**Use case:**

Automation Implementation for ACME Systems Inc.'s Finance and Accounting Department to automate the client security hash code generation process using UiPath.

**Task:**

Your task is to **find solutions to the following issues** using the UiPath Automation implementation methodology. These issues are typically solved by a team of solution architects, project managers, business analysts, automation developers, and infrastructure engineers.

1. **Kick Off Phase:**

* **Problem:**

During the Kickoff phase, the project sponsor has not provided clear objectives and requirements for the automation project.

* **Solution:**

The project manager identifies the stakeholders and sets up meetings to gather requirements and use cases. Here, the business analyst along with the project manager should be the ones to lead the discussions and clarify the objectives and requirements for the automation project.

1. **Business Case and Technical Validation Phase**

* **Problem:**

During the Business Case and Technical Validation phase, the automation developer has identified that the ACME web application has changed to using Captcha Verification

* **Solution:**

Always check the Terms and Conditions of the application. Sometimes, robots are not allowed, and there can be legal implications for the customer.

One solution could be to use a third-party service provider that provides Captcha solving services.

Another solution could be to manually enter the Captcha verification code, which can be done by a human operator or an attended robot.

1. **Process Analysis Phase**

* **Problem:**

During the Process Analysis phase, the business analyst has identified that the existing process has a 20% rate of exceptions and variations.

How can this issue be resolved?

* 1. Acceptable rate: 10-20%
  2. High rate: 80-90%
* **Solution:**
  1. The business analyst should work with the SME or process owner to first identify the volumes and impact for each exception and variation.
  2. Once this is available, the BA will work with the solution architect to propose a plan.
  3. They must determine the impact on scope and the estimated effort to handle the exceptions and variations.

1. **User Acceptance Testing (UAT) Phase:**

* **Problem:**

During the User Acceptance Testing (UAT) phase, the end-users have identified that the automation workflow is not generating correct security hash codes for certain clients.

* **Solution:**

1. Ask for test data to reproduce the issue.
2. Debug the process and identify the cause of the problem.
3. Create a fix and deploy (only after getting customer approval).
4. Re-run the test cases that failed in UAT
5. **Deployment and Hyper Care Phase:**

* **Problem:**

During the Deployment and Hypercare phase, the solution architect has identified that the automation workflow is causing performance issues on the server.

* **Solution:**
* The solution architect should work with the automation developer to identify the root cause of the performance issue.
* The automation developer can then optimize the workflow to reduce resource usage or scale up the server infrastructure to handle the load.