**ABSRTACT**

Under the acceleration of the wheel of technology around the world, various ways of automating information have occurred to replace old-fashioned ways that don't serve the pace of everyday lifestyle. There are many things that we should change in our work systems such as paper, stand-alone systems, phone calls or even email. Every kind of companies has different sections that help the process of paperwork concerning personnel and maintenance. However, some of this paperwork might be overlooked or delayed, which could lead to slow down the outcome of the organization. So, they need to improve their system work to save time, effort and make an efficient mechanism to follow requests and tickets of any organization or customer. So, we should replace any old system with RPA to facilitate the work of supporting and following tickets. As a solution to that, we have come with the idea of the " Ticket Automation System Using RPA." The application aim is to eliminate manual intervention in ticket creation and it raise a ticket based on the complaint mail. If the details are incomplete (e.g. customer id is missing), send a mail to customer asking for missing details and Link the subsequent responses from the customer to the original ticket. Recognize the bounced mails and initiate appropriate action via sending auto response to template-based mails (complaints/queries) i.e. no free text.. It is a modern way to solve problems.

**TABLE OF CONTENTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **CHAPTER NO** | **TITLE** | | **PAGE NO** |
|  | | **ABSTRACT** | **i** |
|  | | **LIST OF TABLES** | **V** |
|  | | **LIST OF FIGURES** | **Vi** |
|  | | **LIST OF ABBREVIATION** | **Vii** |
| **1** | | **INTRODUCTION** | **1** |
|  | | 1.1 Problem Definition | 1 |
|  | | 1.2 Objective of the project | 2 |
|  | | 1.3 Significance of the project | 2 |
|  | | 1.4 Outline of the project | 3 |
| **2** | | **LITERATURE REVIEW** | **4** |
| **3** | | **SYSTEM ANALYSIS** | **6** |
|  | | 3.1 Existing System | 6 |
|  | | 3.1.1 Ticket Automation | 6 |
|  | | 3.2 Drawbacks  3.2.1 Ticket Automation | 7 |
|  | | 3.3 Proposed System | 7 |
|  | | 3.4 Feasibility Study | 8 |
|  | | 3.4.1 Tests of feasibility  3.4.1.1 Technical Feasibility  3.4.1.2 Operational Feasibility  3.4.1.3 Economical Feasibility | 8 |
| **4** | | **SYSTEM SPECIFICATION** | **11** |
|  | | 4.1 Functional Requirements  4.1.1 Mailing  4.1.2 Searching  4.1.3 Logs  4.1.4 Feedback | 11 |
|  | | 4.2 Non – Functional Requirements  4.2.1 Portability  4.2.2 Maintainability  4.23 Exception handling  4.2.4 Ethics | 12 |
|  | | 4.3 Hardware Requirements  4.4 Software Requirements | 13 |
| **5** | | **SOFTWARE DESCRIPTION** | **14** |
|  | | 5.1 Front End | 14 |
|  | | 5.1.1 Python  5.1.1.1 Features  5.1.1.2 Advantages | 14 |
|  | | 5.1.2 Uipath  5.1.2.1 Features  5.1.2.2 Advantages  5.1.3 NLP  5.1.3.1 Advantages  5.1.4 GENSIM | 16 |
|  | | 5.2 Back End | 17 |
|  | | 5.2.1 Excel | 17 |
|  | | 5.2.2 Features  5.2.3 Advantages | 18 |
| **6** | | **PROJECT DESCRIPTION** | **19** |
|  | | 6.1 Overview of the project | 19 |
|  | | 6.2 Module description | 19 |
|  | | 6.2.1 Segregating the mails | 19 |
|  | | 6.2.2 Auto Reply | 20 |
|  | | 6.2.3 Ticket Generation | 20 |
|  | | 6.3 Data Flow Diagram | 21 |
|  | | 6.3.1 DFD level 0 | 22 |
|  | | 6.3.2 DFD level 1 | 22 |
|  | | 6.4 ER Diagram  6.4.1 Extracting the information | 23 |
|  | | 6.5 Excel Database Design | 24 |
|  | | 6.6 Input Design | 26 |
|  | | 6.7 Output Design | 26 |
| **7** | | **CONCLUSION & FUTURE ENHANCEMENTS** | **37** |
|  | | 7.1 Conclusion | 37 |
|  | | 7.2 Future Enhancement | 37 |
| **8** | | **APPENDIX** | **38** |
| **9** | | **REFERENCES** | **44** |

**LIST OF TABLES**

|  |  |  |
| --- | --- | --- |
| **TABLE NO** | **TITLE** | **PAGE NO** |
| 6.5.1 | Predefined keyword in DB | 25 |
| 6.5.2 | Predefined domain persons in DB | 25 |

**LIST OF FIGURES**

|  |  |  |
| --- | --- | --- |
| **FIGURE NO** | **TITLE** | **PAGE NO** |
| 6.3.1 | DFD Level 0 | 22 |
| 6.3.2 | DFD Level 1 | 22 |
| 6.4 | ER Model of Ticket Automation system | 23 |

**LIST OF ABBREVIATION**

|  |  |
| --- | --- |
| **ABBREVIATION** | **EXPLANATION** |
| NLTK | The Natural Language Toolkit |
| NLP | Neuro-Linguistic Programming |
| SRS | Software Requirements Specification |
| PyPI | Python Package Index |
| SAP | System Applications |