



**WonderBotz**

**Railway Enquiry Process**

**Process Definition Document (PDD)**

**10 JANUARY 2022**



## Copyright

The information contained in this document is the proprietary and confidential information of WonderBotz, LLC. It must not be disclosed to a third party without an authorized WonderBotz representative's written consent. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying without the written permission of WonderBotz, LLC.

**© 2022 WonderBotz LLC. All Rights Reserved.**

All trademarks are now acknowledged and used to benefit their respective owners.

Published by:

WonderBotz, LLC

Princeton – USA (HQ)

125 Village Blvd, Suite 302

Princeton, NJ 08540

USA

Web: [www.WonderBotz.com](http://www.WonderBotz.com)

Email: [Info@WonderBotz.com](mailto:Info@WonderBotz.com)

## Disclaimer

Optimum efforts have been taken to ensure the accuracy of this document. However, discrepancies may still occur, in which case, kindly report documentation issues to the author at the earliest.

WonderBotz acknowledges no inaccuracies or errors in this document and reserves the right to update and revise the contents without prior notice.

## Document Control

### Version History

Author	Information contact(s)	Date
WonderBotz	<a href="mailto:recruiting@wonderbotz.com">recruiting@wonderbotz.com</a>	10-Jan-2022

Modified by	Version	Date	Comments

### Signoff Authority

Authority	Role	Date

### Document Conventions

Convention	Meaning
<i>Italics</i>	Use the convention to highlight the importance of a word or sentence to grab the reader's attention.
<b>Bold</b>	Use the convention for unnumbered headers, table headers, and emphasis.
<Italics, pantone cool gray font>	This convention has been used to instruct the author; delete this content and rewrite required information with the fonts available in styles.
Courier New font	Use the convention to define content user inputs and scripts. For example: Enter Username.
<b>Pantone red bold</b>	Use the convention to write the Caution title.
<b>Pantone cool grey color bold</b>	Use the convention to write the Note title.
Pantone cool grey font	Use the convention to write Notes, Alerts, and Cautions body.

## Contents

1	Introduction.....	5
1.1	Objectives.....	5
1.2	Process Key Contacts.....	5
2	Overview.....	6
2.1	Target Systems.....	6
2.2	Process Analysis.....	6
2.2.1	As-Is Process Description.....	6
2.2.2	Business Referrals And Exceptions.....	7
2.3	As-Is Process Flow Diagram.....	8
2.4	Process Walkthrough.....	9
2.4.1	Process Recording.....	9
2.4.2	Walkthrough of the Current Process.....	9
2.4.3	Process Definition Changes.....	14
2.4.4	Business Rules.....	14
2.5	Data Flow.....	14
2.5.1	Business Description of the Flow.....	14
2.5.2	Data Flow Diagram.....	14
2.6	Out Of Scope.....	14
3	Metrics.....	15
3.1	Benefit Reporting.....	15
3.2	Workload.....	15
3.3	Manual Resource Effort.....	15
3.4	Service Level Agreements (SLA).....	15
4	Control.....	16
4.1	Operating Hours.....	16
4.2	Alerts.....	16
5	Business Continuity.....	17
5.1	UiPath Unavailability.....	17
6	Open Questions.....	18

## 1 Introduction

The Process Definition Document (PDD) captures the current state workflow of a manual business process to be developed within UiPath.

Once approved as the basis for the automation, the captured definition details (e.g., workflow, rules, outputs, limitations) for the manual business process are used to build the solution design.

### 1.1 Objectives

The process that has been selected for RPA gets the fastest train name with duration and total distance between two stations from the website (<https://www.confirmtkt.com/>)

### 1.2 Process Key Contacts

This document includes concise and complete requirements of the business process, and it is built based on the inputs provided by the process Subject Matter Expert (SME)/ Process Owner.

The Process Owner is expected to review it and provide signoff for accuracy and completion of the steps, context, impact, and complete set of process exceptions.

Role	Name	Contact (email, phone number)	Comments
Project Manager	John Doe	<a href="mailto:recruiting@wonderbotz.com">recruiting@wonderbotz.com</a>	
Business Manager	Jane Doe	<a href="mailto:recruiting@wonderbotz.com">recruiting@wonderbotz.com</a>	

Table 1: Process key contacts

## 2 Overview

### 2.1 Target Systems

Target system	Description	System availability
Web Browser (Chrome)	<a href="https://www.confirmkt.com/">https://www.confirmkt.com/</a>	24/7
MS Outlook	Send notifications and alerts to business team members and RPA support team members.	24/7

Table 2: Target systems

### 2.2 Process Analysis

#### 2.2.1 As-Is Process Description

At a high level this process is currently executed manually by a team using the following steps:

High-level manual steps include:

1. Open Google Chrome and navigate to "<https://www.confirmkt.com/>" website.
2. Get the From and To Stations as an input from the user.
3. Select Departure Date as 7 days from today, i.e today's day of next week.
4. Search for the Trains.
5. Select Origin and Destination Station from the filter panel.
6. Sort all the trains based on Duration time.
7. Get the Fastest Train Name with its Total time.
8. View that train schedule and get the total distance between source and destination stations.
9. Notify the requestor with that train name, total time taken and distance.

### 2.2.2 Business Referrals And Exceptions

Automations may be required to refer the business team for more information or escalation. Runtime technical errors can also occur from time to time. In these cases, the automation communicates referrals or exceptions back to the business team, further investigating and fixing the issue. The referrals and exceptions are divided into the following sections:

- **System exceptions** result from technical issues with an underlying system or application like, browser crashed, website not responding, website has been updated etc.
- **Business exceptions** highlight the data quality issues like, No direct trains between specific source and destination stations, no trains found for that date, some data is no available in the website.

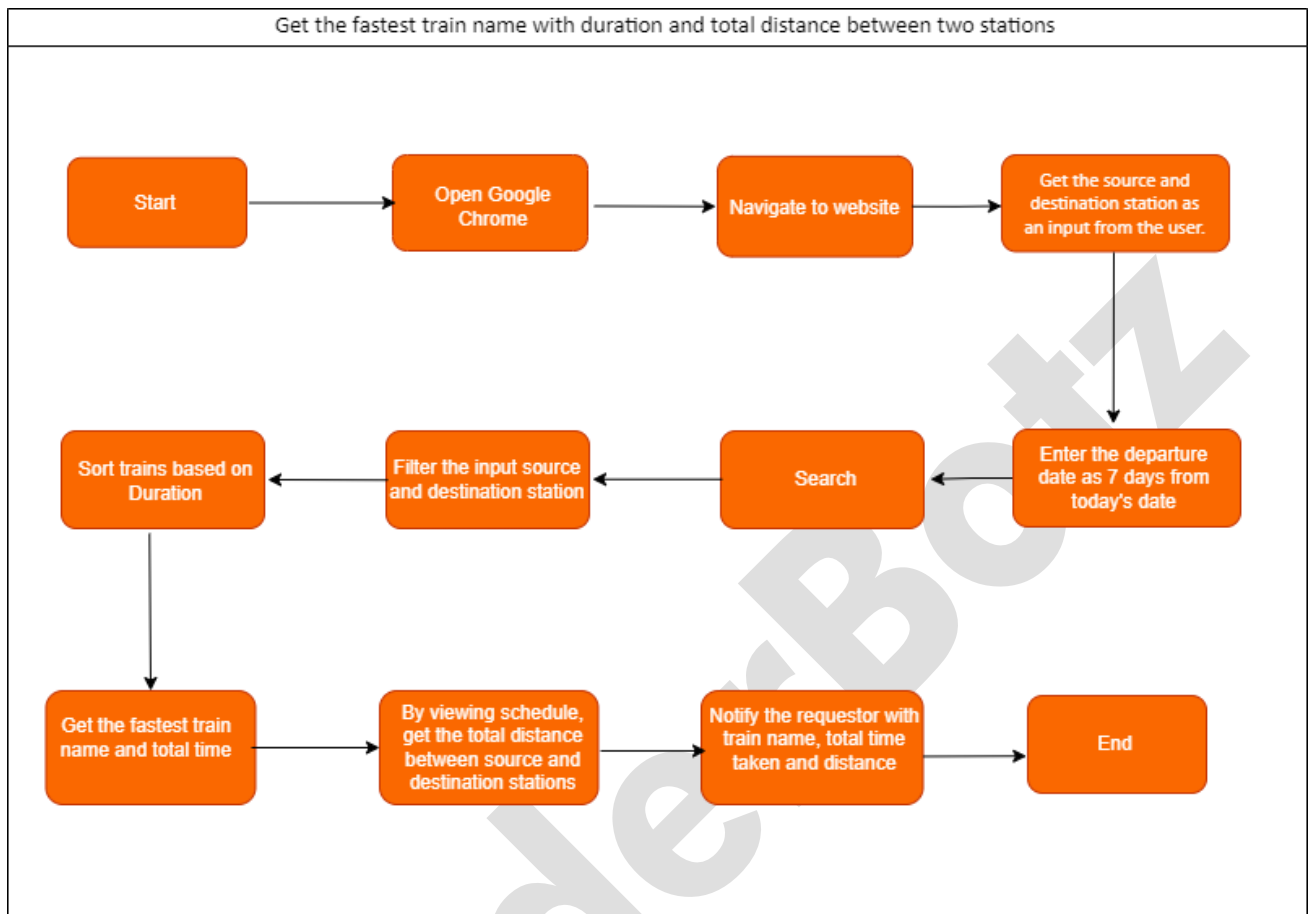
Business referral exceptions are triggered by specific business rule violations and require human handoff e.g. notify users about if no product found.

List of exceptions and business referrals identified during the definition phase, along with the appropriate communication to be sent out in each case:

S.no	Parameter/condition	Notification/alert
1	All business exceptions	TBD
2	All system exceptions	TBD
3	All business referral exceptions	TBD
4	Other observed exceptions	TBD

Table 3: Business referrals and exceptions

## 2.3 As-Is Process Flow Diagram





## 2.4 Process Walkthrough

### 2.4.1 Process Recording

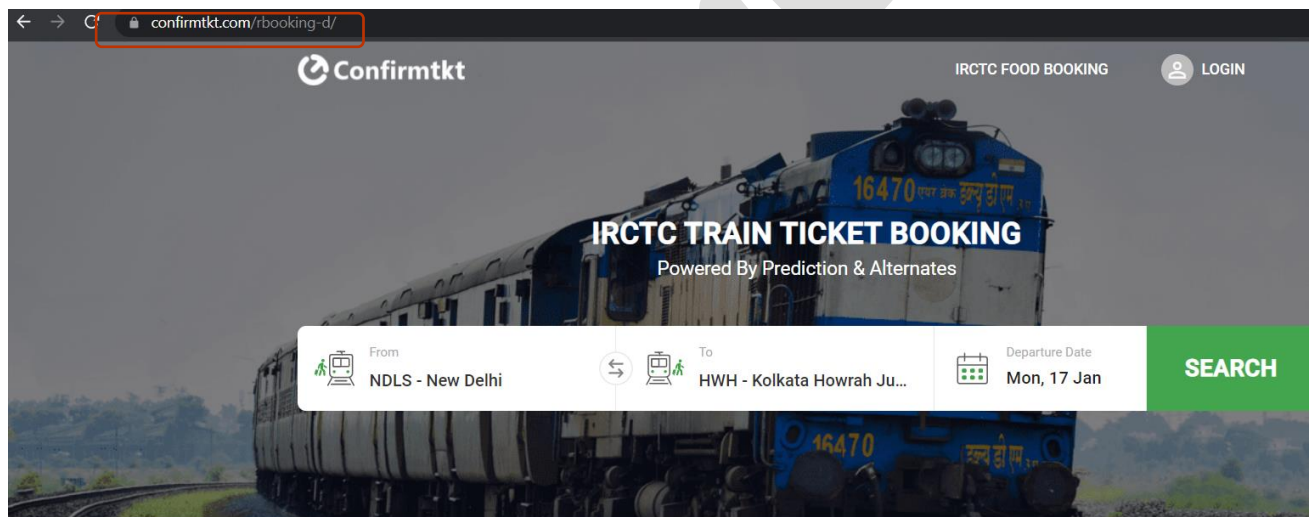
The following process recording walks through the steps needed for the *Books to Scrape* process.

S.no	Date	Description	Attachment/link
1		All business exceptions	TBD
Timestamp		Description of key steps	

Table 4: Process recording details

### 2.4.2 Walkthrough of the Current Process

1. Open Google Chrome.
2. Navigate to the website "https://www.confirmktkt.com".



### Why Book IRCTC Train Tickets With Confirmktkt?



#### Get Confirmed IRCTC Ticket

With our same train alternates and prediction feature, increase your chances of getting confirm IRCTC train tickets.



#### UPI Enable Secured Payment

Payment on Confirmktkt is highly secured. Easy UPI and other multiple payment modes available.



#### Free Cancellation on IRCTC Tickets

Get a full refund on IRCTC train tickets by opting our free



#### IRCTC Booking & Enquiry Support

24X7 customer support, for any IRCTC train enquiry &

3. Get the Source and Destination Stations as an input from the user.
4. Enter Source and Destination stations in From and To sections respectively.

Confirmktk IRCTC FOOD BOOKING LOGIN

### IRCTC TRAIN TICKET BOOKING

Powered By Prediction & Alternates

From: NDLS - New Delhi To: HWH - Kolkata Howrah Ju... Departure Date: Mon, 17 Jan

SEARCH

## Why Book IRCTC Train Tickets With Confirmktk?



### Get Confirmed IRCTC Ticket

With our same train alternates and prediction feature, increase your chances of getting confirm IRCTC train tickets.



### UPI Enable Secured Payment

Payment on Confirmktk is highly secured. Easy UPI and other multiple payment modes available.

5. Select Departure Date as 7 days from today, i.e today's day of next week.

Confirmktk IRCTC FOOD BOOKING LOGIN

### IRCTC TRAIN TICKET BOOKING

Powered By Prediction & Alternates

From: NDLS - New Delhi To: HWH - Kolkata Howrah Ju... Departure Date: Mon, 17 Jan

SEARCH

January 2022

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

## Why Book IRCTC Train Tickets With Confirmktk?

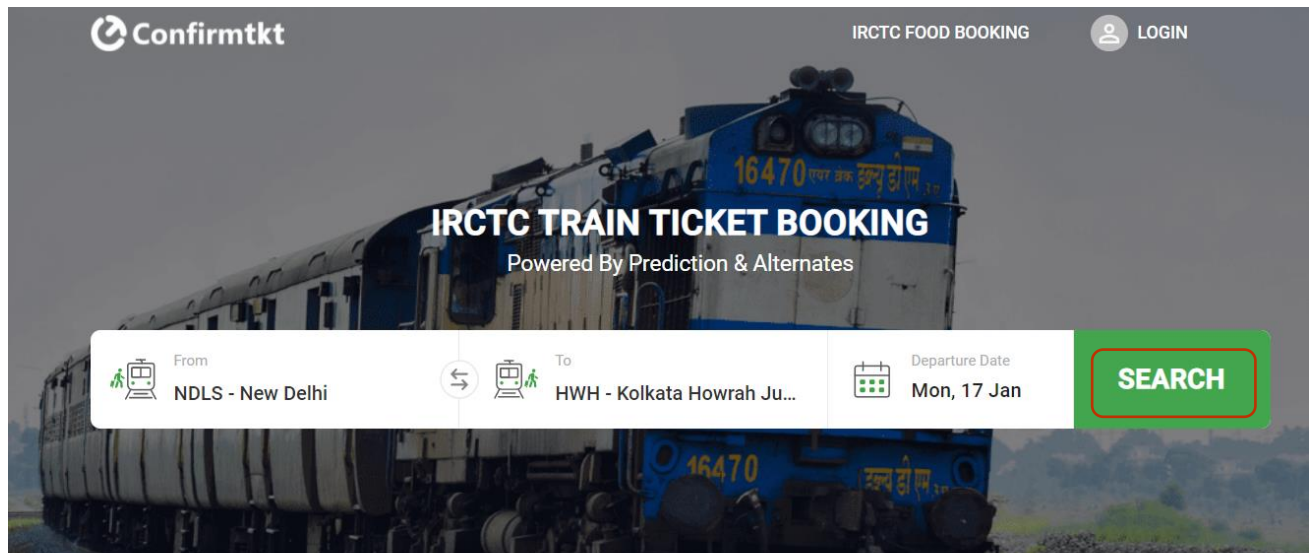
Get Confirmed IRCTC Ticket

With our same train alternates and prediction feature, increase your chances of getting confirm IRCTC train tickets.

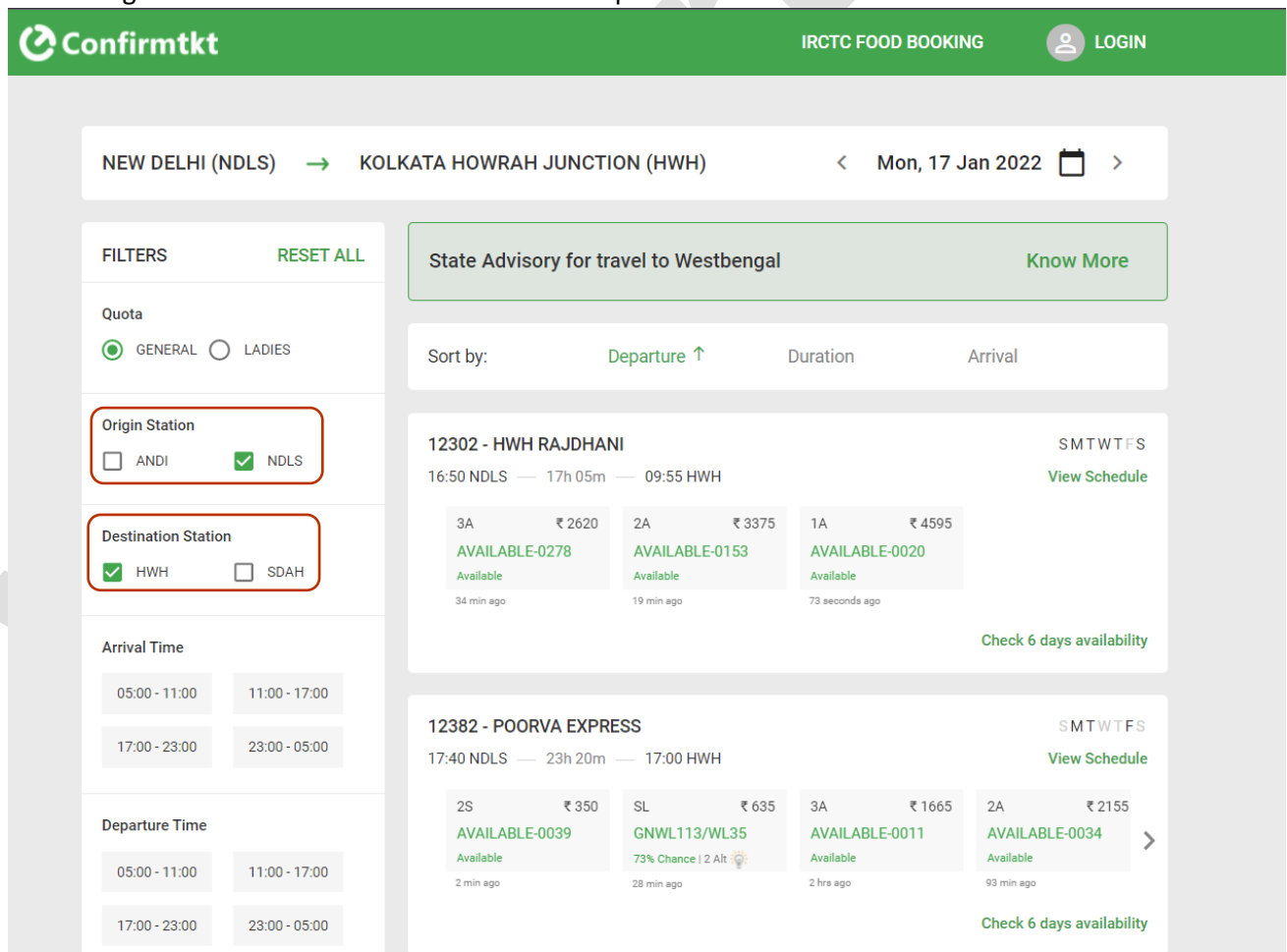
UPI

and other

6. Click on Search.



7. Select Origin and Destination station from the filter panel.



**Filters Panel:**

- RESET ALL**
- Quota:** ☒ GENERAL ☐ LADIES
- Origin Station:** ☐ ANDI ☒ NDLS
- Destination Station:** ☒ HWH ☐ SDAH
- Arrival Time:**
  - 05:00 - 11:00
  - 11:00 - 17:00
  - 17:00 - 23:00
  - 23:00 - 05:00
- Departure Time:**
  - 05:00 - 11:00
  - 11:00 - 17:00
  - 17:00 - 23:00
  - 23:00 - 05:00

**Train Results:**

**12302 - HWH RAJDHANI** (SMTWTFS) [View Schedule](#)

16:50 NDLS — 17h 05m — 09:55 HWH

Class	Fare	Availability	Time Ago
3A	₹ 2620	AVAILABLE-0278	34 min ago
2A	₹ 3375	AVAILABLE-0153	19 min ago
1A	₹ 4595	AVAILABLE-0020	73 seconds ago

[Check 6 days availability](#)

**12382 - POORVA EXPRESS** (SMTWTFS) [View Schedule](#)

17:40 NDLS — 23h 20m — 17:00 HWH

Class	Fare	Availability	Time Ago
2S	₹ 350	AVAILABLE-0039	2 min ago
SL	₹ 635	GNWL113/WL35	28 min ago
3A	₹ 1665	AVAILABLE-0011	2 hrs ago
2A	₹ 2155	AVAILABLE-0034	93 min ago

[Check 6 days availability](#)

8. Sort the trains, based on Duration time from fastest to slowest train.

The screenshot shows the ConfirmTKT interface for a journey from NEW DELHI (NDLS) to KOLKATA HOWRAH JUNCTION (HWH) on Mon, 17 Jan 2022. The 'Sort by' dropdown is set to 'Duration ↑', which is highlighted with a red box. The train list shows '12302 - HWH RAJDHANI' with a duration of 17h 05m. The 'FILTERS' section on the left includes options for Quota (GENERAL, LADIES), Origin Station (ANDI, NDLS), Destination Station (HWH, SDAH), and Arrival Time.

9. Get the fastest train name with its time.

The screenshot shows the ConfirmTKT interface for the same journey. The 'Sort by' dropdown is set to 'Duration ↑'. The train list shows '12302 - HWH RAJDHANI' with a duration of 17h 05m, which is highlighted with a red box. Below it, '12382 - POORVA EXPRESS' is listed with a duration of 23h 20m. The 'FILTERS' section on the left includes options for Quota (GENERAL, LADIES), Origin Station (ANDI, NDLS), Destination Station (HWH, SDAH), and Arrival Time.

10. Click on View Schedule for that train.

IRCTC FOOD BOOKING

LOGIN

NEW DELHI (NDLS) → KOLKATA HOWRAH JUNCTION (HWH)

< Mon, 17 Jan 2022
>

FILTERS

RESET ALL

Quota

☒ GENERAL
☐ LADIES

Origin Station

☐ ANDI
☒ NDLS

Destination Station

☒ HWH
☐ SDAH

Arrival Time

State Advisory for travel to Westbengal

Know More

Sort by:

Departure
Duration ↑
Arrival

12302 - HWH RAJDHANI

SMTWTFS

View Schedule

16:50 NDLS — 17h 05m — 09:55 HWH

3A ₹ 2620  
AVAILABLE-0278  
Available  
111 min ago

2A ₹ 3375  
AVAILABLE-0153  
Available  
96 min ago

1A ₹ 4595  
AVAILABLE-0020  
Available  
78 min ago

Check 6 days availability

11. Get the total distance between source and destination station.

HWH RAJDHANI (12302)

3.9 / 5 ( 859 reviews)

★★★★★

( M T W T F S S )

HWH RAJDHANI New Delhi to Kolkata Howrah Junction

Book Tickets Now

STATION NAME	STATION CODE	ARRIVAL	HALT TIME In Mins	DEPARTURE	DAYS	DISTANCE In KMs
New Delhi	NDLS	Average Delay: (No Delay min)		16:50 Average Delay: (No Delay min)	1	0.0
Kanpur Ctrl	CNB	21:35 Average Delay: (No Delay min)	5m	21:40 Average Delay: (No Delay min)	1	440.2
Prayagraj Jn	PRYJ	23:43 Average Delay: ()	2m	23:45 Average Delay: ()	1	634.7
Pt DD Upadhyaya Jn	DDU	01:42 Average Delay: ()	10m	01:52 Average Delay: ()	2	787.3
Gaya Jn	GAYA	03:55 Average Delay: (No Delay min)	3m	03:58 Average Delay: (No Delay min)	2	992.4
Parasnath	PNME	05:45 Average Delay: ()	2m	05:47 Average Delay: ()	2	1144.1
Dhanbad Jn	DHN	06:33 Average Delay: ()	5m	06:38 Average Delay: ()	2	1191.8
Asansol Jn	ASN	07:28 Average Delay: (No Delay min)	2m	07:30 Average Delay: (No Delay min)	2	1250.2
Howrah Jn	HWH	09:55 Average Delay: (No Delay min)		Average Delay: (No Delay min)	2	1450.6

12. Notify the requestor with the train name, total time taken and distance.

Fastest train between "NDLS" and "HWH" is "12302 - HWH RAJDHANI" which takes "17h05m" and total distance is "1450.6 KM".

### 2.4.3 Process Definition Changes

### 2.4.4 Business Rules

Business rules are externally parameterized to assist maintenance and future scaling efforts. Initial scoping includes the following:

S.no	Business rule	Location within the process workflow	Description of the business rule
1	No Trains found	All business exceptions	No direct trains found between source and destination station.
2	No Trains found	All business exceptions	No Trains found for specific date.
3	No Information for specific trains	All business exceptions	Some data is missing for the trains.
4	Web browser crashed	All system exceptions	Google Chrome crashed
5	Webpage not responding	All system exceptions	Webpage unresponsive
6	Webpage got updated	All system exceptions	UI changes in the website
7		All business referral exceptions	
8		Other observed exceptions	

Table 5: Business rules

## 2.5 Data Flow

### 2.5.1 Business Description of the Flow

The process for updating or adding a BeneficiaryChange is as follows:

1. The first step is to get the Input from the user.
2. Get the train name with time and distance.
3. Notify the requestor with train name, total time taken and distance covered.

### 2.5.2 Data Flow Diagram

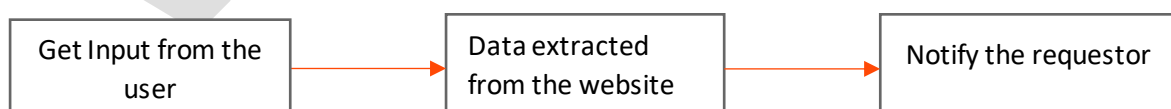


Figure 1: Data flow

## 2.6 Out Of Scope

<List out the areas explicitly out of scope for this automated process.>



### 3 Metrics

#### 3.1 Benefit Reporting

What percentage/portion of the total work is addressed in this PDD? (i.e., exclude exceptions that have not been included in the design)	All
Do benefits produce cost savings or hours returned to the business?	
How do the cost savings or hours returned be realized?	
How does the performance of the automation be tracked against targets?	

Table 6: Benefits reporting

#### 3.2 Workload

How many cases is the solution expected to handle?
Include frequency, e.g., 1000 cases per week, 50 cases per hour
What is the maximum expected volume? (Daily/weekly / monthly?)
What is the minimum expected volume? (Daily/weekly / monthly?)
Are there any periods when a higher workload is anticipated?

Figure 2: Workload

#### 3.3 Manual Resource Effort

How many FTE are currently required to perform the process manually?
What is the average case handling time?
60-70% of the volume is the least complicated processing path (approvals).

Table 7: Manual resource effort

#### 3.4 Service Level Agreements (SLA)

Are there any SLAs this solution must adhere to?
What are the SLAs?
Should the solution be expected to recognize an SLA breach? If so, how?

Table 8: SLA



4 Control

4.1 Operating Hours

Does the solution run outside regular working hours?
What time does the solution start?
Does the solution work to a stop time?
What days of the week does the solution run?
Are there any days or times when the solution must not run?

Table 9: Operating hours

4.2 Alerts

Does the solution need to send out any alerts?
What events should trigger an alert?
How are alerts sent?
Who receives alerts?

Table 10: Alerts



## 5 Business Continuity

### 5.1 UiPath Unavailability

How should continuity be achieved if this solution becomes inoperable and the current DR strategy cannot ensure availability?	TBD
How would the Business like to be informed of Blue Prism's unavailability?	TBD
What is the business effect of the process not running for one hour?	TBD
What is the business effect of the process not running for four hours?	TBD

Table 11: UiPath unavailability



## 6 Open Questions

List out any open questions that require input or guidance from the client or research at our end.

1.

WonderBotz