**Prerequisite & Execution Steps:**

**Software setups:**

* Setup trial version of Exotel [cloud Telephony server]
* Install SAP GUI 760
* Install A2019 on-prem or Cloud
* Set up Invoicely and SFDC

**Use/License set up and Activation:**

* A2019 Runner Attended User(s) (For Agent) with Right Role assigned to view & Run Checked In bot. Bot Runner/device is Active to execute bot.
* A2019 Runner Unattended User(s) (For Remote Bot execution). Bot Runner/device is Active to execute bot.

**Bot set up:**

* Import All artifacts and Interactive forms mentioned in attachment details
* In Agent Bot (WLM API Demo bot), Authentication API - Need to have CR user credentials who has WLM Admin, Pool Admin role assigned.
* Check In all the bots to public folder

**Attachment Details:**

**Artifact for Bot Execution (ExecutionBots.zip)**

* WLM Master demo bot
* IVR Bot-Get Customer Details
* SFDC Ticket Generate

**Interactive Forms (AgentBots.zip)**

* Customer service IVR
* Customer service Desk

**Demo Video**

* Call Center\_Automation\_COVID 19\_Hold Order\_A2019.mp4

**Problem Statement (Due to Covid19) and Solution Architect**

* Call Center\_Automation\_COVID 19\_Hold Order\_A2019.pptx