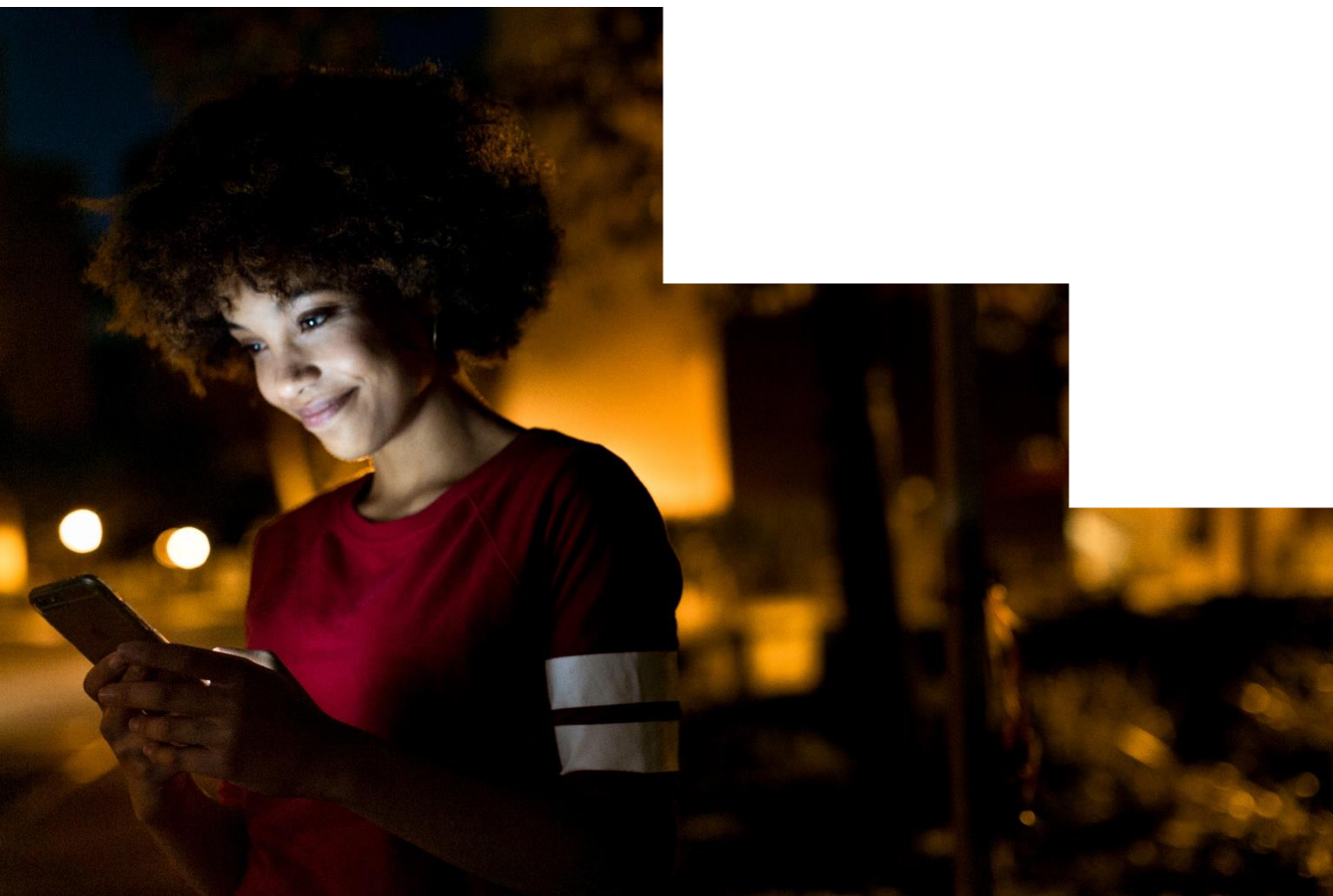


Robotic Process Automation in a Day

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

60 mins

April 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

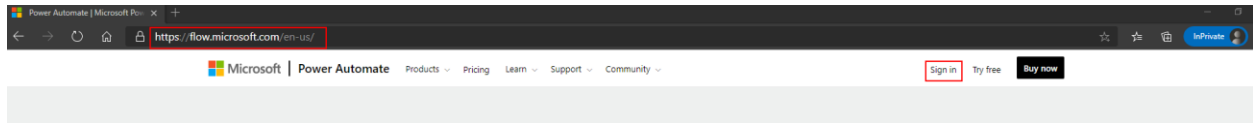
- **To see runs in this list, one of the following must be true:**

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.

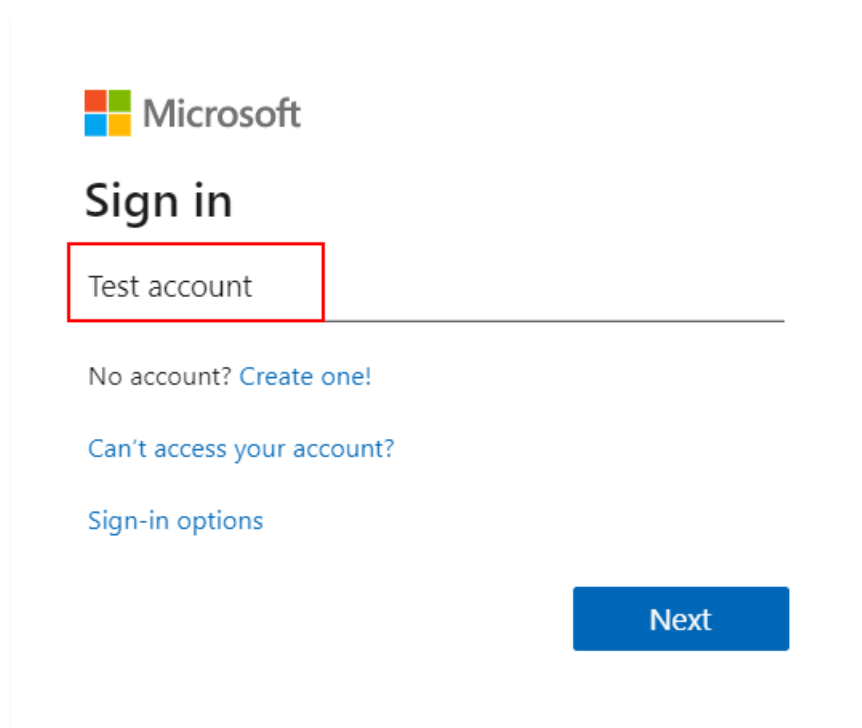
Tip: To enable a user to view all the desktop flow runs in the current environment, ensure they have been assigned at least a System Administrator or Environment Admin security role for that environment. [Learn more about configuring user security to resources.](#)

Setting a priority

1. Navigate to flow.microsoft.com and click Sign in

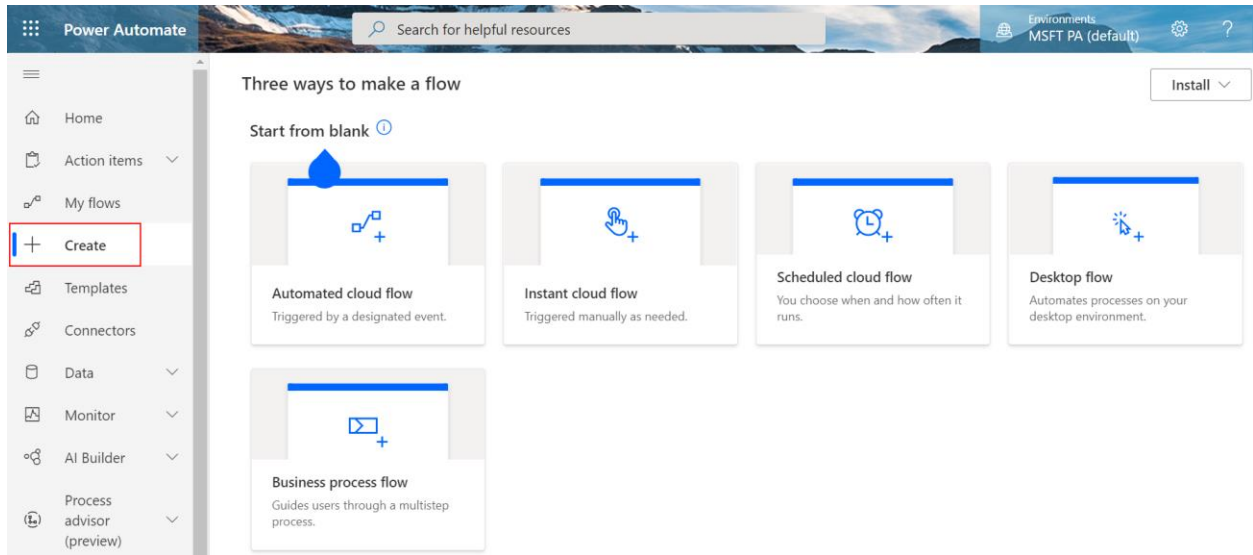


2. Sign in with your test account

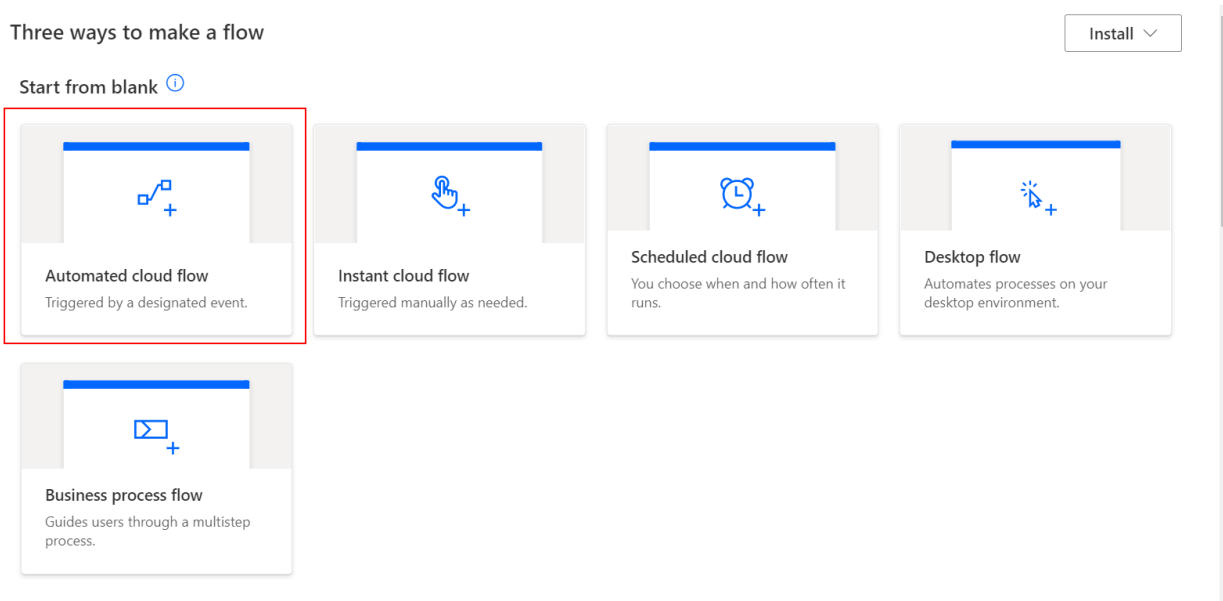


Note: Please make sure you have selected the correct environment (with database) when completing the labs. Either use the environment you created in lab 1.1, or the environment provided to you by your instructor. You can switch between different environments by clicking on the environment picker on the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

3. Click Create

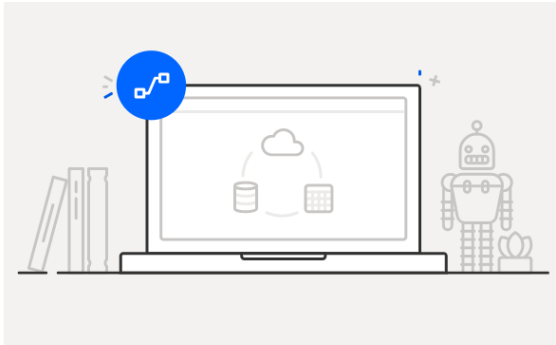


4. Click Automated flow



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



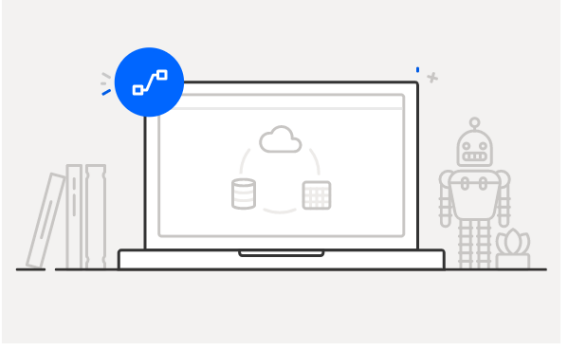
Skip

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 ⓘ

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)  

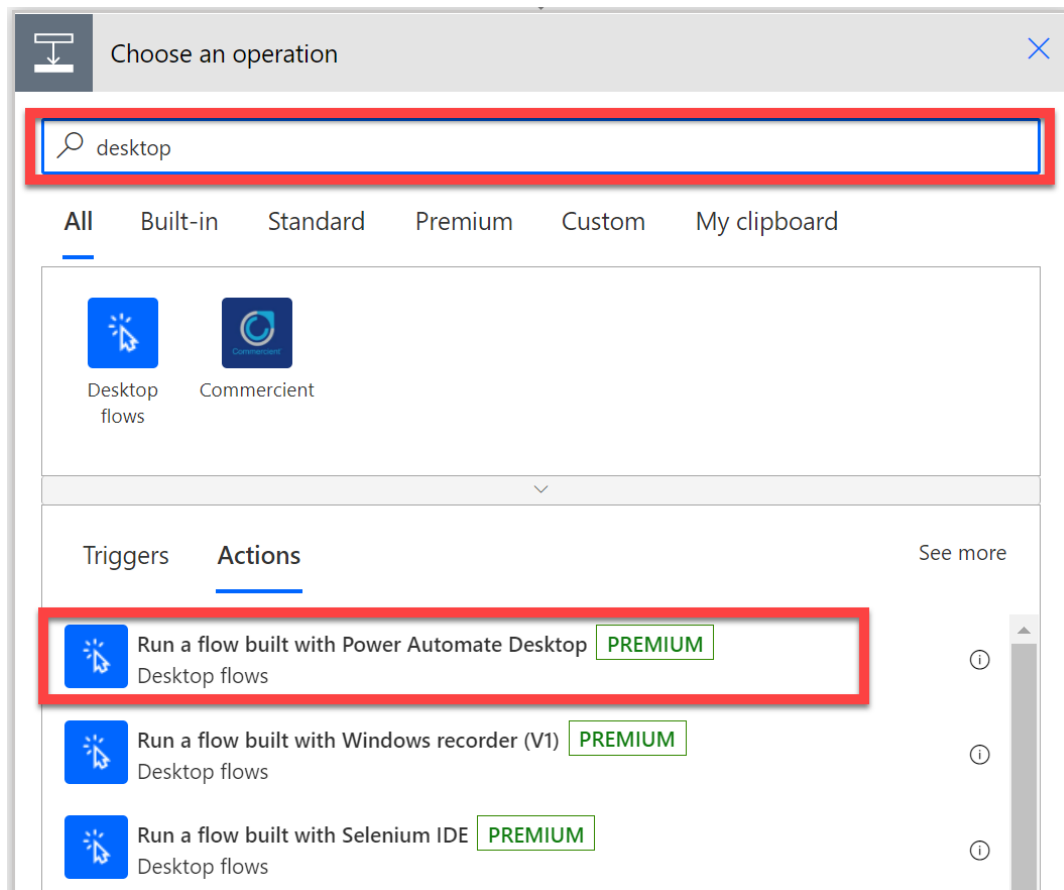
Folder	<input type="text" value="Inbox"/> 
To	<input type="text" value="Recipient email addresses separated by semicolons (If any match, the"/>
CC	<input type="text" value="CC recipient email addresses separated by semicolons (If any match,"/>
To or CC	<input type="text" value="To or CC recipient email addresses separated by semicolons (If any m"/>
From	<input type="text" value="Sender email addresses separated by semicolons (If any match, the ti"/>
Include Attachments	<input type="text" value="No"/> 
Subject Filter	<input type="text" value="[Delivery]"/>
Importance	<input type="text" value="Any"/> 
Only with Attachments	<input type="text" value="No"/> 

[Hide advanced options](#) 

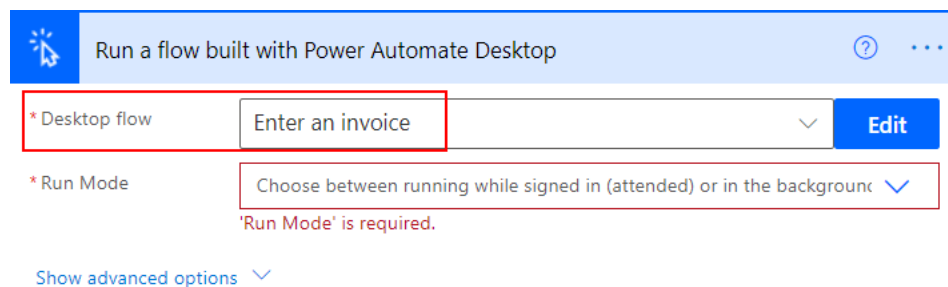
+ New step

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]

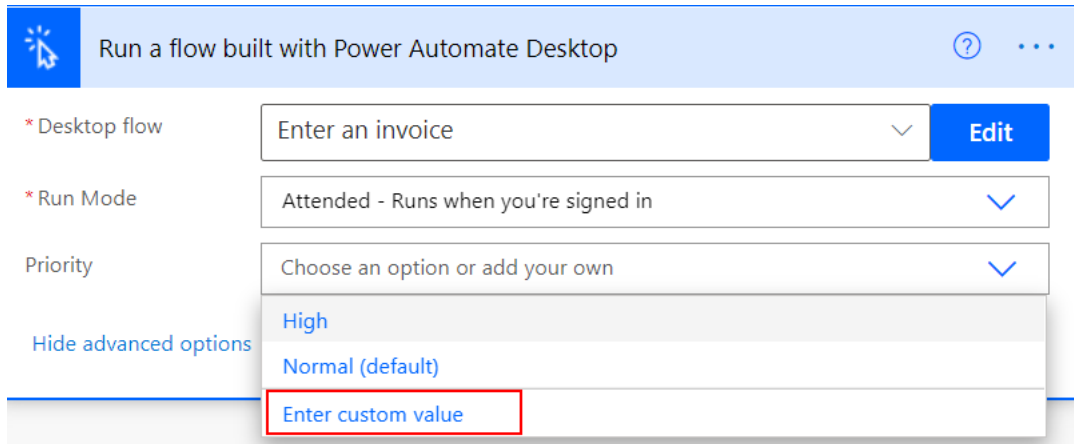
* Run Mode: Attended - Runs when you're signed in [v]

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**



Run a flow built with Power Automate Desktop

* Desktop flow: Enter an invoice Edit

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

Priority: Choose an option or add your own

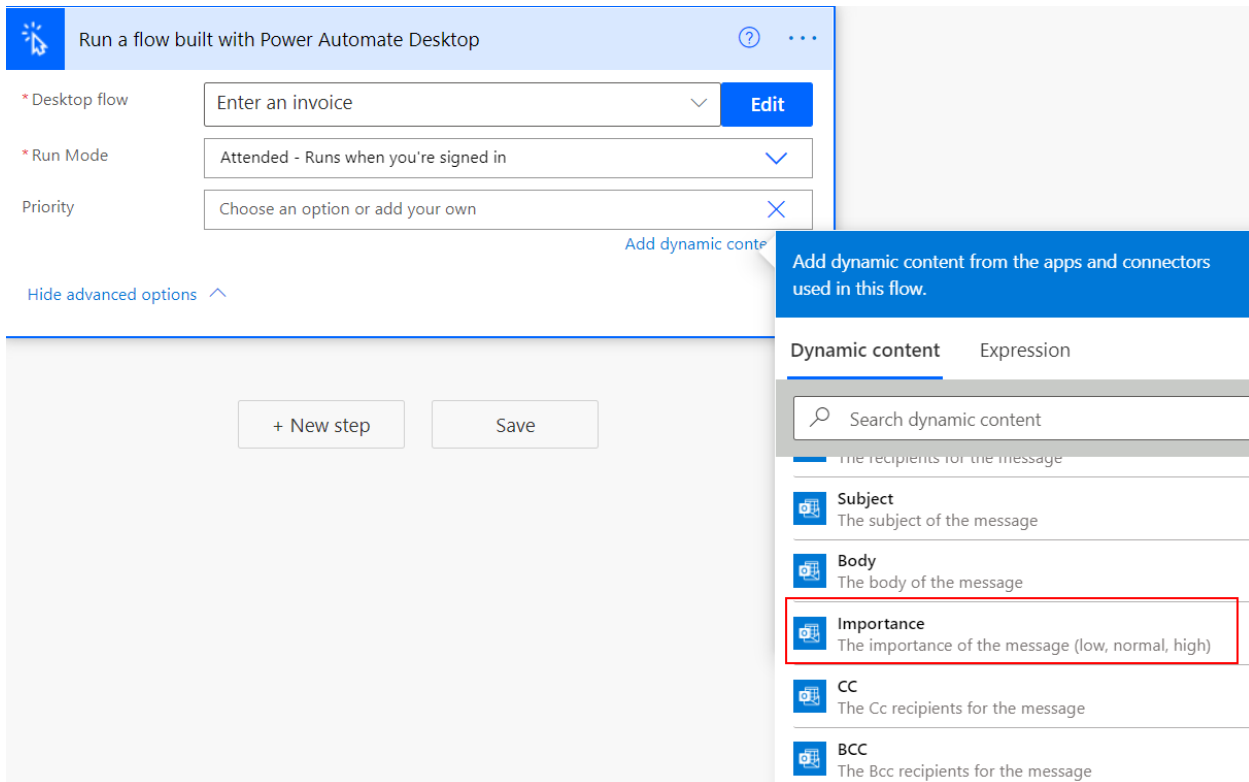
Hide advanced options

High

Normal (default)

Enter custom value

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



Run a flow built with Power Automate Desktop

* Desktop flow: Enter an invoice Edit

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

Priority: Choose an option or add your own

Hide advanced options

+ New step Save

Add dynamic content from the apps and connectors used in this flow.

Dynamic content Expression

Search dynamic content

The recipients for the message

Subject
The subject of the message

Body
The body of the message

Importance
The importance of the message (low, normal, high)

CC
The Cc recipients for the message

BCC
The Bcc recipients for the message

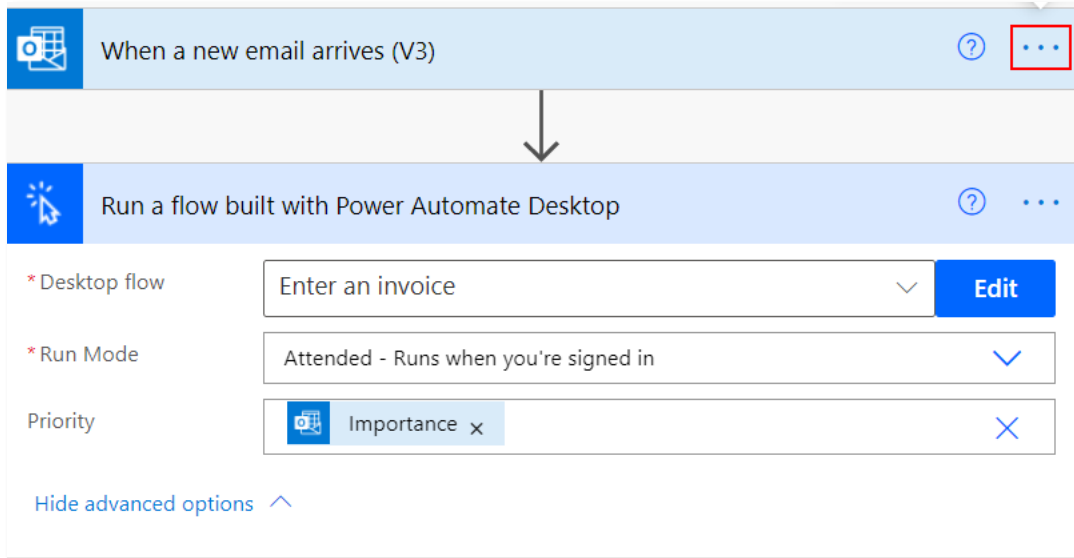
18. Click **Save**

The screenshot shows the Power Automate flow editor interface. At the top, there is a trigger step titled "When a new email arrives (V3)". An arrow points down to the first action step titled "Run a flow built with Power Automate Desktop". This step has three configuration fields: "Desktop flow" set to "Enter an invoice" with an "Edit" button, "Run Mode" set to "Attended - Runs when you're signed in", and "Priority" set to "Importance". Below these fields is a link "Hide advanced options". At the bottom of the editor, there are two buttons: "+ New step" and "Save". The "Save" button is highlighted with a red rectangular box.

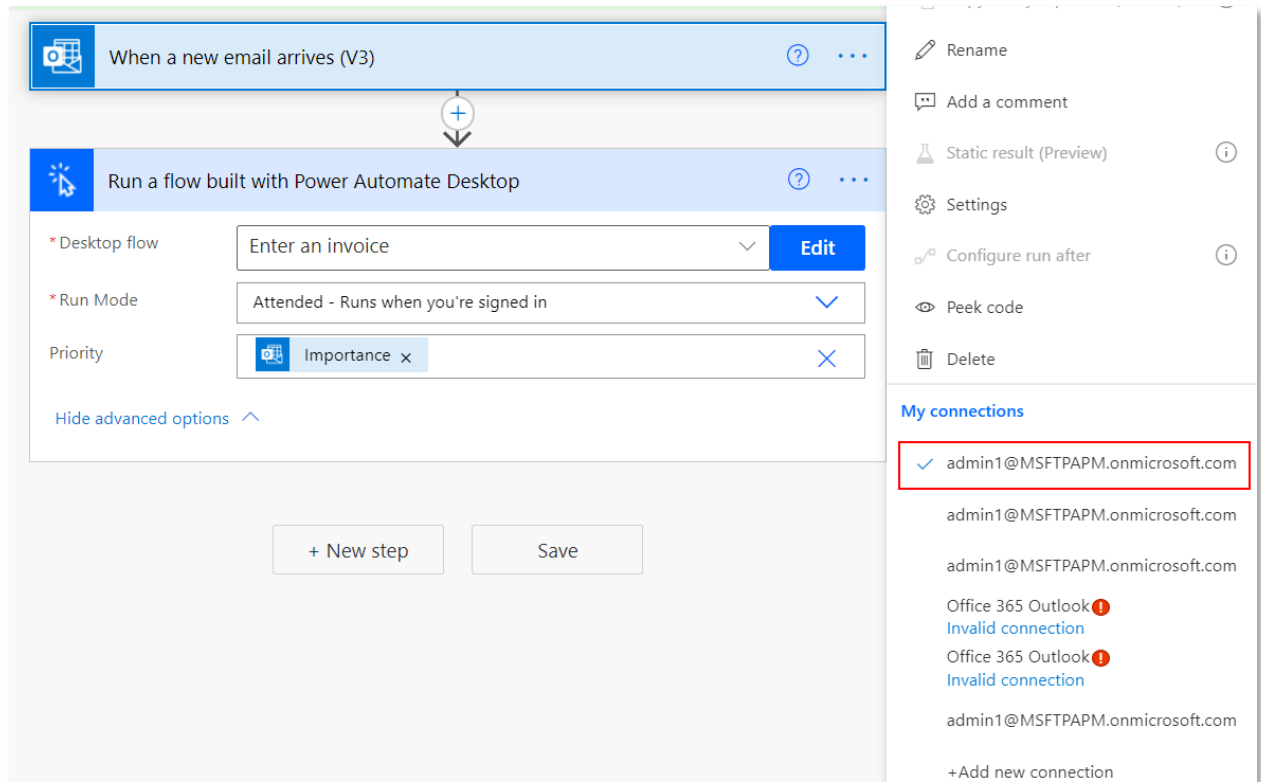
19. You can see your flow is ready to go

The screenshot shows the Power Automate flow editor interface after saving. At the top, there is a navigation bar with a back arrow and the text "Triage incoming requests". Below this, a green banner contains a checkmark icon and the text "Your flow is ready to go. We recommend you test it". Below the banner, the flow editor shows the same two steps as in the previous screenshot: "When a new email arrives (V3)" and "Run a flow built with Power Automate Desktop". In this step, the "Run Mode" is now set to "Unattended - Runs in the background without signing in". The "Save" button at the bottom is highlighted with a red rectangular box.

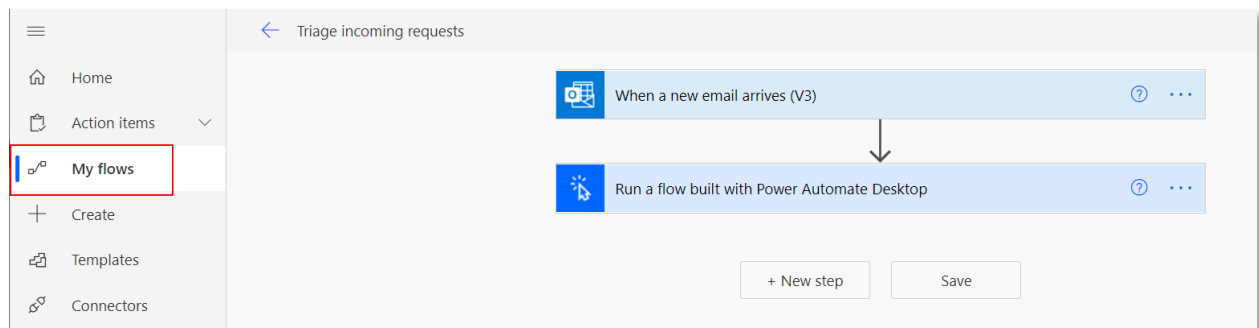
20. Click the **ellipsis** (...) icon next to When a new email arrives (V3) to check your email connections.








21. Remember the email address you have under connections. We need to use this email address for the following testing



22. Click My flows



23. Click the ellipsis next to the flow name



Flows				
<div> <div>Cloud flows</div> <div>Desktop flows</div> <div>Business process flows</div> <div>Shared with me</div> </div>				
	Name		Modified	Type
<div> <div></div> <div>  <div></div> </div> </div>	Triage incoming requests	<div>    </div>	6 min ago	Automated
<div> <div></div> <div>  <div></div> </div> </div>	testrpainday		3 wk ago	Automated

24. Let's turn on this flow by clicking **Turn on**

The screenshot shows the Microsoft Power Automate interface. A table lists several flows. The first flow, 'Triage incoming requests', is selected and highlighted in grey. A context menu is open for this flow, showing various actions. The 'Turn on' option, represented by a power button icon, is highlighted with a red rectangular box. Other options in the menu include Edit, Share, Save As, Send a copy, Export, Run history, Analytics, Repair tips off, Delete, and Details.

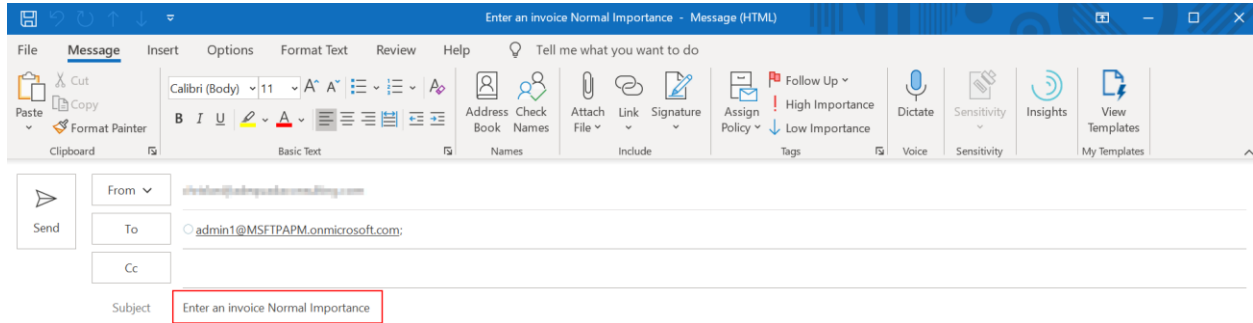
Name	Modified
Triage incoming requests	
testrpainday	
test dlp	
solutionhealthruleset-test-outside-solution	
admin1 Send a customized email when a new SharePoi...	
test 121	

25. Once it is turn on, we can test **Triage incoming requests** cloud flow by sending emails with different importance tags to the email address you have under **My connections**

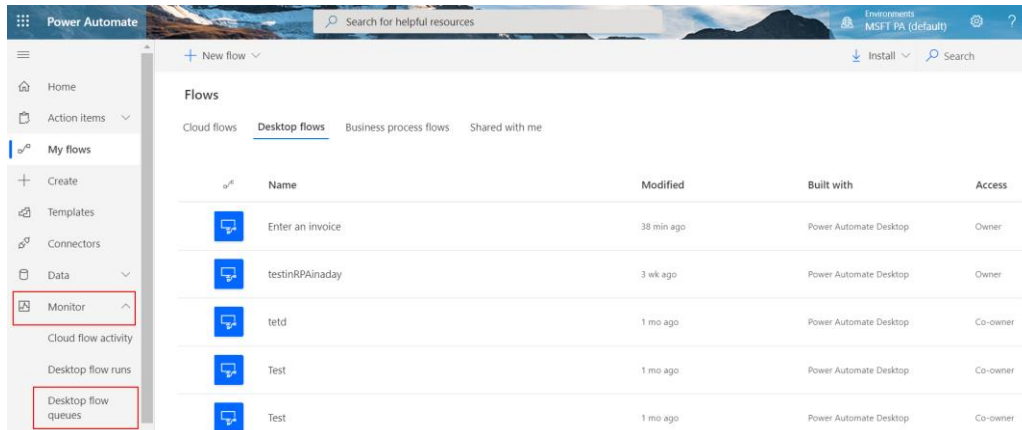
	Name	Modified	Type
	Triage incoming requests	6 min ago	Automated
	testrpainday	3 wk ago	Automated

26. Type **[Delivery]Enter an invoice Normal Importance** in the subject line and send this email with Normal Importance (Don't select anything under Tags)

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



27. Now, let's go to view out gateway queues. Select **Monitor > Desktop flow queues**



28. Click on the Gateway you have been using for the labs

Desktop flow run queues


Check the real-time health and status of gateways and the desktop flows running on them. Select any gateway in the list for details. [Learn more](#)

Gateway cluster name	Gateways	Gateway status	Desktop flows runni...	Desktop flow...	Owner
admin1vm	1	Available	0	0	admin bot
admin1 Gateway	1	Available	0	0	admin bot
Testing user	1	Available	0	0	admin bot

29. You can see that the priority field has been labeled as Normal Priority

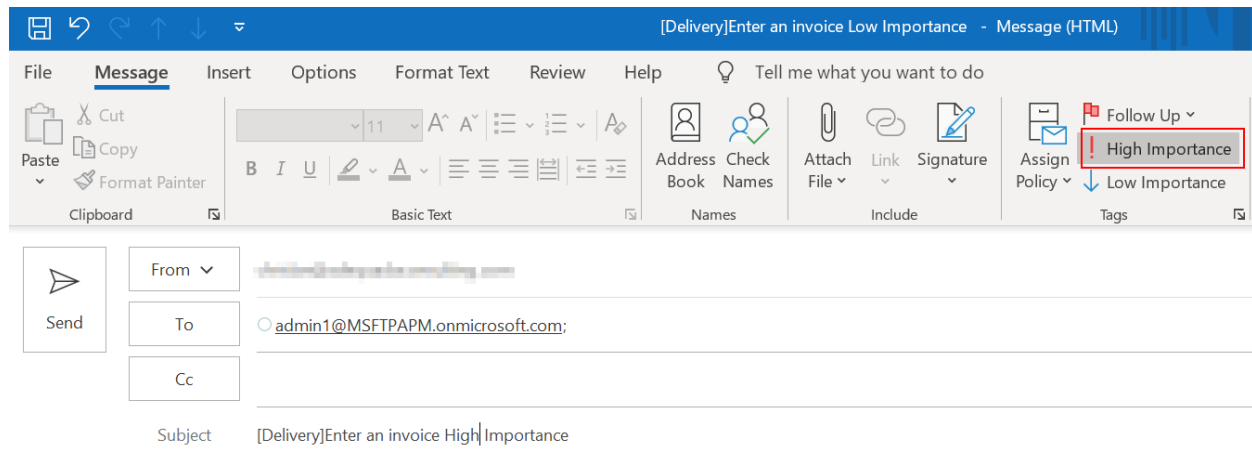
Desktop flow run queues > Testing user

These are the desktop flows running and upcoming for this gateway. [Learn more](#)

Queue	Desktop flow	Requested	Priority	Status	Run start	Parent flow
	Enter an invoice	10 sec ago	Normal	Running	9 sec ago	Triage incoming ...

30. 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



31. You can see that the priority field has been labeled as High Priority

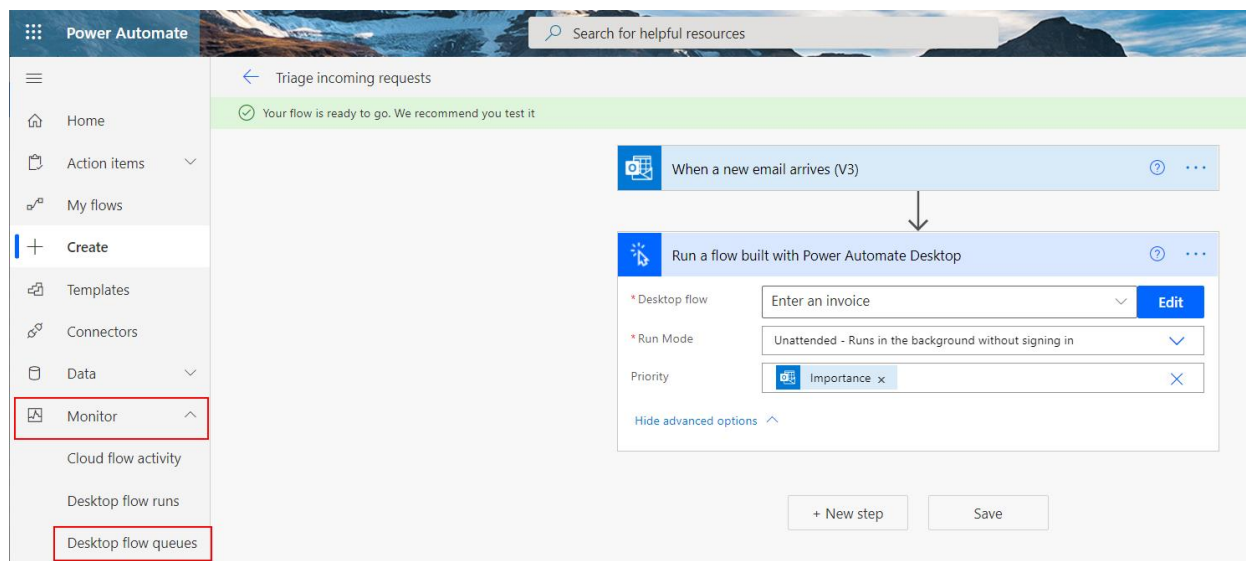
Desktop flow run queues > Testing user

These are the desktop flows running and upcoming for this gateway. [Learn more](#)

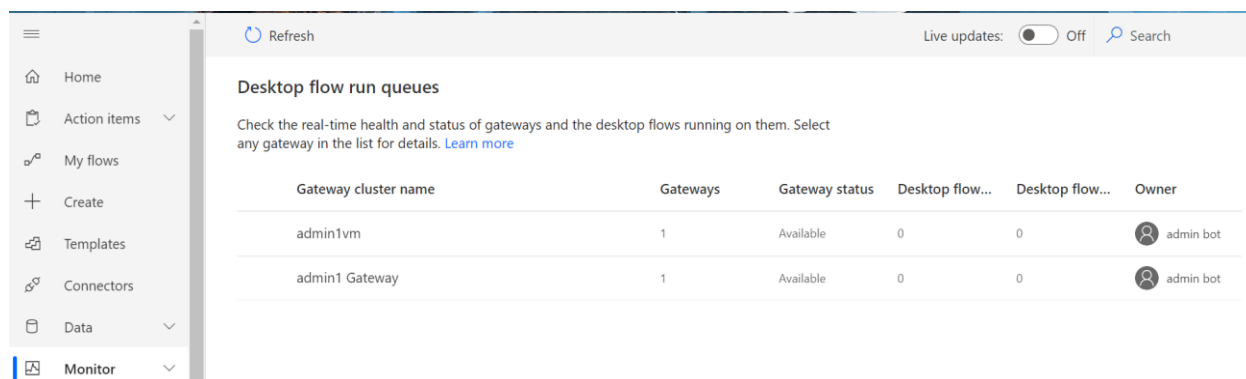
Queue	Desktop flow	Requested	Priority	Status	Run start	Parent flow
	Enter an invoice	18 sec ago	High	Running	11 sec ago	Triage incoming ...

Manage gateway queue

1. Now, we are going to view the gateway queues. Select **Monitor > Desktop flow queues**







2. From this page you can view all the gateways to which you have access. Each gateway will have its own run queue when used to run desktop flows.





- Click on a gateway to see the details of the desktop flow runs that are being processed and queued.

Desktop flow run queues



Check the real-time health and status of gateways and the desktop flows running on them. Select any gateway in the list for details. [Learn more](#)





Gateway cluster name	Gateways	Gateway status	Desktop flow...	Desktop flow...	Owner
 admin1vm	 1	Available	0	0	 admin bot
admin1 Gateway	1	Available	0	0	 admin bot

- You can view list of queued desktop flow runs for a specific gateway.

Queue	Desktop flow	Requested	Priority	Status	Run start	Parent flow
	Enter data into invoice application	29 sec ago	High	Running	8 sec ago	Process shipping...
	Create new Outlook task	30 sec ago	Normal	Running	23 sec ago	Process shipping...
1	Retrieve shipping information	29 sec ago	High	Next to run	—	Process shipping...
2	Find files containing existing text	29 sec ago	Normal	Queued	—	Process shipping...
3	Print document	29 sec ago	Normal	Queued	—	Process shipping...
4	Get folder size	29 sec ago	Normal	Queued	—	Process shipping...
5	Request manager approval for a selected file	29 sec ago	Normal	Queued	—	Process shipping...
6	Zip and email files	29 sec ago	Normal	Queued	—	Process shipping...

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

3	Find files containing existing text	9 sec ago	Normal	Queued	—	Process shipping...
	4 Create new Outlook task	 10 sec ago	Normal	Queued	—	Process shipping...
5	Get folder size		Normal	Queued	—	Process shipping...
6	Print document		Normal	Queued	—	Process shipping...
7	Request manager approval for a selected file	9 sec ago	Normal	Queued	—	Process shipping...

 Change priority >
 Move to top
 See parent flow run
 Cancel parent flow run

6. 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.

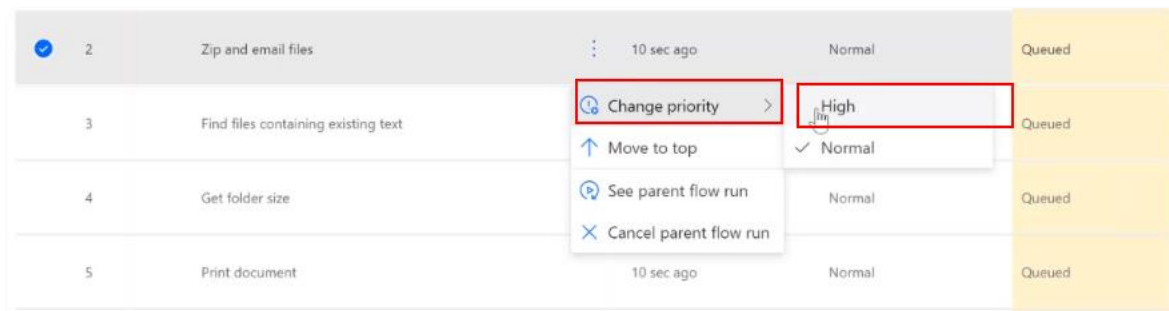
- **See parent flow run**

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.

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



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

0	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...

9. 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

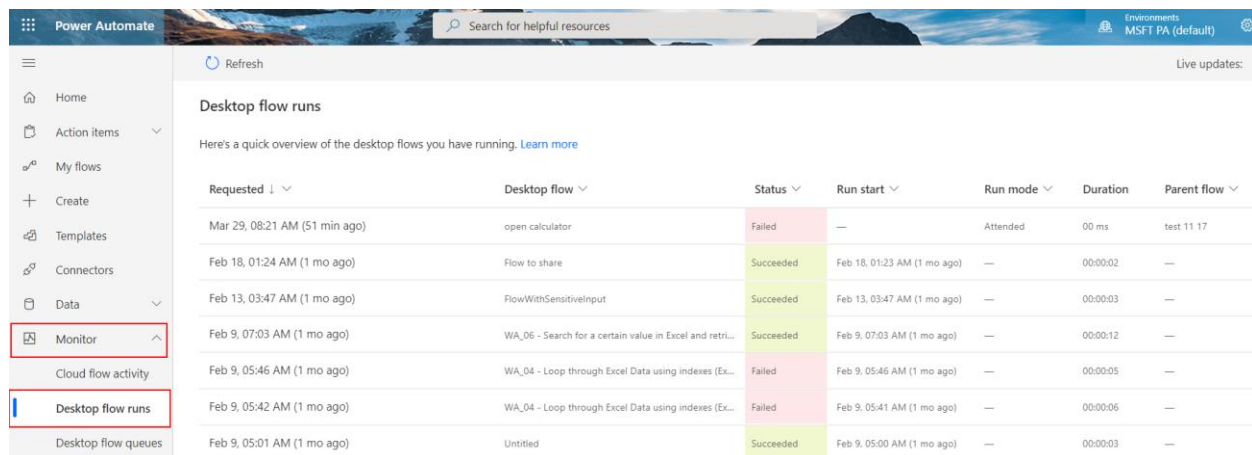
Cancel parent flow run

10. 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	Duration	Parent flow
Mar 29, 08:21 AM (51 min ago)	open calculator	Failed	—	Attended	00 ms	test 11 17
Feb 18, 01:24 AM (1 mo ago)	Flow to share	Succeeded	Feb 18, 01:23 AM (1 mo ago)	—	00:00:02	—
Feb 13, 03:47 AM (1 mo ago)	FlowWithSensitiveInput	Succeeded	Feb 13, 03:47 AM (1 mo ago)	—	00:00:03	—
Feb 9, 07:03 AM (1 mo ago)	WA_06 - Search for a certain value in Excel and retri...	Succeeded	Feb 9, 07:03 AM (1 mo ago)	—	00:00:12	—
Feb 9, 05:46 AM (1 mo ago)	WA_04 - Loop through Excel Data using indexes (Ex...	Failed	Feb 9, 05:46 AM (1 mo ago)	—	00:00:05	—
Feb 9, 05:42 AM (1 mo ago)	WA_04 - Loop through Excel Data using indexes (Ex...	Failed	Feb 9, 05:41 AM (1 mo ago)	—	00:00:06	—
Feb 9, 05:01 AM (1 mo ago)	Untitled	Succeeded	Feb 9, 05:00 AM (1 mo ago)	—	00:00:03	—

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 mode** - The mode in which the desktop flow was run.
- **Duration** - How long the desktop flow took to run on the machine, excluding any time spent in the run queue.
- **Parent flow** - The cloud flow that triggered the desktop flow to run.

- You can make changes to your view to narrow the list of runs to only those you are interested in seeing. Click the column name to change the order of items or filter them to specific values.

Note: You can filter them by Requested time, Desktop flow name, Status, Run start time, Run mode and Parent flow.

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 ▾	Duration	Parent flow ▾
Mar 29, 08:21 AM (57 min ago)	open calculator	Failed	—	Attended	00 ms	test 11 17
Feb 18, 01:24 AM (1 mo ago)	Flow to share	Succeeded	Feb 18, 01:23 AM (1 mo ago)	—	00:00:02	—
Feb 13, 03:47 AM (1 mo ago)	FlowWithSensitiveInput	Succeeded	Feb 13, 03:47 AM (1 mo ago)	—	00:00:03	—
Feb 9, 07:03 AM (1 mo ago)	WA_06 - Search for a certain value in Excel and retri...	Succeeded	Feb 9, 07:03 AM (1 mo ago)	—	00:00:12	—
Feb 9, 05:46 AM (1 mo ago)	WA_04 - Loop through Excel Data using indexes (Ex...	Failed	Feb 9, 05:46 AM (1 mo ago)	—	00:00:05	—
Feb 9, 05:42 AM (1 mo ago)	WA_04 - Loop through Excel Data using indexes (Ex...	Failed	Feb 9, 05:41 AM (1 mo ago)	—	00:00:06	—
Feb 9, 05:01 AM (1 mo ago)	Untitled	Succeeded	Feb 9, 05:00 AM (1 mo ago)	—	00:00:03	—

Check your knowledge

Lab 12

5 mins

- If you send an email with high importance to trigger desktop flow, you will see that the desktop flow will be executed with _____ priority.
 - Low
 - High
 - Normal
 - 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

- 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?
 - Change Priority
 - Move to the top
 - See parent flow run
 - 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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