PKF script

Introduction: Hello and welcome to our demonstration. This robot will be editing details of Datto backup support tickets that are sent to a client’s online service desk.

This robot runs every weekday at 30 minute intervals. The first thing that the robot will do is check if it is currently signed into the client’s service desk website. If not, it then signs in.

Once it has signed in, it will navigate to the service desk and open all tickets in the clients INF - HelpDesk service board. This is where all Backup tickets will be sent to.

It then searches for all tickets that that belong to the company catchall. This is not a real company but simply a default value given to all tickets that are automatically created from emails sent to the client’s service desk.

The unique ticket numbers belonging to all the tickets of the company catchall are then read and stored by the robot. The robot will then one by one input these ticket numbers to open the relevant tickets.

Once a ticket is opened, the robot will read the summary of the ticket at the top of the page to detect if it is a datto ticket or not. It does this by comparing the summary to a list of key words stored in an excel spreadsheet. If a keyword is detected, then the relevant company name is input into the company name field.

To complete the ticket, the robot will move the ticket from the INF – HelpDesk service board to the INF – automate service board by changing the Service board field. Then the robot will set the tickets type as Datto and subtype as Backup. The scope of the robot can be changed to change many more details about the ticket.

The ticket is then saved and closed and the next stored ticket number is entered. This process repeats for all tickets assigned to catchall.

Once all tickets have been read, the robot will then close chrome in preparation for the next run of the robot.