Microsoft

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.

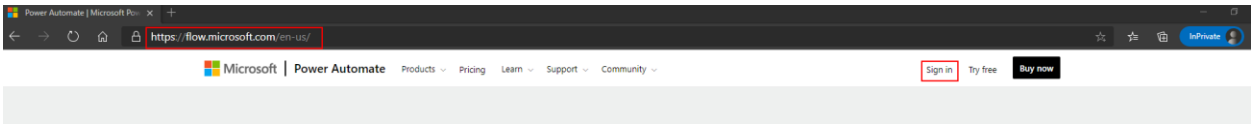
Prerequisites

- **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.

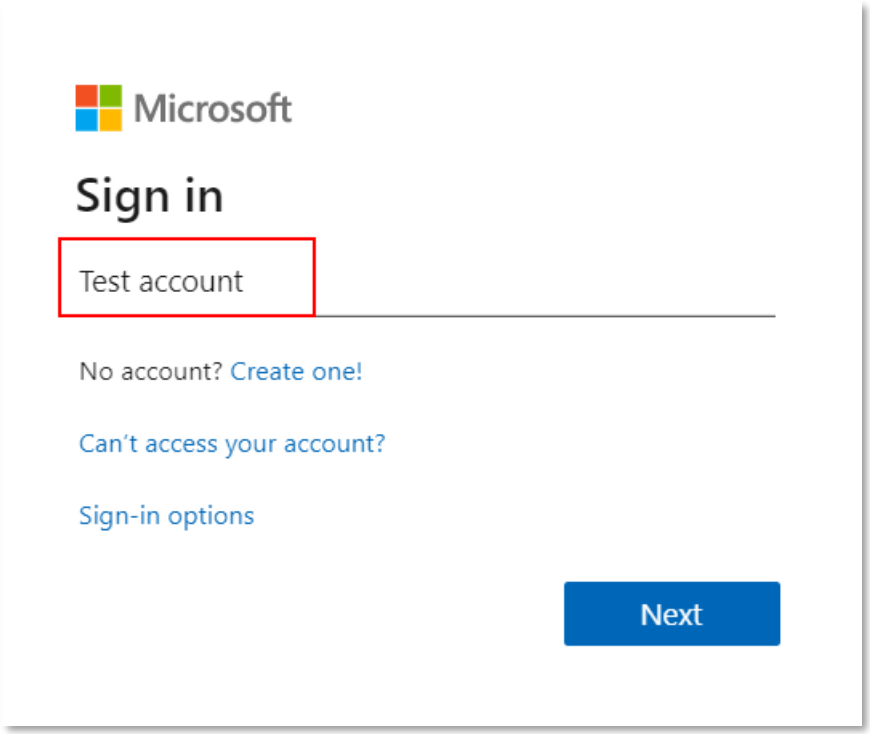
Tip: To enable a user to view all the desktop flow runs in the current environment, ensure they have been assigned at least a System Administrator or Environment Admin security role for that environment. Learn more about configuring user security to resources.

Setting a priority

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

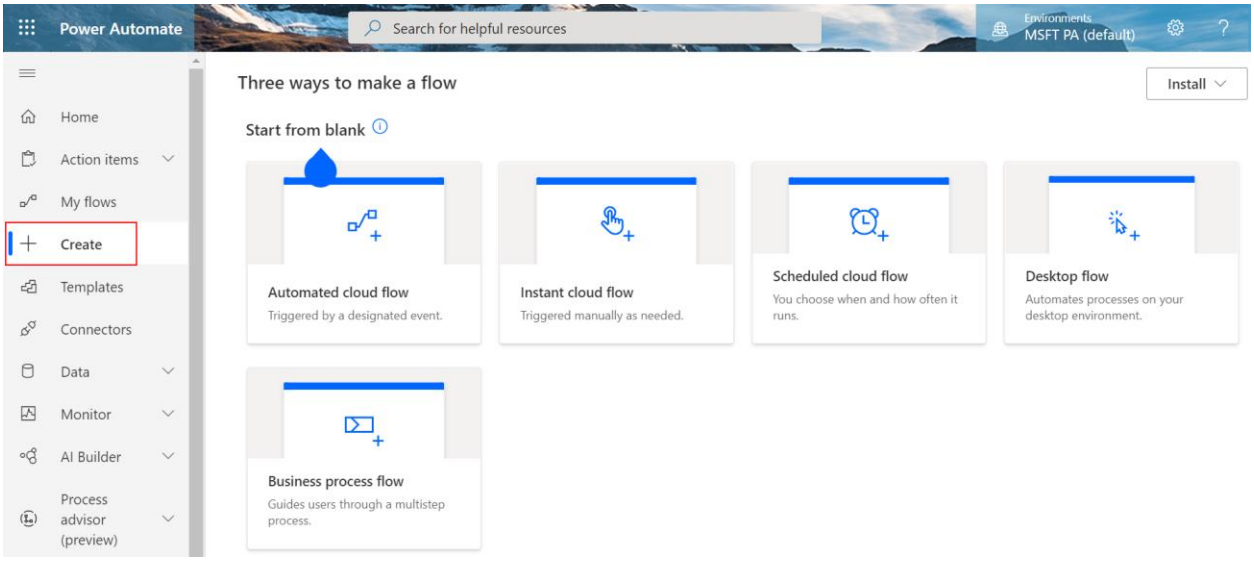


2. Sign in with your test account

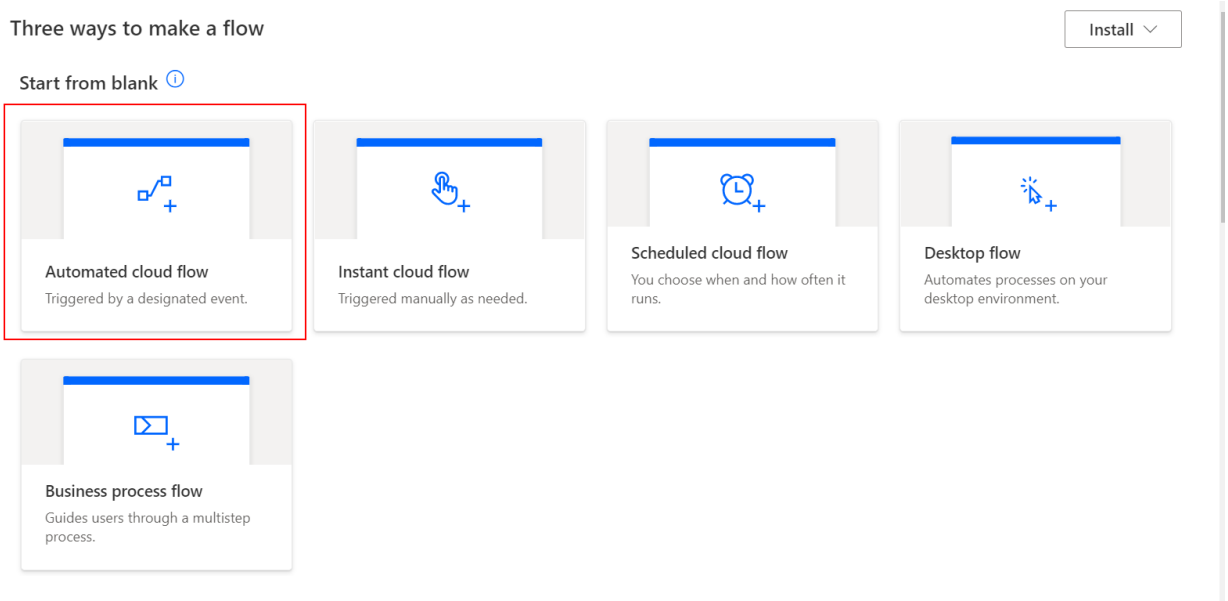


Note: Please make sure you have selected the correct environment (with database) when completing the labs. Either use the environment you created in lab 1.1, or the environment provided to you by your instructor. You can switch between different environments by clicking on the environment picker on the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

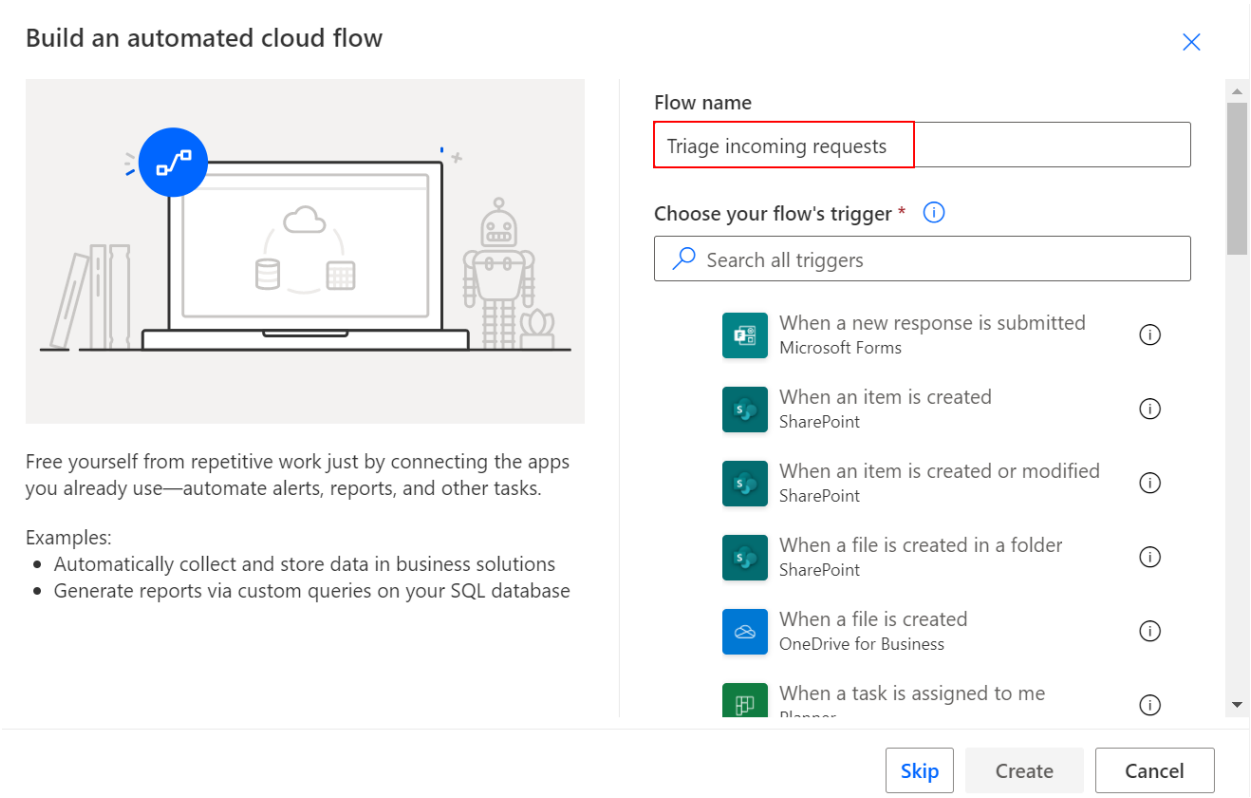
3. Click **Create**



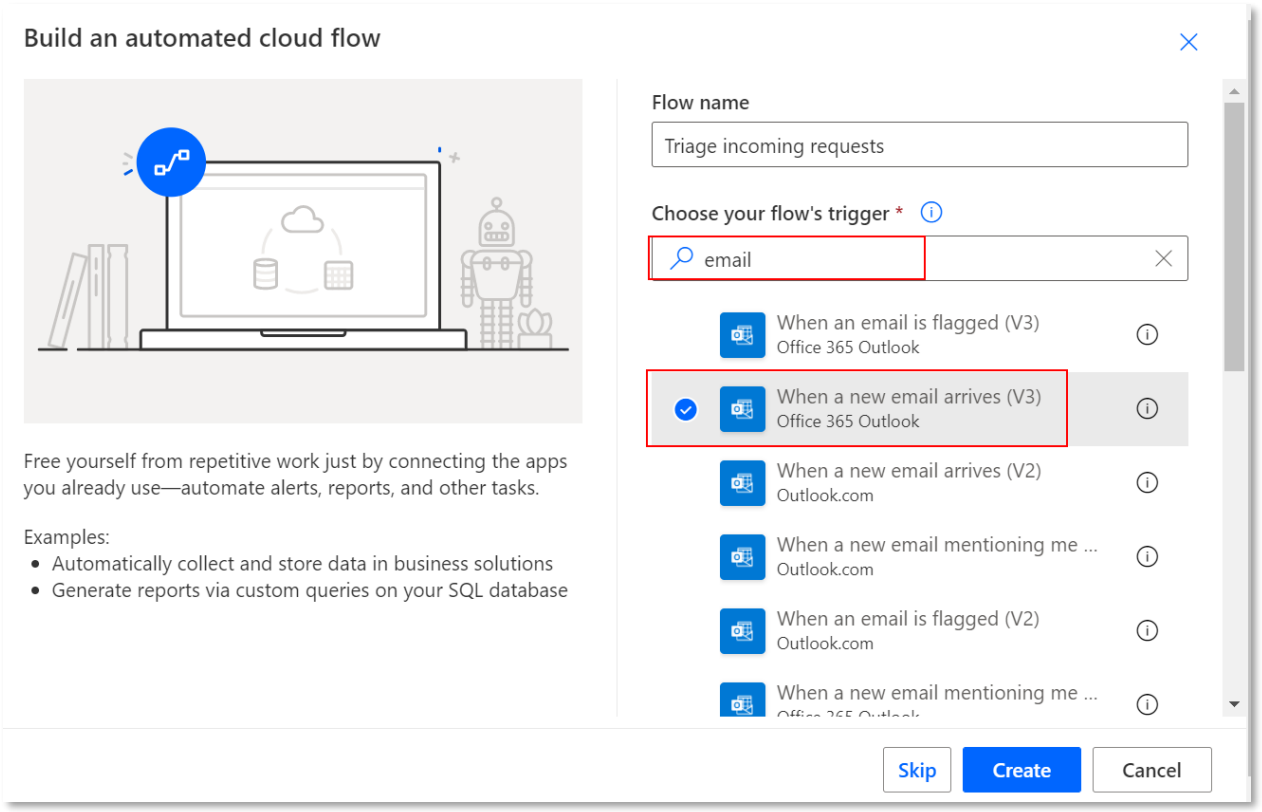
4. Click **Automated flow**



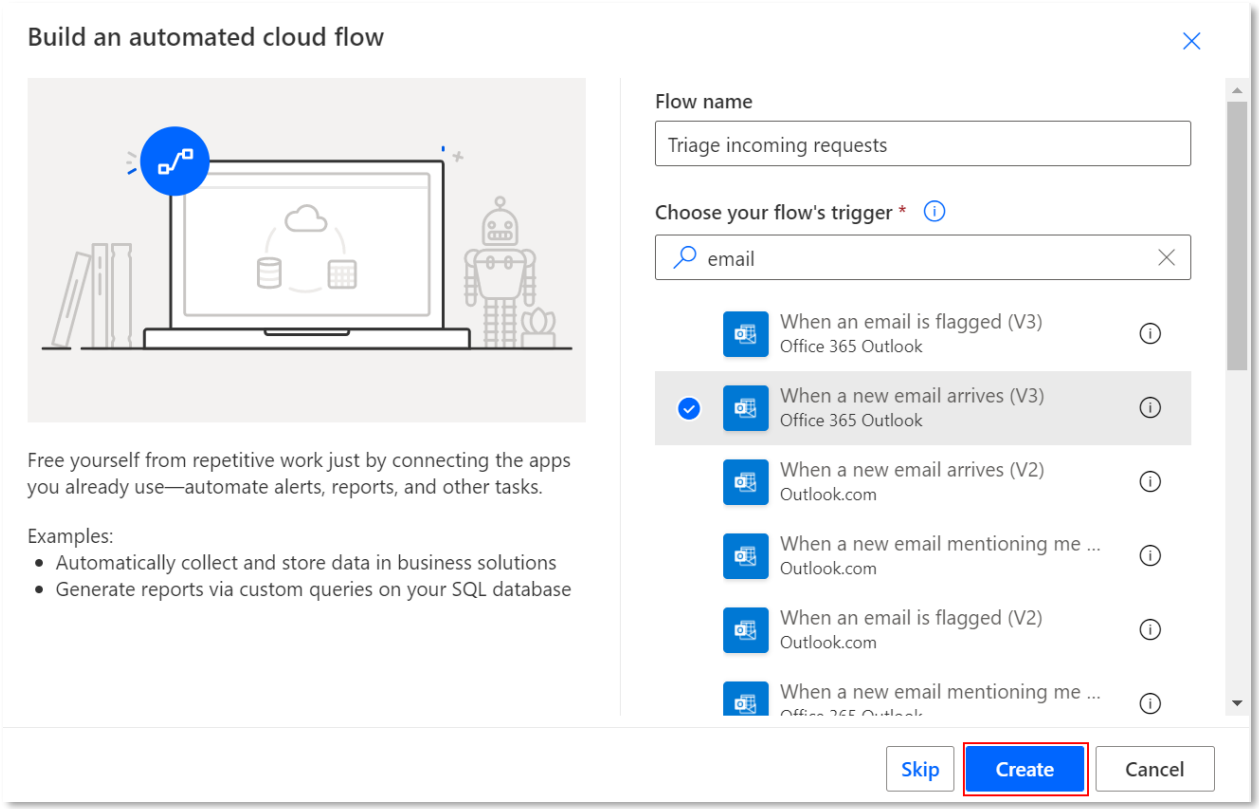
5. Name it **Triage incoming requests**



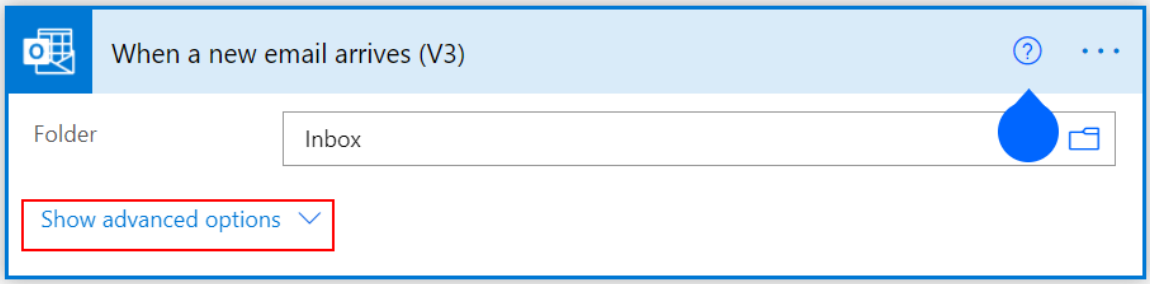
6. Type **email** under flow's trigger, and select **When a new email arrives (V3)**



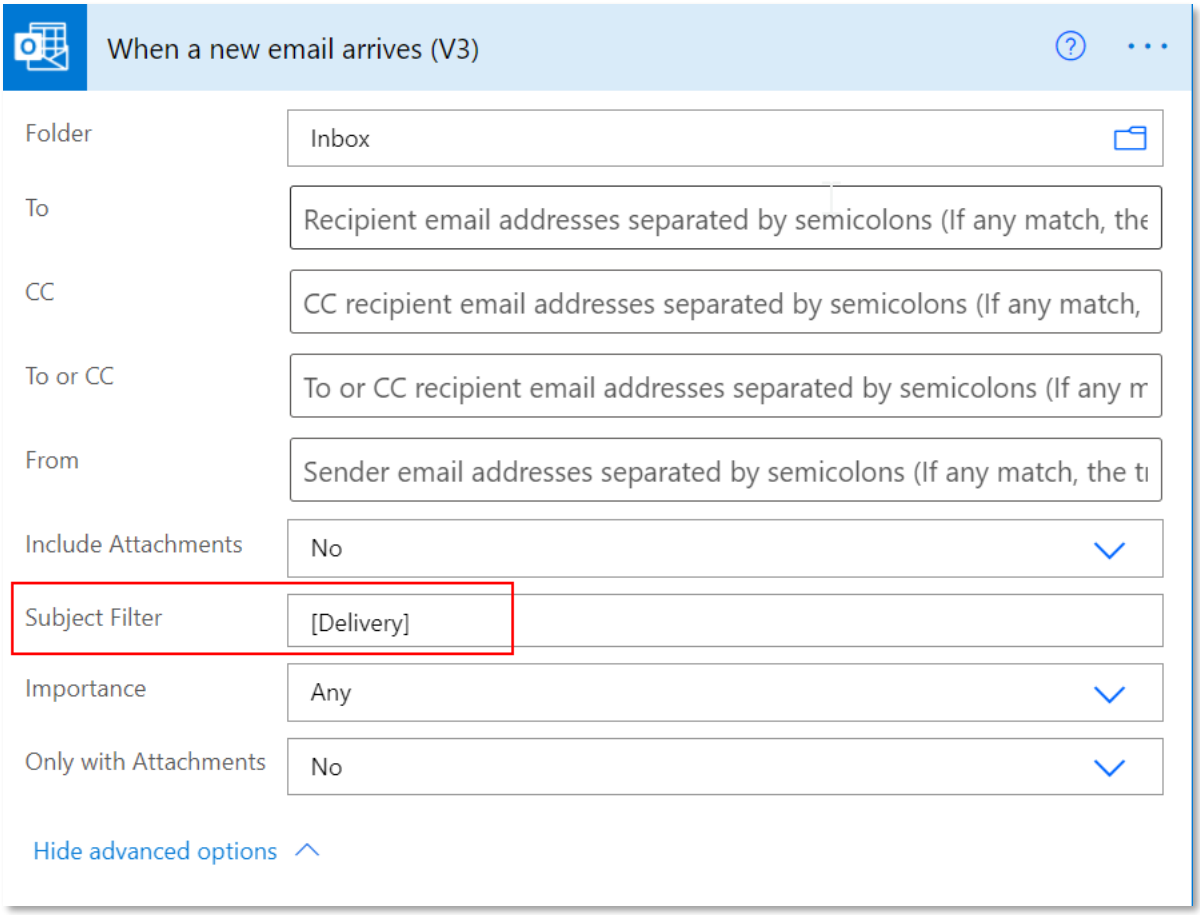
7. Click **Create**



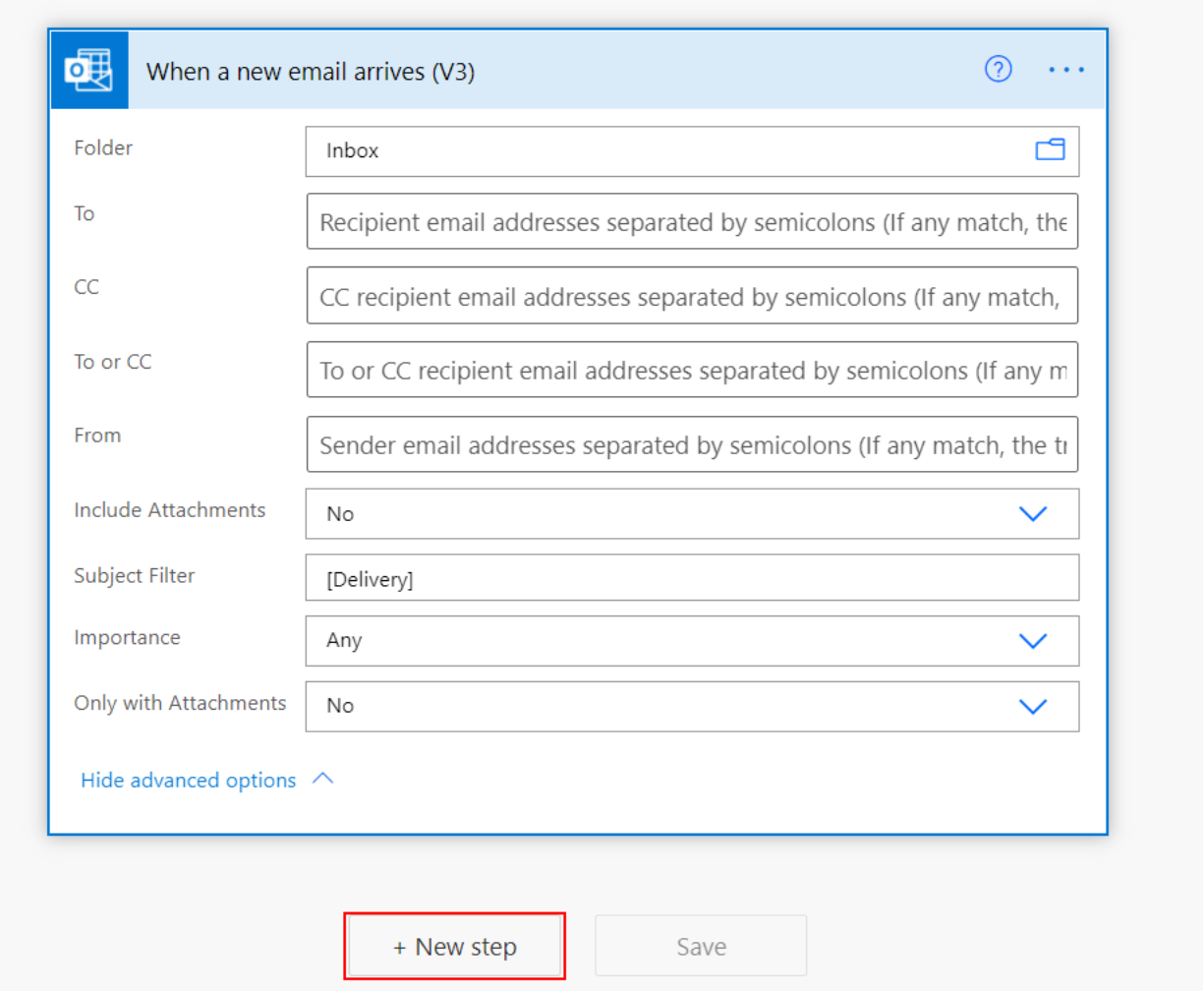
8. Click **Show advanced options**



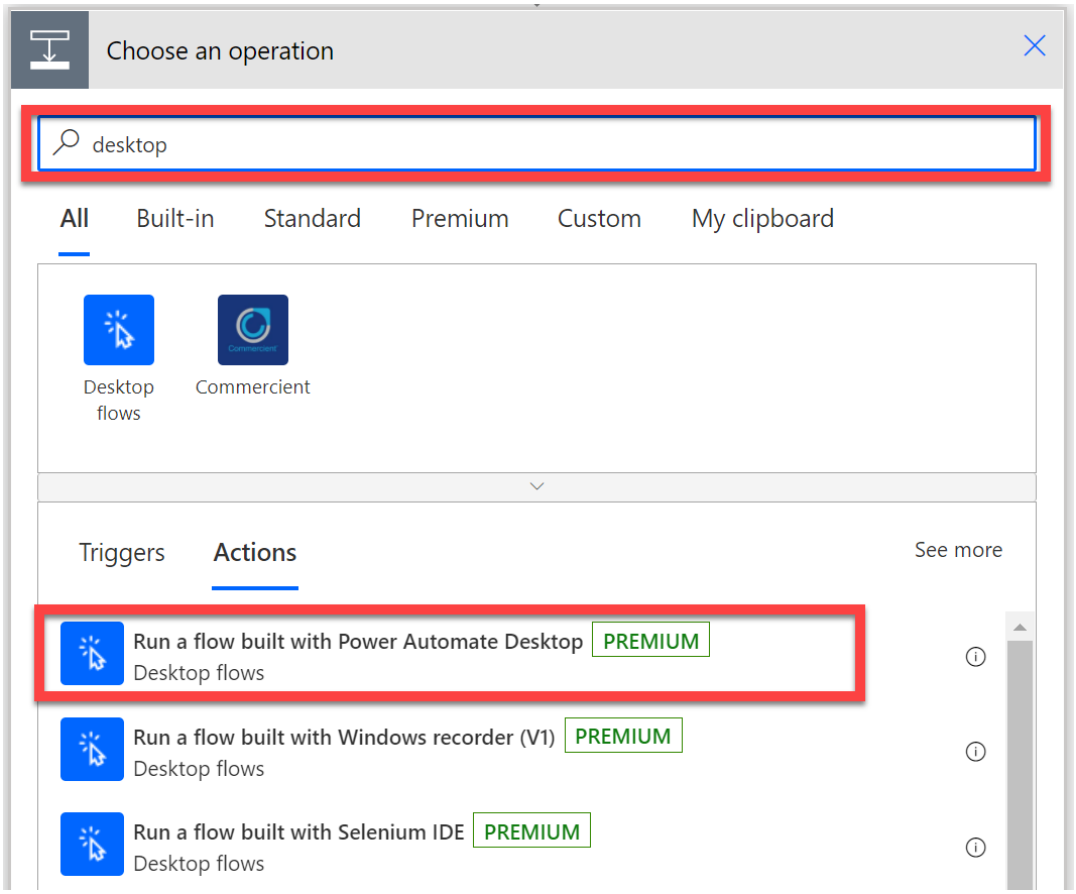
9. Type **[Delivery]** under Subject Filter



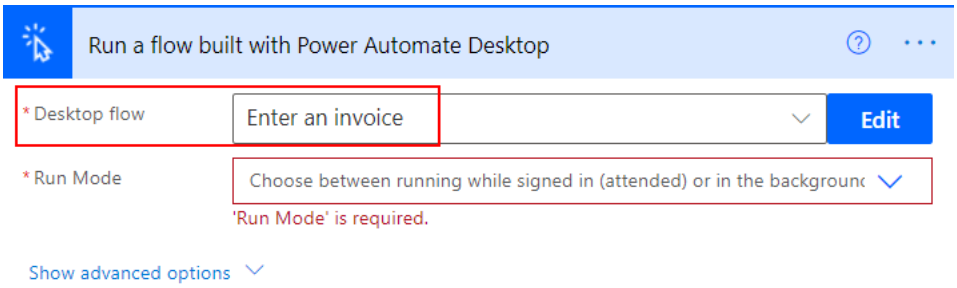
10. Click **+ New Step**



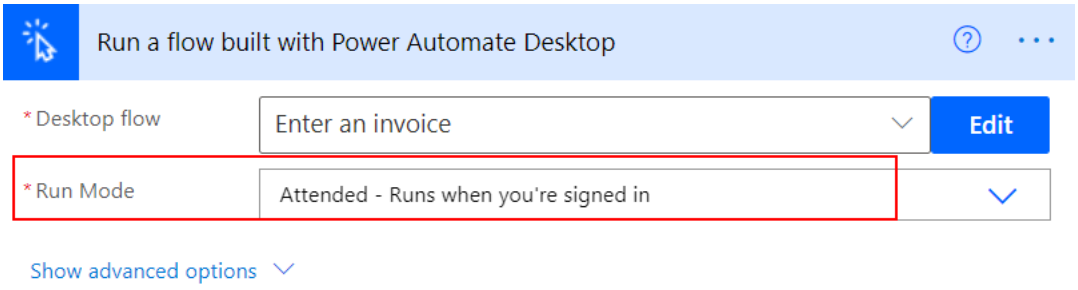
11. Enter **desktop flow** in the search box and choose Run a flow built with **Power Automate Desktop**



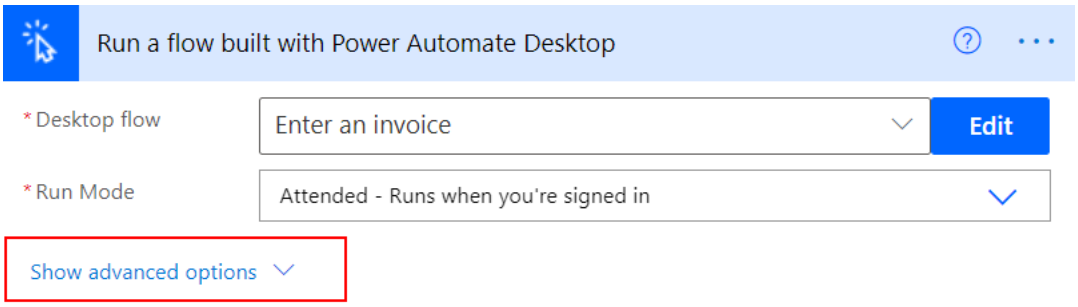
12. Under **Desktop flow**, select **Enter an invoice** Desktop flow



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

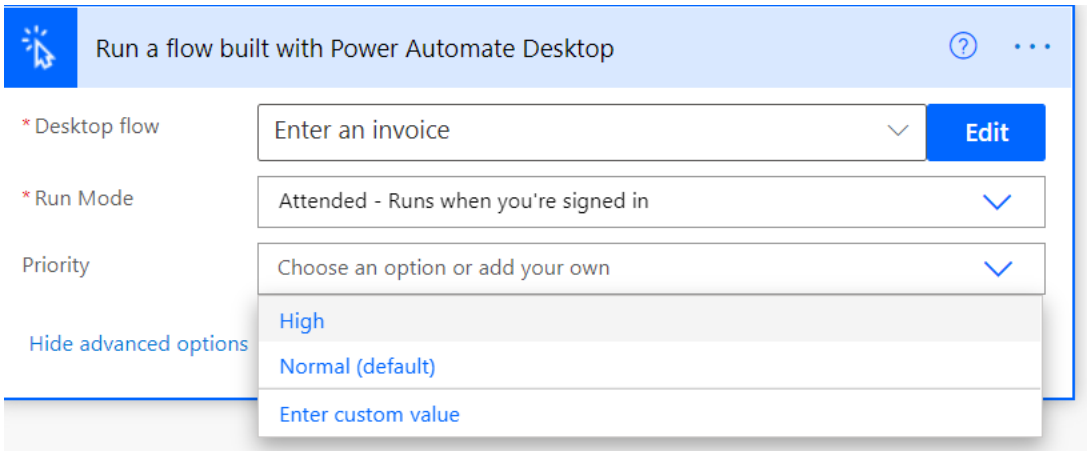


14. Click **Show advanced options**

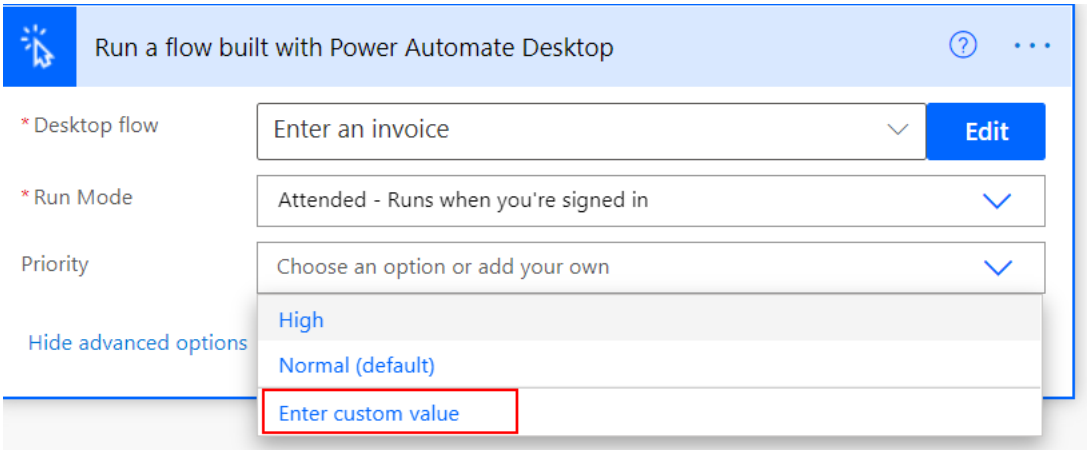


15. Click **Priority** dropdown

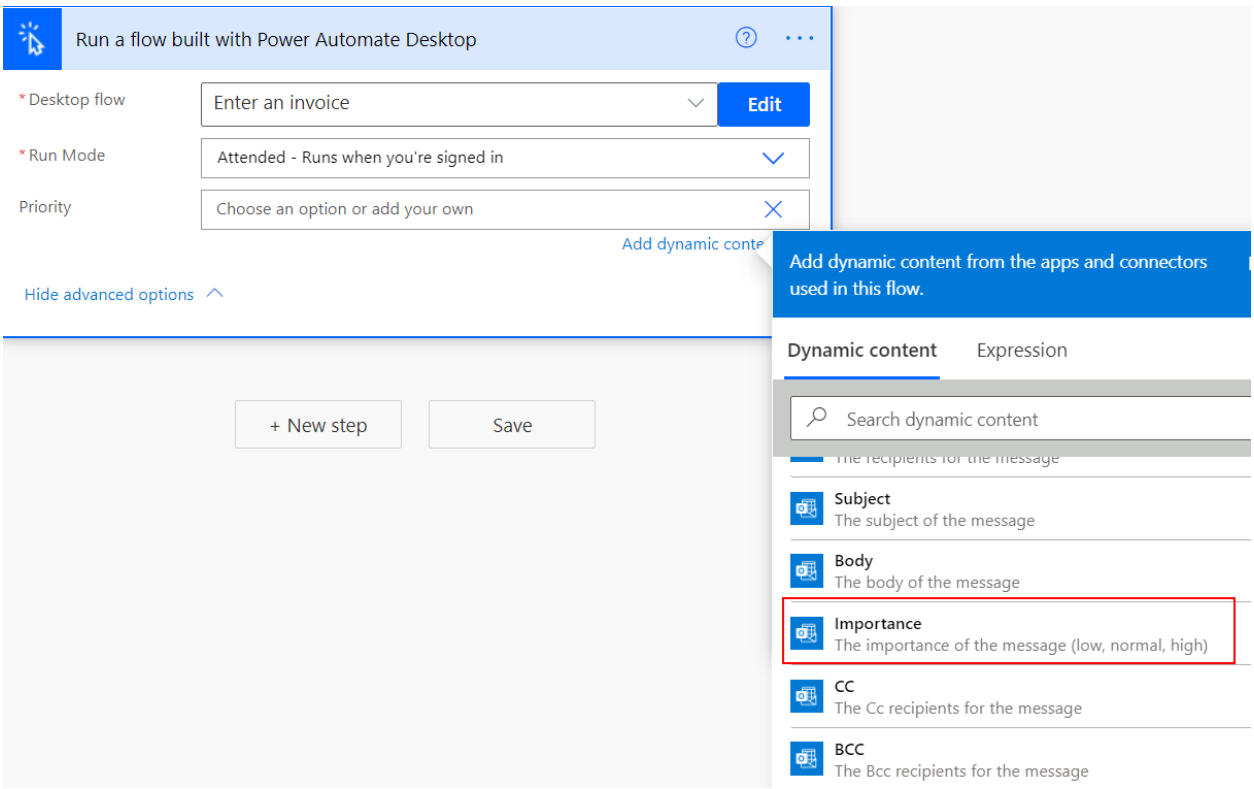
Note: Available priorities are High and Normal (the default value). This value can also be passed dynamically using the custom value parameter. Every time the desktop flow is triggered, it will be executed with the priority that has been set



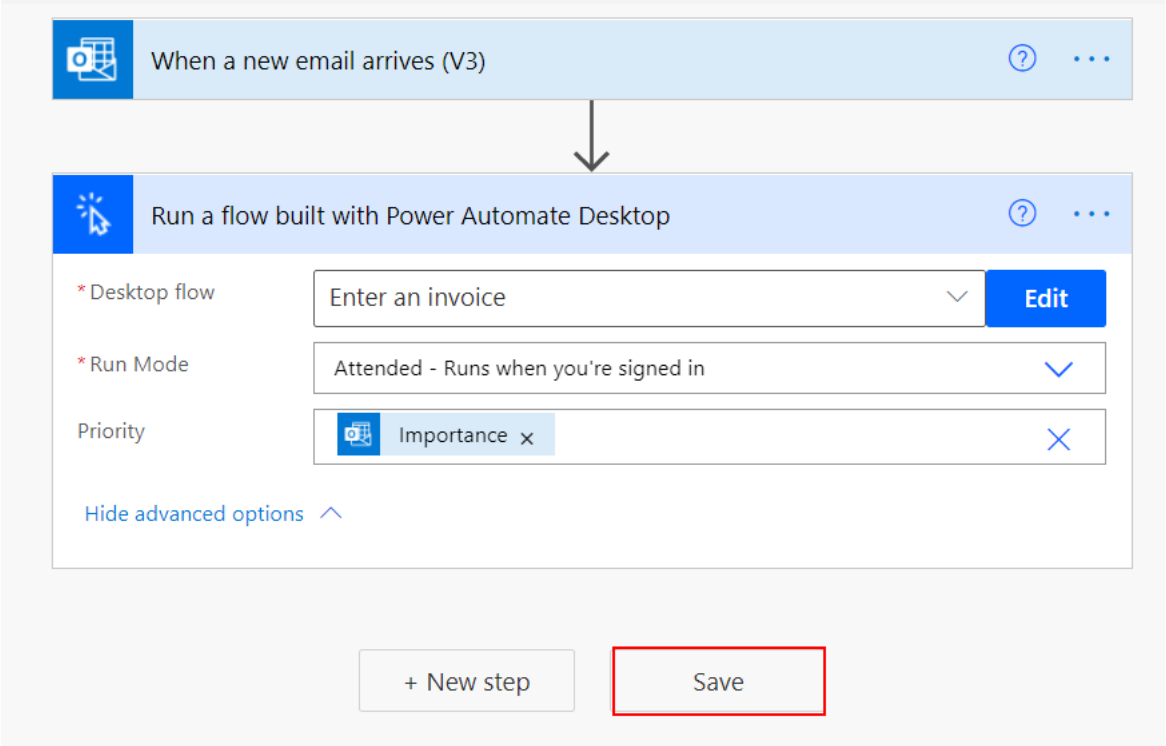
16. Let's click **Enter custom value**



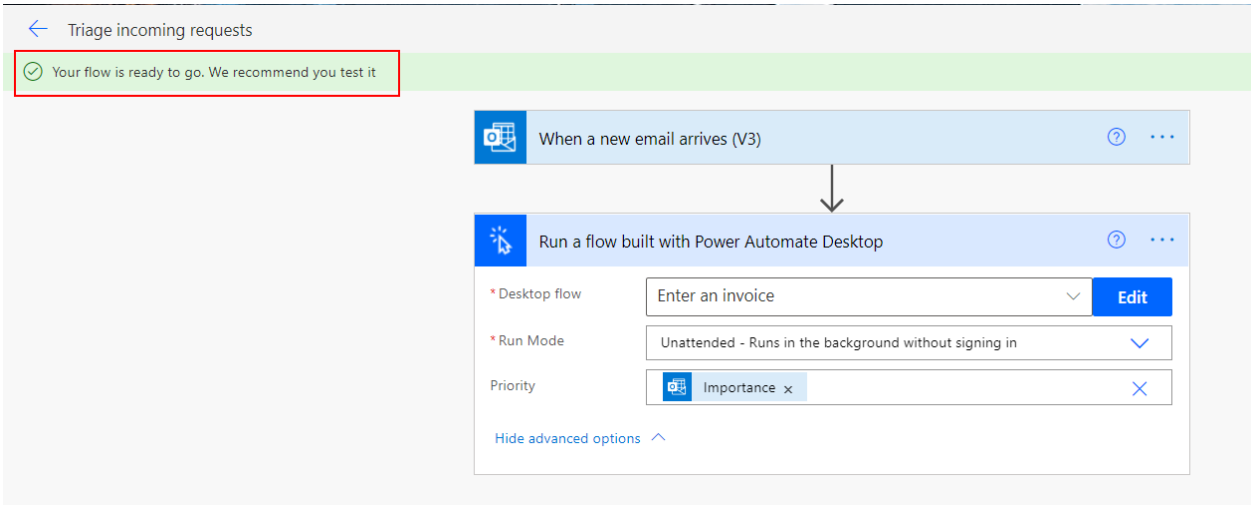
17. Select **Importance** under **Dynamic content**



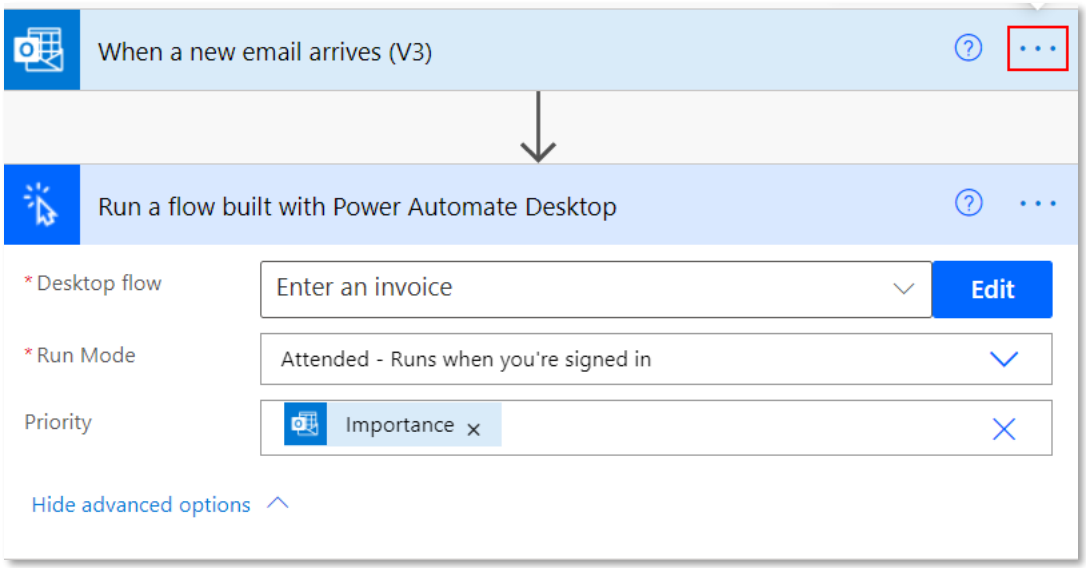
18. Click **Save**



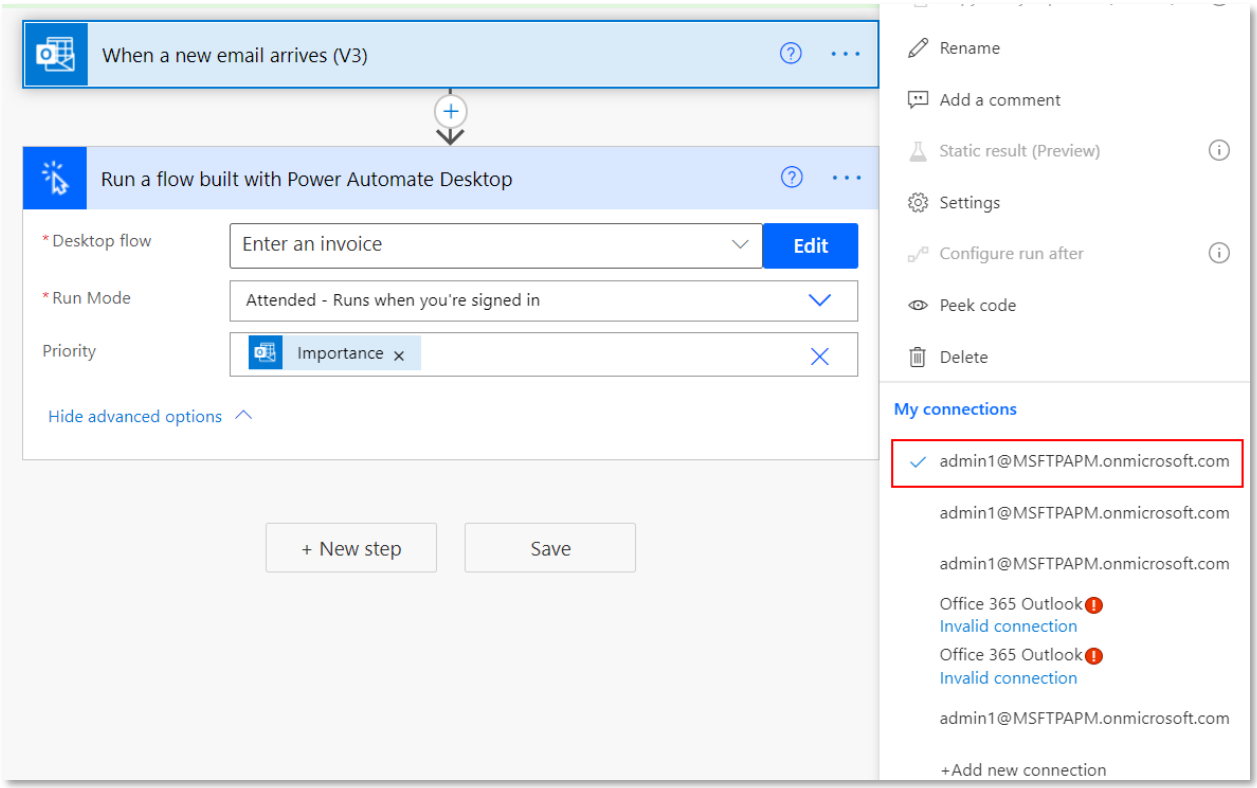
19. You can see your flow is ready to go



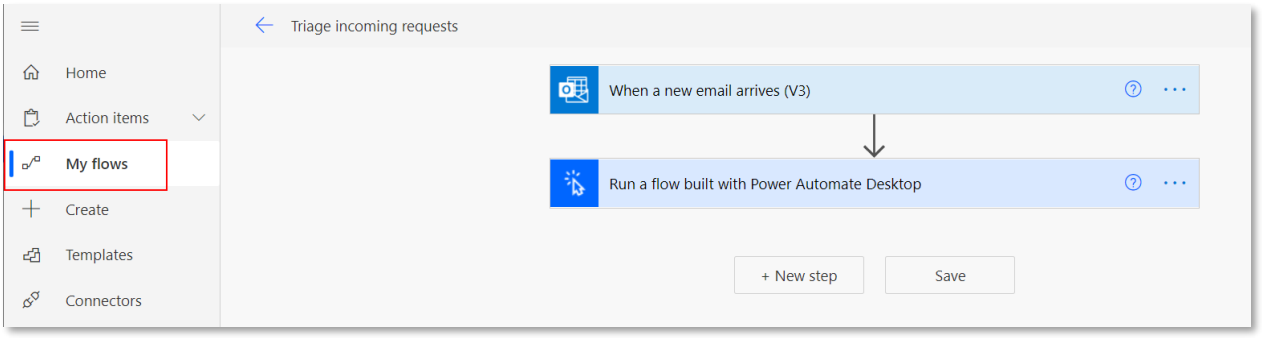
20. Click the **ellipsis** (…) icon next to When a new email arrives (V3) to check your email connections.



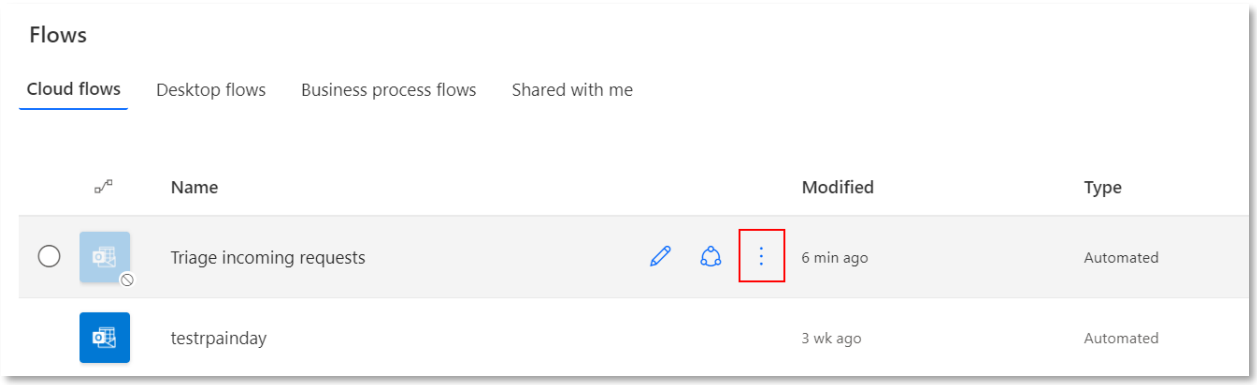
21. Remember the email address you have under connections. We need to use this email address for the following testing



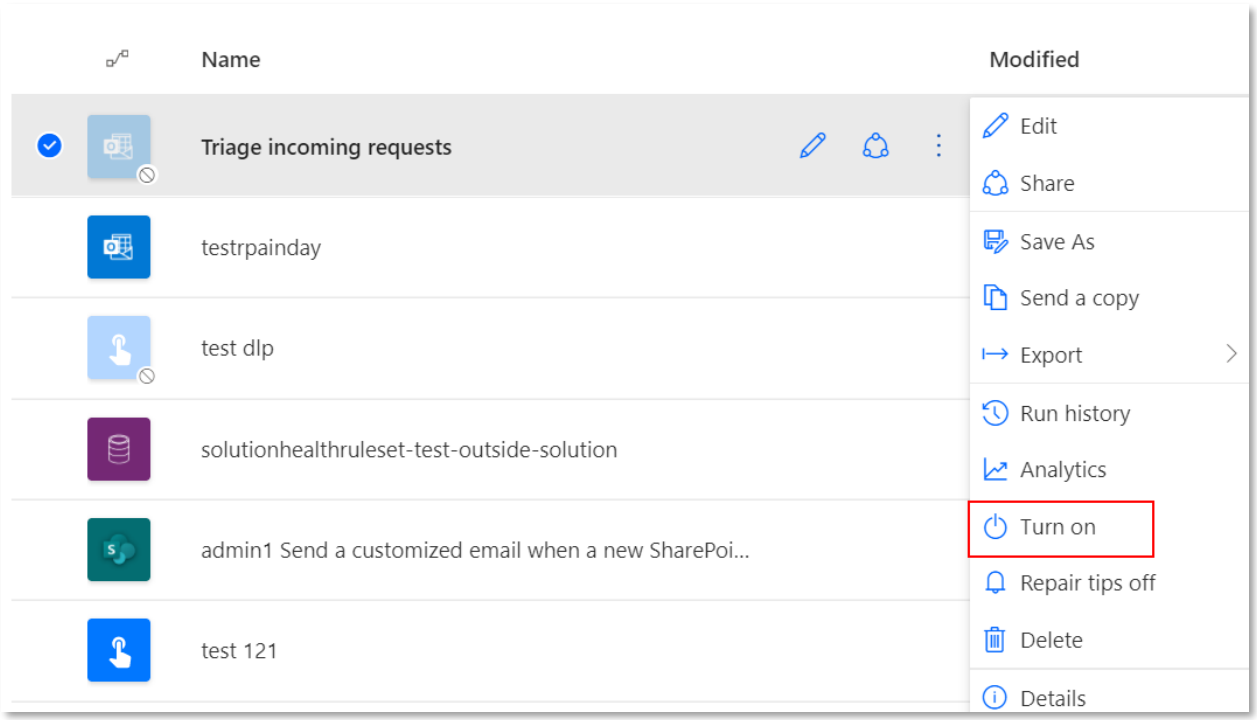
22. Click My flows



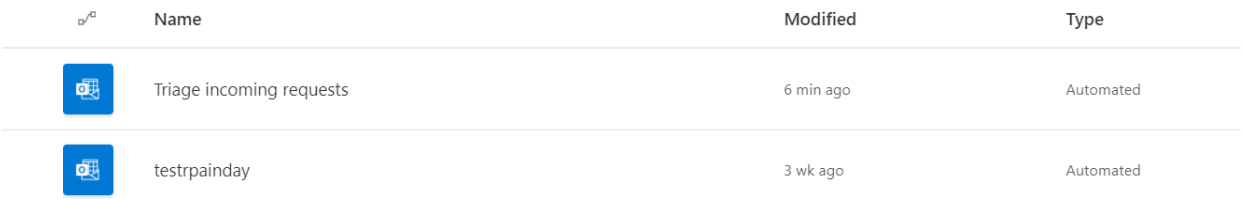
23. Click the **ellipsis** next to the flow name


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

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

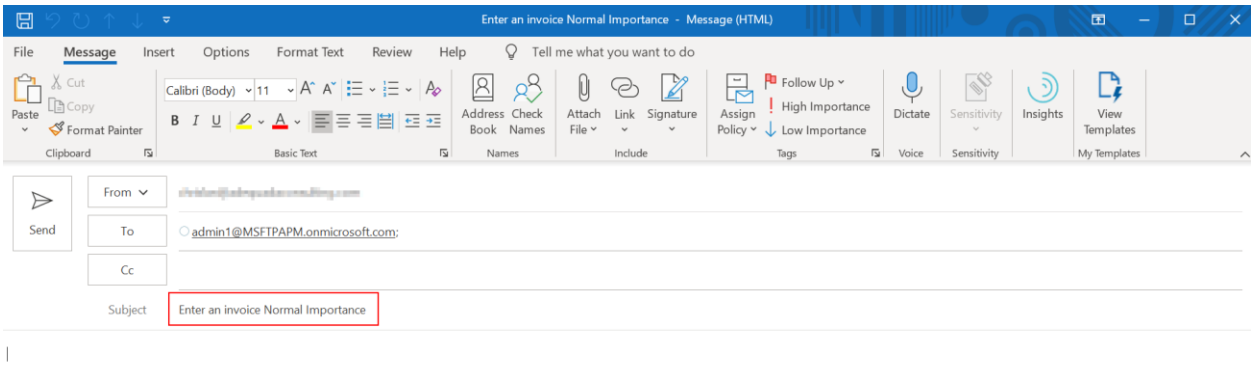


25. Once it is turn on, we can test **Triage incoming requests** cloud flow by sending emails with different importance tags to the email address you have under **My connections**

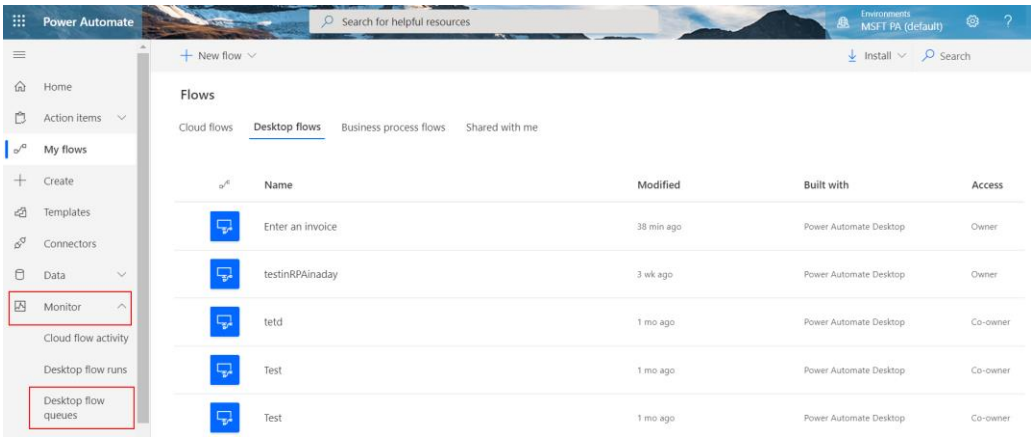


26. Type **[Delivery]Enter an invoice Normal Importance** in the subject line and send this email with Normal Importance (Don't select anything under Tags)

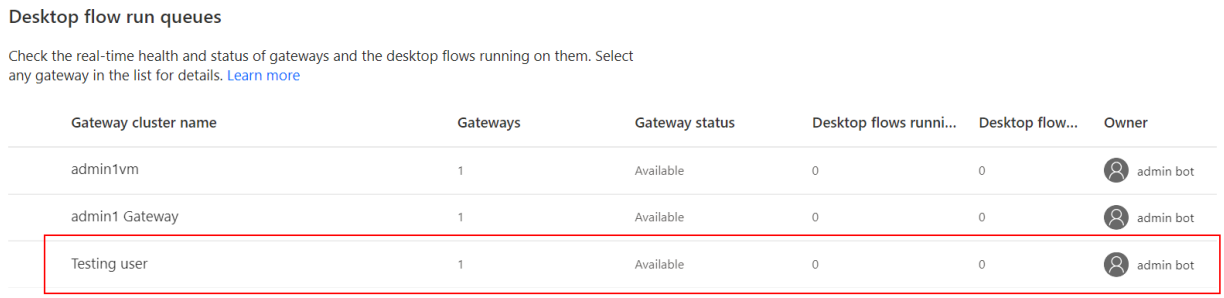
Note: We don't need to type anything in the body line since this is just for testing purposes.



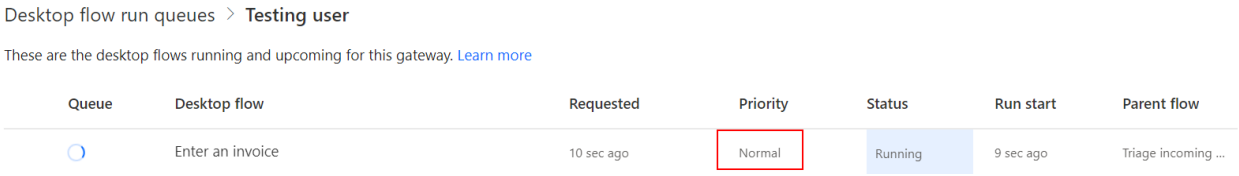
27. Now, let's go to view out gateway queues. Select **Monitor** > **Desktop flow queues**



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

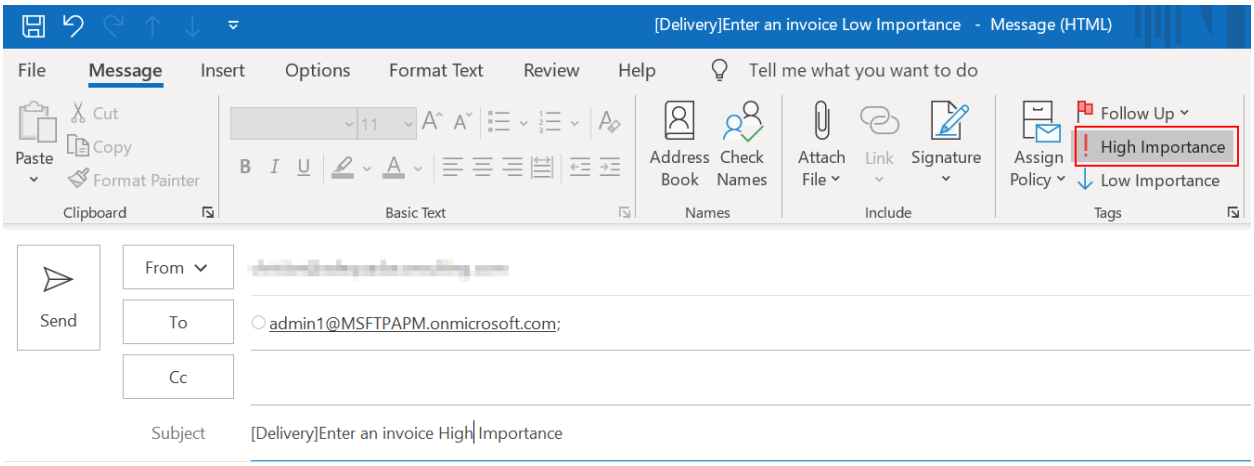


29. You can see that the priority field has been labeled as Normal Priority

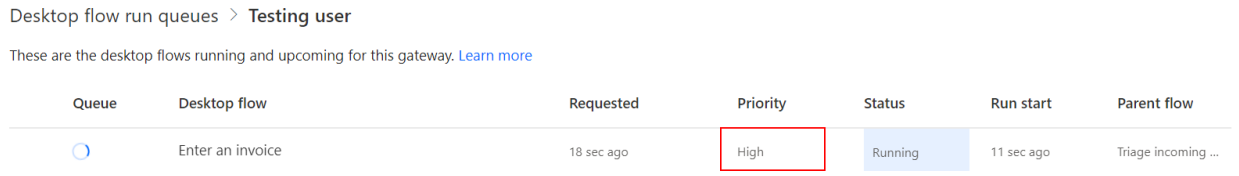


30. Let's send another email with High Importance. Type **[Delivery]Enter an invoice High Importance** in the subject line

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

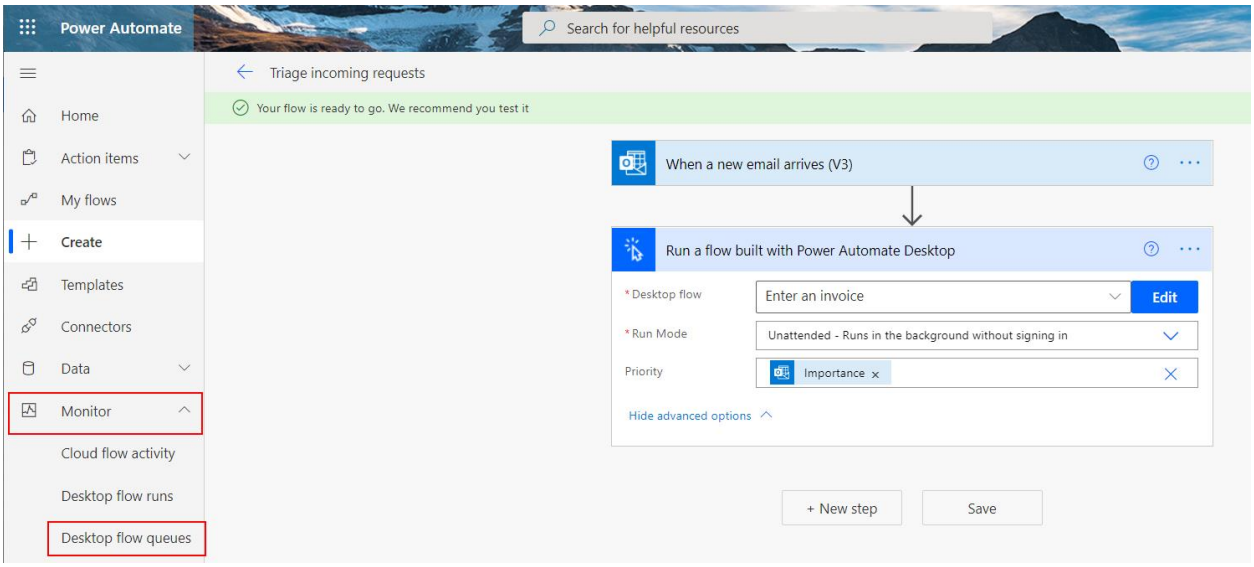


31. You can see that the priority field has been labeled as **High Priority**

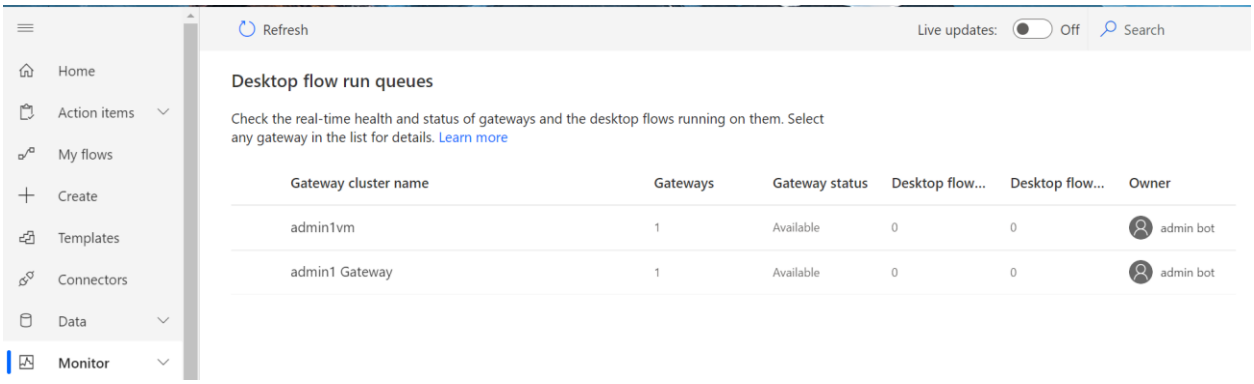


Manage gateway queue

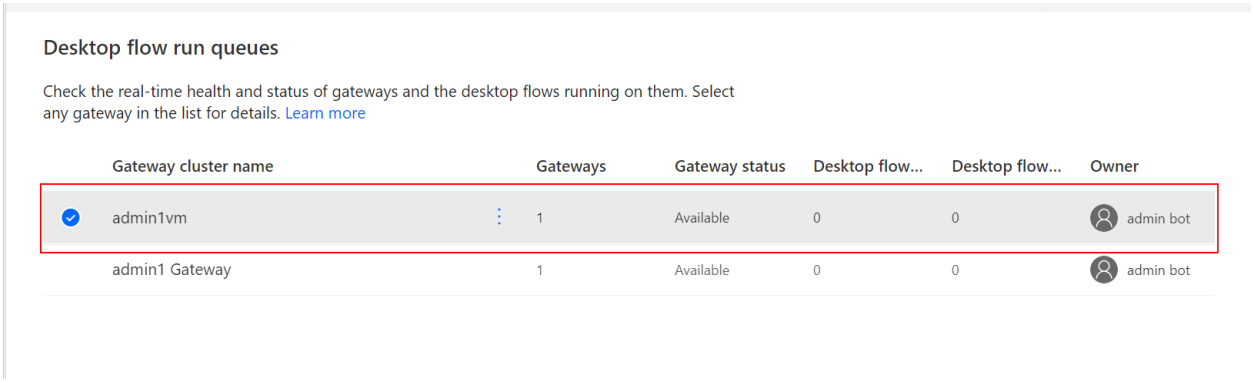
1. Now, we are going to view the gateway queues. Select **Monitor** > **Desktop flow queues**



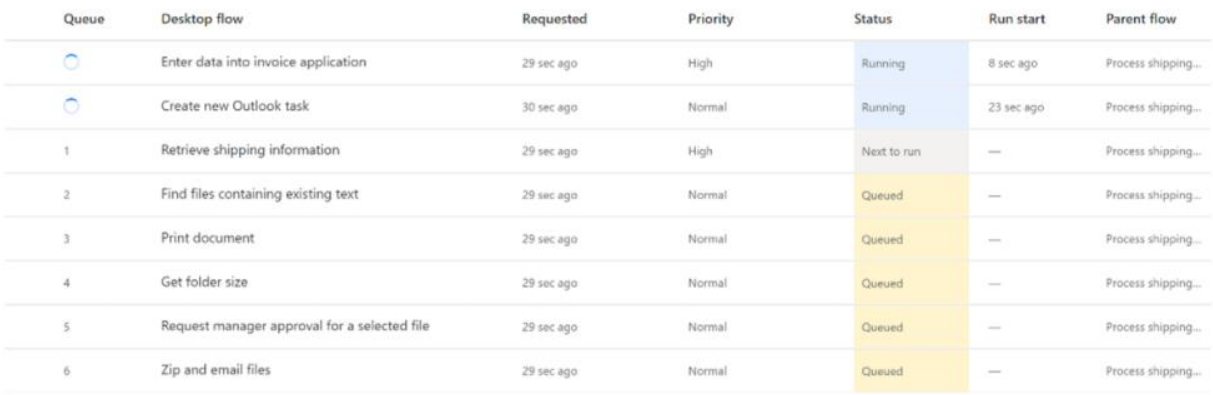
2. From this page you can view all the gateways to which you have access. Each gateway will have its own run queue when used to run desktop flows.



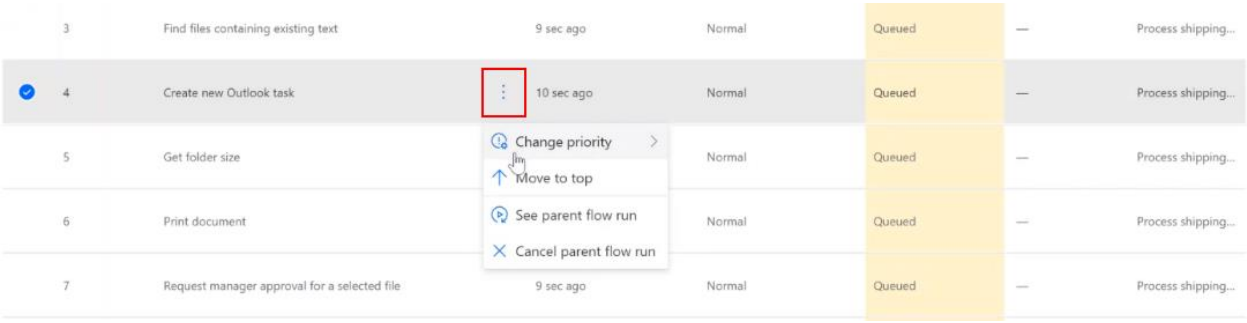
3. Click on a gateway to see the details of the desktop flow runs that are being processed and queued.



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



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



6. Four actions are available:

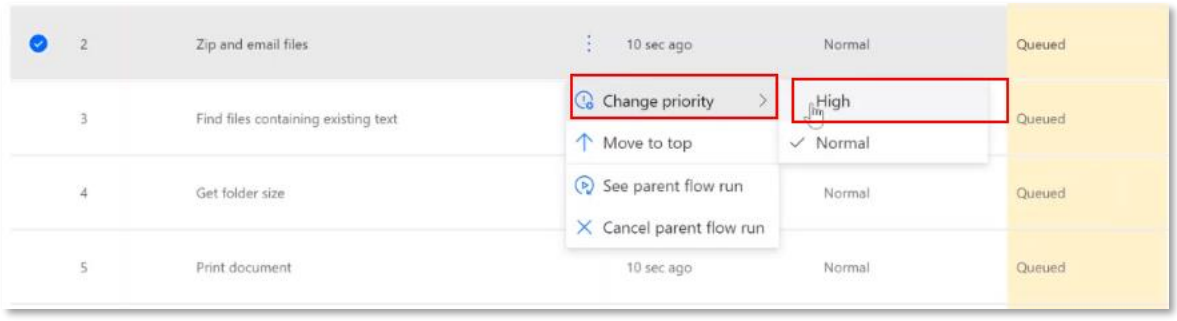
   - **Change priority**
     You can change the priority of a specific run by clicking on the three dots then Change priority. You can only change the priority of a run of which you are an owner or if you are an admin on the gateway. Changing the priority only impacts the current run and not any subsequent 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.

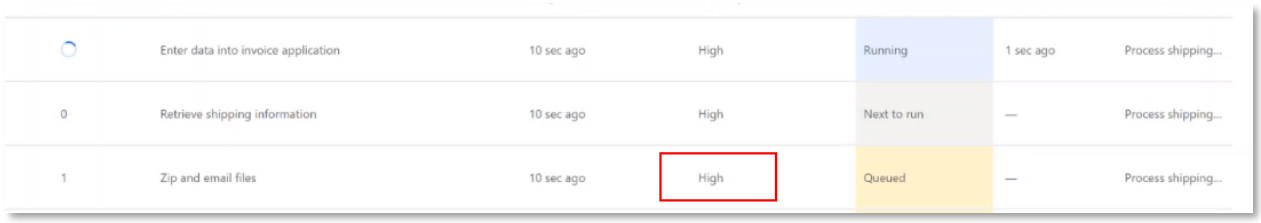
   - **See parent flow run**
     If you have permission to access the parent flow, you can use this action to view its run details.

   - **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.

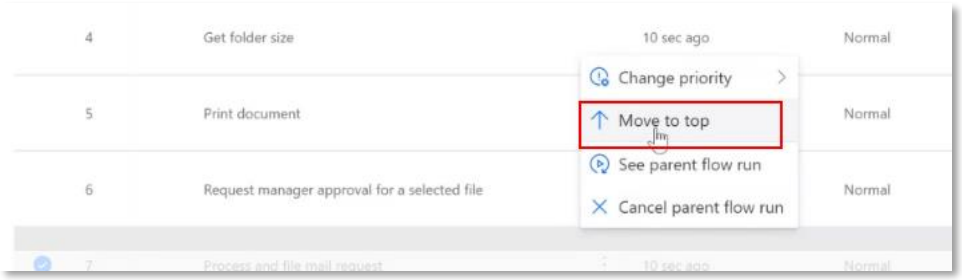
7. Let's change one of the desktop flows priority from Normal to High by clicking **Change priority** and then select **High**



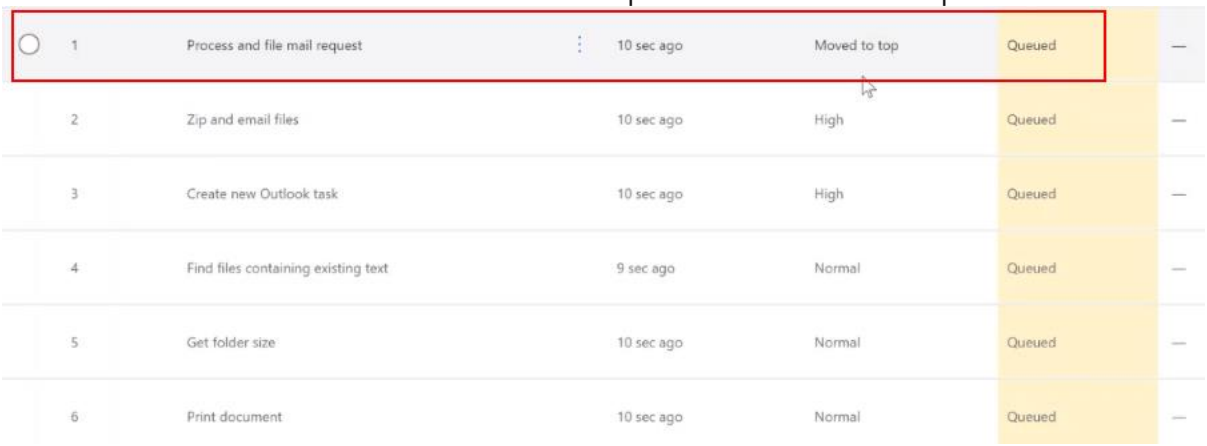
8. You can see that the priority of Zip and email files has changed from Normal to High



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

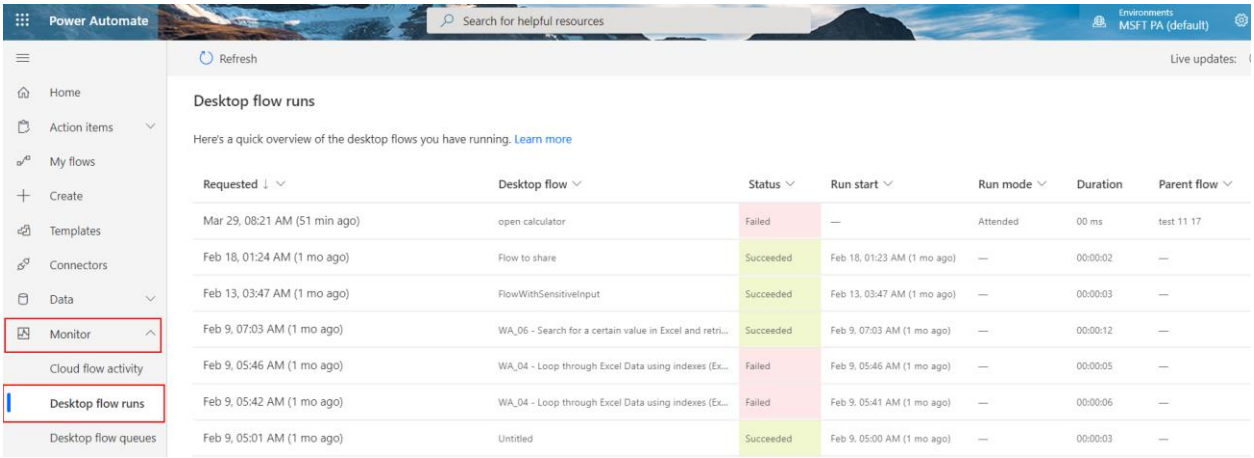


10. You can see that Process and file mail request has move to the top



Monitor desktop flow runs

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



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.

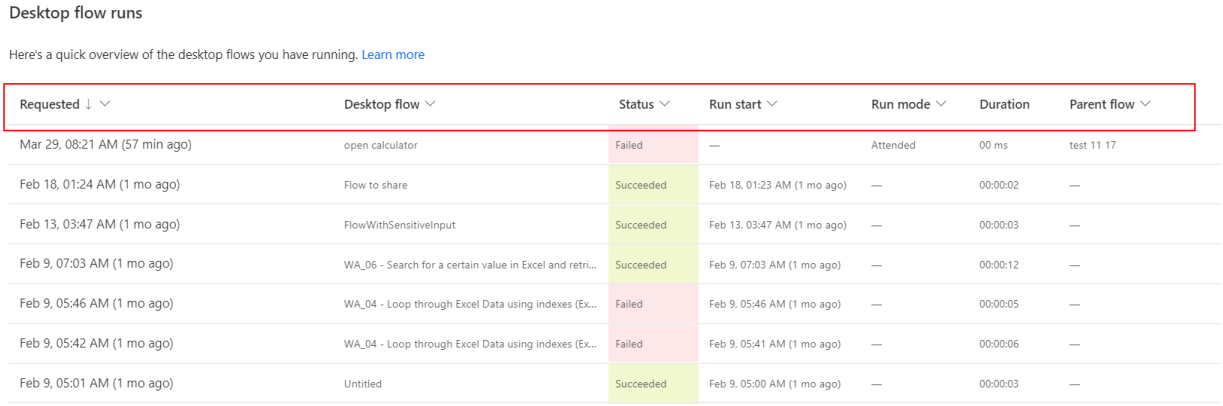
   - **Run mode** - The mode in which the desktop flow was run.

   - **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.

3. 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.



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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