# Process Design Document (PDD) for Career Launch Application Process

## 1. Introduction

### Purpose of the Document

This Process Design Document (PDD) outlines the automation of the **Career Launch Application Process** using UiPath Robotic Process Automation (RPA). The objective is to streamline and optimize the application review and management workflow to:

* Reduce manual effort.
* Minimize processing time.
* Enhance user experience for applicants.
* Improve data accuracy and process consistency.

### Objectives

The primary objectives of this automation include:

* **Faster Processing**: Automate repetitive tasks such as application data extraction and validation.
* **Improved Accuracy**: Reduce errors caused by manual data entry.
* **Increased Efficiency**: Free up human resources to focus on high-value tasks.

### Key Contacts

| **Role** | **Name** | **Email Address** | **Notes** |
| --- | --- | --- | --- |
| Process SME | Yahya Snedawi | [ysnedawi@gmail.com](mailto:ysnedawi@gmail.com) | Point of contact for exceptions. |
| RPA Developer | Yahya Snedawi | [ysnedawi@gmail.com](mailto:yahya@careerlaunch.com) | Responsible for implementation. |
| Process Owner | Yahya Snedawi | [ysnedawi@gmail.com](mailto:yahya@careerlaunch.com) | Final approval authority. |

### Additional Source(s) of Documentation

* Application workflow diagrams.
* Existing process documentation.
* Historical application data for testing.

## 2. AS IS Process Description

### 2.1 Process Overview

The **Career Launch Application Process** involves the following steps prior to automation:

| **Step** | **Description** | **Input Data** | **Output Data** |
| --- | --- | --- | --- |
| 1 | Admin logs into the website. | Admin credentials | Home page displayed. |
| 2 | Admin navigates to the Dashboard. | Navigation click | Dashboard page displayed. |
| 3 | Admin accesses the Applications Table. | Navigation click | Applications table displayed. |
| 4 | Extract data from the Applications Table. | Table data | Structured data extracted. |
| 5 | Access details of each applicant. | Applicant details link | Detailed applicant data. |
| 6 | Download applicant resumes. | Resume link | Resumes saved locally. |
| 7 | Send emails to applicants. | Extracted applicant data | Email sent to each applicant. |
| 8 | Complete the process. | - | Process marked as completed. |

### 2.2 Challenges in the Current Process

* **Time-consuming manual tasks:** Extracting and validating applicant data takes significant time.
* **High error rates:** Manual handling of data leads to inconsistencies.
* **Delayed responses:** Applicants experience delays in receiving updates.

### 2.3 High-Level Process Diagram

1. Admin logs into the system.
2. Navigates to Dashboard.
3. Extracts data from Applications Table.
4. Processes each applicant’s details.
5. Sends emails with feedback or confirmation.
6. Completes the process.

## 3. TO BE Process Description

### 3.1 Process Workflow After Automation

| **Step** | **Description** | **Bot Action** | **Output Data** |
| --- | --- | --- | --- |
| 1 | Admin logs into the website. | Automate login using stored credentials. | Home page displayed. |
| 2 | Navigate to the Dashboard. | Automate navigation clicks. | Dashboard page displayed. |
| 3 | Access the Applications Table. | Automate navigation to the table. | Applications table displayed. |
| 4 | Extract data from the Applications Table. | Use Data Scraping to extract table data. | Structured data extracted. |
| 5 | Access details of each applicant. | Open details page for each applicant. | Detailed applicant data. |
| 6 | Download applicant resumes. | Automate downloading resumes from links. | Resumes saved locally. |
| 7 | Send emails to applicants. | Use extracted data to send personalized emails. | Emails sent to applicants. |
| 8 | Complete the process. | Log completion of the workflow. | Process marked as completed. |

### 3.2 Bot Features

* **Data Validation:** Ensure all required fields are filled correctly.
* **Email Notification:** Automated emails to applicants based on their details.
* **Data Logging:** Maintain detailed logs for audit and troubleshooting.

## 4. Exceptions Handling

### 4.1 Identified Exceptions

| **Exception Type** | **Step Encountered** | **Bot Action** |
| --- | --- | --- |
| Missing required fields | Step 4 (Data Extraction) | Skip the record and log the error. |
| Invalid email format | Step 7 (Email Sending) | Skip the email and log the error. |
| System downtime | Any step | Retry 3 times; escalate if unsuccessful. |

### 4.2 Error Notifications

The bot will send error reports to the support team at [**ysnedawi@gmail.com**](mailto:ysnedawi@gmail.com) with details of the exception.

## 5. Applications Used

| **Application Name** | **Purpose** | **Access Method** |
| --- | --- | --- |
| Career Launch Platform | Application management | Web Interface |
| Email Service (SMTP) | Notifications | SMTP Integration |
| UiPath Orchestrator | Process scheduling and logging | Web Interface |

## 6. Testing

### 6.1 Testing Stages

| **Testing Type** | **Owner** | **Start Date** | **End Date** | **Notes** |
| --- | --- | --- | --- | --- |
| Unit Testing | RPA Developer | TBD | TBD | Validate individual process steps. |
| User Acceptance Test | Process Owner | TBD | TBD | Ensure the bot meets business needs. |
| Regression Testing | QA Team | TBD | TBD | Ensure changes do not break functionality. |

## 7. Process: Contact Us Automation

### 7.1 AS IS Process Description

#### **Process Overview**

The **Contact Us Automation Process** involves the following steps prior to automation:

| **Step** | **Description** | **Input Data** | **Output Data** |
| --- | --- | --- | --- |
| 1 | User submits a contact form on the website. | Name, Email, Subject, Message | Form data stored in the database. |
| 2 | Admin logs into the website. | Admin credentials | Home page displayed. |
| 3 | Admin navigates to the Dashboard. | Navigation click | Dashboard page displayed. |
| 4 | Admin accesses the Contact Us table. | Navigation click | Table with contact form submissions displayed. |
| 5 | Admin reviews submissions. | Table data | Identified inquiries for action. |
| 6 | Admin responds to inquiries via email. | Contact details | Email sent to users. |

#### **Challenges in the Current Process**

* **Manual Review:** Reviewing each inquiry manually is time-consuming.
* **Delayed Responses:** Response times can be inconsistent.
* **Error-Prone Communication:** Manual email drafting can lead to errors.

### 7.2 TO BE Process Description

#### **Process Workflow After Automation**

| **Step** | **Description** | **Bot Action** | **Output Data** |
| --- | --- | --- | --- |
| 1 | User submits a contact form on the website. | Monitor form submissions and extract data. | Structured form data. |
| 2 | Admin logs into the website. | Automate login using stored credentials. | Home page displayed. |
| 3 | Navigate to the Dashboard. | Automate navigation clicks. | Dashboard page displayed. |
| 4 | Access the Contact Us table. | Automate navigation to the table. | Table data displayed. |
| 5 | Extract data from the Contact Us table. | Use Data Scraping to extract table data. | Structured data extracted. |
| 6 | Send email responses to users. | Use extracted data to send automated emails. | Email sent to users. |

#### **Bot Features**

* **Data Extraction:** Extract and structure data from the Contact Us table.
* **Automated Email Response:** Send personalized email replies to users based on their inquiries.
* **Logging and Monitoring:** Maintain logs for tracking responses.

### 7.3 Exceptions Handling

| **Exception Type** | **Step Encountered** | **Bot Action** |
| --- | --- | --- |
| Missing required fields | Step 1 (Form Submission) | Notify the user to resubmit the form. |
| Invalid email format | Step 6 (Email Sending) | Log the error and skip the email. |
| System downtime | Any step | Retry 3 times; escalate if unsuccessful. |

### 7.4 Additional Notes

* **Website Link:** [Visit CareerLaunch](https://localhost:7118/)
* Ensure all emails are sent through the official support email: [ysnedawi@gmail.com](mailto:ysnedawi@gmail.com).
* Logs will be reviewed regularly to monitor performance and exceptions.