want to thank NTT DATA for giving me the opportunity to do my internship in the esteemed organization. My special thanks to Mr. Srirangam Vishwanath and Mr. Srinivasulu Ekambaram.

INTRODUCTION

I Petla Sri Sai Madhuvani joined as an intern in the company **NTT DATA** for one month that has been requested for extension for another one month and worked on tools like **AWS LEX** and **SAP CAI** that is used for RPA (Robotic Process Automation) to build an **'Action Chat Bot'** that generates tickets and resolves the issues of the end users.

Project Basics:

- i. Learnt AWS Lex Platform and make few sample bots on it
- ii. Learnt SAP CAI for making the Action Bots that generates tickets.

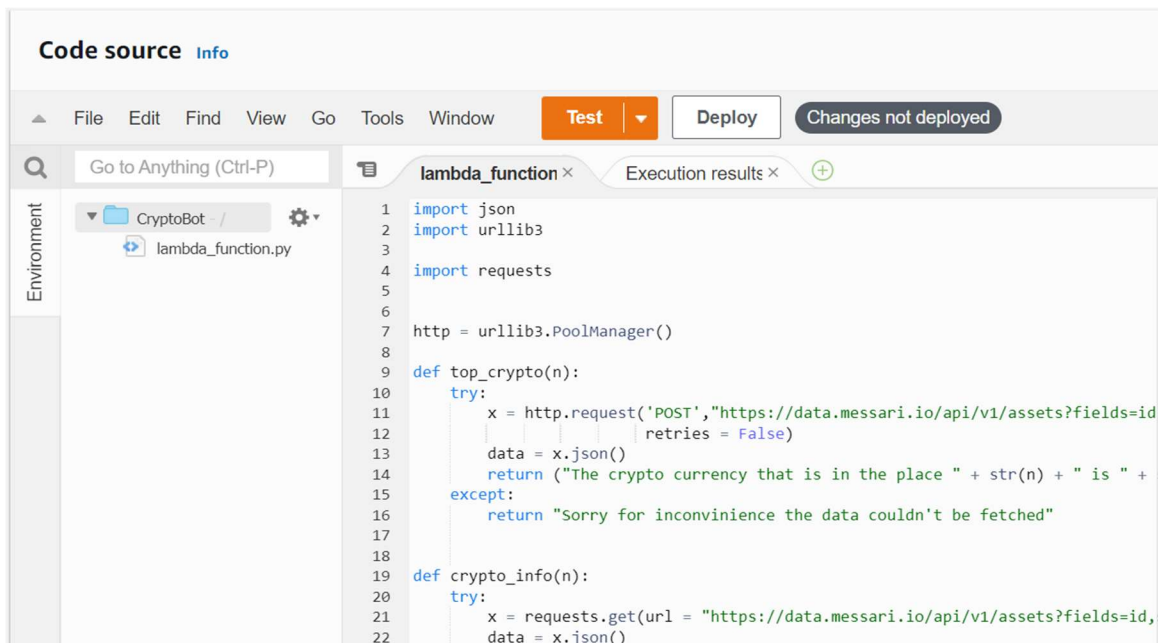
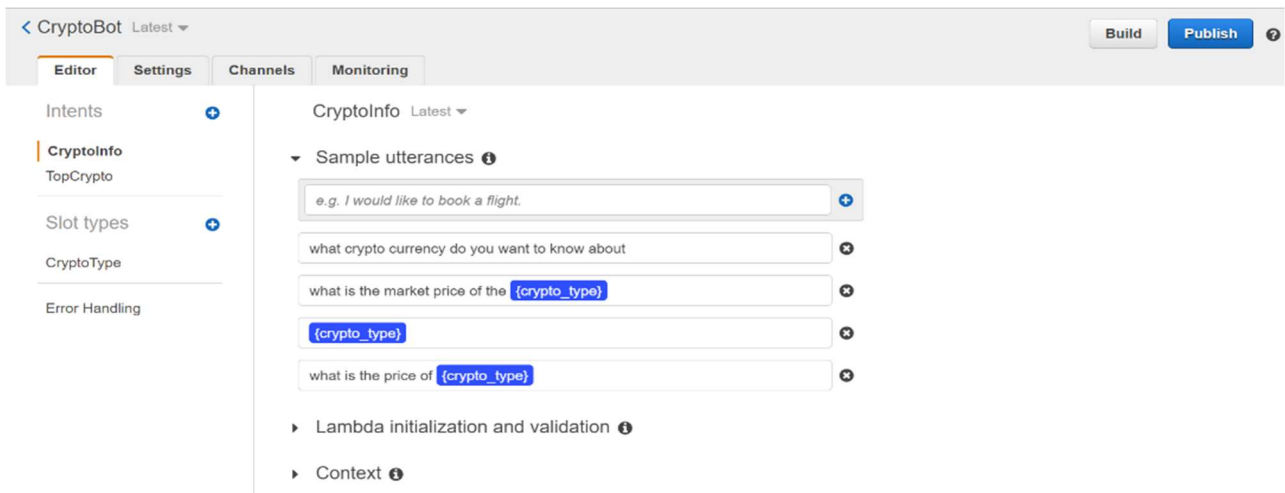
DESCRIPTION OF THE PROJECT

Chatbots are from the services such as AWS LEX and SAP CAI

- I've made chat bots using sap CAI for generating tickets
- Created intent, slots, expressions, and entities.
- Made a sample website using it.

METHODOLOGY - Getting Started

These below are few snips of the work that has been done.



Edit slot type

TopCount Latest

No. of top currencies that the user wants to know

Slot Resolution

☐ Expand Values

☒ Restrict to Slot values and Synonyms

Value

e.g. Small

Enter Synonym

Press Tab to add a synonym

1

one

2

two

3

three

Cancel

Save slot type

Add slot to intent

Lambda
>
Functions
>
CryptoBot

CryptoBot

Function overview Info

CryptoBot

Layers
(1)

+ Add trigger

+ Add destination

CONCLUSION

We've made an action bot using SAP CAI service for creating tickets if they are out of the provided data to the chat bot and solving the issues within context.

Reference: <https://docs.aws.amazon.com/lex/latest/dg/getting-started.html>
<https://cai.tools.sap>
<https://youtu.be/VaWk49fCMQY>
<https://data.messari.io/api/v1/assets/btc/metrics>