**PROCESS DESIGN DOCUMENT (PDD)**

**FOR**

**PAYSLIP GENERATOR PROJECT**

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1. **INTRODUCTION**

The document describes the sequence of steps performed as part of the business process, the conditions and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. This specifications document serves as a base for developers, providing them the details required for applying robotic automation to the selected business process.

The business objective provided by the business process owner is to automate the srirangam info web page (‘https://srirangaminfo.com/thirukkural.php’) to extract the 1330 thirukkural in both languages (Tamil & English) with explanation and send one kural with explanation per day using mail.

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

* + 1. Automating repetitive task and reduce processing time by significant amount helps to minimise the work load.
    2. Better monitoring of the overall activity by using the logs provided by the robots.
    3. Considerable reduction of FTE.

1. **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/Reviewer | Naresh Kumar | [naresh.kumar@e5.ai](mailto:naresh.kumar@e5.ai)  9840539507 | Point of contact for questions related to process details. |
| PDD Owner | Aarti A K | [aartiak.e5@gmail.com](mailto:aartiak.e5@gmail.com)  8883648289 | Point of contact for questions related to PDD. |
| Process Owner | Sankaraveni M | [sankaravenie5@gmail.com](mailto:sankaravenie5@gmail.com)  8778753136 | Point of contact for questions related to process details & exceptions. |
| Process Developer | Sharon Gifta G | [sharongiftae5@gmail.com](mailto:sharongiftae5@gmail.com)  8838982091 | Point of contact for questions related to sending mail workflow file and Trigger setting. |
| Process Developer | Aarti A K | [aartiak.e5@gmail.com](mailto:aartiak.e5@gmail.com)  8883648289 | Point of contact for questions related to Integeration workflow. |
| Process Developer | Sorna Lakshmi D | [Sornalakshmie5@gmail.com](mailto:Sornalakshmie5@gmail.com)  9363280120 | Point of contact for questions related to selecting specific athigaram workflow file and exception handling. |
| Process Developer | Prasanth M | [prasanth9534@gmail.com](mailto:prasanth9534@gmail.com)  7010564832 | Point of contact for questions related to configuration workflow, maintaining config file as well as input excel file and exception handling. |
| Process Developer | Naren Bagavathy | [narenbagavathye5@gmail.com](mailto:narenbagavathye5@gmail.com)  7604893150 | Point of contact for questions related to  extracting kural with explanation from website workflow file. |
| Process Developer | Sankaraveni M | [sankaravenie5@gmail.com](mailto:sankaravenie5@gmail.com)  8778753136 | Point of contact for questions related to manipulation of kural as per need workflow file. |

1. **PROCESS OVERVIEW**

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

|  |  |  |
| --- | --- | --- |
| # | Item | Description |
| 1 | **Process full name** | Thirukural project to send each kural per day. |
| 2 | **Process Area** | Organisation moral mail – Daily Thirukural |
| 3 | **Department** | n/a |
| 4 | **Process short description**  (operation, activity, outcome) | Automated the srirangam info web page (‘https://srirangaminfo.com/thirukkural.php’) to extract the 1330 thirukkural in both languages (Tamil & English) with explanation and sent one kural with explanation per day using mail. |
| 5 | **Process schedule and frequency** | Daily, Once, 10 am, Excluding non-working days – sundays, second saturdays, Govt holidays. |
| 6 | **# of items processes /reference period** | 1/ day |
| 7 | **Average handling time per item** | 3 min |
| 8 | **Peak period (s)** | n/a |
| 9 | **Transaction Volume During Peak period** | n/a |
| 10 | **Total # of FTEs supporting this activity** | 3 |
| 11 | **Expected increase of volume in the next reference period** | n/a |
| 12 | **Level of exception rate** | Medium |
| 13 | **Input data** | Athigaram – 133, Input Excel file containing (Date, Kural No, Kural, Kural Explanation) |
| 14 | **Output data** | Kural content in queue. |

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

1. **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 | Srirangaminfo | English | Thick client | Web browser |
| 2 | Excel | English | Thick client | Windows Application |
| 3 | Gmail | English | Thick client | Web Application |

1. **AS – IS WORKFLOW DIAGRAM**

Start

Set Config details & get new queue items.

Check queue contains new item

**True False**

Navigate to srirangam info webpage.

Get the transaction item (kural) with reference as current date

Select the required athigaram

Send the transaction item (kural) content to the team daily using mail

Extract the kural with explanation

End

Manipulation of extracted kural to the required format

End

Load the excel file containing kural to the queue

Write the kural with explanation into excel file

1. **PROCESS STEPS**

**DISPATCHER WORKFLOW:**

1. Open the srirangam info website to extract thirukural with its explanation.

Srirangam info website link 🡪 <https://srirangaminfo.com/thirukkural.php>

1. Choose the appropriate athigaram from the drop down.
2. Extract the Kural under each athigaram.
3. Extract the Kural explanation in both Tamil and English for each Kural.
4. Manipulate the kural content as per the required format.
5. Increments the dates for each extraction which will be useful as reference.

[**Note:** Excluding non-working days – sundays, second saturdays, Govt holidays]

1. After extracting the first 10 kural from the first athigaram switch to the next athigaram.
2. Repeat the steps 2,3,4,5 until it reaches the last kural to fetch.
3. After fetching 1330 kurals write the kurals into excel file containing fields such as date, athigaram, kural no, kural, kural explanation.
4. Load the Thirukural file into the queue.

**PERFORMER WORKFLOW:**

1. Get the new transaction item as per the reference as current date.
2. Send the thirukural using email everyday with respect to reference date.
   1. Subject of the email should be (“Athigaram - kural 1”).

[Note: Number of kurals will be updated daily in subject.]

* 1. Body of the content should contains the kural with its tamil and english explanations.

1. Send the email to the organisation team:

From address 🡪 sankaravenie5@gmail.com

To address 🡪 sharongiftae5@gmail.com

aartiak.e5@gmail.com

sornalakshmie5@gmail.com

mvprashanth97@gmail.com

narenbagavathye5@gmail.com

sathyamoorthie5@gmail.com

alagappan.m@e5.ai

naresh.kumar@e5.ai

dharani.ravindranathtagore@e5.ai

lakshmi.n@e5.ai

muthukumarsekar1986@gmail.com

1. Set the transaction status to success or failed with respect to whether mail send or not.
2. **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 | Athigaram dropdown doesn’t exist. | System Exception | State the exception in log message. |
| 2 | Page not found | Application Exception | State the exception in log as ‘Page not found. Please try again later’. |
| 3 | Delimiter not found | Business Rule Exception | State the exception in log as ‘Splitting cannot be performed since the delimiter is not available’ |
| 4 | Orchestrator server down | System Exception | State the exception in log as ‘Asset/Queue can’t be reached. Please try again later’. |
| 5 | E-mail To Address not valid | Business Rule Exception | State the exception in log as ‘The given Email Format is Incorrect’. |
| 6 | E-mail credentials not valid | System Exception | State the exception in log message. |

1. **REFERENCE**

* The automation of Thirukural project discussed in this PDD is considered to be the first version (version 1.0).
* The website link is provided by the Business Process Owner as link 🡪 <https://srirangaminfo.com/thirukkural.php>
* Refer details provided by Business Process Owner, if any clarifications required contact Business Process Owner 🡪 Name 🡪 Sankaraveni M

e-mail id 🡪 [sankaravenie5@gmail.com](mailto:sankaravenie5@gmail.com)

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