**Prerequisite & Execution Steps:**

**Software setups:**

* Setup trial version of Exotel [cloud Telephony server]
* Setup Invoicely login

**Use/License set up and Activation:**

* A2019 Runner Unattended User(s) (For Remote Bot execution). Bot Runner/device is Active to execute bot.

**Bot set up:**

* Import All artifacts mentioned in attachment details
* In Bot (WLM API Demo bot), Authentication API - Need to have CR user credentials who has WLM Admin, Pool Admin role assigned.
* Check In all the bots to public folder

**Attachment Details:**

**Artifact for Bot Execution (ExecutionBots.zip)**

* WLM Master demo bot
* IVR Bot-Get Customer Details
* Invoicely Plan Change

**Demo Video**

* Call Center\_Automation\_COVID 19\_Hold Order\_A2019.mp4

**Problem Statement (Due to Covid19) and Solution Architect**

* Call Center\_Automation\_COVID 19\_Hold Order\_A2019.pptx