# Non Functional Requirements

## Exceptions Handling

|  |  |
| --- | --- |
| No. | Functional Requirement Description |
| NFR 10 | Automation tool is not able to launch the applications.  **Why the failure:** For web applications this failure maybe a result of coding wrong application URL or the application is down or sometimes applications can be only opened in “In Private” browsing.  **How to handle:** After trying all mitigating steps if the tool is still not able to launch the application then a pre-defined error message can be displayed or an email can be sent to the Ops/Client SPOC. This mail should have the basic details like the name of the application that is not being launched, name of the process and the time at which the launch failed. |
| NFR 20 | Automation tool is able to launch the application but authorization failed.  **Why the failure:** This failure maybe a result of password expiry or Sometimes client doesn’t provide service accounts then the agent whose credentials were used may have left the organization.  **How to handle:** A pre-defined error message can be displayed or an email can be sent to the Ops/Client SPOC with this issue. This mail should have the basic details like the name of the application that is not being authorized, name of the process and the time at which the authorization failed. |
| NFR 30 | Automation tool is able to login to the application but not able to extract / enter a particular field.  **Why the failure:** When underlying applications are not stable and clients keep on tinkering with the applications the control id identification fails. All changes to the application UI should be informed to the automation team by the Client IT team.  **How to handle:** A pre-defined error message can be displayed or an email can be sent to the Client IT team along with the Ops/Client SPOC with this issue. This mail should have the basic details like the name of the field including the application name and name of the process. A screenshot as an attachment will also be helpful. |
| NFR 40 | Automation tool is able to navigate through the application but after few navigations it is not able to find the next screen.  **Why the failure:** Unexpected pop-ups come when wrong input data is pasted in the fields. Sometimes client IT team simple changes the application and doesn’t keep automation team in the loop.  **How to handle:** It is a bit tricky to handle such a scenario if it because of unexpected pop-ups. During testing itself we can check how the underlying application is handling invalid data and design the solution accordingly. But if it because a change in application UI we can handle it similar to the above scenario. |
| NFR 50 | Automation is successfully running but suddenly application is not working.  **Why the failure:** If network is down then the applications may stop suddenly. We can try relaunching the application say for 3 to 5 times before confirming the failure.  **How to handle:** similar to scenario NFR 10 |

# Operating Environment Requirements

## Network and Solution Architecture

## Application Access Mechanism

Infosys automation teamwill use Century Link floor machines to login into Century Link Citrix environment for doing automation.

# Standards Requirements

## User Interface Requirements

TSG User Interface Standards will be followed.

## Document Standards

TSG Documentation Standards will be followed.

## Encryption Details

# Assumptions and Acceptance Criteria

## Assumptions:

1. Century Link IT team to provision access to log-in to Citrix
2. Century Link IT team to provision access to following applications:
3. Century Link IT team to either setup generic (bot specific) user credentials or person specific user credentials for use by UiPath bots for logging into applications
4. Set up Production environment before UAT phase & allow automation on production applications wherever possible during System Testing and UAT, this would pre-empt the issues which we may face due to differences between non-production and production applications
5. Provide approval/access: Local administrator access for RPA developers & BOT Century Link profiles, Internet access for RPA developers, disable few settings in Local desktop/Citrix environment, allow screen share/Webex session with UiPath support team over internet
6. Century Link will identify a Single Point of Contact (SPOC) from the process team for clarifications, issue resolution, review and sign-off of deliverables during all phases

## Acceptance Criteria:

RPA will be considered successful provided:

* Establishing connectivity to the Century Link network & the underlying applications with UiPath from Infosys Offshore environment over Citrix platform
* UiPath Bot is able to automate all the steps as covered in the detailed process flow

# Requirements Change Management

TSG standard CR management will be followed by default to handle any CRs.



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**Revision History**

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| --- | --- | --- | --- | --- |
| **Ver. Rev** | **Date** | **Author** | **Approved By** | **Description** |
| 1.0 | July 2004 | Sudarshan Raghunath | Varsha BV | Baseline Version |
| 1.2 | May 2005 | Sudarshan Raghunath | Raja V | Modified TeSG to TSG |
| 1.3 | October 2005 | Sudarshan Raghunath | Raja V | Added copyright notice and revision history |
| 1.4 | July 2006 | Sudarshan Raghunath | Satish Nair | Modified structure of template, fixed formatting problems, included specific guidelines on what needs to be included in each section of the document. |
| 1.5 | November 2006 | Quality | K V Rama Mohan | Changed the name of the organization. |
| 1.5 | Oct 2010 | Sharad Nandini | Nithya Prabhakar | Reviewed and no changes recorded |
| 1.6 | Aug 2012 | Aparna Pagadala | Nithya Prabhakar | Modified structure of template |
| 1.7 | Dec 2013 | Basavarajappa S | Sudarshan Raghunath | Non-Functional Requirement pointers have been added. |
| 1.8 | Oct 2014 | Aparna Pagadala | Geetha Das | Changed the title of the document as Business Requirement Specification |
| 1.9 | Oct 2015 | Aparna Pagadala | Geetha Das | Introduced business case sections. Elaborated backup and recovery sections. Replaced the copyright Notice shared by legal team |
| 2.0 | Dec 2016 | Aparna Pagadala | Geetha Das | Aligned the process as per ISO 9001:2015 requirement, Included Scope changes section |
| 2.1 | Dec 2017 | Lavanya P | Geetha Das | 1. Combined the PS & RPA templates 2. Added a place holder to capture the CR addendums, contractual commitments, encryption & GDPR details in BRD |