

Tiara : Chatbot for corona vaccine enrollment



UiPath Automation
Process Design Document

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1. Introduction

The Process Design Document describes the business processes chosen for automation using the UiPath Robotic Process Automation (RPA) technology. This document describes the sequence of steps performed as part of the process, as well as the conditions and requirements prior to its automation. This design document serves as a base documentation for developers to collect the details required for robotic automation of the same business process.

The process has been selected for RPA as part of the larger project initiative conducted by the government for Corona vaccination drive in phased manner. The objective of this process automation is linked to the project business case and is mainly intended to:

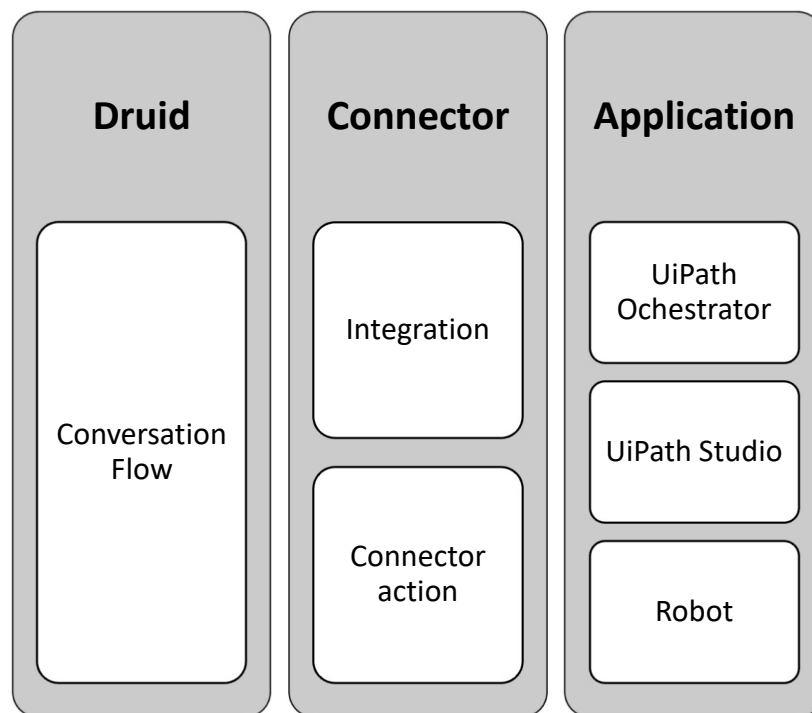
- Improved vaccine enrollment service 24/7
- Increased citizen engagement for enrollment through AI-based conversation
- Faster and relevant responses for citizen interaction

2. Process Description

General information about the process selected for RPA implementation, prior to its automation:

Title	Remarks
Process full name	Druid-VEnrollment
Function	Enrollment
Department	Health and Government
Process short description (operation, activity, outcome)	Obtain citizen details for enrolment and validate based on Aadhar, type of profession and previous/current health ailments
Role required for performing the process	System 1 User

The basic modules to build the automated process is shown in the below figure



Short description

S.No	Step	Remarks
1.	Step 1	The end user converses with the Druid chatbot to provide information through the Entity
2.	Step 2	The chatbot connects and passes the Entity to the Orchestrator queue
3.	Step 3	The robot triggers the callback flow and notifies the process
4.	Step 4	The response Entity is passed to the end user by the chatbot

3. Development details

Dedicated system and application access are given to developers with the adequate permissions. The users manage their own passwords. There are no special policies in place. Login details (user IDs and passwords) should be stored under **Windows Credential Manager** or **UiPath Orchestrator Assets**.