Blue Prism Labs

Lab 10: Control Room

Document Revision 1.0

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Introduction

The Control Room tab allows you to manage all your digital workers and the processes they complete on a continual basis. It is where processes that have been designed, tested and deployed can be controlled in a real-world environment. In the Studio, is where all the design and testing have been completed up to this point. Now, you will move to the control room for the final round of testing and learn how to trigger digital workers to work on your process. It also is where you can access the history of your digital workers' work for auditing purposes. Finally, it also contains the Work Queues where the cases within a queue are stored and managed as you learned about in Lab 8.

There are 4 ways to trigger a digital worker to run a process:

1. Ad hoc: a digital worker can be manually assigned to work on a process through direct assignment which will be covered in the steps below. This is useful to test your process from the control room to ensure the steps complete successfully as they did when testing in Studio. It is helpful to test in the control room to get a better feel for speed of your process and ensure there are no issues when running at full speed.
2. Scheduled: a digital worker can be scheduled to work a process at a set day/time which can be repeated on a regular basis (daily/weekly/monthly, etc.). This is the most common way to maximize the use and flexibility of your digital workers, ensuring you get the highest productivity!
3. Invoked via web service: processes can be exposed as a web service to be invoked by 3rd party applications which will trigger a digital worker to work the process.
4. Called by another process: one process can invoke another separate process to be worked as part of the workflow. This is useful for creating processes or tasks that can be reused by many other processes. For example, you may need a process that sends an alert email when certain conditions are met within a process. All processes may need this same functionality which would dictate creating a separate process to be called by other processes as needed and save time from reducing duplication of work.

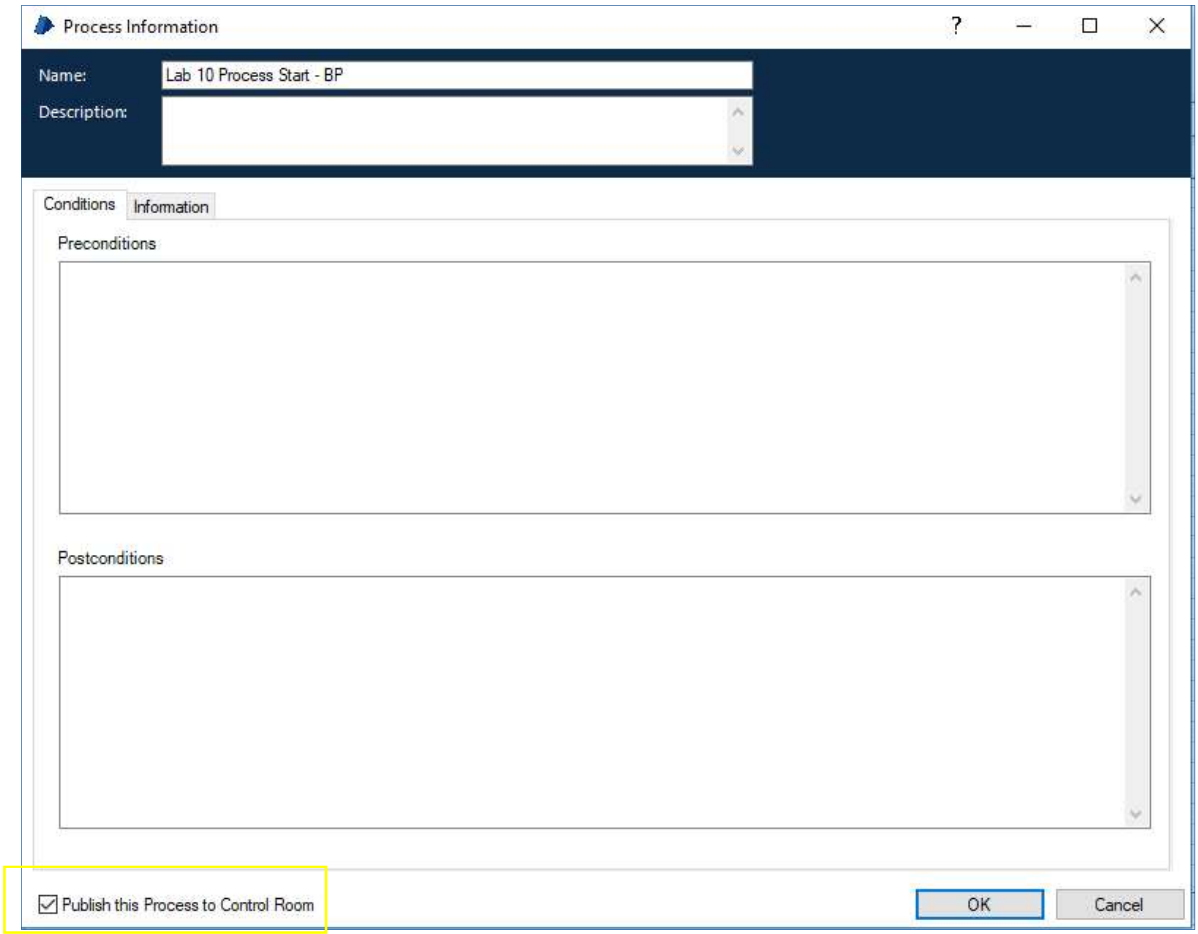
In this lab, you will explore how to:

- publish a Process to the Control Room,
- manually start and stop a process from the Control Room,
- view Work Queues and logs,
- and view Process Management Information which gives an analysis of the stages traversed in various digital workers and runs of the process. This is helpful information to see what paths the digital workers are using and verify if changes are needed based on actual traffic.

Lab 10: Control Room

1) To view and control the process from within the control room, a process must first be published.

Open the “Lab 10 Process Start - BP” process. On the “Main Page”, double click on the white “Lab 10 Process Start - BP” box in the upper left-hand corner. This is the “Process Information” box. Click the checkbox for “Publish this Process to Control Room” on the bottom left and press “OK” to close.



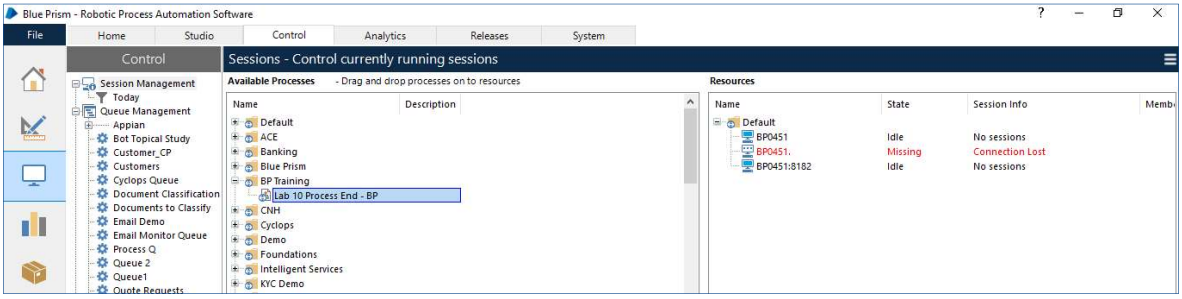
2) You can now run the process from the Control Room. In the Interactive Client, click the "Control" tab on the top or icon on the left to navigate to the Control Room. The "Session Management" screen is the first that is shown.

The "Available Processes" panel shows you all the processes that have been designed, tested and published – ready for digital workers to work them.

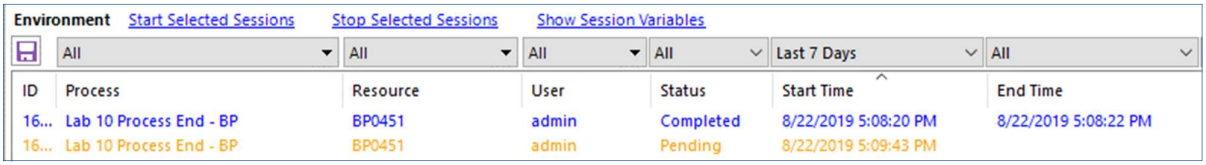
The "Resources" panel are the digital workers available to perform the processes.

The "Environment" panel shows the sessions - each session represents a process which is currently assigned to a resource.

Any process can be assigned to any digital worker at any point in time allowing you to have a digital workforce that is flexible and scalable across multiple areas in the organization.

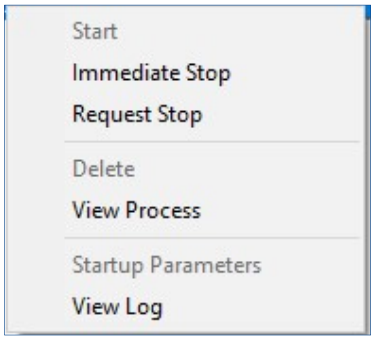


3) To assign a process to a resource, either drag the designated resource on top of the process "Lab 10 End - BP" or vice versa. A session will appear in the bottom panel in yellow with the Process name, the designated Resource, etc. (Yellow indicates the process is pending)

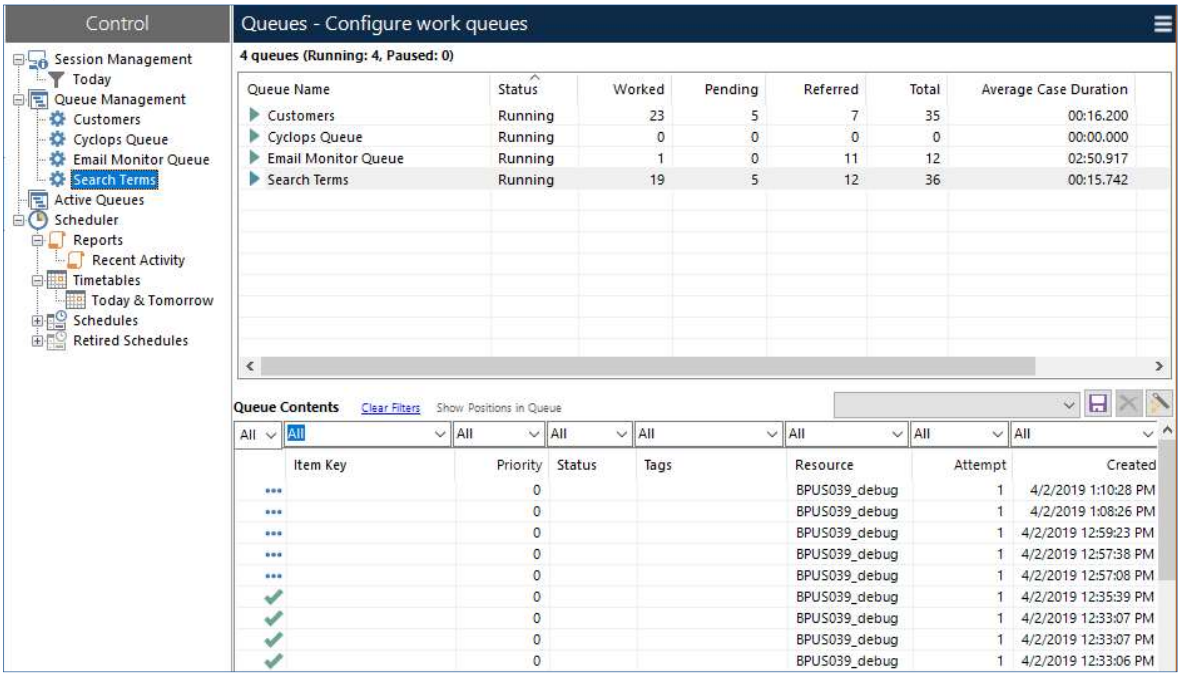


To start the process, either click the session to highlight it then click the "Start Selected Sessions" or right click the session and choose "Start" from the pop-up menu. Watch your process run!

4) Processes can also be stopped from the Control Room as well when the process is running. Right-click the desired process and choose either Immediate Stop or Request Stop. Immediate stop will stop the process regardless of what stage it is currently in. Request stop will stop the process between cases using the "Stop?" functionality built into the process.

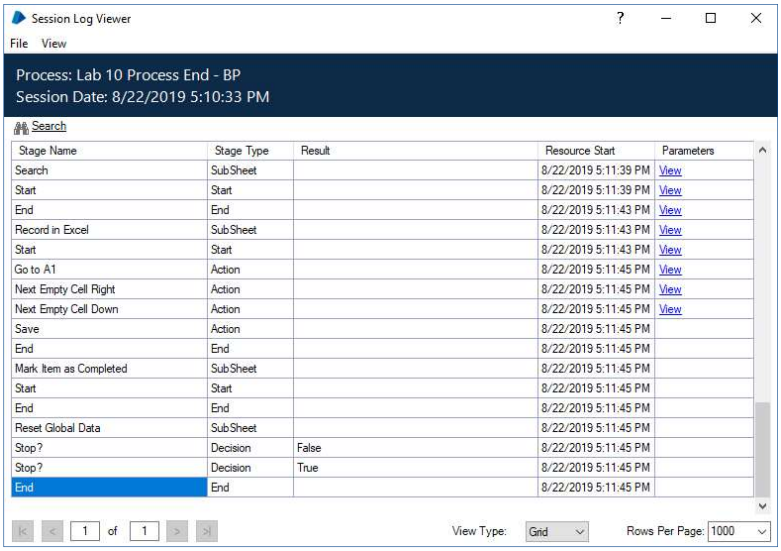


5) To view the Work Queue information, click "Search Terms" in the left panel under the "Queue Management" section.



The queue can be used to monitor the volume of transactions and add additional digital workers, as needed. The state of each item is also shown with an icon in the first column: green check for complete, yellow lock for locked by a digital worker so that other workers don't try to work on it, purple flag for exceptions and 3 blue dots for pending items.

6) The Queue Management screen can also be used to see logs on the activities of the digital worker for every transaction. Right click on any transaction within the queue and choose “View Log”.



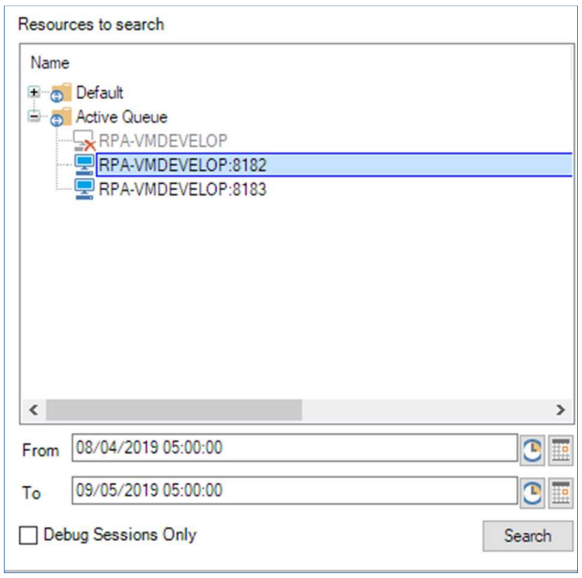
7) Finally, after the digital worker has worked the process at least one time (from the control room), you can see statistics on the paths and steps it traversed while running. You can access this info in Studio within the Process definition screen.

Open “Lab 10 End – BP” from the Studio tab. Click the button for “View Process MI” which is beneath the zoom buttons or select from the menu path: View > Tool boxes > Process MI.

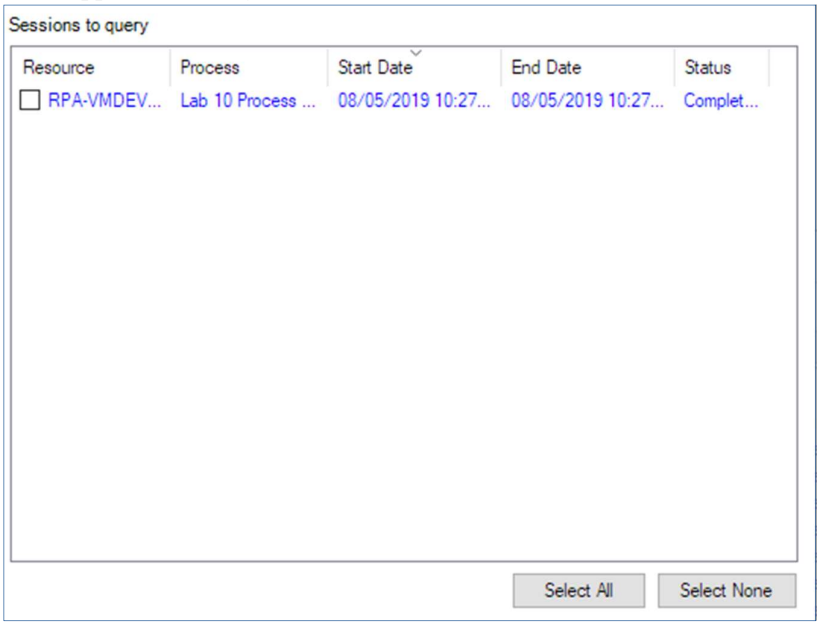
8) You can then filter your search by digital worker and session (by date/time) and by the pages and steps in the page that you want to analyze.

First, select your digital worker in the “Resources to Search” box on the top left and then select your dates beneath (you can leave the default selection which is one month in the past) and click “Search”.

Note: If you do not see any data, even though you have run from the control room, make sure that the process you have opened is the same one you ran, ie: the “Lab 10 Process End – BP” version or the “Lab 10 Process Start – BP” version.



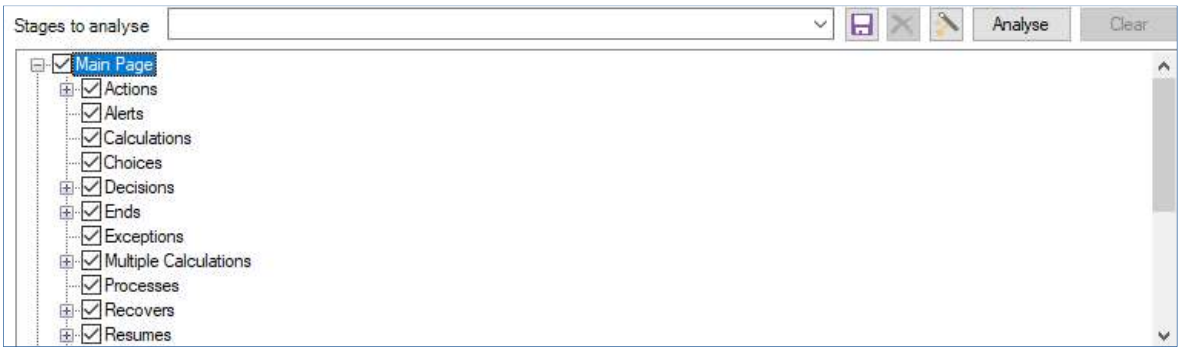
9) Results of sessions will appear on the right.



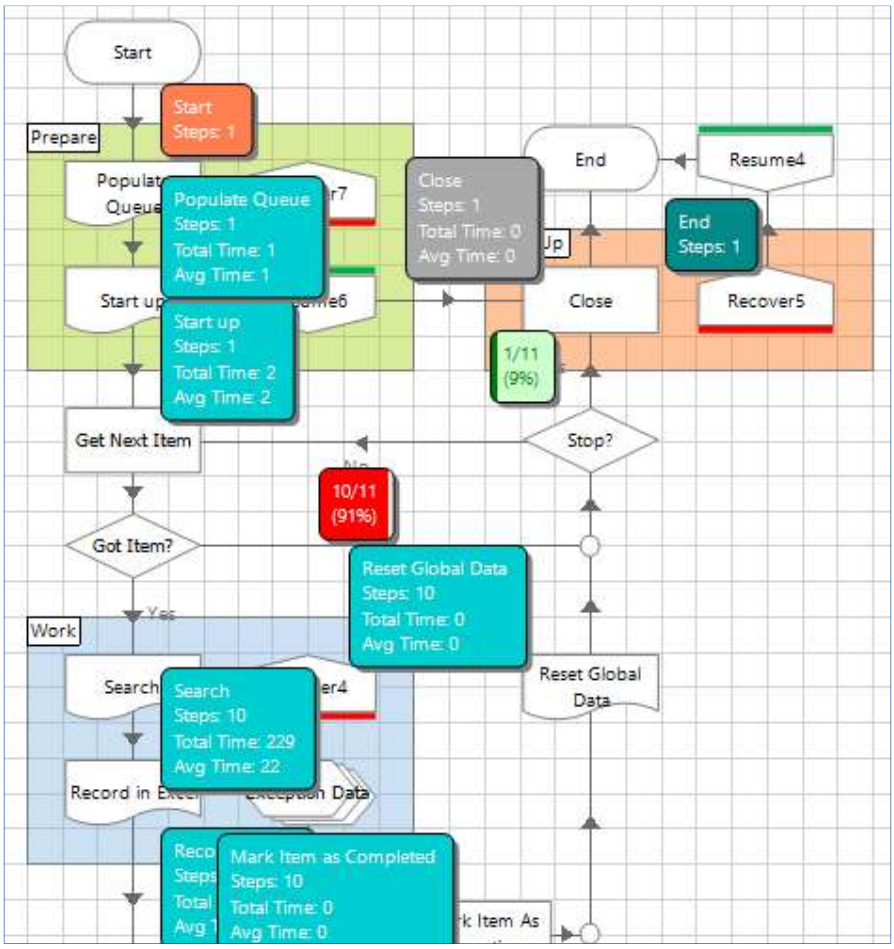
Select all the sessions you would like to analyze by either checking the box in front of the desired session(s) or clicking “Select All”.

10) Finally, select the pages and/or stages to analyze. The hierarchy shows each page and then stages within each page beneath.

Place a check in front of “Main Page” to select all stages within the “Main Page” only. Then click Analyze.



11) Minimize the “Process MI” window to see the results overlaid on top of your process, as below.



You can see the number of steps the digital worker worked each stage, and total time/average time where applicable. For decisions, you can see the percentage for each pathway taken when there are differences.

This can be run for any page within your process to analyze the pathways and determine if changes are needed.

Note: In this lab, you learned how you can manage processes and digital workers in production from the Control Room. This includes publishing processes so that they can be assigned to digital workers, viewing Work Queue information and logs and viewing Process MI information about the steps the digital worker completed. All the information needed to view and manage your digital workforce is available directly in the Control Room!