🌟🌟🌟 Day 16 of Our Daily UiPath Q&A Challenge! 🌟🌟🌟

Welcome to Day 16 of our exciting UiPath Q&A Challenge! Each day, we'll be answering one key question to help you master UiPath and revolutionize your automation journey. 🚀

⛔ Question for Today

Explain SLA Prediction in Queue?

✅ Answer

✴️ SLA (Service Level Agreement) prediction in UiPath Orchestrator helps you assess whether newly added queue items can be processed in a timely manner and what resources you need to allocate to ensure their SLA is not breached. Here’s a breakdown of how it works:

✴ How SLA Prediction Works

⛔ SLA Configuration: When you create a queue, you can define an SLA for the items in that queue. This SLA represents the maximum time allowed for processing each item.

⛔ Prediction Mechanism: UiPath Orchestrator calculates predictions based on the Average Handling Time (AHT) of each queue and the deadlines of items in the queue. The deadlines are calculated from the moment the queue item is added.

⛔ Risk Assessment: The system assesses if the items can be processed within the defined SLA. If there is a risk of not meeting the SLA, you are notified so you can make adjustments accordingly.

⛔ Visualization: The SLA predictions are visualized in Orchestrator, showing the health state of the queues. Different colors represent the status of the items:

♾ Grey: Average Handling Time(AHT) not available or SLA not enabled.

♾ Green: No item is predicted to be at risk or out of SLA.

♾ Orange: At least one queue item is predicted to be at risk.

♾ Red: At least one queue item is predicted to be overdue (SLA breach).

For example:
You set the SLA is to 4 hours, and the Risk SLA to 3 hours.
Then 5 items, with an average processing time of 45 minutes, are added to your queue at the times indicated below.
Check the below Screenshots with multiple scenarios occur, depending on the number of Robots which are processing items

0 robots

You have 0 robots running at 18:00 o'clock.

Item	Added	Risk Deadline	Deadline	Processed	Status
Item 1	16:00	19:00	20:00		Out SLA
Item 2	16:20	19:20	20:20		Out SLA
Item 3	16:45	19:45	20:45		Out SLA
Item 4	16:45	19:45	20:45		Out SLA
Item 5	17:00	20:00	21:00		Out SLA

In Orchestrator, the **SLA Predictions** table is populated as follows:

In SLA	At Risk	Out SLA	Risk SLA Breach	SLA Breach	Nec. Robots (SLA)	Nec. Robots (Risk)
0	0	5		20:00	2	N/A

1 robot

You start 1 robot at 18:00 o'clock.

Item	Added	Risk Deadline	Deadline	Processed	Status
Item 1	16:00	19:00	20:00	18:45	In SLA
Item 2	16:20	19:20	20:20	19:30	In SLA, At Risk
Item 3	16:45	19:45	20:45	20:15	In SLA, At Risk
Item 4	16:45	19:45	20:45	21:00	Out SLA
Item 5	17:00	20:00	21:00	21:45	Out SLA

In Orchestrator, the **SLA Predictions** table is populated as follows:

In SLA	At Risk	Out SLA	Risk SLA Breach	SLA Breach	Nec. Robots (SLA)	Nec. Robots (Risk)
3	2	2		20:45	2	3

2 robots

You start 2 robots at 18:00 o'clock.

Item	Added	Risk Deadline	Deadline	Processed	Status
Item 1	16:00	19:00	20:00	18:45	In SLA
Item 2	16:20	19:20	20:20	18:45	In SLA
Item 3	16:45	19:45	20:45	19:30	In SLA
Item 4	16:45	19:45	20:45	19:30	In SLA
Item 5	17:00	20:00	21:00	20:15	In SLA, At Risk

In Orchestrator, the **SLA Predictions** table is populated as follows:

In SLA	At Risk	Out SLA	Risk SLA Breach	SLA Breach	Nec. Robots (SLA)	Nec. Robots (Risk)
5	1	0	20:00		2	3