



Loan Application Processing

UiBank would handle their loan applications, these debt products can help you get over a financial hump, cover an unexpected expense, pay down debt faster or make a big-ticket purchase.

Table of Contents

 Process Definition Document	0
Table of Contents.....	1
I. Introduction	1
I.1 Purpose of the document.....	1
I.2 Objectives	1
I.3 Process key contact.....	1
I.4 Minimum Pre-requisites for automation.....	2
II. As-Is process description.....	3
II.1 Process Overview	3
II.2. Applications used in the process.....	4
II.3 As-Is Process map.....	4
II.4 Process statistics.....	5
II.5 Detailed As-Is Process Actions	6
III. To-Be Process Description.....	15
III.1 To-Be Detailed Process Map	15
III.2 Parallel Initiatives/ Overlap (if applicable)	15
III.3 In Scope of RPA.....	15
III.4 Out of Scope of RPA	17
III.5 Business Exceptions Handling	17
III.6 Application Error and Exception Handling	18
III.7 Reporting.....	20
IV. Other Observations	20
V. Additional sources of process documentation	21

I. Introduction

I.1 Purpose of the document

The Process Definition Document outlines the business process chosen for automation using UiPath Robotic Process Automation (RPA) technology.

A personal loan through a traditional bank, credit union or online lender is worth considering. These unsecured debt products can help you get over a financial hump, cover an unexpected expense, pay down debt faster or make a big-ticket purchase.

There are several types of personal loans to choose from, including debt consolidation loans, home improvement loans, medical loans and wedding loans. Although the application process is relatively simple, you should know what to expect beforehand to avoid any surprises.

Before you begin the process of applying for a personal loan, gather all the documents and information you need along the way. Doing so will allow you to move through each step of the process efficiently and get your funds as quickly as possible.

I.2 Objectives

The business objectives and benefits expected by the Business Process Owner after automation of the selected business process are:

- Reduce processing time per item by 80%
- Better Monitoring of the overall activity by using the logs provided by the robots.

I.3 Process key contact

The specifications 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 actions, context, impact and a set of process exceptions. The details are to be included in the table below.

Role	Name	Contact details (email, phone number)	Notes
Process Owner	Animesh	iamanimesh11june@gmail.com	
SME	John Smith	John@abcd.com	

I.4 Minimum Pre-requisites for automation

1. A filled in Process Definition Document
2. Test Data to support development.
3. User access and creation of user accounts (licenses, permissions, restrictions to create accounts for robots).
4. Input Excel Available.
5. Proper Email Received and Downloaded

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II. As-Is process description

II.1 Process Overview

General information about the process selected for RPA prior to automation.

#	Item	Description
1	Process full name	Loan Application Processing
2	Process Area	Banking
3	Department	Loan
4	Process short description (operation, activity, outcome)	UiBank would handle their loan applications, these debt products can help you get over a financial hump, cover an unexpected expense, pay down debt faster or make a big-ticket purchase.
5	Role(s) required for performing the process	Loan Officer
6	Process schedule and frequency	Weekly
7	# of items processed /reference period	100 - 300
8	Process execution time	15 Min Per Transaction
9	Peak period (s)	Last Working Day of Month
10	Transaction Volume During Peak period	250+
11	Total # of FTEs supporting this activity	3
12	Expected increase of volume in the next reference period	NA
13	Level of exception rate	NA
14	Input data	Email, CSV
15	Output data	Excel , Summary Email

*Add more rows to the table to include relevant data for the automation process. No fields should be left empty. Use "n/a" for the items that don't apply to the selected business process.

II.2. Applications used in the process

The table includes a comprehensive list of all the applications that are used as part of the process to be automated to perform the given actions in the flow.

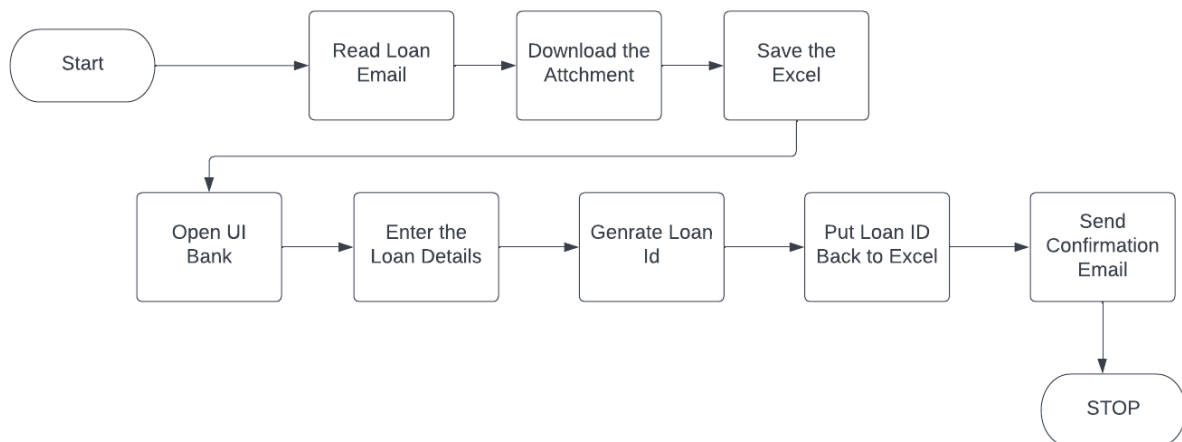
#	Application name & version	System Language	Thin/Thick Client	Environment/ Access method	Comments
1.	Microsoft Edge 107.0.1418.35 (Official build) (64-bit)	English	Thick	Read Write	
2.	Microsoft Excel Version 2210(Build 15726.20174)	English	Thick	Read Write	

*Add more rows to the table to include the complete list of applications.

II.3 As-Is Process map

High Level As-Is Process Map:

This chapter depicts the As-Is business process at a High Level to enable developers to have a high-level understanding of the current process.



II.4 Process statistics

High level statistics - 1 Transaction

Processes	Windows	Action s	Mouse clicks	Keys pressed	Text entries	Hotkeys used	Time
3	5	48	28	0	0	11	15 min

Detailed statistics

Window name	Mouse Clicks	Text entries	Keys pressed
LoanApplication	1	0	0
	6	0	0
LoanData.csv - Excel	8	0	0
UiBank - Personal - Microsoft Edge	12	0	0
Email	1	0	0

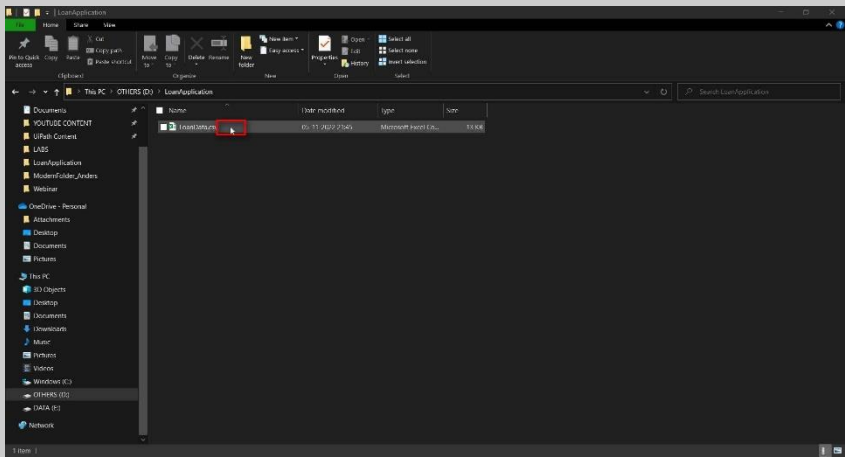
II.5 Detailed As-Is Process Actions

1. LoanApplication

1.1 Open Email

Download and Save the Attachment

Est. time: 0.4 sec.

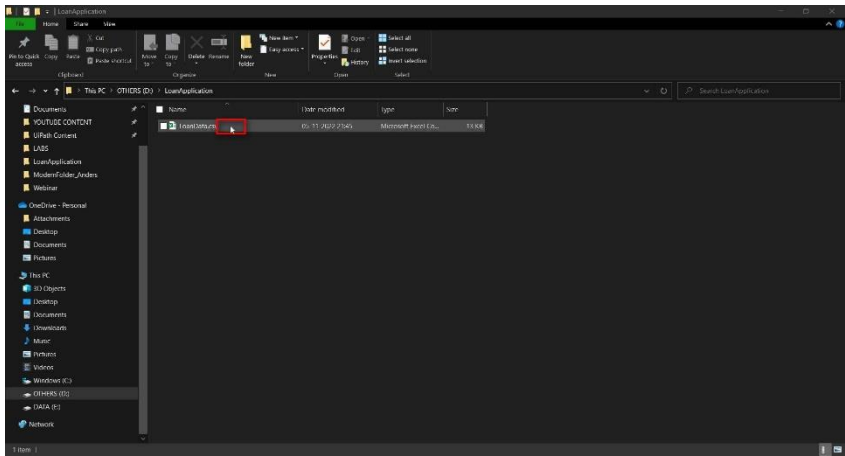


Action: Right Click Save

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1.2 Open Excel

Est. time: 0.4 sec.



Action: Double Click

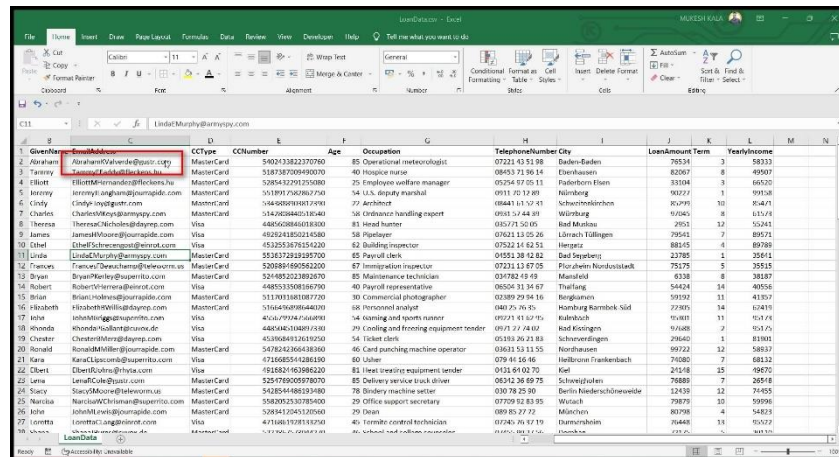
2. LoanData.csv - Excel

Est. time: 6.0 sec.

2.1

Est. time: 5.6 sec.

Action: Click

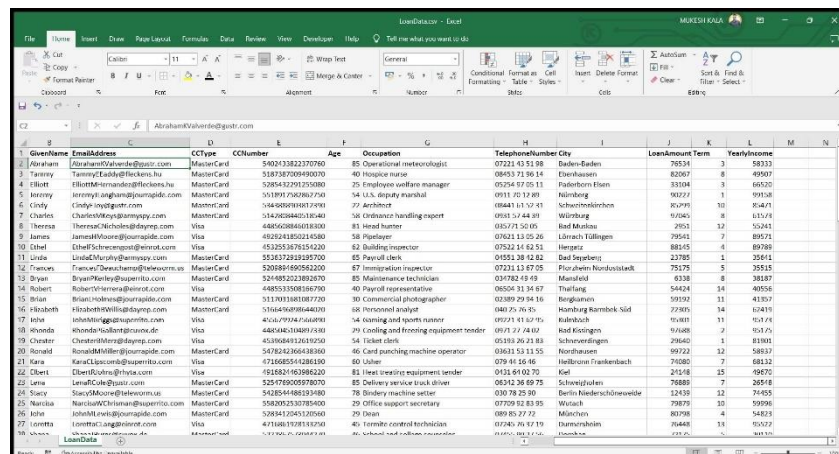


	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	GivenName	EmailAddress	CCType	CCNumber	Age	Occupation	TelephoneNumber	City	LoanAmount	Term	YearlyIncome			
2	Abraham	AbrahamValverde@guar.com	MasterCard	540213322307080	85	Operational meteorologist	07221 43 51 88	Baden-Baden	76534	3	58333			
3	Tammy	TammyEaddy@fleckens.hu	MasterCard	538782700949070	40	Hospice nurse	08053 71 98 14	Eisenhausen	82067	8	49507			
4	Elliot	ElliotHenneman@fleckens.hu	MasterCard	520543239525080	25	Employee welfare manager	02524 67 05 11	Frankfurt-Eilm	33304	3	66520			
5	Jeremy	JeremyAngus@journapide.com	MasterCard	551891730266750	54	U.S. deputy marshal	0911 70 12 89	Hilzingen	90277	1	99158			
6	Cindy	CindyMay@journapide.com	MasterCard	54440809037490	22	Architect	08441 63 52 41	Schweinfurth	82099	10	84471			
7	Charles	CharlesMey@journapide.com	MasterCard	554626846318440	58	Endurocar handling expert	0905 12 44 89	Wilmberg	91065	8	13174			
8	Theresa	TheresaNicholas@journapide.com	Visa	448562884683800	81	Head hunter	03571 52 05	Bad Muenst	2951	12	55241			
9	James	JamesMVoort@journapide.com	Visa	492324185214580	38	Pipelayer	07621 13 05 26	Lörrach Tullingen	79541	7	89571			
10	Elmer	ElmerSchwenner@fleckens.hu	Visa	653253307655420	62	Building inspector	07521 14 62 51	Hergatz	88835	4	89789			
11	Linda	LindaMurphy@journapide.com	MasterCard	553672928289700	65	Payroll clerk	01551 28 12 82	Bad Seydlitz	23785	1	35611			
12	Frances	FrancesDeuschmann@fleckens.hu	MasterCard	52089469562200	67	Immigration inspector	07221 13 67 05	Flurheim Nordoststadt	75175	5	35515			
13	Dylan	DylanParker@journapide.com	MasterCard	521480232289270	85	Maintenance technician	03782 49 69	Mansfeld	6338	8	38187			
14	Robert	RobertHenneman@fleckens.hu	Visa	448553308836700	40	Payroll representative	06524 31 34 67	Thallang	54424	14	40556			
15	Brian	BrianVolmer@journapide.com	MasterCard	511707138518870	30	Commercial photographer	0289 29 54 36	Rengsdorfen	59332	11	41357			
16	Elizabeth	ElizabethHill@journapide.com	MasterCard	51644649684400	68	Personnel analyst	040 25 36 55	Hamburg-Rammbeck Süd	77805	14	62419			
17	John	JohnHill@journapide.com	Visa	456479794766490	54	Training and sports runner	09271 41 62 75	Kalbach	91481	11	61474			
18	Shonda	ShondaSchulze@journapide.com	Visa	448264236881430	29	Cooling and freezing equipment tender	09721 27 44 02	Rad-Kirchberg	91048	7	61474			
19	Christer	ChristerMey@journapide.com	Visa	453968491267500	54	Ticket clerk	05189 26 21 83	Schwenningen	29640	1	81801			
20	Ronald	RonaldMiller@journapide.com	MasterCard	547824236443830	46	Card punching machine operator	03611 53 13 55	Nordhausen	99722	12	58837			
21	Nora	NoraLippert@journapide.com	Visa	471685541281530	60	Librarian	079 61 54 46	Hallendorf-Trankendach	71680	7	68132			
22	Elbert	ElbertHill@fleckens.hu	Visa	461882163886220	81	Heat treating equipment tender	0431 64 02 70	Kiel	24518	15	49670			
23	Lena	LenaMeyer@journapide.com	MasterCard	52547800978700	85	Delivery service truck driver	06512 36 69 75	Schwenningen	76889	7	28518			
24	Suey	SueyMeyer@journapide.com	MasterCard	543894148013380	78	Binocular machine sector	030 78 25 99	Berlin-Neudorfer-Straße	12439	12	71455			
25	Narcissa	NarcissaWolfe@journapide.com	MasterCard	558009233078500	29	Office support secretary	07209 82 83 95	Wutach	79879	10	59996			
26	John	JohnMeyer@journapide.com	MasterCard	528341254120940	29	Dean	089 85 27 72	Münchberg	80798	4	54823			
27	Conetta	ConettaLang@journapide.com	Visa	471685541281530	40	Forensic control technician	07209 86 87 79	Darmstadt	94448	13	10272			
28	Sharon	SharonMeyer@journapide.com	MasterCard	511707138518870	40	School and college instructor	040 25 36 55	Hamburg	77805	14	62419			

2.2 Press 'Ctrl+c'

Est. time: 0.4 sec.

Action: Hotkey



	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	GivenName	EmailAddress	CCType	CCNumber	Age	Occupation	TelephoneNumber	City	LoanAmount	Term	YearlyIncome			
2	Abraham	AbrahamValverde@guar.com	MasterCard	540213322307080	85	Operational meteorologist	07221 43 51 88	Baden-Baden	76534	3	58333			
3	Tammy	TammyEaddy@fleckens.hu	MasterCard	538782700949070	40	Hospice nurse	08053 71 98 14	Eisenhausen	82067	8	49507			
4	Elliot	ElliotHenneman@fleckens.hu	MasterCard	520543239525080	25	Employee welfare manager	02524 67 05 11	Frankfurt-Eilm	33304	3	66520			
5	Jeremy	JeremyAngus@journapide.com	MasterCard	551891730266750	54	U.S. deputy marshal	0911 70 12 89	Hilzingen	90277	1	99158			
6	Cindy	CindyMay@journapide.com	MasterCard	54440809037490	22	Architect	08441 63 52 41	Schweinfurth	82099	10	84471			
7	Charles	CharlesMey@journapide.com	MasterCard	554626846318440	58	Endurocar handling expert	0905 12 44 89	Wilmberg	91065	8	13174			
8	Theresa	TheresaNicholas@journapide.com	Visa	448562884683800	81	Head hunter	03571 52 05	Bad Muenst	2951	12	55241			
9	James	JamesMVoort@journapide.com	Visa	492324185214580	38	Pipelayer	07621 13 05 26	Lörrach Tullingen	79541	7	89571			
10	Elmer	ElmerSchwenner@fleckens.hu	Visa	653253307655420	62	Building inspector	07521 14 62 51	Hergatz	88835	4	89789			
11	Linda	LindaMurphy@journapide.com	MasterCard	553672928289700	65	Payroll clerk	01551 28 12 82	Bad Seydlitz	23785	1	35611			
12	Frances	FrancesDeuschmann@fleckens.hu	MasterCard	52089469562200	67	Immigration inspector	07221 13 67 05	Flurheim Nordoststadt	75175	5	35515			
13	Dylan	DylanParker@journapide.com	MasterCard	521480232289270	85	Maintenance technician	03782 49 69	Mansfeld	6338	8	38187			
14	Robert	RobertHenneman@fleckens.hu	Visa	448553308836700	40	Payroll representative	06524 31 34 67	Thallang	54424	14	40556			
15	Brian	BrianVolmer@journapide.com	MasterCard	511707138518870	30	Commercial photographer	0289 29 54 36	Rengsdorfen	59332	11	41357			
16	Elizabeth	ElizabethHill@journapide.com	MasterCard	51644649684400	68	Personnel analyst	040 25 36 55	Hamburg-Rammbeck Süd	77805	14	62419			
17	John	JohnHill@journapide.com	Visa	456479794766490	54	Training and sports runner	09271 41 62 75	Kalbach	91481	11	61474			
18	Shonda	ShondaSchulze@journapide.com	Visa	448264236881430	29	Cooling and freezing equipment tender	09721 27 44 02	Rad-Kirchberg	91048	7	61474			
19	Christer	ChristerMey@journapide.com	Visa	453968491267500	54	Ticket clerk	05189 26 21 83	Schwenningen	29640	1	81801			
20	Ronald	RonaldMiller@journapide.com	MasterCard	547824236443830	46	Card punching machine operator	03611 53 13 55	Nordhausen	99722	12	58837			
21	Nora	NoraLippert@journapide.com	Visa	471685541281530	60	Librarian	079 61 54 46	Hallendorf-Trankendach	71680	7	68132			
22	Elbert	ElbertHill@fleckens.hu	Visa	461882163886220	81	Heat treating equipment tender	0431 64 02 70	Kiel	24518	15	49670			
23	Lena	LenaMeyer@journapide.com	MasterCard	52547800978700	85	Delivery service truck driver	06512 36 69 75	Schwenningen	76889	7	28518			
24	Suey	SueyMeyer@journapide.com	MasterCard	543894148013380	78	Binocular machine sector	030 78 25 99	Berlin-Neudorfer-Straße	12439	12	71455			
25	Narcissa	NarcissaWolfe@journapide.com	MasterCard	558009233078500	29	Office support secretary	07209 82 83 95	Wutach	79879	10	59996			
26	John	JohnMeyer@journapide.com	MasterCard	528341254120940	29	Dean	089 85 27 72	Münchberg	80798	4	54823			
27	Conetta	ConettaLang@journapide.com	Visa	471685541281530	40	Forensic control technician	07209 86 87 79	Darmstadt	94448	13	10272			
28	Sharon	SharonMeyer@journapide.com	MasterCard	511707138518870	40	School and college instructor	040 25 36 55	Hamburg	77805	14	62419			

2.3 Press 'Alt+Tab'

Est. time: 0.1 sec.

Action: Special Key

S	C	D	E	F	G	H	I	J	K	L	M	N
GivenName	EmailAddress	CType	CNumber	Age	Occupation	TelephoneNumber	City	LoanAmount	Term	YearlyIncome		
1	Abraham	AbrahamValverde@guar.com	MasterCard	5902433823270790	85	Operational meteorologist	07221 43 51 38	Baden-Baden	78534	3	59333	
2	Tammy	TammyEaddy@fleckens.hu	MasterCard	538782700490070	40	Hospice nurse	08453 71 86 14	Eisenhausen	82067	8	49507	
3	Ellott	EllottM-Nomand@fleckens.hu	MasterCard	538543239255080	25	Employee welfare manager	05254 67 05 11	Friedrich Elsen	33104	3	66520	
4	Jeremy	JeremyLang@guar.com	MasterCard	503891736067790	54	U.S. deputy marshal	09111 02 13 89	Nürnberg	90277	1	99156	
5	Cindy	CindyLang@guar.com	MasterCard	544908696937990	77	Architect	08441 14 57 47	Schwarzenkirchen	85799	10	85471	
6	Charles	CharlesMcKee@guar.com	MasterCard	544263846518040	58	Endivace handling expert	09103 37 44 91	Wienburg	91045	8	15374	
7	Theresa	TheresaMcKee@guar.com	Visa	448560846018100	81	Head hunter	050275 50 05	Bad Mergent	2951	12	52541	
8	James	JamesM-Moore@guar.com	Visa	4829243850245380	58	Pipefitter	07421 13 05 26	Lörrach Tüllingen	79541	7	89571	
9	Edith	EdithSchwennert@guar.com	Visa	453253076125120	62	Building inspector	07522 14 42 51	Herritz	88145	4	89788	
10	Linak	LinakM-Murphy@guar.com	MasterCard	5536372929295700	85	Payroll clerk	01551 28 12 82	Dad Deykert	23785	1	25611	
11	Francis	FrancisDennis@guar.com	MasterCard	520889169562200	67	Immigration inspector	07231 13 47 05	Pforzheim Nordoststadt	75179	5	25515	
12	Dylan	DylanR-Murphy@guar.com	MasterCard	5314892222882070	85	Maintenance technician	039782 47 49	Mansfield	6338	8	28187	
13	Robert	RobertM-Murphy@guar.com	Visa	448553308386790	40	Payroll representative	06504 31 34 47	Thalburg	54424	14	40556	
14	Brian	BrianM-Moore@guar.com	MasterCard	5313033381087700	30	Commercial photographer	02389 29 94 16	Bergheim	59192	11	41507	
15	Winifred	WinifredM-Murphy@guar.com	MasterCard	516446089644630	58	Personnel analyst	0480 25 36 45	Homburg Barmbeck Süd	77895	14	12411	
16	John	JohnM-Murphy@guar.com	Visa	454679794766890	54	Swimming and sports master	09221 63 62 95	Kalenbach	91881	11	75174	
17	Rhonda	RhondaM-Moore@guar.com	Visa	4484046310491540	29	Cooling and freezing equipment tender	09191 27 74 02	Rod Kistingen	91485	2	15175	
18	Christer	ChristerM-Murphy@guar.com	Visa	453064431615150	54	Ticket clerk	05203 36 22 83	Schwenningen	29642	1	81881	
19	Ronald	RonaldM-Murphy@guar.com	MasterCard	547824236643860	46	Card punching machine operator	03621 53 11 55	Nordhausen	69722	12	58837	
20	Kara	KaraM-Moore@guar.com	Visa	471605511288100	60	Usher	079 61 56 46	Hallbrunn Frankendach	71080	7	88132	
21	Cheryl	CherylM-Murphy@guar.com	Visa	451681162588220	81	New breeding equipment tender	0153 6140 70	Kiel	21218	15	19670	
22	Lena	LenaM-Moore@guar.com	MasterCard	52578900978070	85	Delivery service truck driver	06342 36 69 75	Schweigen	76889	7	28518	
23	Stacy	StacyM-Moore@guar.com	MasterCard	542854488235480	78	Brickery machine setter	030 78 25 30	Berlin Niederschönweide	12439	12	21455	
24	Narcisa	NarcisaM-Moore@guar.com	MasterCard	558309233078000	29	Office support secretary	07759 62 83 95	Walsch	79878	10	59996	
25	John	JohnM-Murphy@guar.com	MasterCard	538451254310540	29	Dean	089 85 27 72	München	80798	4	54823	
26	Conita	ConitaM-Moore@guar.com	Visa	4781681978116700	40	Technical control technician	07240 36 47 79	Emmerheim	76448	11	70027	
27	John	JohnM-Murphy@guar.com	MasterCard	5313033381087700	85	Technical control technician	07240 36 47 79	Emmerheim	76448	11	70027	

3. Sequence

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3.1

Est. time: 1.9 sec.

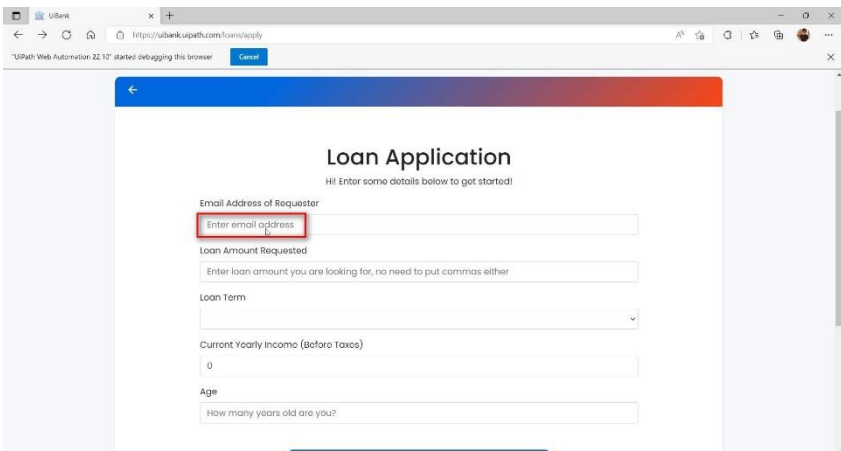
Action: Click



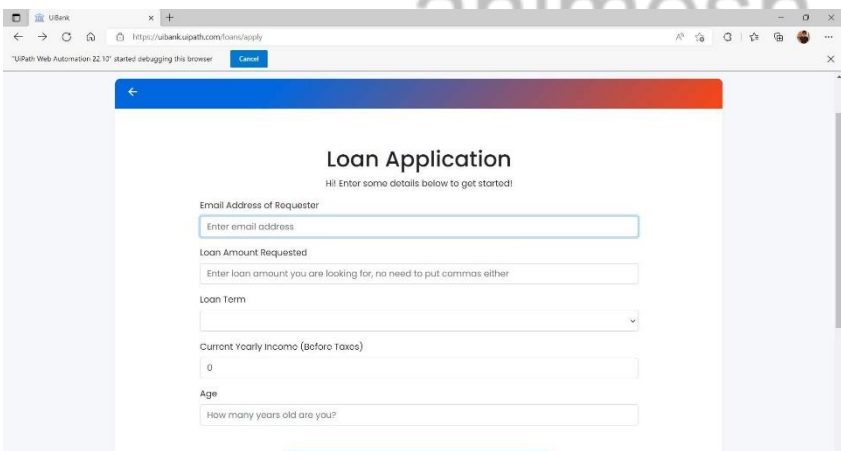
4. UiBank - Personal - Microsoft Edge

Est. time: 4.3 sec.

4.1

	Est. time: 2.4 sec.
	Action: Click

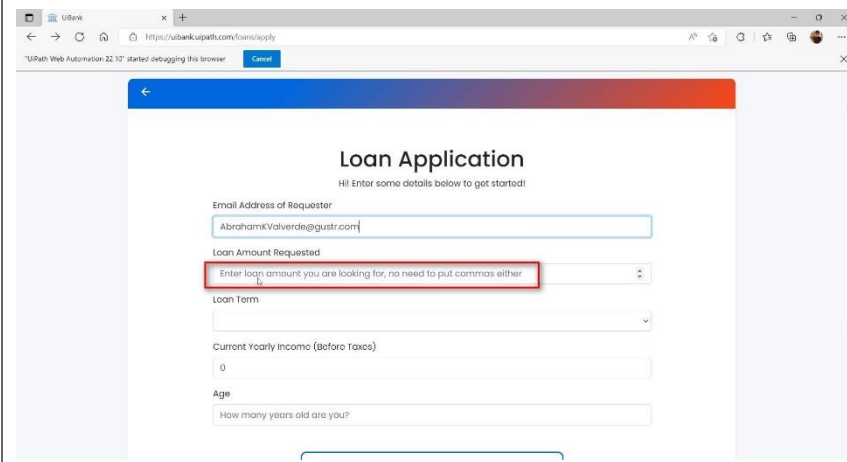
4.2 Press 'Ctrl+v'

	Est. time: 0.3 sec.
	Action: Hotkey

4.3

Est. time: 1.5 sec.

Action: Click



Loan Application

Hi! Enter some details below to get started!

Email Address of Requester
AbrahamKValverde@gustr.com

Loan Amount Requested
Enter loan amount you are looking for, no need to put commas either

Loan Term

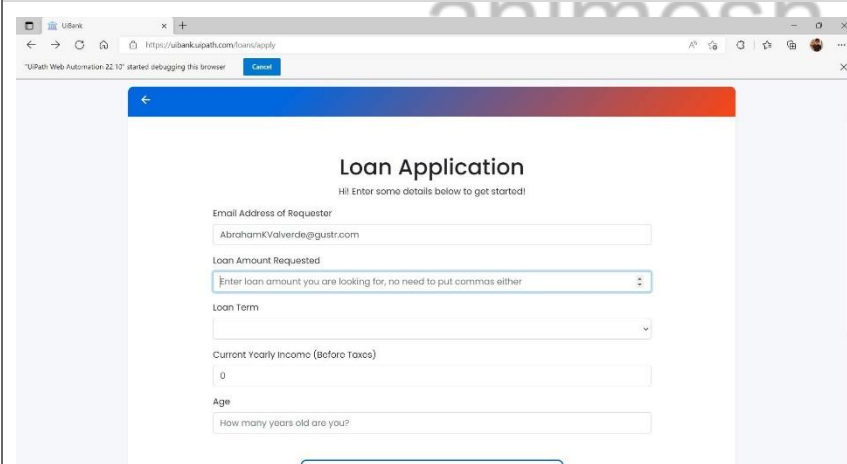
Current Yearly Income (Before Taxes)
0

Age
How many years old are you?

4.4 Press 'Alt+Tab'

Est. time: 0.1 sec.

Action: Special Key



Loan Application

Hi! Enter some details below to get started!

Email Address of Requester
AbrahamKValverde@gustr.com

Loan Amount Requested
Enter loan amount you are looking for, no need to put commas either

Loan Term

Current Yearly Income (Before Taxes)
0

Age
How many years old are you?

5. Sequence

Est. time: 1.4 sec.

5.1

Est. time: 1.4 sec.

Action: Click

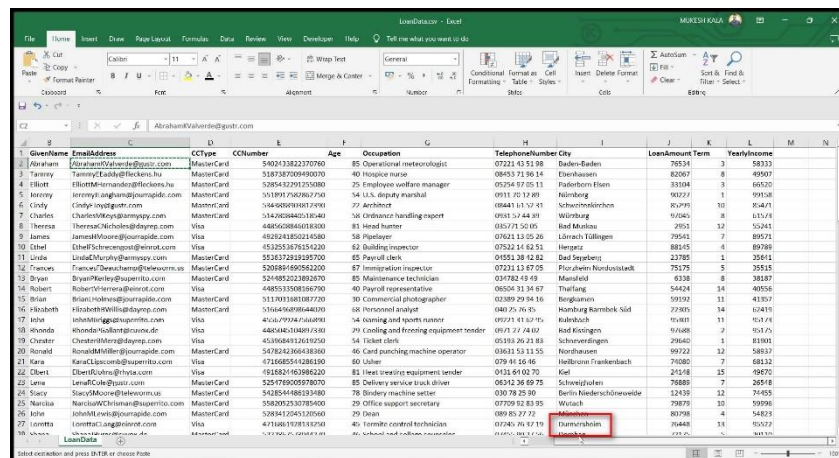
6. LoanData.csv - Excel

Est. time: 1.2 sec.

6.1

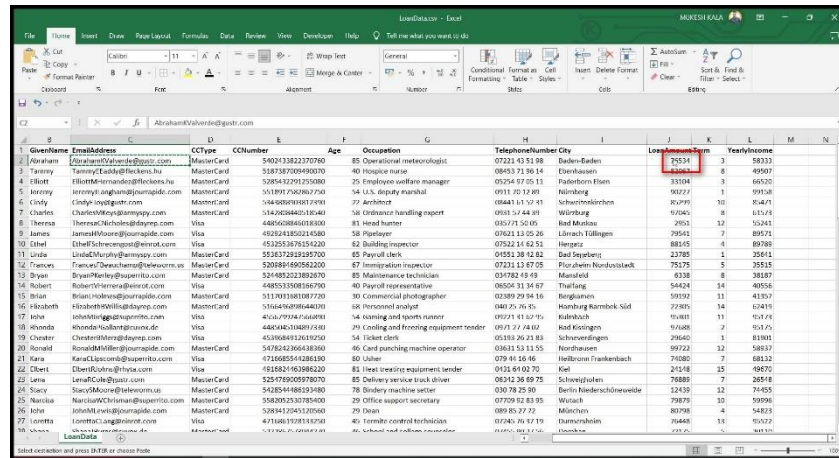
Est. time: 1.2 sec.

Action: Click



	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	GivenName	EmailAddress	CCType	CCNumber	Age	Occupation	TelephoneNumber	City	LoanAmount	Term	YearlyIncome			
1	Abraham	AbrahamVaherde@gmx.com	MasterCard	5402133822370760	85	Operational meteorologist	07221 43 51 88	Baden-Baden	79534	3	58333			
2	Tammy	TammyEckel@fleckens.hu	MasterCard	5387870094000310	40	Hospital nurse	08453 71 50 14	Overhagen	82067	8	49907			
3	Elliot	ElliotMcMann@fleckens.hu	MasterCard	5285432291250880	25	Employee welfare manager	05254 97 05 11	Paderborn Elsen	33104	3	66520			
4	Jeremy	JeremyTangan@compuserve.com	MasterCard	551895 730762 7340	54	U.S. deputy marshal	0911 20 12 89	Nürnberg	90227	1	99158			
5	Cindy	CindyLing@compuserve.com	MasterCard	544908090871781	27	Architect	08441 43 57 41	Schweinfurt	96099	10	85471			
6	Charles	CharlesMcKenny@compuserve.com	MasterCard	5542408440130481	56	Christianity handling expert	09151 54 44 91	Würzburg	97085	8	63578			
7	Theresa	TheresaMcNolm@daymp.com	Visa	4485028440181800	81	Head hunter	035771 52 05	Erd Muehlen	2901	12	55241			
8	Janez	JanezMcNolm@compuserve.com	Visa	4532418522145480	58	Pipefitter	07621 13 05 26	Löwenich Tüllingen	79561	7	89571			
9	Edith	EdithSchneppert@compuserve.com	MasterCard	4532536761542400	62	Building inspector	07522 14 82 51	Hempert	88145	4	89788			
10	Uriah	UriahMcNolm@compuserve.com	MasterCard	5518372929297500	85	Payroll clerk	01551 28 12 82	Died Seppelt	23785	1	25611			
11	Thomas	ThomasMcNolm@compuserve.com	MasterCard	5208861665621000	87	Inspection technician	07211 13 87 05	Pöschel Nordstorf	75175	5	35515			
12	Bryan	BryanMcNolm@compuserve.com	MasterCard	5214821221892070	85	Maintenance technician	034782 49 49	Mansfeld	6338	8	38187			
13	Robert	RobertMcNolm@compuserve.com	Visa	4485021508169790	40	Payroll representative	08524 31 54 57	Thulung	54424	14	40556			
14	Brian	BrianMcNolm@compuserve.com	MasterCard	5113013401887720	39	Commercial photographer	02389 29 56 16	Bergheim	51932	11	41357			
15	Elizabeth	ElizabethMcNolm@compuserve.com	MasterCard	51649409844000	58	Personnel analyst	040 75 25 55	Hamburg Rammelsbühl	77385	14	67419			
16	John	JohnMcNolm@compuserve.com	Visa	4514179144444444	54	Training and sports manager	09721 11 67 75	Kallbach	91481	11	62178			
17	Shonda	ShondaMcNolm@compuserve.com	Visa	4485021068151801	29	Cooling and freezing equipment tender	09171 27 74 02	Erd Kidding	91488	2	65175			
18	Charles	CharlesMcNolm@compuserve.com	MasterCard	4533968412618150	54	Ticket clerk	05181 26 21 83	Schneppert	29640	1	81001			
19	Ronald	RonaldMcNolm@compuserve.com	MasterCard	5478232364181800	46	Card punching machine operator	03621 13 11 55	Nordstorf	99722	12	58137			
20	Kara	KaraMcNolm@compuserve.com	Visa	47160551288180	60	Librarian	079 61 56 66	Hallbrunn Frankendach	76080	7	68132			
21	Clara	ClaraMcNolm@compuserve.com	Visa	4518211619982400	81	Text treating equipment tender	0431 64 02 70	Kiel	24518	15	49670			
22	Lena	LenaMcNolm@compuserve.com	MasterCard	5254750009787070	85	Delivery service truck driver	06212 26 49 75	Schneppert	76888	7	28918			
23	Suey	SueyMcNolm@compuserve.com	MasterCard	5428544480191800	78	Brider machine tender	030 78 25 90	Berlin Niederschönweide	12439	12	74455			
24	Narcissa	NarcissaMcNolm@compuserve.com	MasterCard	5582092130785400	29	Office support secretary	07709 92 83 95	Wiesloch	78879	10	59996			
25	John	JohnMcNolm@compuserve.com	MasterCard	5285432291250880	29	Dean	089 85 27 72	Wiesloch	80798	4	54825			
26	Conita	ConitaMcNolm@compuserve.com	Visa	4714851708181800	45	Forme control technician	07240 75 17 10	Darmstadt	76448	11	55277			
27	John	JohnMcNolm@compuserve.com	MasterCard	5113013401887720	46	School and college supervisor	01432 98 17 10	Darmstadt	76448	11	55277			

6.2

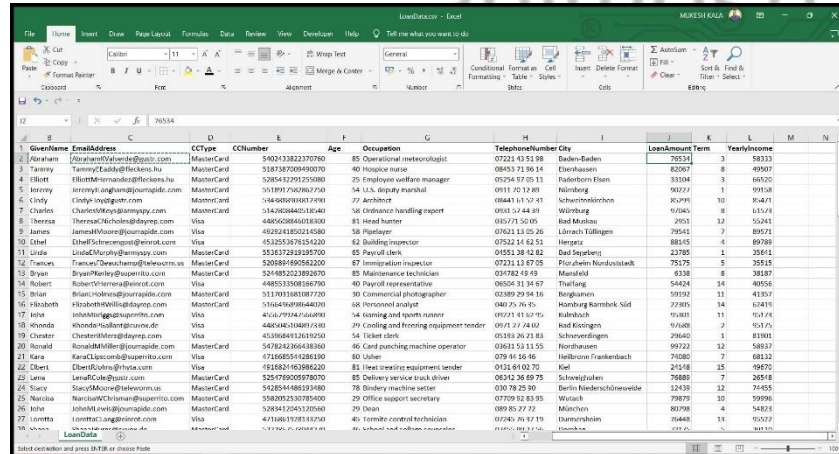


GivenName	EmailAddress	CCTYPE	CCHumber	Age	Occupation	TelephoneNumber	City	LoanAmount	Term	YearIncome
David	DavidW@compuserp.com	MasterCard	500241382237070	85	Operational meteorologist	07221 43 51 39	Baden-Baden	75231	3	59313
Tammy	TammyE@eckens.lu	MasterCard	518782700949070	40	Hospice nurse	08453 71 36 14	Eisenhausen	82067	8	49507
Ellott	EllottM@mandorlaflowers.lu	MasterCard	528543229252580	25	Employee welfare manager	05254 47 05 11	Friedborn Elsen	33104	3	66520
Jenny	JennyM@angus@compuserp.com	MasterCard	501891726262740	54	L.S. deputy marshal	0911 05 12 89	Nürnberg	90277	1	19126
Cindy	CindyM@guar.com	MasterCard	544908098937490	77	Architect	08441 13 12 41	Schwenkerkirchen	80799	10	85471
Charles	CharlesM@compuserp.com	MasterCard	544263844518040	58	Endurance handling expert	0915 17 44 91	Wienburg	91645	8	11574
Theresa	TheresaM@schneider.lu	Visa	448562844518040	81	Lead burner	08171 52 05	Bad Mergent	2951	12	52441
James	JamesM@moore@compuserp.com	Visa	482941385241430	58	Pipefitter	07421 13 05 26	Lörsch Tüllingen	79541	7	89571
Ueli	UeliM@schneider.lu	MasterCard	451225376151420	62	Building inspector	07524 14 42 51	Herritz	88455	4	89789
Linka	LinkaM@my@compuserp.com	MasterCard	551617291291970	85	Payroll clerk	01551 38 12 82	Bad Neuenahr	23785	1	25611
Frances	FrancesM@mandorlaflowers.lu	MasterCard	520889169254220	67	Immigration inspector	07231 13 47 05	Florsheim Nordoststadt	75179	5	25515
Dylan	DylanM@compuserp.com	MasterCard	524882222282820	85	Maintenance technician	039782 4 49	Mannfeld	6338	8	28187
Robert	RobertM@compuserp.com	MasterCard	448551308158770	40	Payroll representative	08504 31 34 47	Thulung	54424	14	40556
Brian	BrianM@moore@compuserp.com	MasterCard	511301381087720	30	Commercial photographer	03989 29 34 16	Bergheim	59392	11	41357
Hilke	HilkeM@schneider.lu	MasterCard	515445098944420	58	Personnel analyst	0480 25 36 55	Hamburg Rammelsbüchel	77895	14	12419
John	JohnM@compuserp.com	Visa	476147914766890	54	Swimming and sports runner	09221 81 82 75	Kalenbach	91681	11	10174
Khonda	KhondaM@compuserp.com	Visa	448464314869140	19	Tooling and freezing equipment tender	0911 27 74 02	Rod Kisting	91648	2	15175
Cherise	CheriseM@compuserp.com	Visa	451964413812510	54	Hotel clerk	05139 36 21 83	Schwenkerkirchen	29642	1	81881
Ronald	RonaldM@compuserp.com	MasterCard	547824236438360	46	Card punching machine operator	03631 53 11 55	Nordhausen	69722	12	58837
Kara	KaraM@compuserp.com	Visa	471685514281590	80	Usher	079 61 56 46	Heilbronn Frankendach	71080	7	88132
Cheryl	CherylM@compuserp.com	Visa	451964413812510	81	Lead building equipment tender	01524 6102 70	Kiel	21248	15	19670
Lena	LenaM@compuserp.com	MasterCard	52575900978070	85	Delivery service truck driver	06142 36 69 75	Schwenkerkirchen	76889	7	28518
Stacy	StacyM@compuserp.com	MasterCard	5412541489123480	78	Brindery machine setter	030 78 25 20	Berlin Niederschönweide	12439	12	21455
Narcia	NarciaM@compuserp.com	MasterCard	526095333705400	29	Office support secretary	07759 12 83 35	Wulach	79878	10	19996
John	JohnM@compuserp.com	MasterCard	528441254132040	59	Dean	089 85 27 72	München	80798	4	54823
Conita	ConitaM@compuserp.com	Visa	471685119181590	40	Technical control technician	07245 36 17 19	Darmstadt	71648	11	10027
Wendy	WendyM@compuserp.com	MasterCard	515445098944420	58	Technical control technician	07245 36 17 19	Darmstadt	71648	11	10027

Est. time: 1.4 sec.

Action: Click

6.3 Press 'Ctrl+C'



GivenName	EmailAddress	CCTYPE	CCHumber	Age	Occupation	TelephoneNumber	City	LoanAmount	Term	YearIncome
David	DavidW@compuserp.com	MasterCard	500241382237070	85	Operational meteorologist	07221 43 51 39	Baden-Baden	75231	3	59313
Tammy	TammyE@eckens.lu	MasterCard	518782700949070	40	Hospice nurse	08453 71 36 14	Eisenhausen	82067	8	49507
Ellott	EllottM@mandorlaflowers.lu	MasterCard	528543229252580	25	Employee welfare manager	05254 47 05 11	Friedborn Elsen	33104	3	66520
Jenny	JennyM@angus@compuserp.com	MasterCard	501891726262740	54	L.S. deputy marshal	0911 05 12 89	Nürnberg	90277	1	19126
Cindy	CindyM@guar.com	MasterCard	544908098937490	77	Architect	08441 13 12 41	Schwenkerkirchen	80799	10	85471
Charles	CharlesM@compuserp.com	MasterCard	544263844518040	58	Endurance handling expert	0915 17 44 91	Wienburg	91645	8	11574
Theresa	TheresaM@schneider.lu	Visa	448562844518040	81	Lead burner	08171 52 05	Bad Mergent	2951	12	52441
James	JamesM@moore@compuserp.com	Visa	482941385241430	58	Pipefitter	07421 13 05 26	Lörsch Tüllingen	79541	7	89571
Ueli	UeliM@schneider.lu	MasterCard	451225376151420	62	Building inspector	07524 14 42 51	Herritz	88455	4	89789
Linka	LinkaM@my@compuserp.com	MasterCard	551617291291970	85	Payroll clerk	01551 38 12 82	Bad Neuenahr	23785	1	25611
Frances	FrancesM@mandorlaflowers.lu	MasterCard	520889169254220	67	Immigration inspector	07231 13 47 05	Florsheim Nordoststadt	75179	5	25515
Dylan	DylanM@compuserp.com	MasterCard	524882222282820	85	Maintenance technician	039782 4 49	Mannfeld	6338	8	28187
Robert	RobertM@compuserp.com	MasterCard	448551308158770	40	Payroll representative	08504 31 34 47	Thulung	54424	14	40556
Brian	BrianM@moore@compuserp.com	MasterCard	511301381087720	30	Commercial photographer	03989 29 34 16	Bergheim	59392	11	41357
Hilke	HilkeM@schneider.lu	MasterCard	515445098944420	58	Personnel analyst	0480 25 36 55	Hamburg Rammelsbüchel	77895	14	12419
John	JohnM@compuserp.com	Visa	476147914766890	54	Swimming and sports runner	09221 81 82 75	Kalenbach	91681	11	10174
Khonda	KhondaM@compuserp.com	Visa	448464314869140	19	Tooling and freezing equipment tender	0911 27 74 02	Rod Kisting	91648	2	15175
Cherise	CheriseM@compuserp.com	Visa	451964413812510	54	Hotel clerk	05139 36 21 83	Schwenkerkirchen	29642	1	81881
Ronald	RonaldM@compuserp.com	MasterCard	547824236438360	46	Card punching machine operator	03631 53 11 55	Nordhausen	69722	12	58837
Kara	KaraM@compuserp.com	Visa	471685514281590	80	Usher	079 61 56 46	Heilbronn Frankendach	71080	7	88132
Cheryl	CherylM@compuserp.com	Visa	451964413812510	81	Lead building equipment tender	01524 6102 70	Kiel	21248	15	19670
Lena	LenaM@compuserp.com	MasterCard	52575900978070	85	Delivery service truck driver	06142 36 69 75	Schwenkerkirchen	76889	7	28518
Stacy	StacyM@compuserp.com	MasterCard	5412541489123480	78	Brindery machine setter	030 78 25 20	Berlin Niederschönweide	12439	12	21455
Narcia	NarciaM@compuserp.com	MasterCard	526095333705400	29	Office support secretary	07759 12 83 35	Wulach	79878	10	19996
John	JohnM@compuserp.com	MasterCard	528441254132040	59	Dean	089 85 27 72	München	80798	4	54823
Conita	ConitaM@compuserp.com	Visa	471685119181590	40	Technical control technician	07245 36 17 19	Darmstadt	71648	11	10027
Wendy	WendyM@compuserp.com	MasterCard	515445098944420	58	Technical control technician	07245 36 17 19	Darmstadt	71648	11	10027

Est. time: 0.3 sec.

Action: Hotkey

7. UiBank - Personal - Microsoft Edge

Est. time: 2.4 sec.

7.1

Est. time: 1.1 sec.

7.2

Est. time: 0.7 sec.

Action: Click

8. LoanData.csv - Excel

Est. time: 7.9 sec.

8.1

Est. time: 2.2 sec.

Action: Click

	GivenName	EmailAddress	CCTYPE	CNumber	Acc	Occupation	TelephoneNumber	City	LoanAmount	Term	YearlyIncome
1	Abraham	AbrahamFahndel@supinfo.com	MasterCard	540213382370780	85	Operational meteorologist	07221 43 51 88	Baden-Baden	78534	3	58333
2	Tammy	TammyEaddy@eckens.hu	MasterCard	538736700849030	40	Hospice nurse	08453 71 36 14	Eisenhausen	82007	8	49907
3	Elliot	ElliotMcNanahan@eckens.hu	MasterCard	528543279527080	25	Employee welfare manager	05254 67 55 11	Frankfurt am Main	53304	3	68520
4	Jeremy	JeremyAngus@supinfo.com	MasterCard	541891730862750	54	U.S. deputy marshal	0911 70 12 89	Nürnberg	90277	1	99158
5	Cindy	CindyIngber@supinfo.com	MasterCard	54440593037491	77	Architect	08441 63 52 41	Schwerdtfischen	85799	10	85471
6	Charles	CharlesMcVigley@supinfo.com	MasterCard	546268460218040	58	Embroider handling expert	0865 54 44 89	Wormburg	67065	8	13574
7	Theresa	TheresaNichols@supinfo.com	Visa	448502884688800	81	Head hunter	05277 52 05	Bad Münsta	2951	12	55241
8	James	JamesHurst@supinfo.com	Visa	482324185214580	58	Plumber	07621 13 05 26	Lörsch Tulligen	79941	7	89571
9	Chad	ChadSchwengel@supinfo.com	Visa	63265367555420	63	Building inspector	07521 14 62 51	Herratz	88455	4	89788
10	Uinda	UindaMurphy@supinfo.com	MasterCard	5538372912939700	65	Payroll clerk	01951 28 42 82	Bad Segeberg	23785	1	35611
12	Thomas	ThomasHurst@supinfo.com	MasterCard	50299499562200	67	Immigration inspector	07221 13 67 05	Flurheim Nordstadt	75175	5	25515
13	Dylan	DylanHurst@supinfo.com	MasterCard	5214852022892070	85	Maintenance technician	03782 45 69	Münster	6338	8	38187
14	Robert	RobertHurst@supinfo.com	Visa	448553508158790	40	Payroll representative	05204 31 34 67	Thalburg	54424	14	40556
15	Brian	BrianHurst@supinfo.com	MasterCard	511707138588770	30	Commercial photographer	03289 29 54 16	Bergheim	59332	11	42557
16	Elizabeth	ElizabethHurst@supinfo.com	MasterCard	51646948944030	68	Personnel analyst	040 25 36 55	Hamburg Rammbeck Süd	77805	14	62419
17	John	JohnHurst@supinfo.com	Visa	476477934766680	34	Training and sports runner	09271 41 62 75	Kalenbach	16081	11	61574
18	Shirley	ShirleyHurst@supinfo.com	Visa	4484062106811380	39	Cooling and freezing equipment tender	09171 71 14 02	Bad Kissingen	91048	2	15175
19	Cherise	CheriseHurst@supinfo.com	Visa	453968491261950	54	Ticket clerk	05181 26 21 83	Schönverdingen	29640	1	81801
20	Ronald	RonaldHurst@supinfo.com	MasterCard	5478242364438160	46	Card punching machine operator	03611 53 13 55	Nordhausen	99722	12	58837
21	Nora	NoraHurst@supinfo.com	Visa	471685541281390	60	Librarian	079 46 54 46	Hallertau Frankenbach	70880	7	68132
22	Elbert	ElbertHurst@supinfo.com	Visa	48282163886220	81	Heat treating equipment tender	0431 64 02 70	Kiel	21518	15	49470
23	Lena	LenaHurst@supinfo.com	MasterCard	525789009978070	85	Delivery service truck driver	0512 36 69 75	Schneitzhausen	78880	7	28518
24	Suey	SueyHurst@supinfo.com	MasterCard	543854148133480	78	Binocular machine sector	030 78 25 99	Berlin Friedrichshagen	12439	12	74655
25	Narcissa	NarcissaHurst@supinfo.com	MasterCard	558309253785400	29	Office support secretary	07709 82 83 95	Wutach	79879	10	59996
26	John	JohnHurst@supinfo.com	MasterCard	528341254312050	29	Dean	089 85 27 72	München	80798	4	54823
27	Isabella	IsabellaHurst@supinfo.com	Visa	4716851191513070	45	Former control technician	07204 76 17 79	Darmstadt	76448	13	10522
28	John	JohnHurst@supinfo.com	MasterCard	5478242364438160	46	Card punching machine operator	03611 53 13 55	Nordhausen	99722	12	58837

8.2 Press 'Ctrl+v'

Est. time: 0.4 sec.

Action: Hotkey

GivenName	EmailAddress	Cctype	CNumber	Age	Occupation	TelephoneNumber	City	LoanAmount	Term	YearlyIncome
Ellen	EllenWard@shawcast.com	MasterCard	5402413822370700	85	Operational meteorologist	07221 43 55 98	Baden-Baden	78531	3	59333
Tammy	TammyEaddy@fleckens.hu	MasterCard	5387827008490070	40	Hospice nurse	08453 71 96 14	Eisenhausen	82067	8	49507
Ellott	EllottM-nomand@fleckens.hu	MasterCard	5385432292525080	25	Employee welfare manager	05254 67 05 11	Friedborn Elsen	33304	3	66520
Jeremy	JeremyJung@jungsapids.com	MasterCard	5018917362667790	54	L.S. deputy marshal	0911 02 13 89	Nürnberg	90277	1	99126
Kindy	Kindyiny@qaz.com	MasterCard	144908969372790	77	Architect	08441 61 12 41	Schwenkelschen	80491	10	85471
Charles	CharlesMcKee@jungsapids.com	MasterCard	5442638445180440	58	Enduser handling expert	0915 17 44 81	Wienburg	91045	8	15374
Theresa	TheresaMcKee@jungsapids.com	Visa	4485028463818300	81	Head hunter	0827 75 50 05	Bad Mautschi	2951	12	52441
James	JamesM-Moore@jungsapids.com	Visa	482941350244380	58	Pipefitter	07621 13 05 26	Lörsch Tüllingen	79541	7	89571
Elmer	ElmerSchmied@jungsapids.com	MasterCard	453253761251230	62	Building inspector	07503 36 12 51	Hempst	8815	4	89788
Linak	LinakM-Moore@jungsapids.com	MasterCard	5526372912937500	85	Payroll clerk	01551 28 12 82	Dad Neupfenn	23785	1	25411
Francis	FrancisDennis@jungsapids.com	MasterCard	5208891692562200	67	Immigration inspector	07231 13 67 05	Florsheim Nordstetteln	75175	5	25515
Dylan	DylanR-Moore@jungsapids.com	MasterCard	5314892221892370	85	Maintenance technician	03192 47 49	Mandfeld	6338	8	28187
Robert	RobertM-Moore@jungsapids.com	MasterCard	4485513081087700	40	Payroll representative	08504 31 34 67	Thallang	54424	14	40556
Brian	BrianM-Moore@jungsapids.com	MasterCard	5131031381087700	30	Commercial photographer	02389 29 94 16	Bergheim	91032	11	41357
Kinshada	KinshadaM-Moore@jungsapids.com	Visa	1564469846464300	58	Personnel analyst	0480 25 36 45	Hamburg Barmbek Süd	77895	14	12415
John	JohnM-Moore@jungsapids.com	Visa	4761477947766890	54	Coaching and sports nutrition	09221 41 62 75	Kalenbach	91081	11	15174
Kinshada	KinshadaM-Moore@jungsapids.com	Visa	4484046138469140	29	Cooling and freezing equipment tender	09171 27 74 02	Rod Kisting	91048	2	15175
Cherster	ChersterM-Moore@jungsapids.com	Visa	4530644318121500	54	Ticket clerk	05203 36 12 51	Schwenkelschen	29645	1	87884
Ronald	RonaldM-Moore@jungsapids.com	MasterCard	5478242364383800	46	Card punching machine operator	03621 53 11 55	Nordhausen	69722	12	58937
Kara	KaraM-Moore@jungsapids.com	Visa	4716055112851500	60	Usher	079 61 56 46	Hellbrunn Frankendach	71080	7	68132
Cheryl	CherylM-Moore@jungsapids.com	Visa	4530644318121500	81	Line handling equipment tender	0152 61 62 70	Kel	21518	15	98570
Lena	LenaM-Moore@jungsapids.com	MasterCard	5257890097807070	85	Delivery service truck driver	06312 36 69 75	Schwenkelschen	76889	7	28518
Stacy	StacyM-Moore@jungsapids.com	MasterCard	5428544881234800	78	Brindery machine setter	030 78 25 90	Berlin Niederschneeweide	12439	12	74655
Narcia	NarciaM-Moore@jungsapids.com	MasterCard	5580952330785000	29	Office support secretary	07759 62 83 95	Wulach	79873	10	59996
John	JohnM-Moore@jungsapids.com	MasterCard	5384412541320400	59	Dean	089 85 27 72	München	80798	4	54823
Corinth	CorinthM-Moore@jungsapids.com	Visa	4716461378137500	40	Control control technician	07240 36 12 79	Darmstadt	76448	11	10327

8.3

Est. time: 5.3 sec.

Action: Click

GivenName	EmailAddress	Cctype	CNumber	Age	Occupation	TelephoneNumber	City	LoanAmount	Term	YearlyIncome
Ellen	EllenWard@shawcast.com	MasterCard	5402413822370700	85	Operational meteorologist	07221 43 55 98	Baden-Baden	78531	3	59333
Tammy	TammyEaddy@fleckens.hu	MasterCard	5387827008490070	40	Hospice nurse	08453 71 96 14	Eisenhausen	82067	8	49507
Ellott	EllottM-nomand@fleckens.hu	MasterCard	5385432292525080	25	Employee welfare manager	05254 67 05 11	Friedborn Elsen	33304	3	66520
Jeremy	JeremyJung@jungsapids.com	MasterCard	5018917362667790	54	L.S. deputy marshal	0911 02 13 89	Nürnberg	90277	1	99126
Kindy	Kindyiny@qaz.com	MasterCard	144908969372790	77	Architect	08441 61 12 41	Schwenkelschen	80491	10	85471
Charles	CharlesMcKee@jungsapids.com	MasterCard	5442638445180440	58	Enduser handling expert	0915 17 44 81	Wienburg	91045	8	15374
Theresa	TheresaMcKee@jungsapids.com	Visa	4485028463818300	81	Head hunter	0827 75 50 05	Bad Mautschi	2951	12	52441
James	JamesM-Moore@jungsapids.com	Visa	482941350244380	58	Pipefitter	07621 13 05 26	Lörsch Tüllingen	79541	7	89571
Elmer	ElmerSchmied@jungsapids.com	MasterCard	453253761251230	62	Building inspector	07503 36 12 51	Hempst	8815	4	89788
Linak	LinakM-Moore@jungsapids.com	MasterCard	5526372912937500	85	Payroll clerk	01551 28 12 82	Dad Neupfenn	23785	1	25411
Francis	FrancisDennis@jungsapids.com	MasterCard	5208891692562200	67	Immigration inspector	07231 13 67 05	Florsheim Nordstetteln	75175	5	25515
Dylan	DylanR-Moore@jungsapids.com	MasterCard	5314892221892370	85	Maintenance technician	03192 47 49	Mandfeld	6338	8	28187
Robert	RobertM-Moore@jungsapids.com	MasterCard	4485513081087700	40	Payroll representative	08504 31 34 67	Thallang	54424	14	40556
Brian	BrianM-Moore@jungsapids.com	MasterCard	5131031381087700	30	Commercial photographer	02389 29 94 16	Bergheim	91032	11	41357
Kinshada	KinshadaM-Moore@jungsapids.com	Visa	1564469846464300	58	Personnel analyst	0480 25 36 45	Hamburg Barmbek Süd	77895	14	12415
John	JohnM-Moore@jungsapids.com	Visa	4761477947766890	54	Coaching and sports nutrition	09221 41 62 75	Kalenbach	91081	11	15174
Kinshada	KinshadaM-Moore@jungsapids.com	Visa	4484046138469140	29	Cooling and freezing equipment tender	09171 27 74 02	Rod Kisting	91048	2	15175
Cherster	ChersterM-Moore@jungsapids.com	Visa	4530644318121500	54	Ticket clerk	05203 36 12 51	Schwenkelschen	29645	1	87884
Ronald	RonaldM-Moore@jungsapids.com	MasterCard	5478242364383800	46	Card punching machine operator	03621 53 11 55	Nordhausen	69722	12	58937
Kara	KaraM-Moore@jungsapids.com	Visa	4716055112851500	60	Usher	079 61 56 46	Hellbrunn Frankendach	71080	7	68132
Cheryl	CherylM-Moore@jungsapids.com	Visa	4530644318121500	81	Line handling equipment tender	0152 61 62 70	Kel	21518	15	98570
Lena	LenaM-Moore@jungsapids.com	MasterCard	5257890097807070	85	Delivery service truck driver	06312 36 69 75	Schwenkelschen	76889	7	28518
Stacy	StacyM-Moore@jungsapids.com	MasterCard	5428544881234800	78	Brindery machine setter	030 78 25 90	Berlin Niederschneeweide	12439	12	74655
Narcia	NarciaM-Moore@jungsapids.com	MasterCard	5580952330785000	29	Office support secretary	07759 62 83 95	Wulach	79873	10	59996
John	JohnM-Moore@jungsapids.com	MasterCard	5384412541320400	59	Dean	089 85 27 72	München	80798	4	54823
Corinth	CorinthM-Moore@jungsapids.com	Visa	4716461378137500	40	Control control technician	07240 36 12 79	Darmstadt	76448	11	10327




III. To-Be Process Description

This chapter highlights the expected design of the business process after automation.

III.1 To-Be Detailed Process Map

Highlight Bot interventions/ To-Be automated actions with different legend/ icon (purple)

*Mention below if process improvements were performed on the To-Be design and provide details.

Legend	Description
	Action number in the process. Referred to in details or Exceptions and Errors table
	This process action is proposed for automation
	This process action remains manual (to be performed by a human agent)

III.2 Parallel Initiatives/ Overlap (if applicable)

This chapter covers the proposed Business, Process & System changes to be made in the near future and their impact.

S.No	Initiative Name	Process Action(s) where it is identified	Impact on current automation request? How?	Expected Completion Date	Contact person for more details
	n/a				

III.3 In Scope of RPA

The activities **In scope of RPA**, are listed here:

1. Receive the email Sent from the Business Team
2. Download the Email Attachment with loan Application Details
3. Read the CSV File
4. Open the UI Bank Application and Key in the Loan Data

5. Generate the Loan ID
6. Revert with Loan Ids and Email back to business

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III.4 Out of Scope of RPA

The activities **Out of scope of RPA**, are listed here:

Sub-process (if applicable)	Activity (action)	Reasons for Out of scope*	Impact on the To-Be	Possible measures to be taken into consideration for future automation
1.1	1.1.1	Input: Any other Format apart from Csv	After processing action 1.1.2, an email is sent to the user to perform action 1.1.3 in a csv file In order to go to action 1.1.4, the robot will read the csv file	Perform the Process Manually

*Add more rows to the table to reflect the complete documentation provided to support the RPA process.

III.5 Business Exceptions Handling

The Business Process Owner and Business Analysts are expected to document below all the business exceptions identified in the automation process. These can be classified as:

Scenarios to be Handled	
1.	No Email
2.	Email without attachment
3.	Csv Having No Data
4.	Loan Term Should be 1 3 5 and 10
5.	Age Should be less than 18
6.	Loan Amount < 3 *Yearly Income

Known Exceptions

The table below reflects all the business process exceptions encountered during the process evaluation and documentation. These are **known exceptions** that occurred before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

BE #	Exception name	Action	Parameters	Action to be taken
------	----------------	--------	------------	--------------------

1.	Browser Not Responding		NA	Restart the Browser
2.	Email Not Sent / Received		NA	Contact the Mail Server Team info@mailserver.team
3.	Office not installed		NA	Contact the Admin Team admin@outlook.manage
4.	Browser Extension Missing		NA	Contact the UiPath Admin admin@uipath.manage

Unknown Exceptions

For all other unanticipated or unknown business (process) exceptions, the robot should:

III.6 Application Error and Exception Handling

A comprehensive list of all errors, warnings or notifications should be consolidated here with the description and action to be taken, for each, by the robot.

Errors identified in the automation process can be classified as:

Area	Known	Unknown
Technology/Applications	Experienced previously, an action plan or a workaround available.	Never encountered before, or may happen independently of the applications used in the process.

Known Errors or Exceptions

The table below reflects all the errors identified in the process evaluation and documentation.

For each of these errors or exceptions, define a corresponding expected action that the robot should complete if it is encountered.

#	Error name	Action	Parameters	Action to be taken
1	Application Crash / Internal Server Error	Any action	Error message	Recover & retry for maximum 3 times. Close the applications and run the sequence again

Unknown Errors and Exceptions

For all the other unanticipated or unknown application exceptions/errors, the robot should:

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III.7 Reporting

#	Report type	Update frequency	Details	Monitoring Tool to visualise the data
1	Process logs	Daily	How many times was this process run since the beginning of the month and what was the average run duration?	Kibana
2	Process logs	Monthly	How many robots worked on this process per each month?	Csv file posted daily on share drive
3	Transaction logs	Daily	How many transactions were run by this process since the beginning of the month and what was the average transaction duration?	Kibana
4	Error logs	Daily	Average number of errors by type per day	Kibana
5	Error logs	Daily	All errors per month grouped by type	Csv file posted daily on drive

* For complex reporting requirements, include them into a separate document and attach it to the present documentation

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IV. Other Observations

Include below any other relevant observations you consider needed to be documented here.

Example: Specific Business monitoring requirements (audit and reporting) etc.

V. Additional sources of process documentation

If there is additional material created to support the process automation please mention it here, along with the supported documentation provided.

Additional Process Documentation		
Video Recording of the process (Optional)	ACME-System1-Process-WI5-Manual-Walkthrough	Insert any relevant comments
Standard Operating Procedure (s) (Optional)		Insert any relevant comments
Business Rules Library (Optional)	Insert link to Business rules library	Insert any relevant comments
Other documentation (Optional)	Insert link to any other relevant process documentation (L4, L5 process description, fields mapping files etc.)	Insert any relevant comments

*Add more rows to the table to reflect the complete documentation provided to support the RPA process.

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