

# Process Design Document (PDD)

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Competitor Product Catalog Data Collection in Bli Bli and Tokopedia

CRQ000000673641

**Document History**

<i>Date</i>	<i>Version</i>	<i>Role</i>	<i>Name</i>	<i>Organization (Dept.)</i>	<i>Function</i>	<i>Comments</i>
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## Document Approval Flow

Version	Flow	Role	Name	Organization	Signature and Date:
1.0	<b>Document approved by:</b>	Robot User (Process SME)	Rachmawaty	Consumer Analytics & Reporting Development Department	
1.0	<b>Document approved by:</b>	Robot Owner (Department Manager)	Made M Adyatman	Consumer Analytics & Reporting Development Department	
1.0	<b>Document approved by:</b>	Division General Manager	Mast M Rasyid	Consumer Analytics & Reporting Development Department	
1.0	<b>Document approved by:</b>	Head of Business Solution Management Group	Jajang Munajat	Business Solution Management Group	
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## Table of Contents

### Contents

<b>1. Introduction.....</b>	<b>5</b>
<b>1.1 Purpose of the Document.....</b>	<b>5</b>
<b>1.2 Objectives .....</b>	<b>5</b>
<b>1.3 Key Contacts .....</b>	<b>6</b>
<b>1.4 Minimum Prerequisites for Automation.....</b>	<b>6</b>
<b>2. As-Is Process Description .....</b>	<b>7</b>
<b>2.1 Process Overview .....</b>	<b>7</b>
<b>2.2 Applications Used in the Process .....</b>	<b>8</b>
<b>2.3 High Level As-Is Process Map: .....</b>	<b>10</b>
<b>2.4 Detailed As-Is Process Steps .....</b>	<b>11</b>
<b>3. To-Be Process Description .....</b>	<b>19</b>
<b>3.1 To-Be Detailed Process Map .....</b>	<b>19</b>
<b>3.2 Detailed To-Be Process Steps.....</b>	<b>20</b>
<b>3.3 Parallel Initiatives/ Overlap (if applicable) .....</b>	<b>30</b>
<b>3.4 In Scope for RPA .....</b>	<b>30</b>
<b>3.5 Out of Scope for RPA.....</b>	<b>30</b>
<b>3.6 Business Exceptions Handling .....</b>	<b>30</b>
<b>3.7 Application Error and Exception Handling.....</b>	<b>32</b>
<b>3.8 Reporting .....</b>	<b>33</b>
<b>4. Other Observations.....</b>	<b>34</b>
<b>5. Additional Sources of Process Documentation .....</b>	<b>34</b>

# 1. Introduction

## 1.1 Purpose of the Document

The Process Definition Document outlines the business process chosen for automation using UiPath Robotic Process Automation (RPA) technology.

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.

## 1.2 Objectives

Competitor Product Catalog Data Collection in BliBli and Tokopedia is a process that is currently performed on ad-hoc basis by Consumer Analytics and Reporting Development Department because it is very manual, repetitive, and time consuming. The department does not have enough resource to focus on this activity on a daily basis which hinders the team from performing more strategic tasks. BliBli and Tokopedia are one of the e-commerce websites in Indonesia that is used as reference to check competitors' product catalog and pricing for data package. Competitors' product catalog and pricing will be used for analytics purposes and by getting the data daily, Telkomsel is able to identify release time, type, price, and offering of competitors' products. BliBli and Tokopedia are selected because of UiPath ease of accessibility on both BliBli and Tokopedia websites. The automation of this process covers daily extraction of competitors' data package information related to package name, package price, and package detail.

Therefore, the business objectives and benefits expected by the team after the automation of the selected business process are:

- Automate competitor data extraction from an e-commerce website
- Reduce employee time to perform repetitive and time-consuming activities in the process
- Obtain up-to-date data about competitors for analytics purposes
- Enable the team to dedicate time to performing more strategic tasks.

To sum up, the business objective is to automate data collection used for pricing analysis, especially for PPMB(Price per Mega Byte) in Telkomsel products compared to competitors. Hence, Telkomsel need to have the most updated data from competitors to give insights for Pricing CoE team and act accordingly in responding to the market.

### 1.3 Key Contacts

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, and impact and complete set of process exceptions. The names have to be included in the table below.

Role	Name	Contact details (email, phone number)	Notes
Robot User (Process SME)	Rachmawaty	rachmawaty@telkomsel.co.id	Point of contact for questions related to process details & exceptions.
	Regita Esyaganitha	Regita_y_esyaganitha@telkomsel.co.id	
	Made M Adyatman	Made_M_Adyatman@telkomsel.co.id	
Robot Owner (Department Manager)			
Application Owner (Isyana SFTP)	Ghilman Fatih	Ghilman_faith@telkomsel.co.id	Point of contact for questions related to SFTP
Division General Manager	Mast M Rasyid	Mast_M_Rasyid@telkomsel.co.id	Escalations, Delays etc.
Head of Business Solution Management Group	Jajang Munajat	Jajang_Munajat@telkomsel.co.id	
Project Owner	Ika Rahmawati	Ika_Rahmawati@telkomsel.co.id	Point of contact for questions related to technical details
	Donatus Desta Kreszyantody	donatus_d_kreszyantody@telkomsel.co.id	
	Wira Manuara	wira_manuara@telkomsel.co.id	

### 1.4 Minimum Prerequisites for Automation

1. Filled in Process Design Document
2. Test Data to support development
3. Target applications versions in UAT / Development and Production should be the same
4. User access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)

5. Credentials (user ID and password) required to logon to machines and applications
6. Dependencies with other projects on the same environment
7. Standardized input (Parameter.xlsx, User\_Setting.xlsx, Competitor Product Catalog Data Collection Template.xlsx)

## 2. As-Is Process Description

### 2.1 Process Overview

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

#	Item	Description
1	<b>Process full name</b>	Competitor Product Catalog Data Collection in BliBli and Tokopedia
2	<b>Process Area</b>	Business Solution Management Group
3	<b>Division / Department</b>	Business Architecture and Service Integration Division / Consumer Analytics & Reporting Development Department
4	<b>Process short description</b> (operation, activity, outcome)	For the full context of the process, please refer to section 1.2.  This process automates the extraction of competitors' data package information in both BliBli and Tokopedia websites. Data package information includes package name, package price, and package detail. All extraction information is summarized into an Excel report.
5	<b>Role(s) required for performing the process</b>	Consumer Analytics & Reporting Development Department Staff
6	<b>Process schedule and frequency</b>	<u>AS-IS:</u> Monday – Friday, 08:00 – 17:00 JKT (Ad-hoc)  <u>TO-BE:</u> Monday - Sunday, Trigger once/day, 11:00 JKT
7	<b># of items processes /reference period</b>	546 data packages / day
8	<b>Average handling time per item</b>	1 minute / package
9	<b>Peak period (s)</b>	N/A
10	<b>Transaction Volume During Peak period</b>	N/A
11	<b>Total # of FTEs supporting this activity</b>	<u>Current FTE: 2.2</u>  <u>FTE Calculation:</u> (Number of data packages/day * 30 * highest time to handle request) * 12 / (Total FTE) = (546 * 1) * 30 * 12 / (88,320) ~ 2.2

#	Item	Description
		Total FTE = 2.2
12	Automatable FTE	<u>% Automation Potential: 100%</u> <u>Automatable Capacity Creation (FTE): 100% * 2.2 = 2.2 FTE</u>
13	Expected increase of volume in the next reference period	N/A
14	Level of exception rate	N/A
15	Input data	Manual method <u>AS-IS:</u> 1. Mobile phone number of every operator  <u>TO-BE:</u> 1. Parameter.xlsx 2. User_Setting.xlsx 3. Competitor Product Catalog Data Collection Template.xlsx
16	Output data	Manual method <u>AS-IS:</u> 1. Output Report  <u>TO-BE:</u> 1. BliBli_Tokopedia_<YYYYMMDD>.csv (CSV file)
17	Process Complexity	Medium
18	Intelligent Character Recognition	No

## 2.2 Applications Used in the Process

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 & version	Robot Role	System Language	Thin/ Thick Client	Environment / Access method	PIC	Robot Role	Comments
1	Ms. Excel Version 2013	Generate report	EN	Thick Client	Production / Virtual Machine	Rochman S. Basyari	No specific role required	To append extracted data from BliBli and Tokopedia websites
2	Ms. Outlook Version 2013	Send notification email	EN	Thick Client	Production / Virtual Machine	Rochman S. Basyari	No specific	To send email to

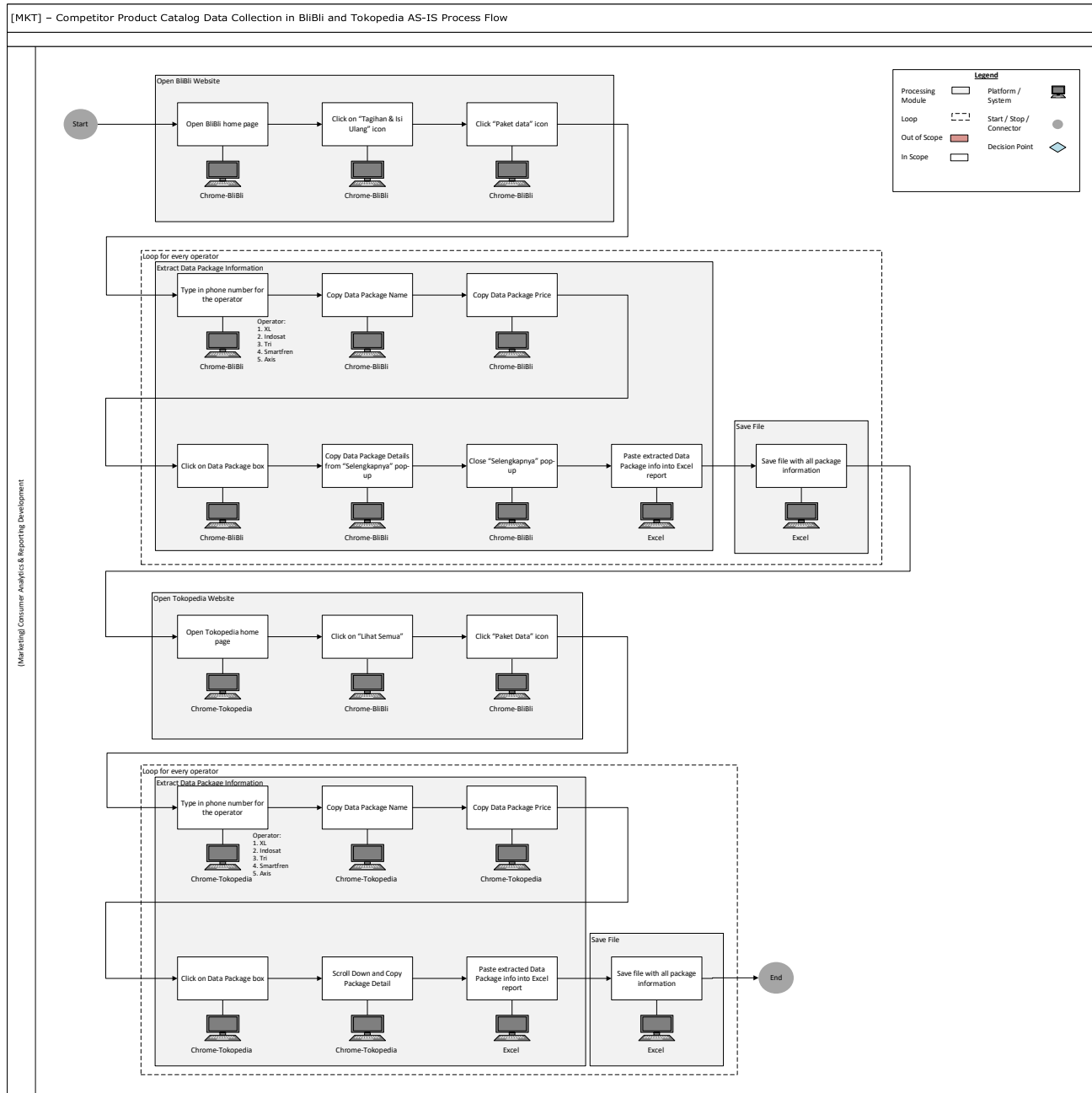


#	Application name & version	Robot Role	System Language	Thin/ Thick Client	Environment / Access method	PIC	Robot Role	Comments
							role required	Robot Users
3	Google Chrome	Crawling in BliBli and Tokopedia websites	EN	Thick Client	Production / Virtual Machine	N/A	Read, Update, Export	To access BliBli and Tokopedia websites <u>BliBli Website:</u> <a href="https://www.blibli.com/digital/p/paket-data">https://www.blibli.com/digital/p/paket-data</a> <u>Tokopedia Website:</u> <a href="https://www.tokopedia.com/paket-data/">https://www.tokopedia.com/paket-data/</a>

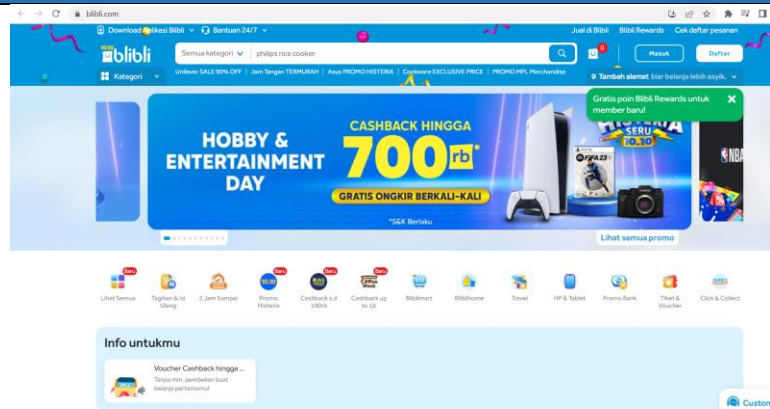
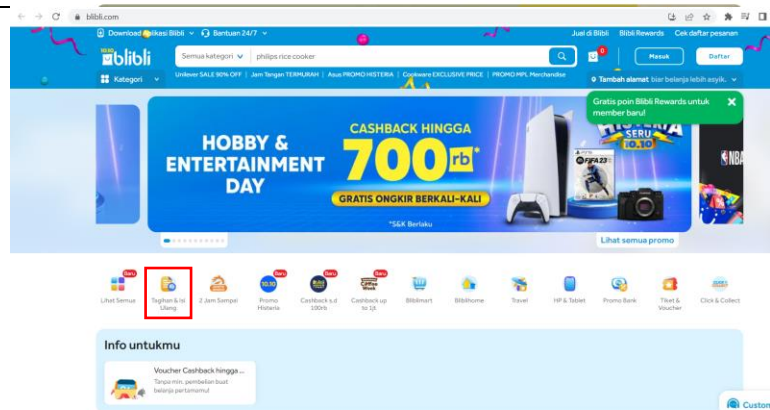
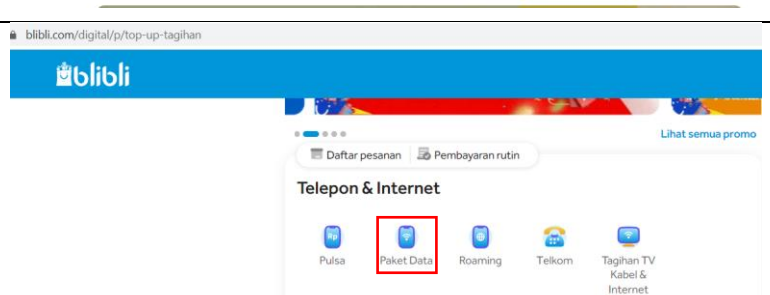
## 2.3 High Level As-Is Process Map:

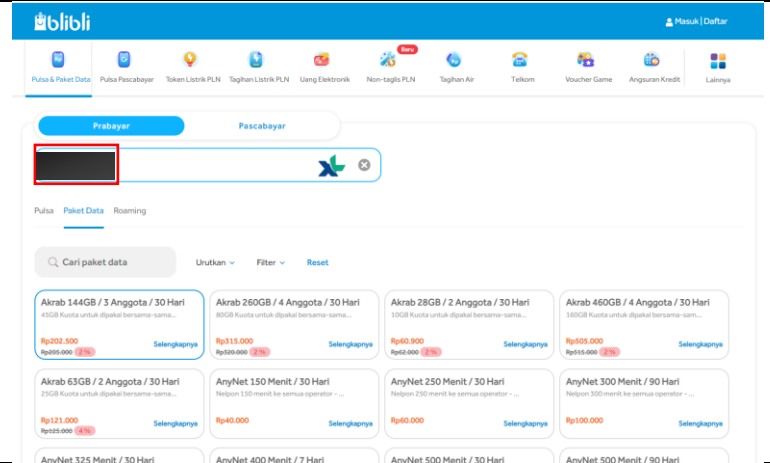
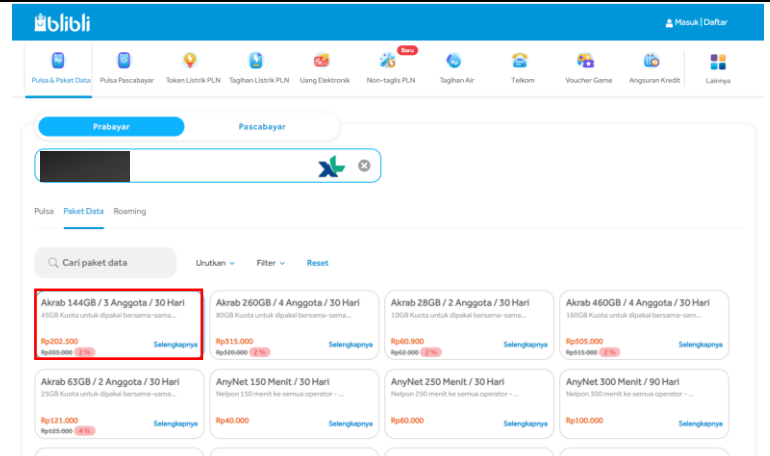
This chapter depicts the As-Is business process at a High-Level to enable developers to have a high-level understanding of the current process.

### Detailed As-Is Process Map:

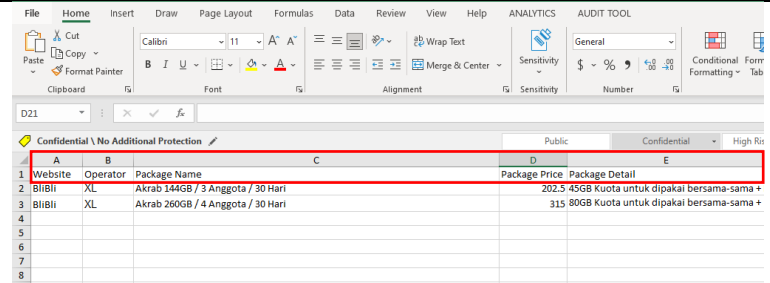
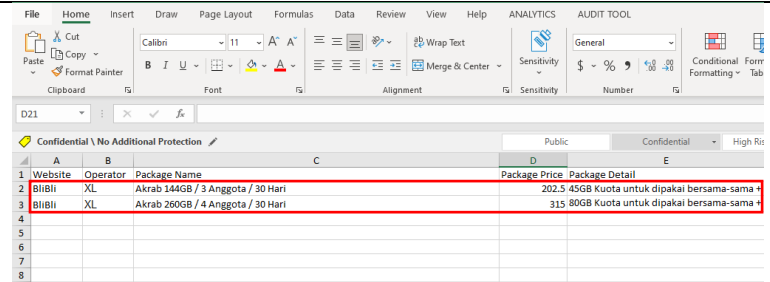
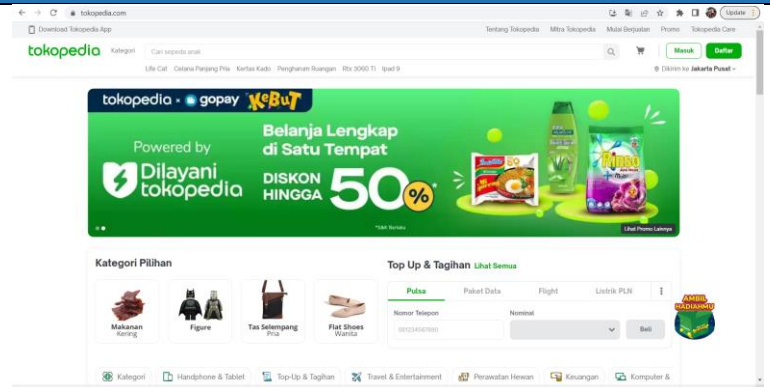


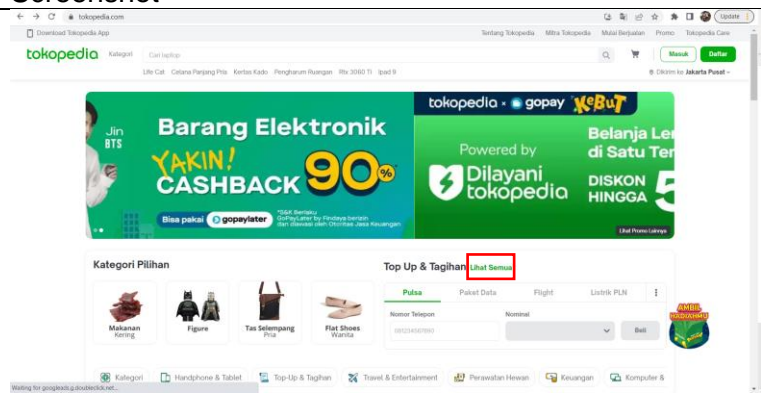
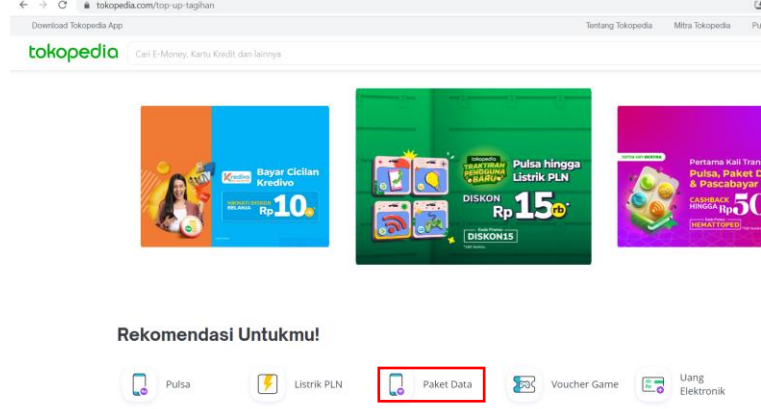
## 2.4 Detailed As-Is Process Steps

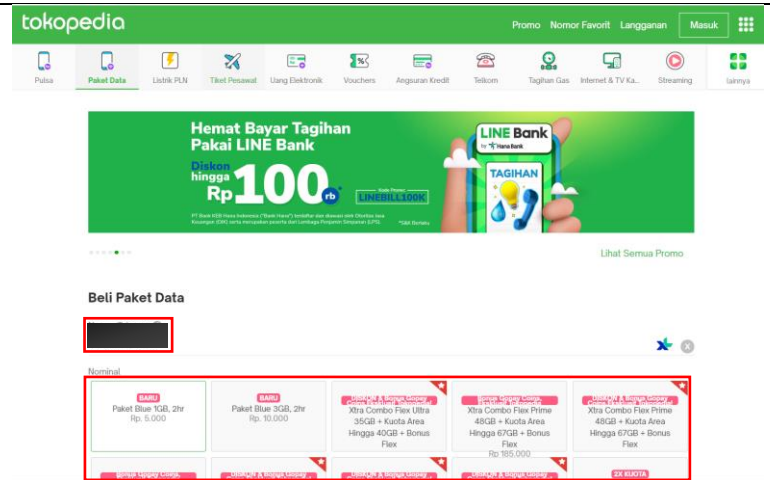
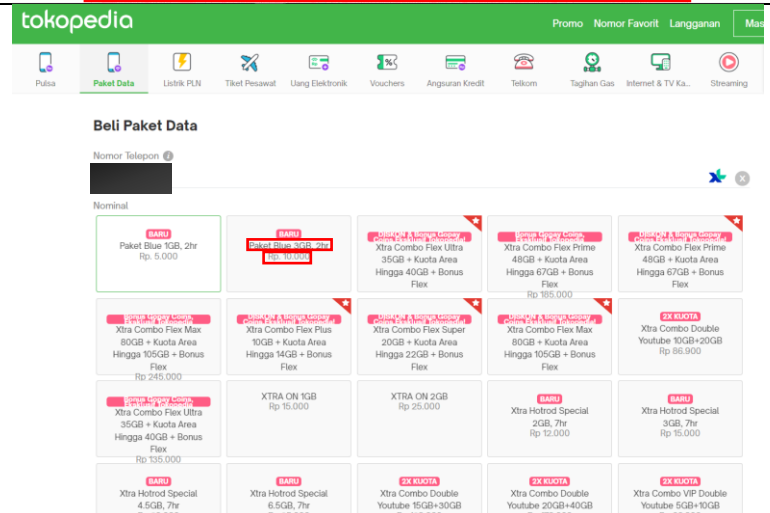
Step	Description of Functionality	Screenshot
<b>1. Launch BliBli website</b>		
1.1	<ul style="list-style-type: none"> <li>Launch Google Chrome</li> <li>Open BliBli website</li> </ul>	
1.2	Click “Tagihan & Isi Ulang” icon	
1.3	Click “Paket Data” icon	
Begin loop for each Operator		

Step	Description of Functionality	Screenshot														
2. Search data package with phone number																
2.1	<ul style="list-style-type: none"><li>Input Operator phone number</li><li>Data packages will load in the “Paket Data” tab</li></ul> <table><tr><th>Operator Name</th><th>Phone Number</th></tr><tr><td>XL</td><td></td></tr><tr><td>Indosat</td><td></td></tr><tr><td>Tri</td><td></td></tr><tr><td>Smartfren</td><td></td></tr><tr><td>Axis</td><td></td></tr><tr><td>Any other operator</td><td>*will share it later</td></tr></table>	Operator Name	Phone Number	XL		Indosat		Tri		Smartfren		Axis		Any other operator	*will share it later	
Operator Name	Phone Number															
XL																
Indosat																
Tri																
Smartfren																
Axis																
Any other operator	*will share it later															
Begin loop for each data package																
3. Search data package with phone number																
3.1	Click data package box															

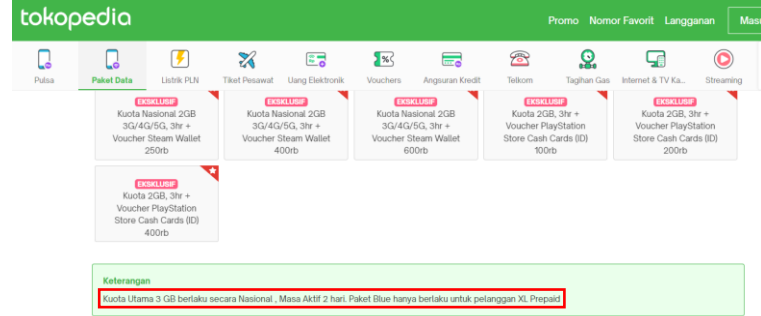
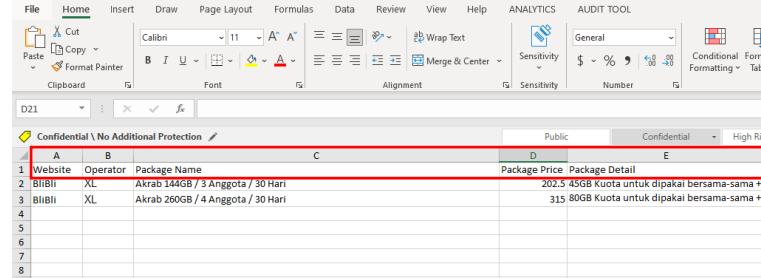
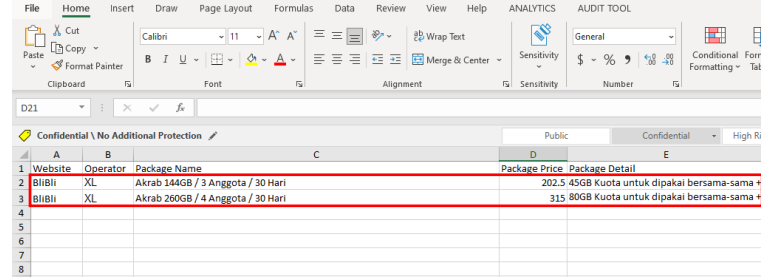
Step 3.2	<div>Description of Functionality</div> <div>Copy the following data package information:</div> <table><thead><tr><th>Number</th><th>Data Package Information</th></tr></thead><tbody><tr><td>1</td><td>Package Name</td></tr><tr><td>2</td><td>Package Price</td></tr></tbody></table>	Number	Data Package Information	1	Package Name	2	Package Price	<div>Screenshot</div>
Number	Data Package Information							
1	Package Name							
2	Package Price							
3.3	<div>Click “Selengkapnya”</div>							
3.4	<div><ul style="list-style-type: none"><li>Copy the following data package information:</li><li>Close pop-up box</li></ul></div> <table><thead><tr><th>Number</th><th>Data Package Information</th></tr></thead><tbody><tr><td>3</td><td>Package Details (“Selengkapnya” section)</td></tr></tbody></table>	Number	Data Package Information	3	Package Details (“Selengkapnya” section)			
Number	Data Package Information							
3	Package Details (“Selengkapnya” section)							

Step	Description of Functionality	Screenshot												
4. Copy package info into Excel file														
4.1	Create a new Excel file with the following column names:													
	<table><thead><tr><th>Column Identifier</th><th>Column Names</th></tr></thead><tbody><tr><td>A</td><td>Website</td></tr><tr><td>B</td><td>Operator</td></tr><tr><td>C</td><td>Package Name</td></tr><tr><td>D</td><td>Package Price</td></tr><tr><td>E</td><td>Package Detail</td></tr></tbody></table>	Column Identifier	Column Names	A	Website	B	Operator	C	Package Name	D	Package Price	E	Package Detail	
Column Identifier	Column Names													
A	Website													
B	Operator													
C	Package Name													
D	Package Price													
E	Package Detail													
4.2	Append extracted data from BliBli into Excel													
	<table><thead><tr><th>Column Names</th><th>Remarks</th></tr></thead><tbody><tr><td>Website</td><td>Default value: BliBli</td></tr><tr><td>Operator</td><td>Operator name based on phone number</td></tr><tr><td>Package Name</td><td>[1] Package Name</td></tr><tr><td>Package Price</td><td>[2] Package Price</td></tr><tr><td>Package Detail</td><td>[3] Package Details ("Selengkapnya" section)</td></tr></tbody></table>	Column Names	Remarks	Website	Default value: BliBli	Operator	Operator name based on phone number	Package Name	[1] Package Name	Package Price	[2] Package Price	Package Detail	[3] Package Details ("Selengkapnya" section)	
Column Names	Remarks													
Website	Default value: BliBli													
Operator	Operator name based on phone number													
Package Name	[1] Package Name													
Package Price	[2] Package Price													
Package Detail	[3] Package Details ("Selengkapnya" section)													
End loop for each data package														
End loop for each Operator														
5. Launch Tokopedia website														
5.1	<ul style="list-style-type: none"><li>Launch Google Chrome</li><li>Open Tokopedia website</li></ul>													

Step	Description of Functionality	Screenshot
5.2	Click “Lihat Semua”	 <p>The screenshot shows the Tokopedia homepage. At the top, there are banners for 'Barang Elektronik YAKIN! CASHBACK 90%' and 'Dilayani tokopedia DISKON HINGGA 5%'. Below these, there's a 'Kategori Pilihan' section with icons for Makanan, Fashion, Tas Selempang, and Flat Shoes. To the right, the 'Top Up &amp; Tagihan' section is visible, with the 'Lihat Semua' button highlighted in a red box. The button is located next to the 'Paket Data' option.</p>
5.3	Click “Paket Data” icon	 <p>The screenshot shows the 'top-up-tagihan' page on Tokopedia. It features several promotional banners for 'Bayar Cicilan Kredit', 'Pulsa hingga Diskon Rp 15', and 'Paket Data'. Below these, the 'Rekomendasi Untukmu!' section displays icons for 'Pulsa', 'Listrik PLN', 'Paket Data' (highlighted with a red box), 'Voucher Game', and 'Uang Elektronik'.</p>
Begin loop for each Operator		
6. Search data package with phone number		

Step	Description of Functionality	Screenshot														
6.1	<ul style="list-style-type: none"><li>Input Operator phone number</li><li>Data packages will load under Nominal Section</li></ul> <table><tr><th>Operator Name</th><th>Phone Number</th></tr><tr><td>XL</td><td></td></tr><tr><td>Indosat</td><td></td></tr><tr><td>Tri</td><td></td></tr><tr><td>Smartfren</td><td></td></tr><tr><td>Axis</td><td></td></tr><tr><td>Any other operator</td><td>*will share it later</td></tr></table>	Operator Name	Phone Number	XL		Indosat		Tri		Smartfren		Axis		Any other operator	*will share it later	
Operator Name	Phone Number															
XL																
Indosat																
Tri																
Smartfren																
Axis																
Any other operator	*will share it later															
6.2	<ul style="list-style-type: none"><li>Click Data Package Box</li><li>Copy the following data package information:</li></ul> <table><tr><th>Number</th><th>Data Package Information</th></tr><tr><td>1</td><td>Package Name</td></tr><tr><td>2</td><td>Package Price</td></tr></table>	Number	Data Package Information	1	Package Name	2	Package Price									
Number	Data Package Information															
1	Package Name															
2	Package Price															



Step	Description of Functionality	Screenshot				
6.3	<ul style="list-style-type: none"><li>Scroll down to bottom of the page</li><li>Copy the following data package information:</li></ul> <table><tr><th>Number</th><th>Data Package Information</th></tr><tr><td>3</td><td>Package Details</td></tr></table>	Number	Data Package Information	3	Package Details	
Number	Data Package Information					
3	Package Details					
7. Copy package info into Excel file						
7.1	Create a new Excel file with the following column names:					
7.2	Append extracted data from Tokopedia into Excel					
End loop for each data package						
End loop for each Operator						
8. End						

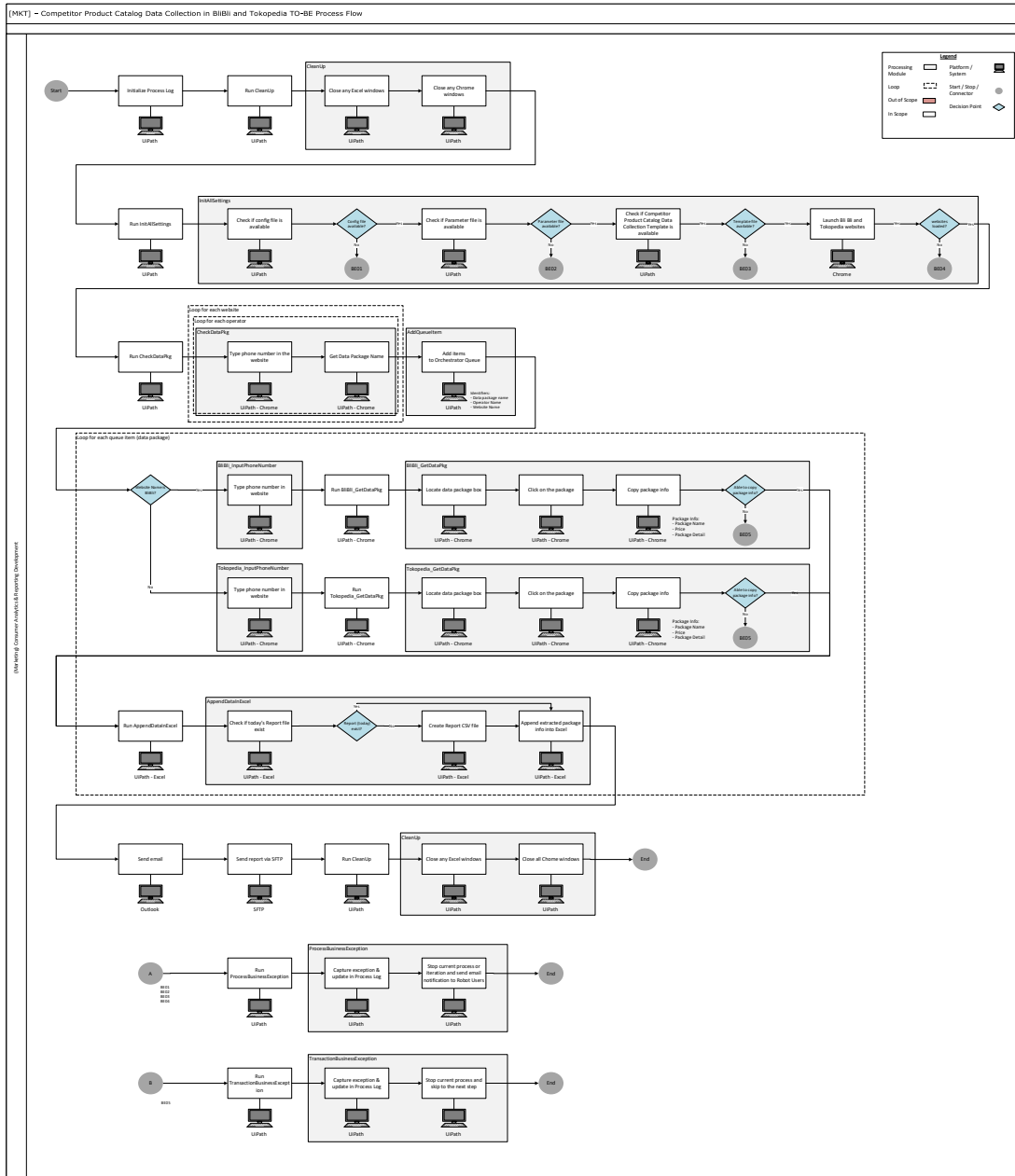
## 2.5 Input Data Description

Step	Sample (Print-screen)	Input type	Location	Inputs are standard? (Yes/ No)	Inputs are structured? (Yes/ No)	Data to be used from	Path of input File
1.1	See 2.4 Detailed As-Is Process: Step 1.1	[As-Is] Mobile phone number of every operator [To-Be] Parameter.xlsx	[As-Is] Shared folder [To-Be] Robot Shred Folder	[As-Is, To-Be] Yes	[As-Is, To-Be] Yes	Robot User	N/A
1.2	See 2.4 Detailed As-Is Process: Step 1.1	[To-Be] Competitor Product Catalog Data Collection Template.xlsx	[To-Be] Robot Shred Folder	[To-Be] Yes	[To-Be] Yes	Robot User	N/A

### 3. To-Be Process Description

This chapter highlights the expected design of the business process after automation.

#### 3.1 To-Be Detailed Process Map



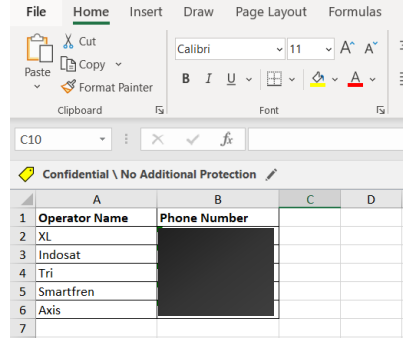
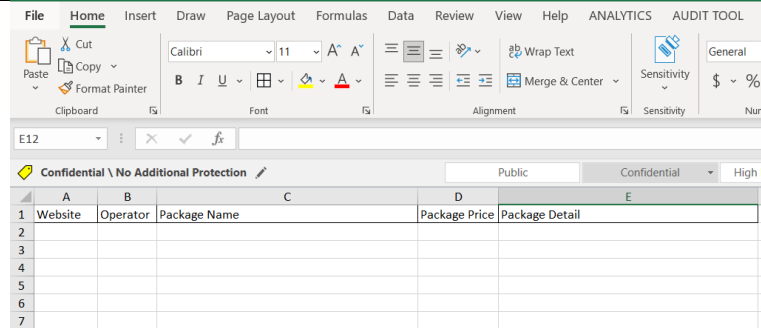
### 3.2 Detailed To-Be Process Steps

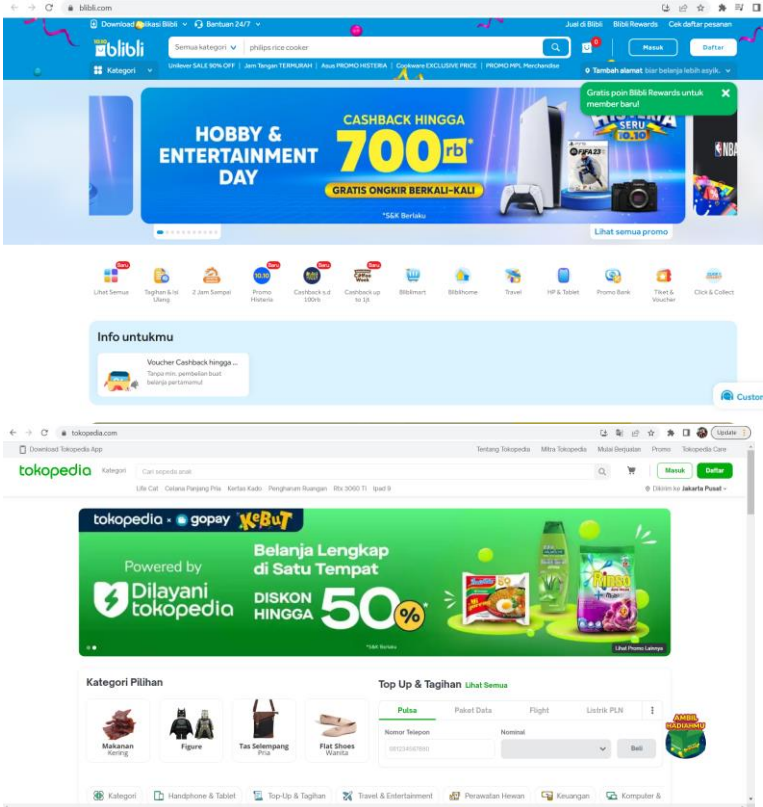
This chapter depicts the To-Be business process in detail to enable the Developer to build the automated process. All the process log will be captured and recorded in Log Excel File.

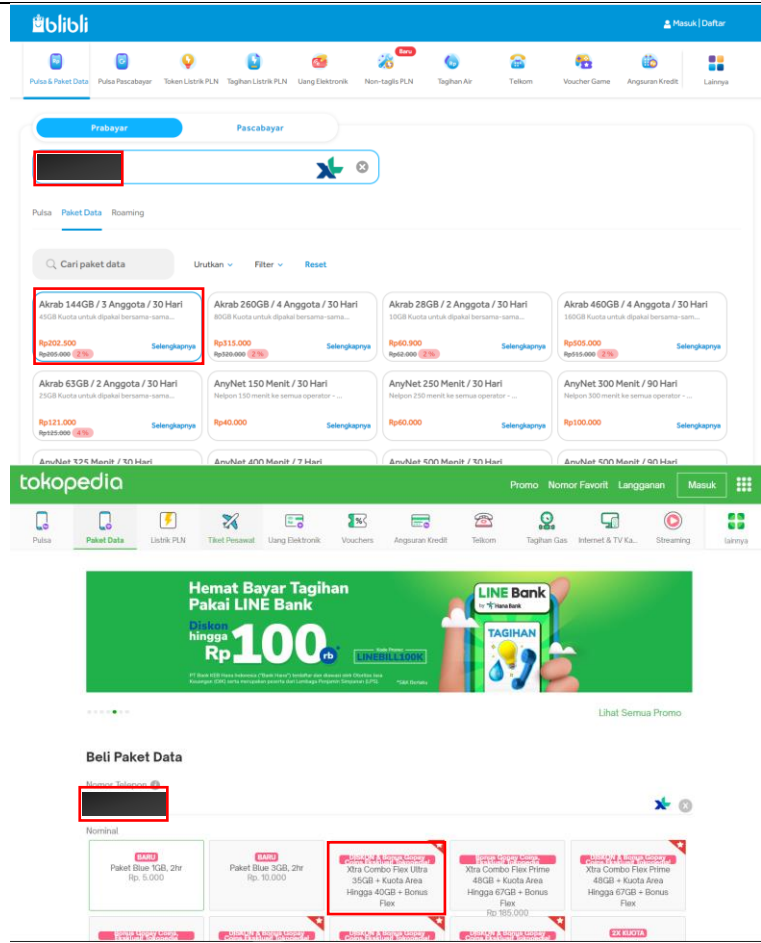
#### Summary Table

Task Name	Description	Process Steps Covered
Main	This is the entry point	All
CleanUp	Close all MS Excel, Chrome windows	1
InitAllSettings	Initiate creation of mapping configuration file	2
CheckDataPkg	Check available data packages in BliBli and Tokopedia to use as queue items	3
AddQueueItem	Send item to Orchestrator queue	4
BliBli_InputPhoneNumber	Input phone number in BliBli to search data packages	5
BliBli_GetDataPkg	Get package name, price, and details from each data packages from BliBli website	6
Tokopedia_InputPhoneNumber	Input phone number in Tokopedia to search data packages	7
Tokopedia_GetDataPkg	Get package name, price, and details from each data packages from Tokopedia website	8
AppendDataInExcel	Append retrieved data into an Excel CSV file	9
SendOutputReport	Send output report via email and SFTP to users after transactions have been completed	10
TransactionBusinessException	Capture exception logs and proceed to run the next transaction	11
ProcessBusinessException	Capture exception logs, send exception notification email and terminate the robot	12

Detailed Table

Step	Description of Functionality	Screenshot
<b>1. Run CleanUp</b>		
1.1	Close any Excel windows	N/A
1.2	Close any Chrome windows	N/A
<b>2. InitAllSettings</b>		
2.1	Check if config file is available, create config setting and asset mapping  <b>[BE01]</b> – Config file is not available	N/A
2.2	Check if Parameter file is available  <b>[BE02]</b> – Parameter file is not available	
2.3	Check if Competitor Product Catalog Data Collection Template is available  <b>[BE03]</b> – Competitor Product Catalog Data Collection Template is not available	

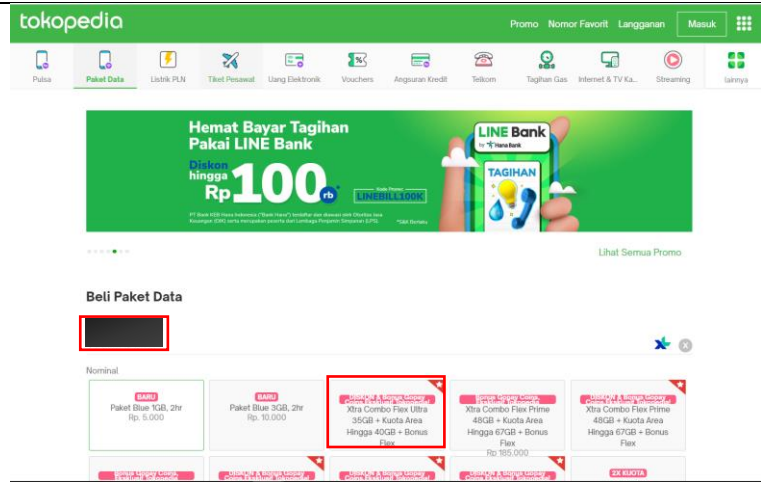
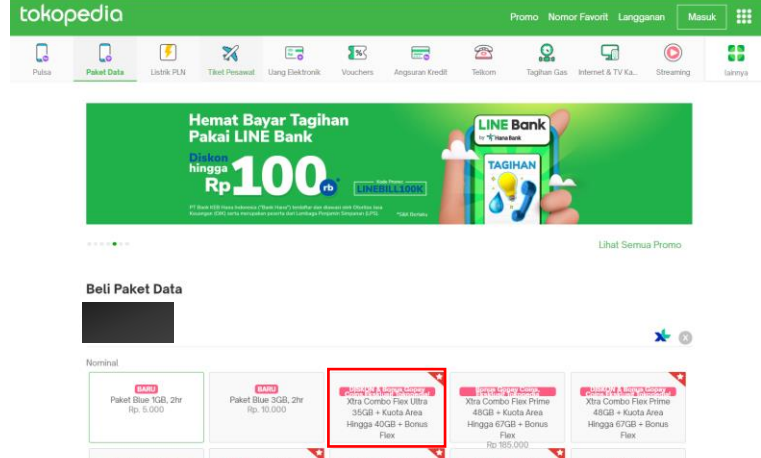
Step	Description of Functionality	Screenshot
2.4	<p>Launch BliBli and Tokopedia Website</p> <p><b>[BE04]</b> – Both websites are not loaded</p>	
3. CheckDataPkg		

Step	Description of Functionality	Screenshot
3.1	<ul style="list-style-type: none"> <li>Input phone number</li> <li>Get Data Package Name</li> </ul> <p><b>Note:</b> Repeat this step for all phone numbers listed in the Parameter file</p>	
<b>4. AddQueueItem</b>		
4.1	<ul style="list-style-type: none"> <li>Add items into Orchestrator with the following identifiers: <ul style="list-style-type: none"> <li>Data Package Name</li> <li>Operator Name</li> <li>Website Name</li> </ul> </li> </ul>	N/A
Begin loop for each Operator		
Begin BliBli Website		
<b>5. BliBli_InputPhoneNumber</b>		

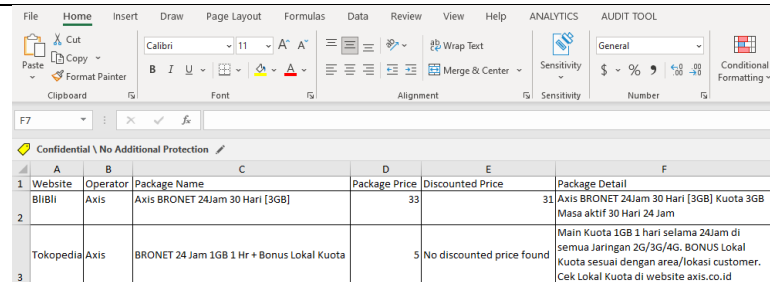
Step	Description of Functionality	Screenshot
5.1	<ul style="list-style-type: none"> <li>Input Operator phone number</li> <li>Data package boxes will load in BliBli</li> </ul> <p><b>Note:</b> Operator phone number (dummy data) will be retrieved from the Parameter file</p>	<p>The screenshot shows the BliBli app interface. At the top, there's a navigation bar with the BliBli logo and a 'Masuk   Daftar' button. Below the navigation bar, there are tabs for 'Pulsa &amp; Paket Data', 'Pulsa Pascabayar', 'Token Listrik PLN', 'Tagihan Listrik PLN', 'Uang Elektronik', 'Non-tagis PLN', 'Tagihan Air', 'Telkom', 'Voucher Game', 'Angsuran Kredit', and 'Lainnya'. The 'Paket Data' tab is selected. Below the tabs, there's a search bar with a placeholder 'Cari paket data'. To the right of the search bar are buttons for 'Urutkan', 'Filter', and 'Reset'. Below the search bar, there's a grid of data package boxes. The first box, 'Akab 144GB / 3 Anggota / 30 Hari', is highlighted with a red box. Other boxes include 'Akab 260GB / 4 Anggota / 30 Hari', 'Akab 28GB / 2 Anggota / 30 Hari', 'Akab 460GB / 4 Anggota / 30 Hari', 'Akab 63GB / 2 Anggota / 30 Hari', 'AnyNet 150 Menit / 30 Hari', 'AnyNet 250 Menit / 30 Hari', 'AnyNet 300 Menit / 90 Hari', 'AnyNet 325 Menit / 30 Hari', 'AnyNet 400 Menit / 7 Hari', 'AnyNet 500 Menit / 30 Hari', and 'AnyNet 500 Menit / 90 Hari'.</p>
Begin loop for each data package		
6. BliBli_GetDataPkg		
6.1	<p>Click Data Package box</p> <p><b>Note:</b> If Data Package box is greyed out, robot do not need to click</p>	<p>This screenshot is identical to the one in step 5.1, showing the BliBli app interface with the 'Paket Data' tab selected and the 'Akab 144GB / 3 Anggota / 30 Hari' package box highlighted with a red box.</p>



Step	Description of Functionality	Screenshot															
6.2	<ul style="list-style-type: none"> <li>Copy Package Name and Package Price</li> <li>Click “Salengkapnya”</li> <li>Copy Package Detail</li> <li>Close pop-up box</li> </ul> <table border="1"> <thead> <tr> <th>Num.</th><th>Data Package Information</th><th>Remarks</th></tr> </thead> <tbody> <tr> <td>1</td><td>Package Name</td><td>Available for all data package</td></tr> <tr> <td>2</td><td>Original Price</td><td>Available for all data package</td></tr> <tr> <td>3</td><td>Discounted Price</td><td>If discounted is not available, set Package Details as “No discounted price found”</td></tr> <tr> <td>4</td><td>Package Details</td><td>If data package box is not available, set Package Details as “No package detail found”</td></tr> </tbody> </table> <p>[BE06] Failed to copy data package information</p>	Num.	Data Package Information	Remarks	1	Package Name	Available for all data package	2	Original Price	Available for all data package	3	Discounted Price	If discounted is not available, set Package Details as “No discounted price found”	4	Package Details	If data package box is not available, set Package Details as “No package detail found”	
Num.	Data Package Information	Remarks															
1	Package Name	Available for all data package															
2	Original Price	Available for all data package															
3	Discounted Price	If discounted is not available, set Package Details as “No discounted price found”															
4	Package Details	If data package box is not available, set Package Details as “No package detail found”															
End of BliBli Website																	
Begin of Tokopedia Website																	
7. Tokopedia_InputPhoneNumber																	

Step	Description of Functionality	Screenshot
7.1	<ul style="list-style-type: none"> <li>Input Operator phone number</li> <li>Data package boxes will load in Tokopedia</li> </ul> <p><b>Note:</b> Operator phone number (dummy data) will be retrieved from the Parameter file</p>	 <p>The screenshot shows the Tokopedia homepage. At the top, there's a navigation bar with 'tokopedia' logo and links like 'Promo', 'Nomor Favorit', 'Langganan', and 'Masuk'. Below the navigation bar, there's a banner for 'Hemat Bayar Tagihan Pakai LINE Bank' with a discount of up to Rp100. Below the banner, there's a section titled 'Beli Paket Data' which is highlighted with a red box. Under this section, there are several data package boxes, including 'Paket Blue 3GB, 2hr' and 'Xtra Combo Flex Ultra'. A red box highlights the 'Xtra Combo Flex Ultra' package.</p>
Begin loop for each data package		
8. Tokopedia_GetDataPkg		
8.1	<p>Click Data Package box</p> <p><b>Note:</b> If Data Package box is greyed out, robot do not need to click</p>	 <p>This screenshot is identical to the one in step 7.1, showing the Tokopedia homepage with the 'Beli Paket Data' section highlighted by a red box. The 'Xtra Combo Flex Ultra' package is also highlighted with a red box.</p>

Step	Description of Functionality		Screenshot															
8.2	<div><ul style="list-style-type: none"><li>Copy Package Name and Package Price</li><li>Scroll Down to bottom of the page</li><li>Cope Package Details</li></ul></div> <table><thead><tr><th>Num.</th><th>Data Package Information</th><th>Remarks</th></tr></thead><tbody><tr><td>1</td><td>Package Name</td><td>Available for all data package</td></tr><tr><td>2</td><td>Original Price</td><td>Available for all data package</td></tr><tr><td>3</td><td>Discounted Price</td><td>If discounted is not available, set Package Details as “No discounted price found”</td></tr><tr><td>4</td><td>Package Details</td><td>If data package box is not available, set Package Details as “No package detail found”</td></tr></tbody></table> <div>[BE06] Failed to copy data package information</div>	Num.	Data Package Information	Remarks	1	Package Name	Available for all data package	2	Original Price	Available for all data package	3	Discounted Price	If discounted is not available, set Package Details as “No discounted price found”	4	Package Details	If data package box is not available, set Package Details as “No package detail found”		
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4	Package Details	If data package box is not available, set Package Details as “No package detail found”																
End of Tokopedia Website																		
9. AppendDataInExcel																		
9.1	<div><ul style="list-style-type: none"><li>Check if today’s report exists</li><li>If report doesn’t exist, create a new CSV file using the Competitor Product Catalog Data Collection Template</li></ul></div> <table><thead><tr><th>Column Names</th></tr></thead><tbody><tr><td>Website</td></tr><tr><td>Operator</td></tr><tr><td>Package Name</td></tr><tr><td>Package Detail</td></tr><tr><td>Original Price</td></tr><tr><td>Discounted Price</td></tr></tbody></table>	Column Names	Website	Operator	Package Name	Package Detail	Original Price	Discounted Price	N/A									
Column Names																		
Website																		
Operator																		
Package Name																		
Package Detail																		
Original Price																		
Discounted Price																		

Step	Description of Functionality	Screenshot														
	<p><b>Note:</b></p> <ul style="list-style-type: none"><li>Each website will be appended separately</li><li>CSV file name: BliBli_Tokopedia_&lt;yyyyMMdd&gt;.csv</li></ul>															
9.2	<p>Append extracted data from BliBli or Tokopedia into each row in CSV file</p> <table><tr><th>Column Names</th><th>Remarks</th></tr><tr><td>Website</td><td>Default value: BliBli or Tokopedia</td></tr><tr><td>Operator</td><td>Operator name based on phone number (from Parameter file)</td></tr><tr><td>Package Name</td><td>Package Name</td></tr><tr><td>Original Price</td><td>Package Price  <u>Data Validation</u><ul style="list-style-type: none"><li>Without “Rp”</li><li>Without decimals</li></ul></td></tr><tr><td>Discounted Price</td><td>Package Price  <u>Data Validation</u><ul style="list-style-type: none"><li>Without “Rp”</li><li>Without decimals</li></ul></td></tr><tr><td>Package Detail</td><td>Package Detail</td></tr></table>	Column Names	Remarks	Website	Default value: BliBli or Tokopedia	Operator	Operator name based on phone number (from Parameter file)	Package Name	Package Name	Original Price	Package Price  <u>Data Validation</u> <ul style="list-style-type: none"><li>Without “Rp”</li><li>Without decimals</li></ul>	Discounted Price	Package Price  <u>Data Validation</u> <ul style="list-style-type: none"><li>Without “Rp”</li><li>Without decimals</li></ul>	Package Detail	Package Detail	
Column Names	Remarks															
Website	Default value: BliBli or Tokopedia															
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Package Detail	Package Detail															
End loop for each data package																
End loop for each Operator																
10. SendOutputReport																
10.1	Update and save process log in designated folder	N/A														
10.2	<p>Send email to Robot User for completion of bot run</p> <p><b>Email Recipient:</b> &lt;From User Setting.xlsx&gt; <b>Email Subject:</b> &lt;From Config.xlsx&gt; <b>Email Body:</b> &lt;From Config.xlsx&gt;</p> <p><b>Attachment:</b></p>	N/A														

	<ul style="list-style-type: none"> <li>• ProcessLog_&lt;yyyy-MM-dd_HH:mm&gt;.csv</li> <li>• BliBli_Tokopedia _&lt;yyyyMMdd&gt;.csv</li> </ul>	
10.3	Send report via SFTP	N/A
<b>11. Cleanup</b>		
11.1	Close any Excel windows	N/A
11.2	Close any Chrome windows	N/A
<b>12. TransactionBusinessException</b>		
12.1	Capture the Transaction Business Exception remark and write Process Log with status as “Business Exception”	N/A
<b>13. ProcessBusinessException</b>		
13.1	Capture the Process Business Exception remarks and write Process Log with status as “Fail”	N/A
14.2	Terminate the robot and send email	N/A
<b>14. End</b>		

### 3.3 Parallel Initiatives/ Overlap (if applicable)

This chapter captures the proposed Business, Process & System changes in near future and its impact

S. No	Initiative Name	Process Step(s) where it is identified	Impact on current automation request? How?	Expected Completion Date	Contact person for more details
N/A	N/A	N/A	N/A	N/A	N/A

### 3.4 In Scope for RPA

The as-is activities **in scope of RPA**, are listed here:

Steps 1.1 – 4.2 (Refer 2.4 Detailed As-Is Process Steps)

### 3.5 Out of Scope for RPA

The as-is activities **OUT of scope of RPA**, are listed here:

Sub-process (if case)	Activity (step)	Reasons for Out of Scope*	Impact on the To-Be	Possible measures to be taken into consideration for future automation
N/A	N/A	N/A	N/A	N/A

### 3.6 Business Exceptions Handling

The Business Process Owner and IA Consultant are expected to document below all the business exceptions identified in the automation process. These can be classified as:

Known	Unknown
<b>Previously encountered. A scenario is defined with clear actions and workarounds for each case.</b>	New situation never encountered before. It can be caused by external factors. Cannot be predicted with precision, however if it occurs, it must be communicated to an authorized person for evaluation.

**Known Exceptions**

The table below reflects all the business process exceptions captured during the process evaluation and documentation. These are **known exceptions**, met in practice before. For each of these exceptions, define a corresponding expected action that the robot should complete if it encounters the exception.

BE#	Exception name	Step	Parameters	Action to be taken
01	Config file is not available	Step 2.1	Config file.xlsx	<p>Bot will log error to check the Config file, send exception email and stop processing.</p> <p>Robot user to inform IT support to check Config file availability in Shared folder</p>
02	Parameter file is not available	Step 2.2	Parameter.xlsx	<p>Bot will log error to check the Parameter file, send exception email and stop processing.</p> <p>Robot user to check file availability in Shared folder</p>
03	Competitor Product Catalog Data Collection Template is not available	Step 2.3	Competitor Product Catalog Data Collection Template.xlsx	<p>Bot will log error to check the Competitor Product Catalog Data Collection Template file, send exception email and stop processing.</p> <p>Robot user to check file availability in Shared folder</p>
04	Both websites are not loaded	Step 2.4	BliBli and Tokopedia website	<p>Bot will log error to check both websites, send exception email and stop processing.</p> <p>If only one website is not loaded. Robot will log error and continue the process.</p> <p>Robot user to check if both website is up and running</p>
05	Failed to copy data package information	Step 6.2, 8.2	BliBli and Tokopedia website	<p>Bot will log error and skip to the next step</p> <p>Robot user to check if website UI has changed and inform IT.</p>

**Unknown Exceptions**

For all the other **unanticipated or unknown business (process) exceptions**, the robot should:

Send an email notification to Robot User and error message screenshot attached.

**3.7 Application Error and Exception Handling**

A comprehensive list of all errors, warnings or notifications should be consolidated here with the description and action to be taken, for each, by the Robot.

Errors identified in the automation process can be classified as:

Area	Known	Unknown
<b>Technology/ Applications</b>	Experienced previously, action plan or workaround available for it.	New situation never encountered before or may happened independent of the applications used in the process.

**Known Errors or Exceptions**

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.

#	Error name	Step	Parameters	Action to be taken
1	Application Crash / Internal Server Error	Any step	Error message	Recover & retry for maximum 3 times Close the applications and run the sequence again

**Unknown Errors and Exceptions**

For all the other **unanticipated or unknown application exceptions/errors**, the robot should:

Send an email notification to Robot User and error message screenshot attached.



### 3.8 Reporting





#	Report type	Update frequency	Details	Monitoring Tool to visualize the data																																																
1	Process Logs	Robot schedule	<div>CSV filename: Log_&lt;current date and time format: YYYY-MM-DD_HH:mm&gt;</div> <table><thead><tr><th>No</th><th>Column Name</th><th>Data</th></tr></thead><tbody><tr><td>1.</td><td>ID</td><td>Process ID</td></tr><tr><td>2.</td><td>Description</td><td>Process Name</td></tr><tr><td>3.</td><td>TransactionID</td><td>Data Package Name_YYYY-MM-DD HH:mm:ss</td></tr><tr><td>4.</td><td>StartTime</td><td>Timestamp start time; format: YYYY-MM-DD HH:mm:ss</td></tr><tr><td>5.</td><td>EndTime</td><td>Timestamp end time; format: YYYY-MM-DD HH:mm:ss</td></tr><tr><td>6.</td><td>Status</td><td>SUCCESS / FAIL / BUSINESS EXCEPTION</td></tr><tr><td>7.</td><td>ErrorRemark</td><td>Exception information</td></tr><tr><td>8.</td><td>RobotID</td><td>RobotID</td></tr><tr><td>9.</td><td>ComputerID</td><td>Machine Name</td></tr><tr><td>10.</td><td>Requestor</td><td>Robot User's email address</td></tr><tr><td>11.</td><td>Directorate</td><td>Directorate Name</td></tr><tr><td>12.</td><td>Group</td><td>Group Name</td></tr><tr><td>13.</td><td>Division</td><td>Division Name</td></tr><tr><td>14.</td><td>Department</td><td>Department Name</td></tr><tr><td>15.</td><td>Case_Creation_Time</td><td>Timestamp when the bot receives data. Format: yyyy-MM-dd HH:mm:ss</td></tr></tbody></table>	No	Column Name	Data	1.	ID	Process ID	2.	Description	Process Name	3.	TransactionID	Data Package Name_YYYY-MM-DD HH:mm:ss	4.	StartTime	Timestamp start time; format: YYYY-MM-DD HH:mm:ss	5.	EndTime	Timestamp end time; format: YYYY-MM-DD HH:mm:ss	6.	Status	SUCCESS / FAIL / BUSINESS EXCEPTION	7.	ErrorRemark	Exception information	8.	RobotID	RobotID	9.	ComputerID	Machine Name	10.	Requestor	Robot User's email address	11.	Directorate	Directorate Name	12.	Group	Group Name	13.	Division	Division Name	14.	Department	Department Name	15.	Case_Creation_Time	Timestamp when the bot receives data. Format: yyyy-MM-dd HH:mm:ss	CSV file saved in Shared Folder: \\Robot\Process Log
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## 4. Other Observations

No other observations

## 5. Additional Sources of Process Documentation

If there is additional material created to support the process automation please mention it here, along with the supported documentation provided.

Additional Process Documentation		
<b>Configuration file</b>	Config.xlsx	 Config.xlsx
<b>User Setting</b>	User_Setting.xlsx	 User_Setting.xlsx
<b>Parameter file</b>	Parameter.xlsx	 Parameter.xlsx
<b>Competitor Product Catalog Data Collection Template</b>	Competitor Product Catalog Data Collection Template.xlsx	 Competitor Product Catalog Data Collec