

Online Ticket Booking System-Robotic Process Automation

PROCESS DESIGN DOCUMENT



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# Introduction

## Purpose of the Document

The Process Design Document describes the business processes chosen for automation using the UiPath Robotic Process Automation (RPA) technology.

This document describes the sequence of steps performed as part of the process, as well as the conditions and requirements prior to its automation. This design document serves as a base documentation for developers to collect the details required for robotic automation of the same business process.

## Objectives

The objective of this process automation is to:

* Deliver faster processing
* Reduce redundant activities
* Improve overall performance and reliability

# As is Process Description

## Process Overview

General information about the process selected for RPA implementation, prior to its automation:

|  |  |
| --- | --- |
| **As-Is Process Details** | |
| Process Full Name | Online Ticket Booking |
| Function |  |
| Department | Travel Desk |
| Process Short Description | Online ticket booking for Flight and Hotels |
| Role Required for Performing process |  |
| Process Schedule |  |
| # of Items/Process per day |  |
| Average Handling time per item |  |
| Peak Period |  |
| # FTEs supporting this activity |  |
| Level of Exception rate |  |
| Input Data | Master Excel File |
| Output Data | Email with Ticket as attachment |

## In Scope for RPA

The activities and exceptions in this process that are in the scope for RPA, are listed below:

* Full Scope for RPA - the process is to be 100% automated.

## Out of Scope for RPA

There are no activities out of scope for RPA

## Detailed Process Map



|  |  |
| --- | --- |
| Short Process Description | |
| 1.1 | Open PHP Travels site “http://www.phptravels.net” |
| 1.2 | Open Input Master Excel sheet from Shared Folder |
| 1.3 | Retrieve hotel ticket booking list and Flight ticket booking list |
| 1.4 | For each request to book Hotel Ticket, perform steps 1.4.1 to 1.4.5 |
| 1.4.1 | Navigate to Hotel booking in PHP site. |
| 1.4.2 | Enter destination city, travel date and traveller details |
| 1.4.3 | From the list of hotels displayed choose the cheapest hotel |
| 1.4.4 | Choose type of room required |
| 1.4.5 | Confirm booking after filling in the Traveller details |
| 1.5 | For each request to book Flight ticket, perform steps 1.5.1 to 1.5.4 |
| 1.5.1 | Navigate to Flight ticket booking in PHP site. |
| 1.5.2 | Enter travel city, date and traveller details |
| 1.5.3 | From the list of flights displayed choose the cheapest flight |
| 1.5.4 | Confirm booking after filling in the Traveller details |
| 1.6 | Click on Download PDF button to download a copy into the output folder |
| 1.7 | Email the ticket to the requestor |

## Detailed Process Steps

The complete set of steps in the process, including keystrokes and clicks, are to be defined with screenshots. If there are any data restrictions, mask the sensitive information, such as Policy Number, Customer ID, bank account number, etc).

Please refer the attached Excel file for detailed process steps.



## Exception Handling

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Exception Name | Step where exception is encountered | Parameters | Action to be taken |
| 1 | PHP Travels failed to load | 1 |  | Retry loading website for 3 times and Stop process if issues persists. |
| 2 | Input Master File Missing | 2 |  | Send email to admin/trainer and stop process |

For any other unanticipated or unknown exceptions, the robot should send an email notification to the trainer/admin with the original email and error message screenshot attached.

## Error Mapping and handling

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Exception Name | Step where exception is encountered | Parameters | Action to be taken |
| 1 | Application irresponsible /Page not loading | Any step |  | Retry loading website for 3 times and Stop process if issues persists. |
| 2 | Input Master File Missing | 2 |  | Send email to admin/trainer and stop process |

## In-Scope Application Details

The table below lists all the applications that are used as part of the automated process.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| # | Application Name | System Language | Login Module | Interface | Environment/ Access Method | Comments |
| 1 | PHP Travels | English | Web | Web | Web Browser |  |

# Development Details

## Prerequisites for development

* Development or testing environment are to be provided for development purposes.
* The provided development and testing environments are exact replicas of the production environment.
* Dedicated system and application access are given to developers with the adequate permissions.

## Password Policy

Users manage their own passwords. There are no special policies in place.

## Credentials and Asset Management

Login details (user IDs and passwords) should be stored under **Windows Credential Manager** or **UiPath Orchestrator Assets**.