How to keep your Bot neat and organized

[Summary 1](#_Toc531687543)

[Intent 1](#_Toc531687544)

[Where you use it 2](#_Toc531687545)

[Suggested intent naming convention 2](#_Toc531687546)

[Example 3](#_Toc531687547)

[Conclusion 3](#_Toc531687548)

"What's in a name? That which we call a rose by any other name would smell as sweet."- So wrote Shakespeare.

# Summary

Messages/artifacts can be hard to keep track of, especially as your Bot begins to grow. To make sure your messages/artifacts are organised and easy to navigate, we recommend establishing a set of naming conventions to follow. This also makes sorting, changing, manipulate messages/artifacts easier. Your naming convention can be totally decided by you, but we suggest these following ideas (from different implementation experience)

It’s a good idea to think of the title of your Bot nomenclature as a tree to which you can add branches and leaves. The tree trunk would be the main, overarching topic, when the branches and leaves are categories within it. So the title begins with main aspect of the message/artifacts, and progressively specifies what else is included by importance.

# Intent

Suppose you have and intent from Intelligent Automation which should perform on boarding process. You can of course name it “Onboard” but that is not very obvious.

Obvious question would be, on boarding for what process, department etc.

# Where you use it

The key, of course, is where you use the intent name.

One use for the intent name, Downloading paper and push the ERP system, Email to respected person etc. Looking at the intent name, you can tell what intent was just mapped. When you receive user input, you want the intent name to convey that some input was indeed received.

Another use is when it required to for change management, compliance and risk, deployment, rollback. In this nomenclature will be very much helpful to track and avoid disrupt in the process/system, taking care in such small thing will help to execute smoothly.

# Suggested intent naming convention

Here is what we suggest. Name your intent based on below context naming convention. It is important to maintain the order to understand the intent of each part of nomenclature. Such Nomenclature approach will help individual to indentify or answer the different queries like what type of Bot is it? which department? No of Bots, Which process belongs to? Subtask belongs to which Bot ID etc.

<Bot Type><#Bot ID><Region #ID><Department #ID><Process #ID><Task #ID>

<Bot Type>: This indicates the type of Bot to be developed for e.g. Intelligent Automation, Chat, and AI etc.

<Bot #ID>: It should be incremented ID, which will tell unique count of the Bot development.

<Region #ID> Region ID determines the Bot is developed for which region; it may possible that region wise logic may differ During Bot development. If no Region is required then it can have Global ID which means it applicable across globe.

<Department #ID> Department ID will indicate the developed Bot belongs to which department.

<Process #ID> Process Id will help to indentify the department process to which is automated or to be automated. It should be documented and same should be used here for better tracking.

<Task #ID> this is optional. It will help to identify if any task is associated with particular Process to be automated which is required to be created while Bot Development.

# Example

For example, say we were creating a set of nomenclature for a HR department Intelligent Automation.

Business Process: HR persona collects the documents from the new joiner who will be joining the organization.

Intelligent Automation should read the email which is sent by new joiner and download the all documents to save in particular folder.

Here process talks about HR department. In absent of the Automation, HR department scan the email and download the candidate’s documents and save it to particular folder. This process can be automated and possible to execute in unattended mode.

Below is the suggested Nomenclature Approach as follows.

Department: 001 (HR=001)

Bot Type: IA (Intelligent Automation)

Bot ID: 0001 (for example)

Region ID: 01 (USA=01 for example)

Process ID: 0001 (for example)

Task ID: As of now not required

The nomenclature of the above HR on boarding candidate document collection process is:

<Bot Type><#Bot ID><Region #ID><Department #ID><Process #ID><Task #ID>

AI\_0001\_01\_001\_0001

**Note: Each part in the name is separated by “\_” for easily separate out and understanding.**

Conclusion

Nomenclature Approach is free to choose based on organization practices and need. Above nomenclature is suggested practices and it can be improved as part of the continuous improvements.