blueprism

The Operational Agility Software Company

BP Travel

Create Quotes

Solution Design Document

Revision 1.1

Revision History

Date	Revision	Author	Description

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Contents

1 Introduction

1.1 Document References

BP Travel - Create Quotes - Initial Process Analysis (IPA).docx

BP Travel - Create Quotes - Process Definition Document (PDD).docx

BP Travel - Create Quotes - Functional Requirements Questionnaire (FRQ).docx

1.2 Robotic Resource Requirement

The process will be executed three time per day and require a maximum of one running session. The first run will be at 9:15, second at 12:15 and third at 15:15.

Current volumes 600 per day
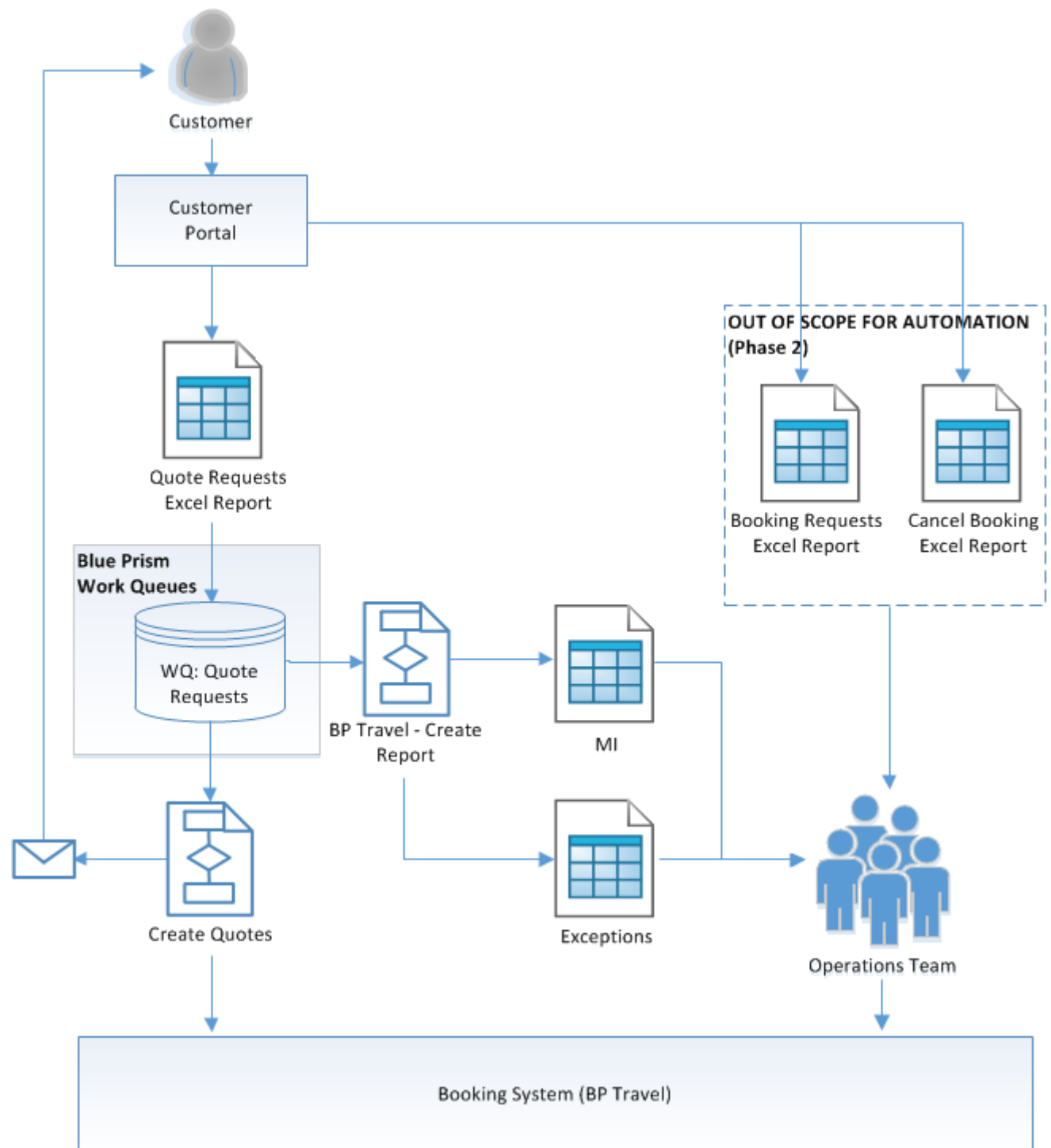
Expected future volumes 1200 per day

Daily System Availability: 24x7x365

Average expected automated case handing time 5 seconds.

This provides a processing capacity of 720 cases per hour

2   Solution Overview

2.1 Solution Diagram

2.2   Solution Description

BP Travel's existing system consists primarily of two independent applications, the customer facing Customer Portal and the company's main Booking system, the BP Travel application. All new customer quotes and bookings, as well as requests for cancellation of existing bookings, are done on the customer facing Customer Portal.

Because there is no back-end communication between the Customer Portal and BP Travel application any updates done in the Customer Portal application need to be manually keyed by the Operations Teams into the BP Travel system. It is one of these updates, *Create Quotes* that is within the initial scope of this solution.

This solution design requires a new Blue Prism process called *Create Quotes* and one new Blue Prism work queue, also called *Create Quotes*

The *Create Quotes* process takes cases from the *Quote Requests Excel Report* and for each case it creates a quote in the BP Travel system.

Once the quote details have been entered in to the BP Travel system the quote and price details can be forwarded to the customer via email.

Where a quote cannot be created the case will be made an exception in the Blue Prism work queue. At the end of each processing run the *Create Quotes* process will call the existing *BP Travel – Create Reports* process that will output the exception case details for manual review by the Operations Team.

At the end of each day the *BT Travel – Create Reports* process is called to create the MI Report

3 Object Model

3.1 Object Model Diagram
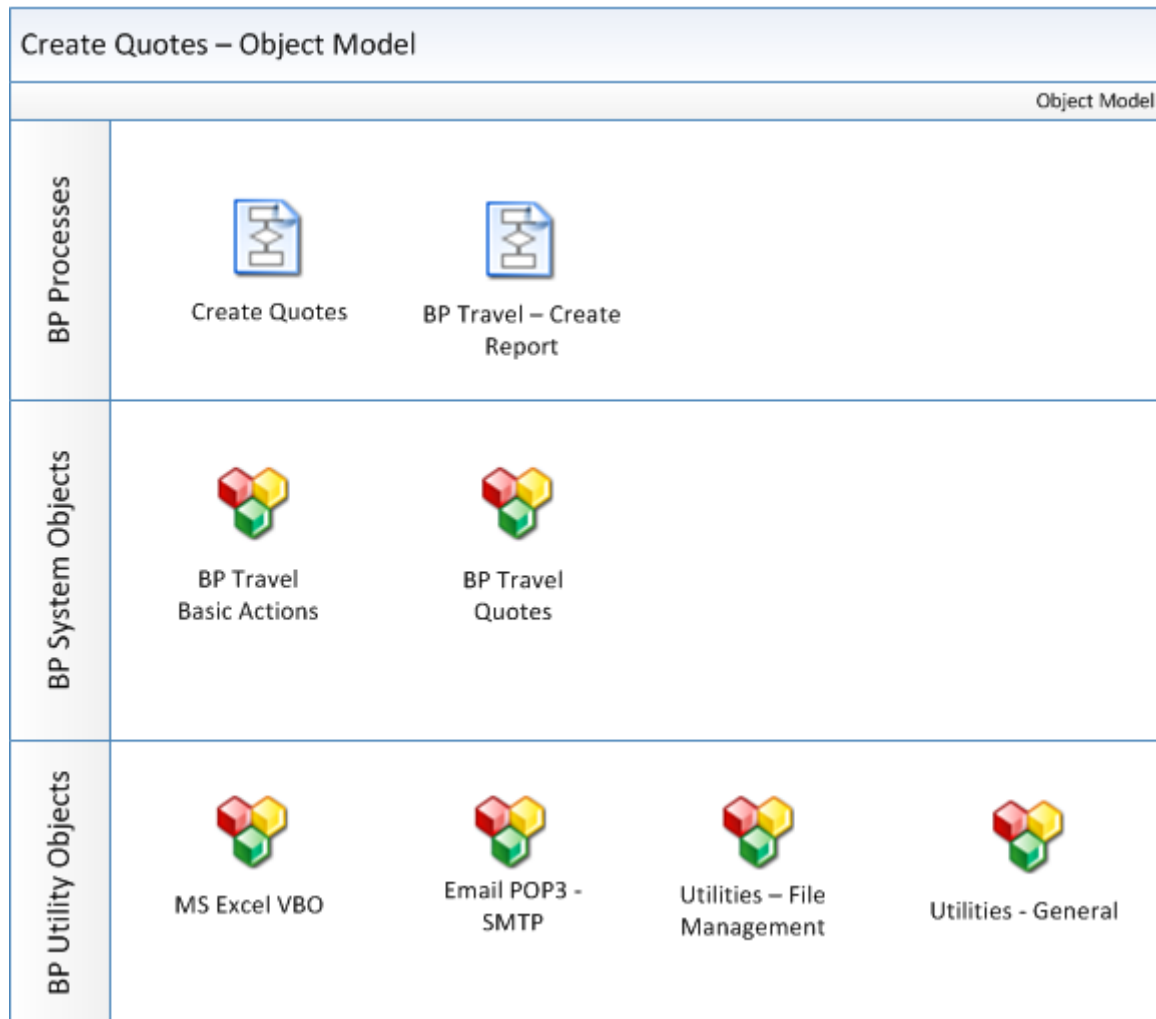
4 Operational Control and Alerting

4.1 Scheduling and Starting

Schedule will be created to start the process at 09:15, 12:15 and 15:15

The process has not been designed to allow parallel processing and only one session should run at a time.

4.2 Alerts

Scenario	Method	Recipient(s)
Failure to create exception report	Email	operations@bptravel.com; bpcontrollers@bptravel.com
Input file not available when process starts.	Email	operations@bptravel.com; bpcontrollers@bptravel.com
Input folder no accessible	Email	operations@bptravel.com; bpcontrollers@bptravel.com
Report folders (exception / MI) no accessible	Email	operations@bptravel.com; bpcontrollers@bptravel.com

5 Data Security and Credentials

5.1 Data Storage

Input data files will continue to be stored at the current SharePoint locations.

A new folder will be created to accommodate the exception reports.

5.2 Data Privacy

All customer data held in Blue Prism will be stored encrypted in the Blue Prism work queue. The case key visible to Control Room will be created using the last 3 digits from the post code and last 5 digits from the contact number.

Stage logging across the process will be set to Log Errors Only.

5.3 Data Preservation

Work data items will be automatically purged after 7 days.

Input data files will be automatically purged after 7 days.

The operations team will take responsibility for the manual purging of aged exception files.

5.4 Credentials

5.4.1 Windows

Access to Windows will be via the standard robot credentials for that particular runtime resource using Login Agent.

5.4.2 Application

A robot account for the BP Travel system will be created with sufficient privileges to perform the process. The robot will maintain its own credentials and change the password at each log on.

6 Assumptions

6.1 Technical

The Quote Requests Excel report will be placed into a network or local folder for the Blue Prism process to pick up

6.2 Business

Sufficient Operations Team staff will be available to work exceptions, which are expected to represent 10% of the workload.