PROCESS DESIGN DOCUMENT (PDD)

FOR

GENERATE OFFER LETTER PROJECT

TABLE OF CONTENTS

I. INTRODUCTION

The business objective provided by the Business Process Owner is to automate the offer letter generation process in bulk recruitment. The Human Resource management has to work on generating and sending the offer letters to hired people which is a repetitive task. Automating this case with the help of bots reduces the work load of the recruiting manager.

The inputs to generate the offer letter is provided by the excel file and a standard template for the offer letter is processed with the given inputs. Once the offer letter was generated it then send to the respective hired people using Gmail.

The benefits expected by the Business Process Owner after automation of the selected business process are:

i. Reduce processing time by significant amount approximately 90%
ii. Better monitoring of the overall activity by using the logs provided by the robots.
iii. Considerable reduction of FTE.

II.   KEY CONTACT

The specifications document includes concise and complete requirements of the business process and it is built based on the inputs provided by the process **Subject Matter Expert (SME)/ Process Owner.**

The **Process Owner** is expected **to review it and provide signoff for accuracy** and completion of the steps, context, impact and complete set of process exceptions. The names have to be included in the table below.

Role	Name	Contact Number (e-mail, phone number)	Notes
Process SME	Aarti A K	aartiak.e5@gmail.com 8883648289	Point of contact for questions related to process details & exceptions
Process Reviewer	Aarti A K	aartiak.e5@gmail.com 8883648289	Point of contact for questions related to PDD
Process Owner	Aarti A K	aartiak.e5@gmail.com 8883648289	Point of contact for questions related to process details & exceptions
Process Developer	Aarti A K	aartiak.e5@gmail.com 8883648289	Point of contact for questions related to workflow file

III.   PROCESS OVERVIEW

General information about the process selected for RPA prior to automation.

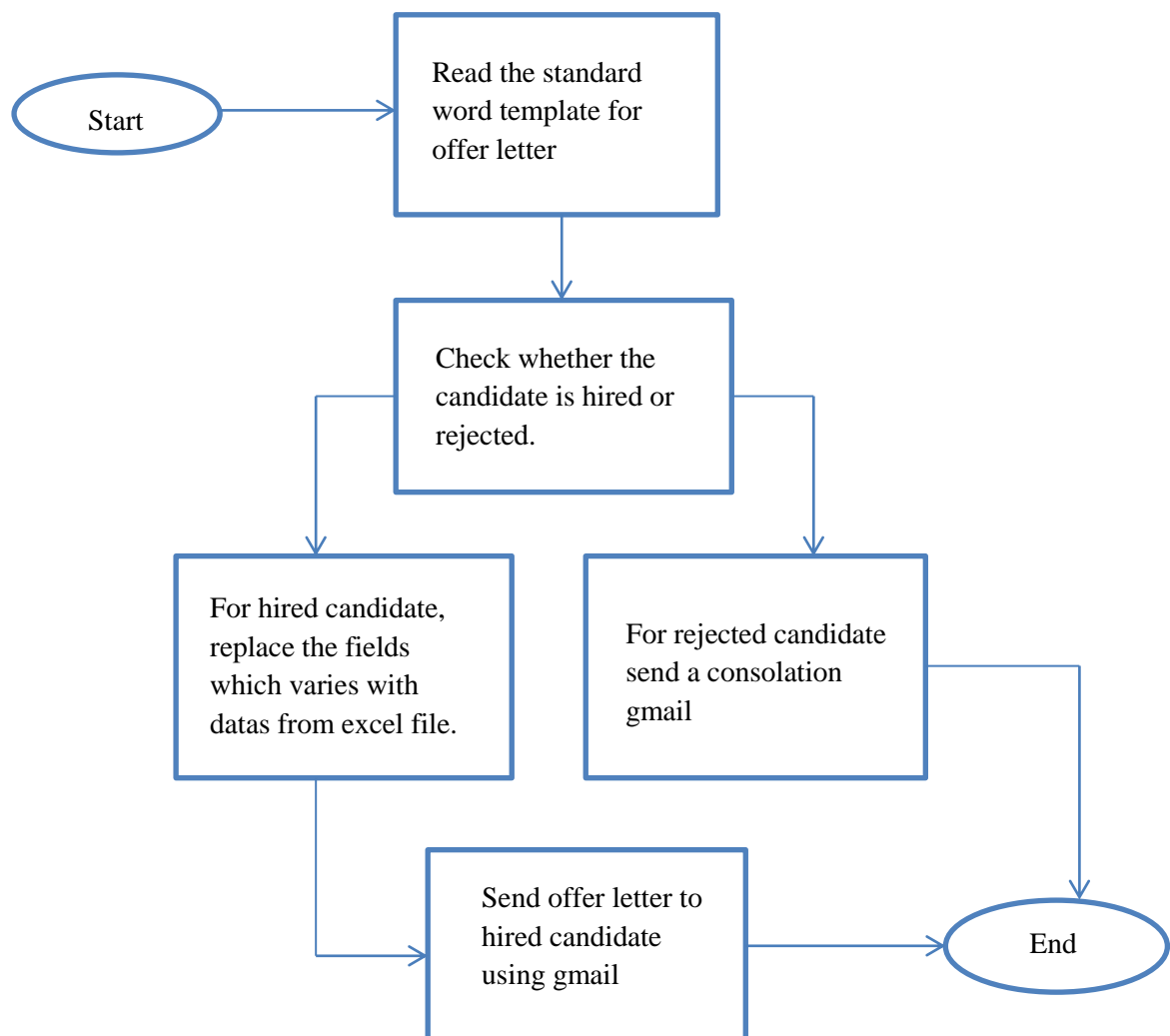| #	Item	Description
1	**Process full name**	Generate Offer Letter
2	**Process Area**	Recruitment Process
3	**Department**	Human Resource Department
4	**Process short description** (operation, activity, outcome)	The people who got hired details shall be provided using excel file. A standard template for the offer letter was processed. For the generated offer letter intimation is send to the respective candidate using Gmail with the offer letter attached with it.
5	**Role(s) required for performing the process**	Human Resource Department
6	**Process schedule and frequency**	Depends on the user need.
7	**# of items processes /reference period**	Item number varies as per the recruitment needs.
8	**Average handling time per item**	2 min
9	**Peak period (s)**	n/a
10	**Transaction Volume During Peak period**	n/a
11	**Total # of FTEs supporting this activity**	3
12	**Expected increase of volume in the next reference period**	n/a
13	**Level of exception rate**	Low
14	**Input data**	Hired candidates details from Excel file.
15	**Output data**	Offer letter for the hired candidate.

*Used "n/a" for the items which does not apply to the selected business process.

IV.   APPLICATIONS USED

The table includes a comprehensive list all the applications that are used as part of the process automated, at various steps in the flow.

#	Application Name	System Language	Client Type	Environment
1	Microsoft - Word	English	Thick client	Windows Application
2	Excel	English	Thick client	Windows Application
3	Gmail	English	Thick client	Web Application

V.   AS – IS WORKFLOW DIAGRAM

```
  ( Start ) → [ Read the standard word template for offer letter ]
                        │
                        ▼
          [ Check whether the candidate is hired or rejected. ]
             │                                      │
             ▼                                      ▼
   [ For hired candidate,              [ For rejected candidate
     replace the fields                  send a consolation
     which varies with                   gmail ]
     datas from excel file. ]                 │
             │                                 │
             ▼                                 │
   [ Send offer letter to hired ──→ ( End ) ←──┘
     candidate using gmail ]
```

VI.   PROCESS STEPS

The followings are the process steps to be followed to successfully complete the Offer letter generation automation project:

1. Read the standard word template for the offer letter.

2. Check whether the candidate is hired or not from the given input excel file.

    [**Note:** Input excel file contains candidate details and company details.]

3. If the candidate is rejected → send a consolation mail to the candidate.

4. If the candidate is hired

    4.1 Replace the fields which varies dynamically such as candidate name, address etc..,

    to create offer letter for each candidate.

    4.2 Save the updated offer letter for each candidate to a new folder.

5. Send the offer letter to the hired candidates using g-mail.

    5.1 Sender mail address → aartiak.e5@gmail.com

VII.   EXCEPTION HANDLING

The table below reflects all the errors identifiable in the process evaluation and documentation.

For each of these errors or exceptions, define a corresponding expected action that the robot should complete if it is encountered.

#	Exception Name	Exception Type	Actions to be taken
1	Invalid Mail login credentials	Business Rule Exception	State the exception in log as 'Invalid credentials. Please try again after verifying email id/ password'.
2	Gmail server down	Application Exception	State the exception in log with the exception message.

3	Invalid recipient address	Business Rule Exception	State the exception in log as 'Invalid recipient address. Please try again after verifying recipient email id'.
4	Missing candidate details in input excel file	Business Rule Exception	State the exception in log as 'Missing candidate details. Please try again after updating the missing details'.

VIII. REFERENCE

- The automation of Offer Letter Generation project discussed in this PDD is considered to be the first version (version 1.0).
- Standard template for offer letter is referred from below website: https://www.indiafilings.com/sample-format/offer-letter-format.pdf
- Refer details provided by Business Process Owner, if any clarifications required contact Business Process Owner → Name → Aarti A K

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                 Phone no → 8883648289