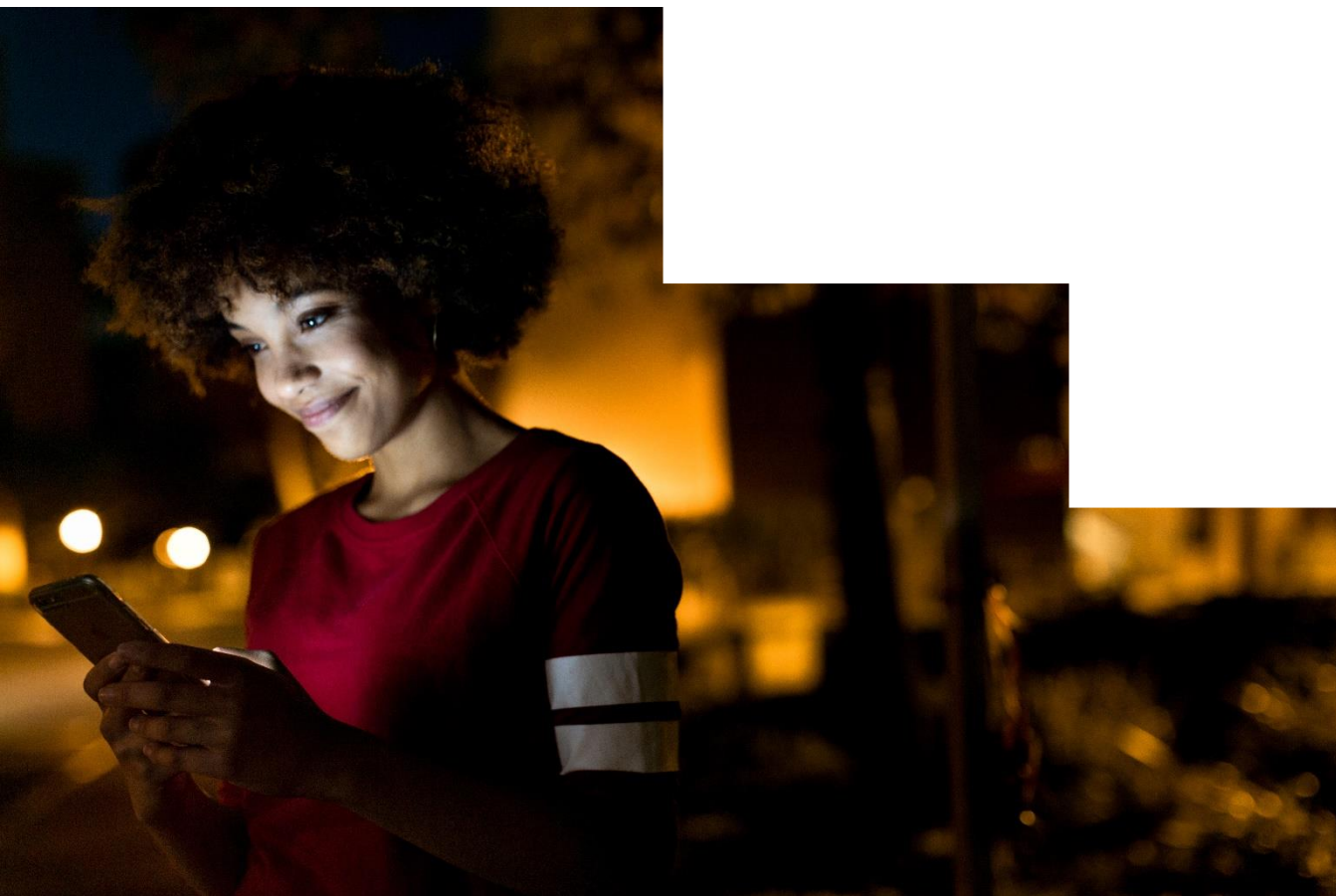


Robotic Process Automation in a Day

Lab 12 – Monitor desktop flow runs and manage gateway queue (Optional)

60 mins

October 2021



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Lab Overview

You will complete the followings in this lab:

- **Setting a desktop flow priority**

The desktop flows connector contains a new priority parameter under the Advanced options section. Available priorities are High and Normal (default). This value can also be passed dynamically using the custom value parameter. Every time the desktop flow is triggered, it will be executed with the priority that has been set, unless overridden from an administration activity.

- **Monitor desktop flow runs**

As you scale the automations in your business, you may need an easy way to ensure all your desktop flows are running as expected. Monitor your desktop flow runs in just one location to keep your automations running smoothly.

- **Monitor desktop flow queues**

As you scale the automations in your business, you may need an easy way to ensure that competing desktop flows are running according to their business priority. For example, you may have a month-end process that must complete by a specific time. You can elevate its priority to ensure it gets processed on time. Monitor and manage all your queued desktop flow runs in one location.

Prerequisites

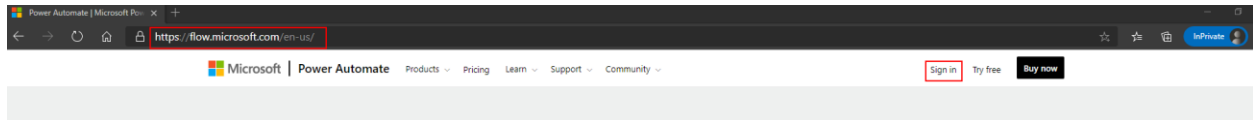
- **To see runs in this list, one of the following must be true:**

1. You have run an attended or unattended desktop flow in the current environment
2. Another user has [shared their desktop flow](#) with you, which has run in the current environment.
3. You have permission to see view all desktop flows in the environment, through system administration privileges.

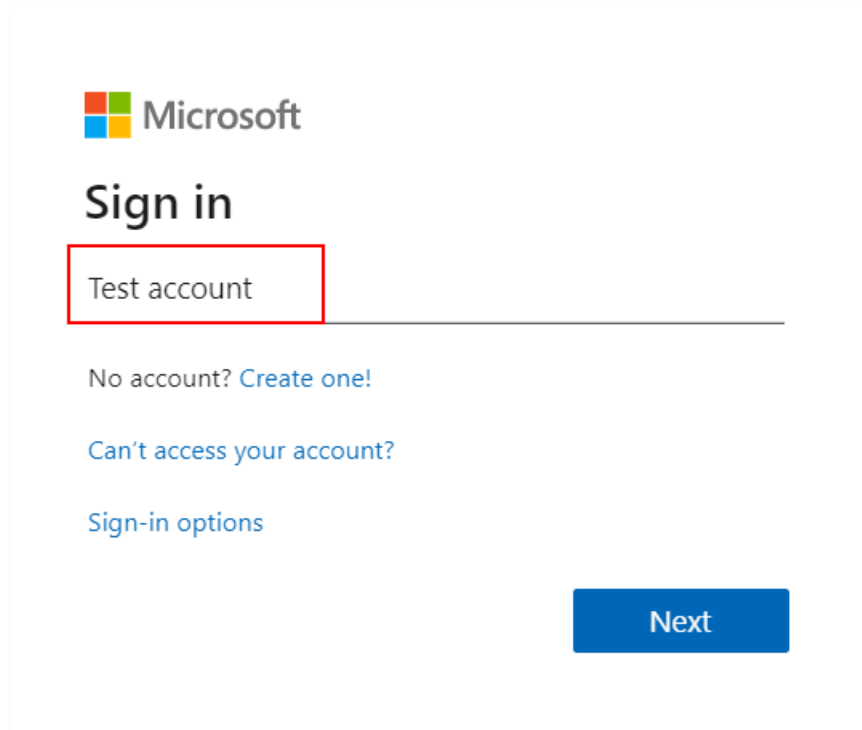
Tip: To enable a user to view all the desktop flow runs in the current environment, ensure they have been assigned at least a System Administrator or Environment Admin security role for that environment. [Learn more about configuring user security to resources.](#)

Setting a priority

1. Navigate to <https://powerautomate.microsoft.com> and click **Sign in**

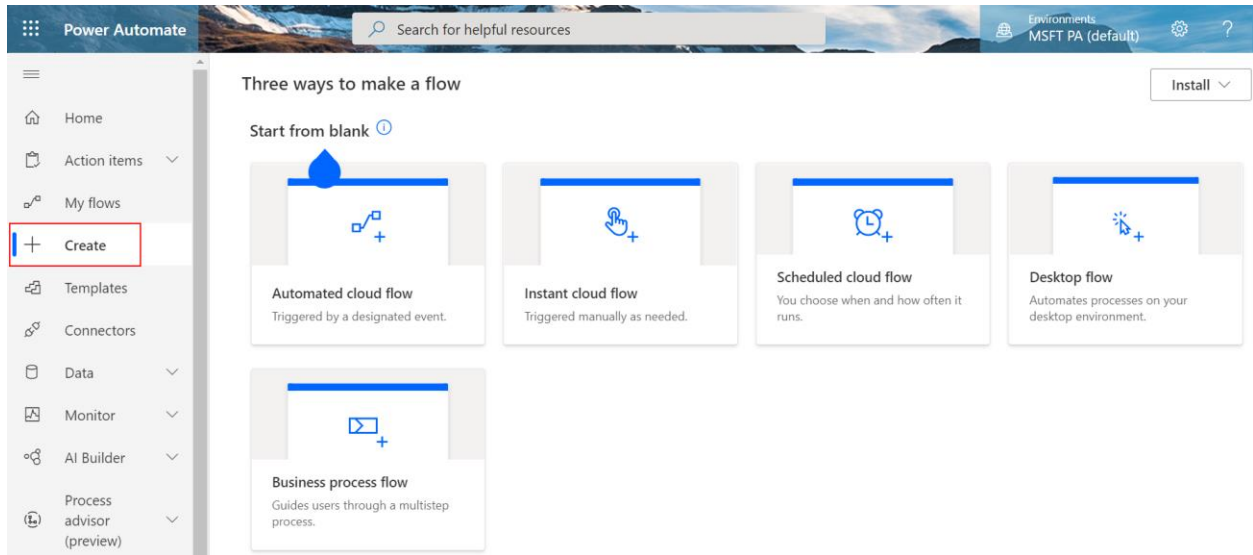


2. Sign in with your test account

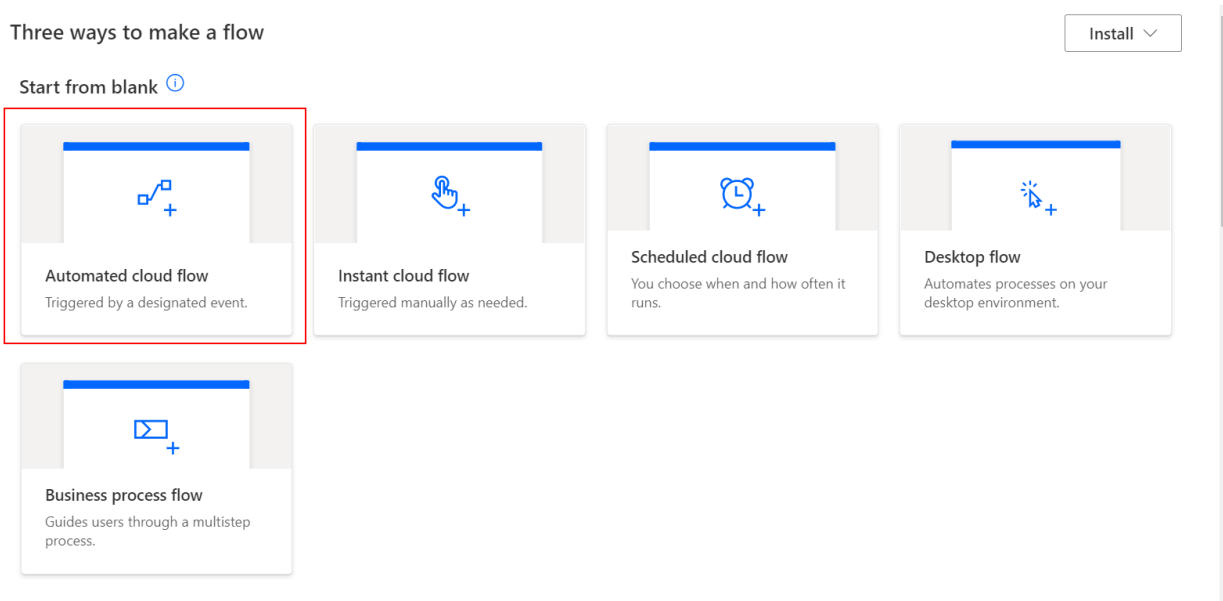


Note: Please make sure you have selected the correct environment (with database) when completing the labs. Either use the environment you created in lab 1.1, or the environment provided to you by your instructor. You can switch between different environments by clicking on the environment picker on the title bar.

3. Click Create

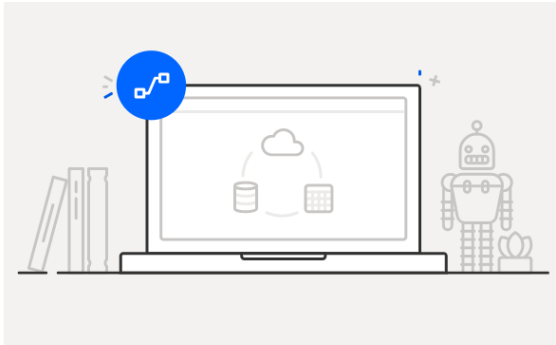


4. Click Automated flow



5. Name it **Triage incoming requests**

Build an automated cloud flow



Free yourself from repetitive work just by connecting the apps you already use—automate alerts, reports, and other tasks.

Examples:

- Automatically collect and store data in business solutions
- Generate reports via custom queries on your SQL database

Flow name

Triage incoming requests

Choose your flow's trigger * ⓘ

Search all triggers



When a new response is submitted
Microsoft Forms



When an item is created
SharePoint



When an item is created or modified
SharePoint



When a file is created in a folder
SharePoint



When a file is created
OneDrive for Business



When a task is assigned to me
Outlook



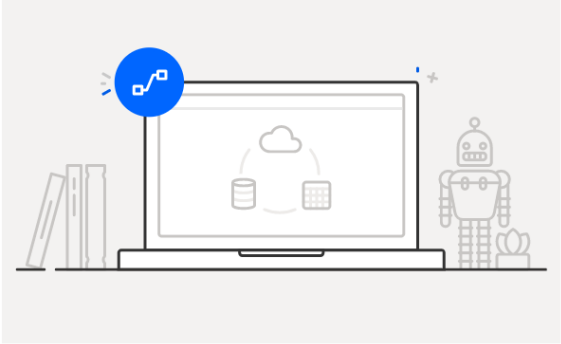
Skip

Create

Cancel

6. Type **email** under flow's trigger, and select **When a new email arrives (V3)**

Build an automated cloud flow



Free yourself from repetitive work just by connecting the apps you already use—automate alerts, reports, and other tasks.






Examples:

- Automatically collect and store data in business solutions
- Generate reports via custom queries on your SQL database

Flow name
Triage incoming requests

Choose your flow's trigger * ⓘ


email

	When an email is flagged (V3) Office 365 Outlook ⓘ
<input checked="" type="radio"/>	When a new email arrives (V3) Office 365 Outlook ⓘ
	When a new email arrives (V2) Outlook.com ⓘ
	When a new email mentioning me ... Outlook.com ⓘ
	When an email is flagged (V2) Outlook.com ⓘ
	When a new email mentioning me ... Office 365 Outlook ⓘ

Skip Create Cancel

7. Click Create

Build an automated cloud flow



Free yourself from repetitive work just by connecting the apps you already use—automate alerts, reports, and other tasks.

Examples:

- Automatically collect and store data in business solutions
- Generate reports via custom queries on your SQL database

Flow name

Triage incoming requests

Choose your flow's trigger * ⓘ

email

- ☐ When an email is flagged (V3) Office 365 Outlook ⓘ
- ☒ When a new email arrives (V3) Office 365 Outlook ⓘ
- ☐ When a new email arrives (V2) Outlook.com ⓘ
- ☐ When a new email mentioning me ... Outlook.com ⓘ
- ☐ When an email is flagged (V2) Outlook.com ⓘ
- ☐ When a new email mentioning me ... Office 365 Outlook ⓘ

Skip **Create** Cancel


8. Click Show advanced options





When a new email arrives (V3)


Folder: Inbox

Show advanced options ▾

9. Type **[Delivery]** under Subject Filter

 When a new email arrives (V3) ? ...

Folder	Inbox 
To	Recipient email addresses separated by semicolons (If any match, the
CC	CC recipient email addresses separated by semicolons (If any match,
To or CC	To or CC recipient email addresses separated by semicolons (If any r
From	Sender email addresses separated by semicolons (If any match, the ti
Include Attachments	No 
Subject Filter	[Delivery]
Importance	Any 
Only with Attachments	No 

[Hide advanced options](#) 

10. Click + New Step

When a new email arrives (V3) ? ...

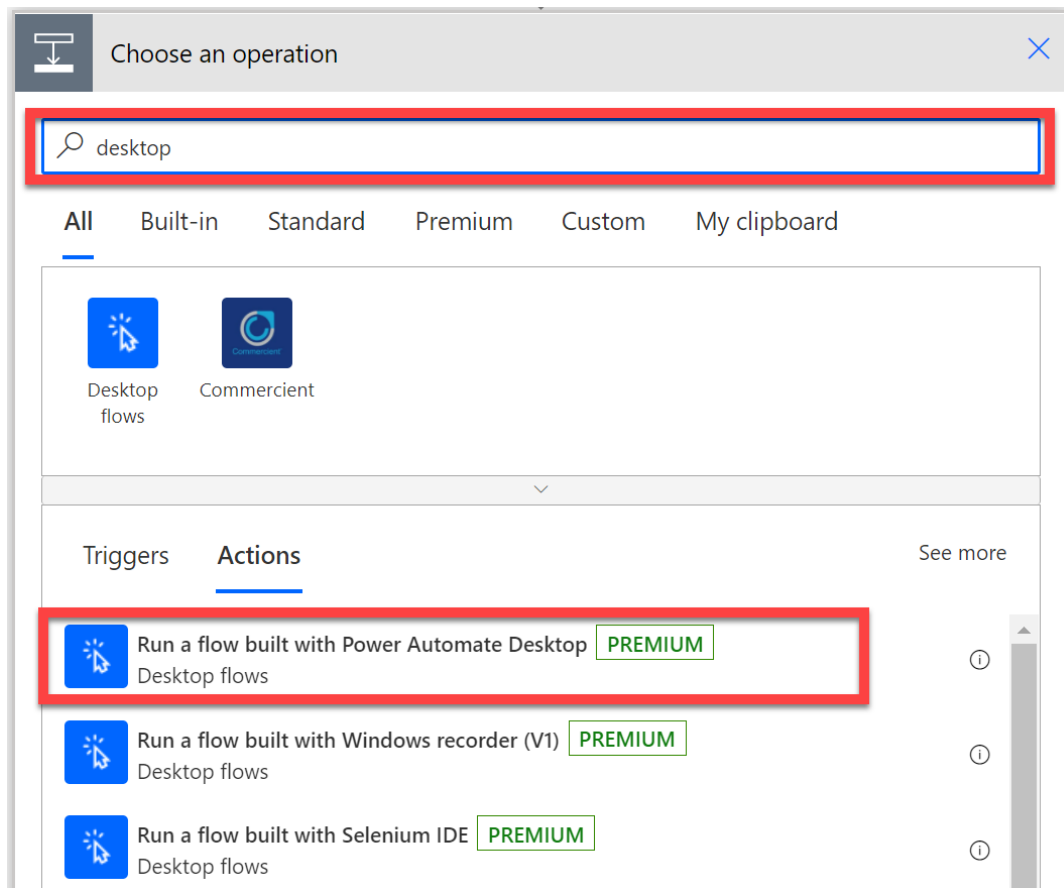
Folder	Inbox
To	Recipient email addresses separated by semicolons (If any match, the
CC	CC recipient email addresses separated by semicolons (If any match,
To or CC	To or CC recipient email addresses separated by semicolons (If any m
From	Sender email addresses separated by semicolons (If any match, the ti
Include Attachments	No
Subject Filter	[Delivery]
Importance	Any
Only with Attachments	No

[Hide advanced options](#) ^

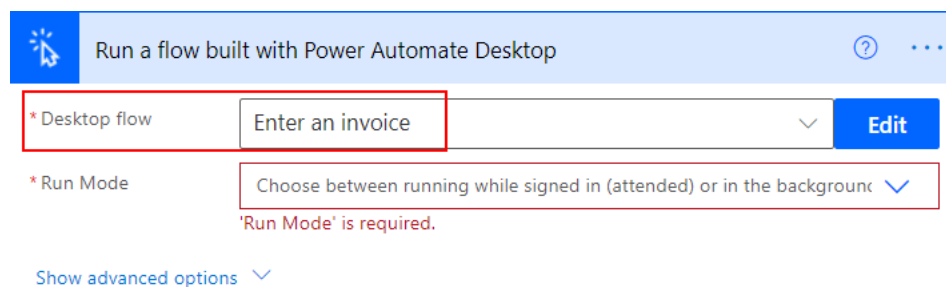
+ New step

Save

11. Enter **desktop flow** in the search box and choose Run a flow built with **Power Automate Desktop**



12. Under **desktop flow**, select **Enter an invoice** desktop flow



13. Under **Run Mode**, select unattended – **Attended - Runs when you're signing in**

Run a flow built with Power Automate Desktop

* Desktop flow: Enter an invoice [Edit]

* Run Mode: Attended - Runs when you're signed in [v]

Show advanced options [v]

14. Click **Show advanced options**

Run a flow built with Power Automate Desktop

* Desktop flow: Enter an invoice [Edit]

* Run Mode: Attended - Runs when you're signed in [v]

Show advanced options [v]

15. Click **Priority** dropdown

Note: Available priorities are High and Normal (the default value). This value can also be passed dynamically using the custom value parameter. Every time the desktop flow is triggered, it will be executed with the priority that has been set

Run a flow built with Power Automate Desktop

* Desktop flow: Enter an invoice [Edit]

* Run Mode: Attended - Runs when you're signed in [v]

Priority: Choose an option or add your own [v]

- High
- Normal (default)
- Enter custom value

Hide advanced options

16. Let's click **Enter custom value**

The screenshot shows the 'Run a flow built with Power Automate Desktop' window. The 'Priority' dropdown menu is open, showing options: 'High', 'Normal (default)', and 'Enter custom value'. The 'Enter custom value' option is highlighted with a red rectangle. The 'Desktop flow' is 'Enter an invoice', 'Run Mode' is 'Attended - Runs when you're signed in', and 'Amount' is '\$500'.

17. Select **Importance** under **Dynamic content**

The screenshot shows the 'Run a flow built with Power Automate Desktop' window. The 'Priority' dropdown menu is open, showing options: 'High', 'Normal (default)', and 'Enter custom value'. The 'Enter custom value' option is highlighted with a red rectangle. The 'Desktop flow' is 'Enter an invoice', 'Run Mode' is 'Attended (runs when you're signed in)', 'Amount' is '\$500', 'Contact' is 'tester', and 'Accountname' is 'test account'. The 'Add dynamic content' button is visible. Below the window, there are '+ New step' and 'Save' buttons. To the right, the 'Dynamic content' pane is open, showing a list of dynamic content options. The 'Importance' option is highlighted with a red rectangle. The 'Importance' option is described as 'The importance of the message (low, normal, high)'.

18. Click Save

Run a flow built with Power Automate Desktop

* Desktop flow: Enter an invoice Edit

* Run Mode: Attended (runs when you're signed in) ▼

Priority: Importance ×

Amount: \$500

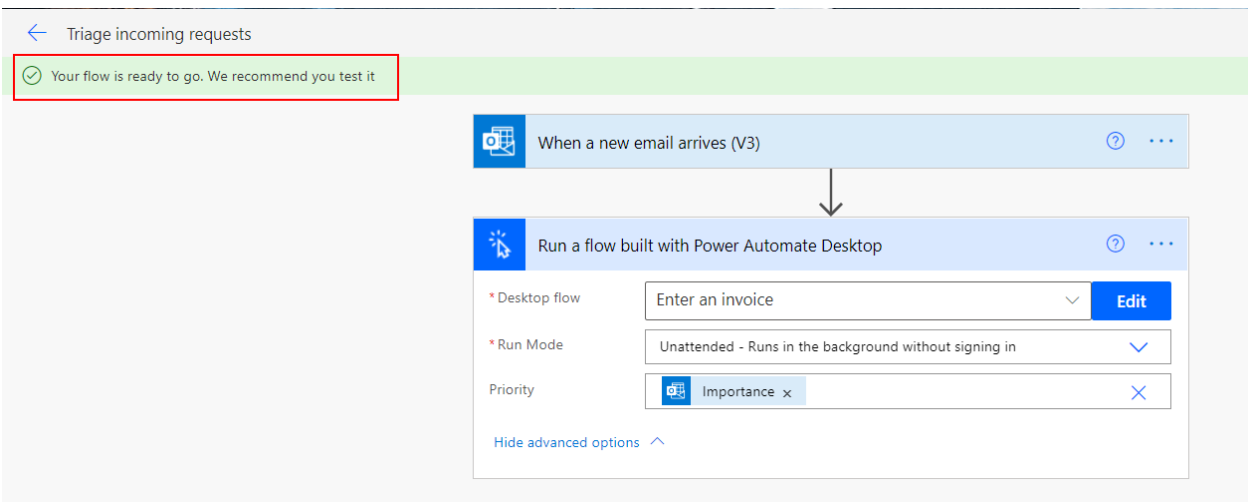
Contact: tester

Accountname: test account Add dynamic content +

Hide advanced options ^

+ New step Save

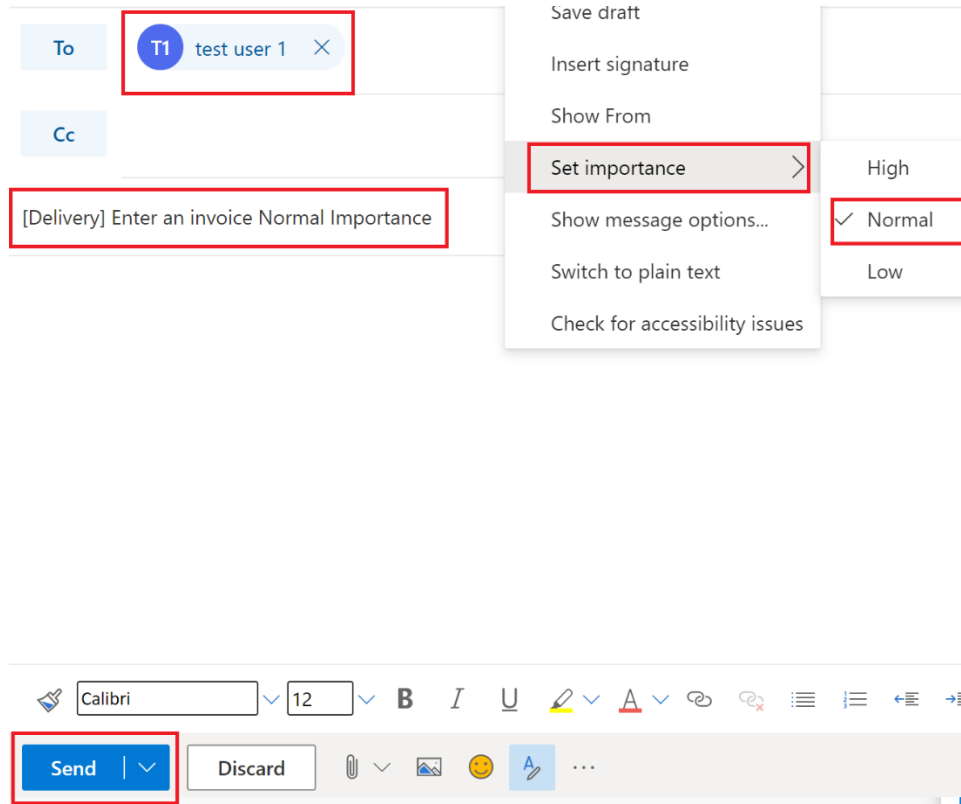
19. You can see your flow is ready to go



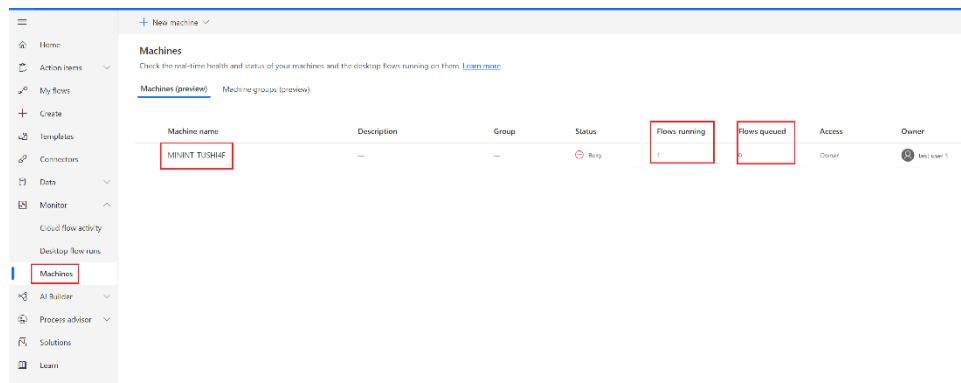
20. Now we can test **Triage incoming requests** cloud flow by sending emails with different importance tags to the email address you have under **My connections**

21. Open Outlook app, type **[Delivery]Enter an invoice Normal Importance** in the subject line and send this email with Normal Importance (Don't select anything under Tags) to the email address that your trigger is monitoring (the connection you used to create your trigger action)

Note: We don't need to type anything in the body line since this is just for testing purposes.



22. Now, let's go to view the machine run queues. Select **Monitor > Machines**



23. Click on the Machine name you have been using for the labs. You will be able to see the desktop flow run details on this machine

Machines (preview) > MININT-TUSHI4F

Overview Run queue

Machine details

Status

Busy

Flow activity

1 running, 0 queued

Owner

test user 1

Runs

[See all runs](#)


Requested	Desktop flow	Status	Run mode	Parent flow
Oct 10, 11:18 PM (2 min ago)	Enter an invoice	Running	Attended	Triage incoming requests

24. Now go back to outlook app, and send 3 same emails like the previous one all together

25. Now go back to Monitor-> Machine and click on Run queue under this machine. You can see that there are multiple desktop flow runs being queued on the machine. You can also see the priority field has been labeled as Normal Priority

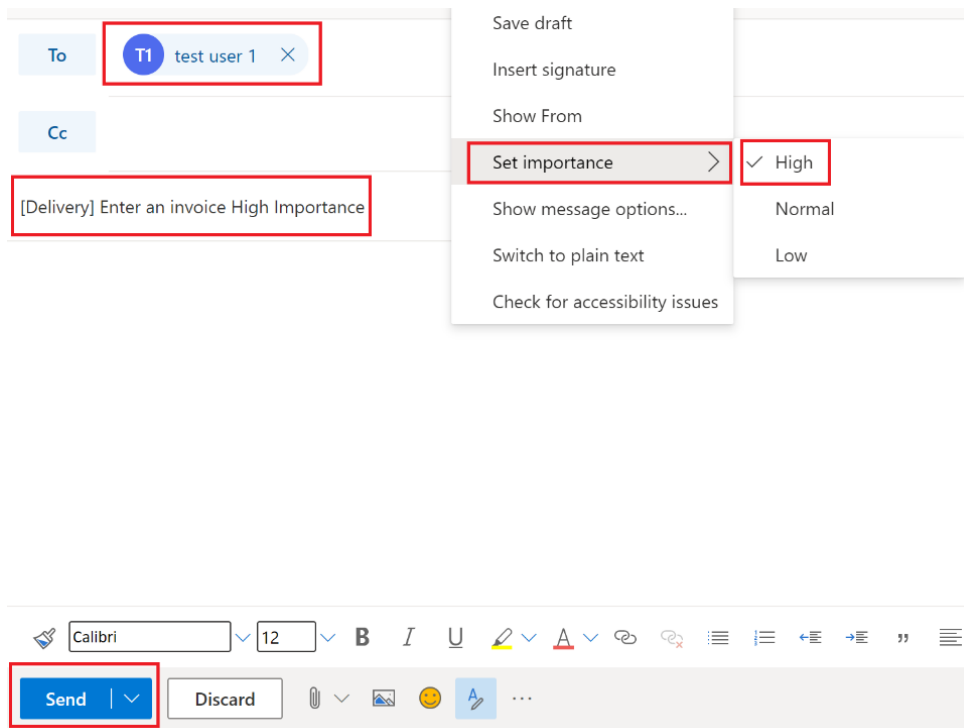
Machines (preview) > MININT-TUSHI4F

Overview Run queue

Queue	Desktop flow	Requested	Priority	Status	Run start	Parent flow
	Enter an invoice	34 sec ago	Normal	Running	32 sec ago	Triage incoming requests
1	Enter an invoice	34 sec ago	Normal	Next to run	—	Triage incoming requests
2	Enter an invoice	34 sec ago	Normal	Queued	—	Triage incoming requests

26. Let's send another email with High Importance. Type [Delivery]Enter an invoice High Importance in the subject line

Note: You can change the Importance of your email to High by selecting High Importance under Tags in your Outlook



27. You can see under the Run queue, that the priority field has been labeled as **High Priority**

Note: you might have to refresh the page to see this run queue shows up

Machines (preview) > MININT-TUSHI4F

Overview Run queue

Queue	Desktop flow	Requested	Priority	Status	Run start	Parent flow
1	Enter an invoice	1 sec ago	High	Queued	—	Triage incoming requests

Manage run queue

1. Click on **the three dots** next to the desktop flow name.

Change priority ▾ ↑ Move to top ⌚ See parent flow run ✕ Cancel parent flow run

Machines (preview) > MININT-TUSHI4F

Overview Run queue

Queue	Desktop flow	Requested	Priority	Status	Run start	Parent flow
1	Enter an invoice	1 sec ago	High	Queued	—	Triage incoming requests

⋮

- Change priority >
 - ✓ High
 - Normal
- ↑ Move to top
- ⌚ See parent flow run
- ✕ Cancel parent flow run

2. You will see four actions are available:

- **Change priority**

You can change the priority of a specific run by clicking on the three dots then Change priority. You can only change the priority of a run of which you are an owner or if you are an admin on the gateway. Changing the priority only impacts the current run and not any subsequent ones. If you wish to change the priority of all the upcoming runs, you need to change the priority in the connector action.

- **Move to top**

The owner of gateway or a user with administrator privileges for the gateway can override the queue priority by moving an item to the top of the queue. That item will be put at the top of the queue regardless of its original priority and queued time. If multiple runs are moved to top, the last one added will be executed first. You can cancel moving a run to top. It will revert the run back to its original priority and queued time.

- **See parent flow run**

If you have permission to access the parent flow, you can use this action to view its run details.


- **Cancel parent flow run**

If you are the owner of the flow, or have the role System Administrator or Environment Admin, you can cancel the parent flow run instance. This will cancel the current desktop flow as well as all the other action that were used in the parent flow.

3. Let's change one of the desktop flows priorities from Normal to High by clicking **Change priority** and then select **High**

2	Zip and email files	10 sec ago	Normal	Queued
3	Find files containing existing text	Change priority	High	Queued
4	Get folder size	Move to top	Normal	Queued
5	Print document	See parent flow run	Normal	Queued
		Cancel parent flow run	Normal	Queued
		10 sec ago	Normal	Queued

4. You can see that the priority of Zip and email files has changed from Normal to High

	Enter data into invoice application	10 sec ago	High	Running	1 sec ago	Process shipping...
0	Retrieve shipping information	10 sec ago	High	Next to run	—	Process shipping...
1	Zip and email files	10 sec ago	High	Queued	—	Process shipping...

5. Let's move one of the desktop flows to top by clicking **Move to top**

4	Get folder size	10 sec ago	Normal
5	Print document		Normal
6	Request manager approval for a selected file		Normal
7	Process and file mail request	10 sec ago	Normal


Change priority >

Move to top

See parent flow run

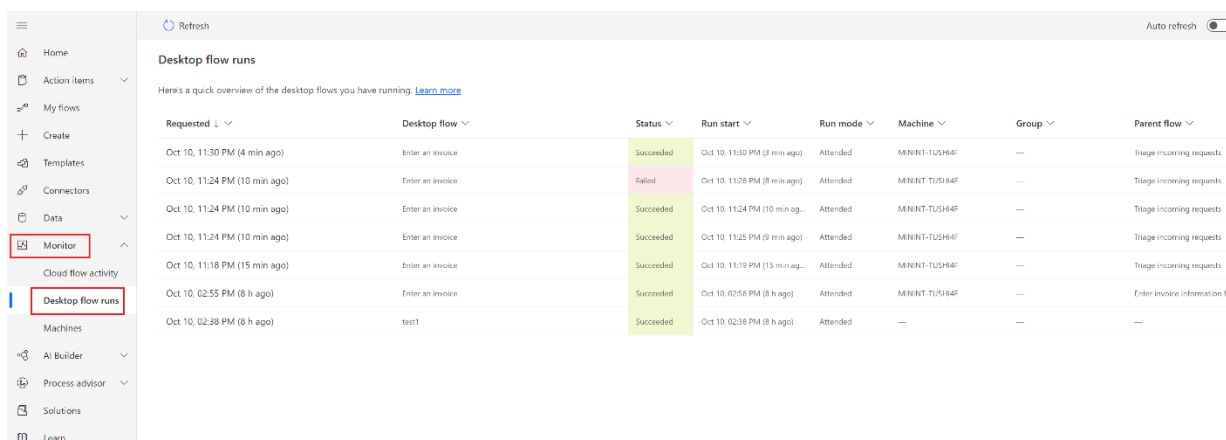
Cancel parent flow run

6. You can see that Process and file mail request has move to the top

	1	Process and file mail request	10 sec ago	Moved to top	Queued	—
	2	Zip and email files	10 sec ago	High	Queued	—
	3	Create new Outlook task	10 sec ago	High	Queued	—
	4	Find files containing existing text	9 sec ago	Normal	Queued	—
	5	Get folder size	10 sec ago	Normal	Queued	—
	6	Print document	10 sec ago	Normal	Queued	—

Monitor desktop flow runs

1. We are now going to view desktop flow runs. Select **Monitor > Desktop flow runs**



Requested	Desktop flow	Status	Run start	Run mode	Machine	Group	Parent flow
Oct 10, 11:30 PM (4 min ago)	Enter an invoice	Succeeded	Oct 10, 11:30 PM (3 min ago)	Attended	MININT-TUSH4F	—	Triage incoming requests
Oct 10, 11:24 PM (10 min ago)	Enter an invoice	Failed	Oct 10, 11:26 PM (3 min ago)	Attended	MININT-TUSH4F	—	Triage incoming requests
Oct 10, 11:24 PM (10 min ago)	Enter an invoice	Succeeded	Oct 10, 11:24 PM (10 min ago)	Attended	MININT-TUSH4F	—	Triage incoming requests
Oct 10, 11:24 PM (10 min ago)	Enter an invoice	Succeeded	Oct 10, 11:25 PM (3 min ago)	Attended	MININT-TUSH4F	—	Triage incoming requests
Oct 10, 11:18 PM (15 min ago)	Enter an invoice	Succeeded	Oct 10, 11:19 PM (15 min ago)	Attended	MININT-TUSH4F	—	Triage incoming requests
Oct 10, 02:55 PM (8 h ago)	Enter an invoice	Succeeded	Oct 10, 02:56 PM (8 h ago)	Attended	MININT-TUSH4F	—	Enter invoice information flow
Oct 10, 02:28 PM (8 h ago)	test1	Succeeded	Oct 10, 02:38 PM (8 h ago)	Attended	—	—	—

2. The following information is available on your runs:

- **Requested** - The time in which the desktop flow was requested by the parent flow. This may not be the same as the time when the desktop flow started running on the machine.
- **Desktop flow** - The name of the desktop flow which was run.
- **Status** - The status of the desktop flow run.
- **Run start** – the time when the desktop flow started running on the machine.
- **Run mode** - The mode in which the desktop flow was run.
- **Machine** – which machine this run is scheduled to
- **Group** – which machine group this run is scheduled to
- **Parent flow** - The cloud flow that triggered the desktop flow to run.

3. You can click the column name to filter them to specific values.

Desktop flow runs

Here's a quick overview of the desktop flows you have running. [Learn more](#)

Requested ↓ ▾	Desktop flow ▾	Status ▾	Run start ▾	Run mode ▾	Machine ▾	Group ▾	Parent flow ▾
Oct 10, 11:30 PM (4 min ago)	Enter an invoice	Succeeded	Oct 10, 11:30 PM (3 min ago)	Attended	MININT-TUSHI4F	—	Triage incoming requests
Oct 10, 11:24 PM (10 min ago)	Enter an invoice	Failed	Oct 10, 11:26 PM (8 min ago)	Attended	MININT-TUSHI4F	—	Triage incoming requests
Oct 10, 11:24 PM (10 min ago)	Enter an invoice	Succeeded	Oct 10, 11:24 PM (10 min ago)	Attended	MININT-TUSHI4F	—	Triage incoming requests
Oct 10, 11:24 PM (10 min ago)	Enter an invoice	Succeeded	Oct 10, 11:25 PM (9 min ago)	Attended	MININT-TUSHI4F	—	Triage incoming requests
Oct 10, 11:18 PM (15 min ago)	Enter an invoice	Succeeded	Oct 10, 11:19 PM (15 min ago)	Attended	MININT-TUSHI4F	—	Triage incoming requests
Oct 10, 02:55 PM (8 h ago)	Enter an invoice	Succeeded	Oct 10, 02:56 PM (8 h ago)	Attended	MININT-TUSHI4F	—	Enter invoice information f
Oct 10, 02:38 PM (8 h ago)	test1	Succeeded	Oct 10, 02:38 PM (8 h ago)	Attended	—	—	—

Check your knowledge

Lab 12

5 mins

1. If you send an email with high importance to trigger desktop flow, you will see that the desktop flow will be executed with ____ priority.
 - A. Low
 - B. High
 - C. Normal
 - D. None of the above

Answer: High - Available priorities are High and Normal (the default value). This value can also be passed dynamically using the custom value parameter. Every time the desktop flow is triggered, it will be executed with the priority that has been set

2. After clicking the three dots next to the desktop flow name, which of the following allows you to change the priority from high to normal?
 - A. Change Priority
 - B. Move to the top
 - C. See parent flow run
 - D. Cancel parent flow run

Answer: A. Change Priority - You can change the priority of a specific run by clicking on the three dots then Change priority

3. You can filter your desktop flow runs by Requested time, desktop flow name, Status, Run start time, Run mode and Parent flow.
 - A. True
 - B. False

Answer: True

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