



# **UM – 061 – MSISDN Blocking Information Broadcast User Manual Document**

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## Document Control Sheet

Revision	Date	Description	Author
1.0	29/10/2021	Draft	Oscar Ian J.
1.1	9/10/2024	Draft	Steven Tjayadi
1.2	17/10/2024	Draft	Steven Tjayadi
1.3	28/10/2024	Draft	Steven Tjayadi

## Introduction

### 2.1 Purpose of this Document

This document is for the Robot User who is responsible for executing the Software Robot. User manual document for the Robot operation has been developed to meet these specific objectives:

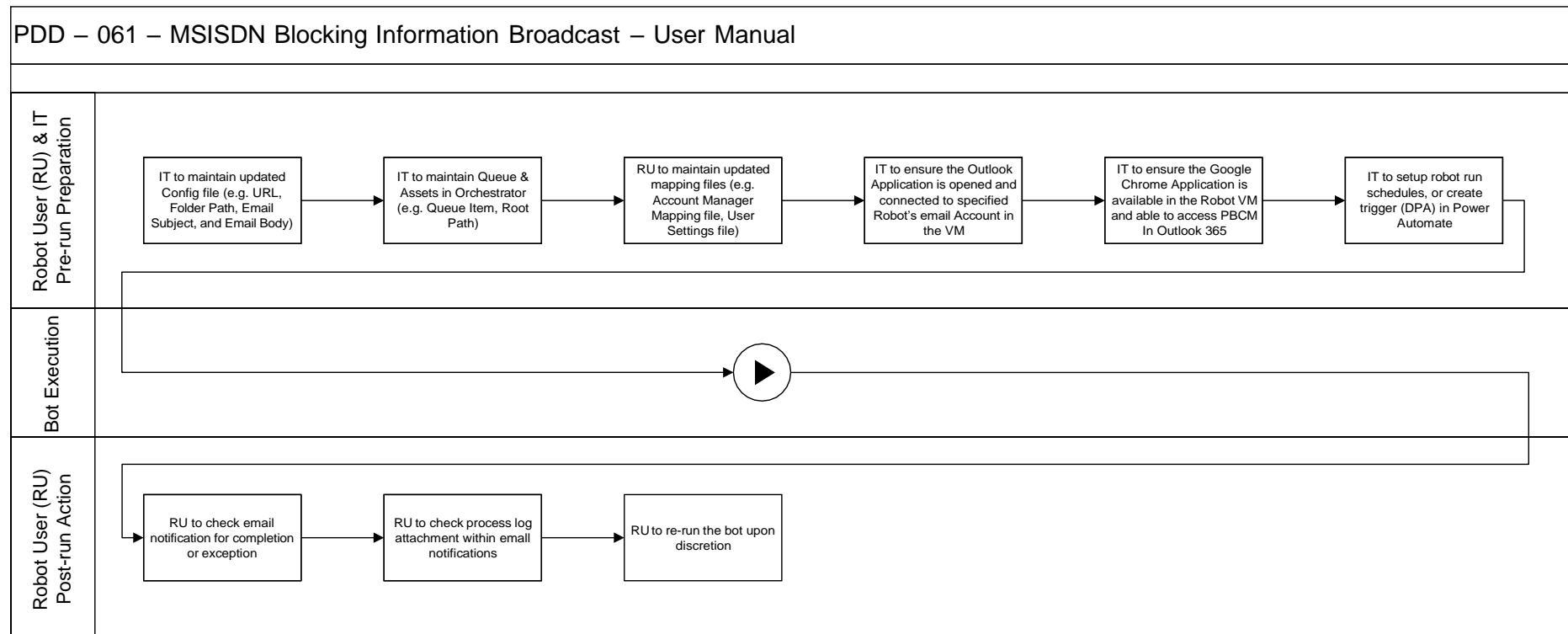
- To maintain the pre-requisites to execute the Robot such as:
  - Robot Work Queue Items & Assets management in Power Automate.
  - Config file & Supporting Files management.
- Provide the series of steps to be followed to execute the Robot.
- To be aware of the various communications the Robot will share, how to interpret them to perform appropriate actions.

The purpose of this document is to explain the activities involved in the Robot execution and monitoring, thereby the Robot User will understand and perform their role and responsibilities.

## Robot Operating Procedure

### 3.1 Process Flow

A Visio (flow) diagram of the steps for the Robot User to execute the Robot:



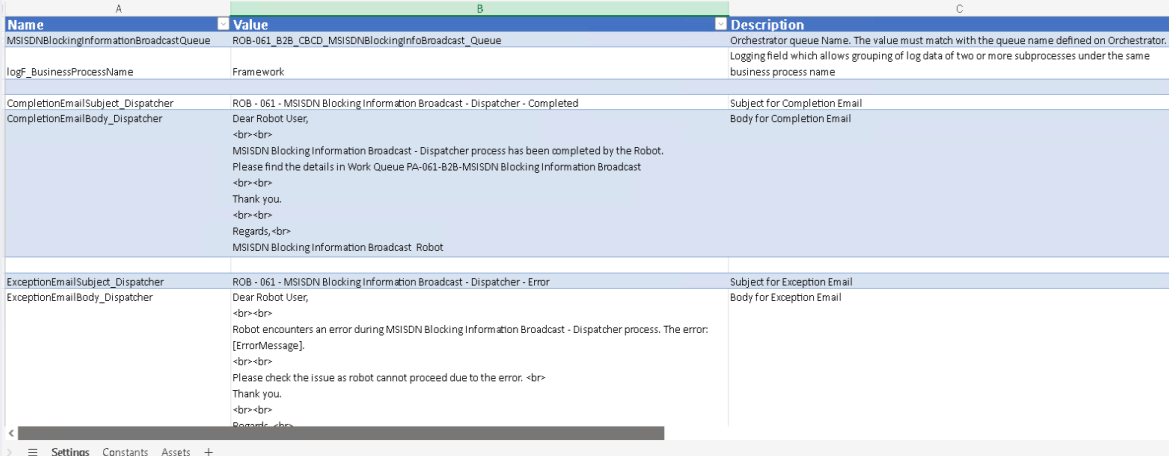
### 3.2 Pre-Requisite: Input and Supporting Files

Details the list of files and their maintenance required to execute the Robot.

File Type	File Name	Authorized Role	File Path
<b>Configuration File</b>	Config.xlsx	IT	https://365tsel.sharepoint.com/sites/Repository-PA/Shared Documents/PA-061-B2B-MSISDNBlockingInformation Broadcast/Robot/Config/Config.xlsx
<b>User Settings File</b>	UserSettings.xlsx	IT, SME	https://365tsel.sharepoint.com/sites/Repository-PA/Shared Documents/PA-061-B2B-MSISDNBlockingInformationBroadcast /User/Input/UserSettings.xlsx
<b>Account Manager Email Address List</b>	AccountManagerMapping.xlsx	SME	https://365tsel.sharepoint.com/sites/Repository-PA/Shared Documents/PA-061-B2B-MSISDNBlockingInformationBroadcast /User/Input/AccountManagerMapping.xlsx
<b>Pivot Template File</b>	PivotTemplate.xlsx	SME	https://365tsel.sharepoint.com/sites/Repository-PA/Shared Documents/PA-061-B2B-MSISDNBlockingInformationBroadcast /User/Input/PivotTemplate.xlsx

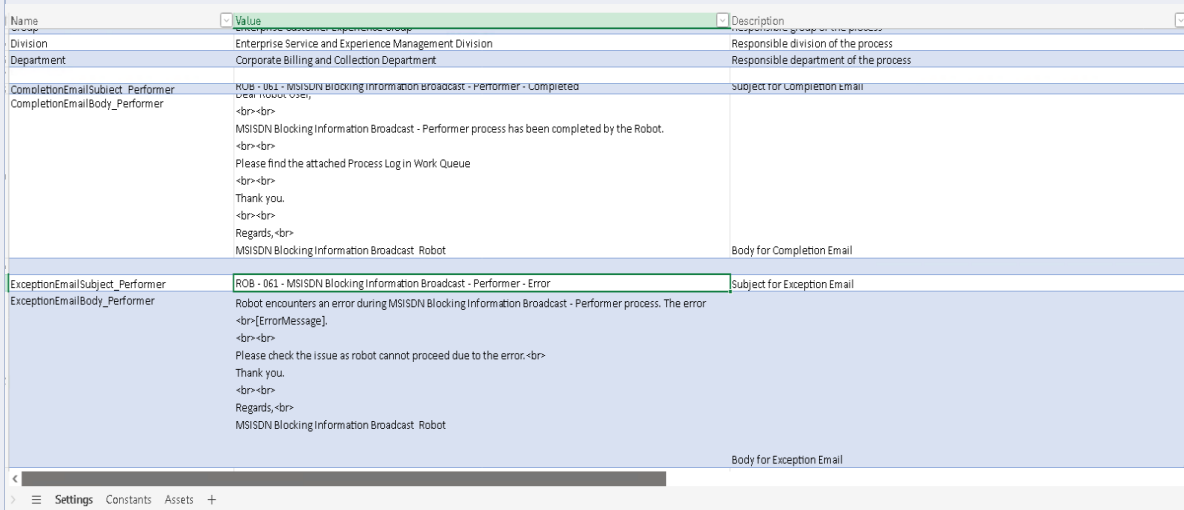
### 3.3 Pre-Requisite: Details

Below shows, in detail, the list of activities to be conducted before each Robot execution:

	Steps	Screenshot																					
1	<p><b><u>Config.xlsx maintenance</u></b></p> <p>Ensure the Config file is available in <a href="https://365tsel.sharepoint.com/sites/Repository-PA/Shared Documents/PA-061-B2B MSISDNBlockingInformation Broadcast/Robot/Config/Config.xlsx">https://365tsel.sharepoint.com/sites/Repository-PA/Shared Documents/PA-061-B2B MSISDNBlockingInformation Broadcast/Robot/Config/Config.xlsx</a>. Ensure that the values in the Config file are fit for purpose. If there are any changes in the Config file, the IT support team need to changes in the config sharepoint file.</p> <p>Values can be maintained in Settings sheet:</p> <ul style="list-style-type: none"> <li>• “logF_BusinessProcessName” is configured for the name of the process in Orchestrator logs;</li> <li>• “MSISDNBlockingInformationBroadcastQueue” is configured for the name of Orchestrator Queue used;</li> <li>• “CompletionEmailSubject_Dispatcher” is configured for Subject for Completion Email in Dispatcher;</li> <li>• “CompletionEmailBody_Dispatcher” is configured for body for Completion Email in Dispatcher;</li> <li>• “ExceptionEmailSubject_Dispatcher” is configured for subject for Exception Email in Dispatcher;</li> </ul>	 <table border="1"> <thead> <tr> <th>Name</th> <th>Value</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>MSISDNBlockingInformationBroadcastQueue</td> <td>ROB-061_B2B_CBCD_MSISDNBlockingInfoBroadcast_Queue</td> <td>Orchestrator queue Name. The value must match with the queue name defined on Orchestrator.</td> </tr> <tr> <td>logF_BusinessProcessName</td> <td>Framework</td> <td>Logging field which allows grouping of log data of two or more subprocesses under the same business process name</td> </tr> <tr> <td>CompletionEmailSubject_Dispatcher</td> <td>ROB - 061 - MSISDN Blocking Information Broadcast - Dispatcher - Completed</td> <td>Subject for Completion Email</td> </tr> <tr> <td>CompletionEmailBody_Dispatcher</td> <td>Dear Robot User, &lt;br&gt;&lt;br&gt;MSISDN Blocking Information Broadcast - Dispatcher process has been completed by the Robot. Please find the details in Work Queue PA-061-B2B-MSISDN Blocking Information Broadcast&lt;br&gt;&lt;br&gt;Thank you.&lt;br&gt;&lt;br&gt;Regards,&lt;br&gt;MSISDN Blocking Information Broadcast Robot</td> <td>Body for Completion Email</td> </tr> <tr> <td>ExceptionEmailSubject_Dispatcher</td> <td>ROB - 061 - MSISDN Blocking Information Broadcast - Dispatcher - Error</td> <td>Subject for Exception Email</td> </tr> <tr> <td>ExceptionEmailBody_Dispatcher</td> <td>Dear Robot User, &lt;br&gt;&lt;br&gt;Robot encounters an error during MSISDN Blocking Information Broadcast - Dispatcher process. The error: [ErrorMessage].&lt;br&gt;&lt;br&gt;Please check the issue as robot cannot proceed due to the error.&lt;br&gt;&lt;br&gt;Thank you.&lt;br&gt;&lt;br&gt;Regards,&lt;br&gt;</td> <td>Body for Exception Email</td> </tr> </tbody> </table>	Name	Value	Description	MSISDNBlockingInformationBroadcastQueue	ROB-061_B2B_CBCD_MSISDNBlockingInfoBroadcast_Queue	Orchestrator queue Name. The value must match with the queue name defined on Orchestrator.	logF_BusinessProcessName	Framework	Logging field which allows grouping of log data of two or more subprocesses under the same business process name	CompletionEmailSubject_Dispatcher	ROB - 061 - MSISDN Blocking Information Broadcast - Dispatcher - Completed	Subject for Completion Email	CompletionEmailBody_Dispatcher	Dear Robot User,   MSISDN Blocking Information Broadcast - Dispatcher process has been completed by the Robot. Please find the details in Work Queue PA-061-B2B-MSISDN Blocking Information Broadcast  Thank you.  Regards, MSISDN Blocking Information Broadcast Robot	Body for Completion Email	ExceptionEmailSubject_Dispatcher	ROB - 061 - MSISDN Blocking Information Broadcast - Dispatcher - Error	Subject for Exception Email	ExceptionEmailBody_Dispatcher	Dear Robot User,   Robot encounters an error during MSISDN Blocking Information Broadcast - Dispatcher process. The error: [ErrorMessage].  Please check the issue as robot cannot proceed due to the error.  Thank you.  Regards, 	Body for Exception Email
Name	Value	Description																					
MSISDNBlockingInformationBroadcastQueue	ROB-061_B2B_CBCD_MSISDNBlockingInfoBroadcast_Queue	Orchestrator queue Name. The value must match with the queue name defined on Orchestrator.																					
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CompletionEmailBody_Dispatcher	Dear Robot User,   MSISDN Blocking Information Broadcast - Dispatcher process has been completed by the Robot. Please find the details in Work Queue PA-061-B2B-MSISDN Blocking Information Broadcast  Thank you.  Regards, MSISDN Blocking Information Broadcast Robot	Body for Completion Email																					
ExceptionEmailSubject_Dispatcher	ROB - 061 - MSISDN Blocking Information Broadcast - Dispatcher - Error	Subject for Exception Email																					
ExceptionEmailBody_Dispatcher	Dear Robot User,   Robot encounters an error during MSISDN Blocking Information Broadcast - Dispatcher process. The error: [ErrorMessage].  Please check the issue as robot cannot proceed due to the error.  Thank you.  Regards, 	Body for Exception Email																					

- "ExceptionEmailBody\_Dispatcher" is configured for Body in Exception Email in Dispatcher;
- "ProcessLogFilePath" is configured for Path of Process Logs (yyyy-MM-dd\_HH:mm);
- "UserSettingsFilePath" is configured for Path of UserSettings File;
- "OutputFolderPath" is configured for Path of Output folder;
- "CurrentOutputFolderPath" is configured for Path of current month output folder;
- "UserSettingsSheetName" is configured for Excel sheet name for User Settings File;
- "ProcessLogSheetName" is configured for Excel sheet name for Process Log;
- "CurrentMonthFormat" is configured for Formatting conversion of current month;
- "PivotTemplateDataSheetName" is configured for Excel sheet name for Pivot Template File to store the data;
- "PivotTemplatePivotSheetName" is configured for Excel sheet name for Pivot Template File to store the pivot table;
- "UserSettingsSheetName" is configured for Excel sheet name for User Settings File;
- "AccountManagerMappingSheetName" is configured for Excel sheet name for Account Manager Mapping File;
- "FilteredTempSheetName" is configured for Excel sheet name for Filtered Temp File;
- "ProcessLogSheetName" is configured for Excel sheet name for Process Log;

Name	Value	Description
AccountManagerMappingFilePath	User\input\AccountManagerMapping.xlsx	Path of AccountManagerMapping File
ProcessLogFilePath	Robot\Process Log\Dispatcher\ProcessLog_{DateToday}.csv	Path of Process Logs (yyyy-MM-dd_HH:mm)
UserSettingsFilePath	User\input\UserSettings.xlsx	Path of UserSettings File
OutputFolderPath	User\Output\	Path of Output folder
CurrentOutputFolderPath	User\Output\%CurrentMonth%\	Path of Output folder
PivotTemplateFilePath	User\input\PivotTemplate.xlsx	Path of Pivot Template File
UserSettingsSheetName	User	Excel sheet name for User Settings File
ProcessLogSheetName	Transaction Log	Excel sheet name for Process Log
CurrentMonthFormat	yyyy-MM	Formatting conversion of current month for foldering
FilteredTempFilePath	Robot\Temp\{DateToday} - PBCM MSISDN Block List.xlsx	Temporary file path for the filtered PBCM MSISDN Block List File (attached on each email to AM)
PivotTemplateDataSheetName	Sheet1	Excel sheet name for Pivot Template File to store the data
PivotTemplatePivotSheetName	Sheet2	Excel sheet name for Pivot Template File to store the pivot table
UserSettingsSheetName	User	Excel sheet name for User Settings File
AccountManagerMappingSheetName	Email List	Excel sheet name for Account Manager Mapping File
FilteredTempSheetName	{DateToday} - {AM_Name}	Excel sheet name for Filtered Temp File
ProcessLogSheetName	Transaction Log	Excel sheet name for Process Log
Directorate	B2B Directorate	Responsible directorate of the process
Group	Enterprise Customer Experience Group	Responsible group of the process
Division	Enterprise Service and Experience Management Division	Responsible division of the process

Steps	Screenshot																								
<ul style="list-style-type: none"><li>• "AccountManagerMappingFilePath" is configured for Path of AccountManagerMapping File;</li><li>• "CompletionEmailSubject_Performer" is configured for Subject for Completion Email;</li><li>• "CompletionEmailBody_Performer" is configured for Bodyfor Completion Email;</li><li>• "ExceptionEmailSubject_Performer" is configured for Subject for Exception Email;</li><li>• "ExceptionEmailBody_Performer" is configured for Body for Exception Email;</li><li>• "PivotTemplateFilePath" is configured for Pathof PivotTemplate File;</li></ul>	 <table><thead><tr><th>Name</th><th>Value</th><th>Description</th></tr></thead><tbody><tr><td>Process</td><td>Enterprise Service and Experience Management Group</td><td>Enterprise Service and Experience Management Group</td></tr><tr><td>Division</td><td>Enterprise Service and Experience Management Division</td><td>Responsible division of the process</td></tr><tr><td>Department</td><td>Corporate Billing and Collection Department</td><td>Responsible department of the process</td></tr><tr><td>CompletionEmailSubject_Performer</td><td>ROB - 061 - MSISDN Blocking Information Broadcast - Performer - Completed</td><td>Subject for Completion Email</td></tr><tr><td>CompletionEmailBody_Performer</td><td>Dear Valued User,  MSISDN Blocking Information Broadcast - Performer process has been completed by the Robot.  Please find the attached Process Log in Work Queue  Thank you.  Regards,  MSISDN Blocking Information Broadcast - Robot</td><td>Body for Completion Email</td></tr><tr><td>ExceptionEmailSubject_Performer</td><td>ROB - 061 - MSISDN Blocking Information Broadcast - Performer - Error</td><td>Subject for Exception Email</td></tr><tr><td>ExceptionEmailBody_Performer</td><td>Robot encounters an error during MSISDN Blocking Information Broadcast - Performer process. The error [ErrorMessage].  Please check the issue as robot cannot proceed due to the error.  Thank you.  Regards,  MSISDN Blocking Information Broadcast - Robot</td><td>Body for Exception Email</td></tr></tbody></table>	Name	Value	Description	Process	Enterprise Service and Experience Management Group	Enterprise Service and Experience Management Group	Division	Enterprise Service and Experience Management Division	Responsible division of the process	Department	Corporate Billing and Collection Department	Responsible department of the process	CompletionEmailSubject_Performer	ROB - 061 - MSISDN Blocking Information Broadcast - Performer - Completed	Subject for Completion Email	CompletionEmailBody_Performer	Dear Valued User,  MSISDN Blocking Information Broadcast - Performer process has been completed by the Robot.  Please find the attached Process Log in Work Queue  Thank you.  Regards,  MSISDN Blocking Information Broadcast - Robot	Body for Completion Email	ExceptionEmailSubject_Performer	ROB - 061 - MSISDN Blocking Information Broadcast - Performer - Error	Subject for Exception Email	ExceptionEmailBody_Performer	Robot encounters an error during MSISDN Blocking Information Broadcast - Performer process. The error [ErrorMessage].  Please check the issue as robot cannot proceed due to the error.  Thank you.  Regards,  MSISDN Blocking Information Broadcast - Robot	Body for Exception Email
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Process	Enterprise Service and Experience Management Group	Enterprise Service and Experience Management Group																							
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CompletionEmailSubject_Performer	ROB - 061 - MSISDN Blocking Information Broadcast - Performer - Completed	Subject for Completion Email																							
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Values can be maintained in Constants sheet:

- "ExScreenshotsFolderPath" is configured for Where to save exceptions screenshots - can be a full or a relative path;
- "ProcessID" is configured for Process PDD ID in Process Log;
- "ProcessName" is configured for Process name in Process Log;
- "RobotID" is configured for Robot ID in Process Log;
- "Requestor" is configured for Robot User's email in Process Log;
- "Directorate" is configured for Responsible directorate of the process in Process Log;
- "Group" is configured for Responsible group of the process in Process Log;
- "Division" is configured for Responsible division of the process in Process Log;
- "Department" is configured for ResponsibleDepartment of the process in Process Log;
- "EmailAccount" is configured for email account for original sender default when triggering an email
- "EmailTo" is configured for email account to send a notification into robot user for completion and Exception
- "EmailSubjectPCBM" is configured for subject that send email to user.

A		B		C	
Name	Value		Description		
ExScreenshotsFolderPath	Robot\Screenshots\Dispatcher		Where to save exceptions screenshots - can be a full or a relative path.		
ProcessID	PDD061		Process PDD ID		
ProcessName	MSISDN Blocking Information Broadcast		Process name		
RobotID	ROB-061		Robot ID		
Requestor	himawan.f.rahmansyah@telkomsel.co.id		Robot User's email		
Directorate	B2B Directorate		Responsible directorate of the process		
Group	Enterprise Customer Experience Group		Responsible group of the process		
Division	Enterprise Service and Experience Management Division		Responsible division of the process		
Department	Corporate Billing and Collection Department		Responsible department of the process		
EmailAccount	RPA_011@telkomsel.co.id		Email account for original sender default		
EmailTo	PA_robot@telkomsel.co.id		Email account target to send default		
EmailSubjectPCBM	Jadwal Pemblokiran Pelanggan Seluruh Corporate		Email Subject PCBM for gathering the attachments file of the process		

Steps	Screenshot																				
<p>Values can be maintained in Assets sheet:</p> <ul style="list-style-type: none"><li>“RootPath” is configured for Robot's foldering root path stored in Orchestrator’s Asset;</li></ul>	<table><tr><th>A</th><th>B</th><th>C</th><th>D</th></tr><tr><th>Name</th><th>Asset</th><th>OrchestratorAssetFolder</th><th>Description (Assets will always overwrite other con</th></tr><tr><td>RootPath</td><td>ROB-061_B2B_CBCD_MSISDNBlockingInformationBroadcast_RootPath</td><td></td><td>Robot's foldering root path &lt;C:\Users\admin-app\Desktop\ROB-061-B2B-CBCD...</td></tr><tr><td>RobotEmailAddress</td><td>ROB-061_B2B_CBCD_MSISDNBlockingInformationBroadcast_RobotEmailAddress</td><td></td><td>the email address logged in for robot's Outlook</td></tr><tr><td></td><td></td><td></td><td></td></tr></table>	A	B	C	D	Name	Asset	OrchestratorAssetFolder	Description (Assets will always overwrite other con	RootPath	ROB-061_B2B_CBCD_MSISDNBlockingInformationBroadcast_RootPath		Robot's foldering root path <C:\Users\admin-app\Desktop\ROB-061-B2B-CBCD...	RobotEmailAddress	ROB-061_B2B_CBCD_MSISDNBlockingInformationBroadcast_RobotEmailAddress		the email address logged in for robot's Outlook				
A	B	C	D																		
Name	Asset	OrchestratorAssetFolder	Description (Assets will always overwrite other con																		
RootPath	ROB-061_B2B_CBCD_MSISDNBlockingInformationBroadcast_RootPath		Robot's foldering root path <C:\Users\admin-app\Desktop\ROB-061-B2B-CBCD...																		
RobotEmailAddress	ROB-061_B2B_CBCD_MSISDNBlockingInformationBroadcast_RobotEmailAddress		the email address logged in for robot's Outlook																		

## 2 UserSettings.xlsx maintenance

Ensure the UserSettings file is available in <https://365tsel.sharepoint.com/sites/Repository-PA/Shared Documents/PA-061-B2B/MSISDNBlockingInformationBroadcast/User/Input/UserSettings.xlsx>. Ensure that the values in the Config file are fit for purpose. If there are any changes in the Config file, the IT support need to changes in the config sharepoint file.

- "CompletionEmailTo" is configured for Completion email recipient;
- "CompletionEmailCC" is configured for Completion email cc;
- "MSISDNBlockingEmailSubject" is configured for MSISDN Blocking Information Email Notification Subject;
- "MSISDNBlockingEmailBody" is configured for MSISDN Blocking Information Email Notification Body;
- "PBCMDownloadLink" is configured for PBCM Info Link to download input data;
- "MaxDownloadWaitTime" is configured for Maximum wait time to download PBCM MSISDN Block List File is 300 seconds;
- "OutputPBCMFile" is configured for Output file name of PBCM MSISDN Block List File (DO NOT change the [DateToday]);

Name	Value	Description
CompletionEmailTo	himawan_f_rahmansyah@telkomsel.co.id	Completion email recipient
CompletionEmailCC	zhajang_l_charli@telkomsel.co.id; iman_m_djasetiadji@	Completion email cc
MSISDNBlockingEmailSubject	Blocking and Terminate Information on [DateToday]	MSISDN Blocking Information Email Notification Subject
MSISDNBlockingEmailBody	<p>Dear [AM_Name],</p> <p>-br-</p> <p>Berikut kami sampaikan informasi pemblokiran yang akan terjadi pada tanggal [DateRange] Sebanyak [CountMSISDN] MSISDN berdasarkan source data log auto collection dan mapping account CRMBE (update data H-2). -br-</p> <p>Mohon dilakukan monitoring dengan summary sebagai berikut:</p> <p>-br-</p> <p>[DtOutput]</p> <p>-br-</p> <p>Untuk pengajuan pause collection mengacu pada pasal 2.5 SE SVP EAM no: 098/MK.01/EA-01/IX/2021 yaitu melampirkan nota dinas sesuai kewenangan, FAID, List Msisdn, Periode pause collection dan dokumen pendukung lainnya.</p>	MSISDN Blocking Information Email Notification Body
PBCMDownloadLink	<a href="http://10.2.248.76/collection2/application/pause_report/">http://10.2.248.76/collection2/application/pause_report/</a>	PBCM Info Link to download input data
MaxDownloadWaitTime	60	Maximum wait time to download PBCM MSISDN Block List File is 300 seconds
PBCMDownloadLink	<a href="http://10.2.248.76/collection2/application/pause_report/">http://10.2.248.76/collection2/application/pause_report/</a>	PBCM Info Link to download input data
MaxDownloadWaitTime	60	Maximum wait time to download PBCM MSISDN Block List File is 300 seconds
OutputPBCMFile	REPORT_BLOCKIR_CORPORATE_[DateToday].csv	Output file name of PBCM MSISDN Block List File (DO NOT change the [DateToday])
OutputCleansedPBCMFile	CLEANSED_REPORT_BLOCKIR_[DateToday].xlsx	Output file name of Cleansed PBCM MSISDN Block List File (DO NOT change the [DateToday])
OutputCleansedPBCMFileCSV	CLEANSED_REPORT_BLOCKIR_[DateToday].csv	Output file name of Cleansed PBCM MSISDN Block List File (DO NOT change the [DateToday])
PBCMFileSheetName	REPORT_BLOCKIR_CORPORATE_[CurrentMonth]	Excel sheet name for Cleansed PBCM MSISDN Block List File (DO NOT change the [DateToday])
CleansedPBCMFileSheetName	CLEANSED_REPORT_BLOCKIR_[CurrentMonth]	Excel sheet name for Cleansed PBCM MSISDN Block List File (DO NOT change the [DateToday])
PivotTableName	PivotTable1	Pivot table name on PivotTemplateFile
DateTodayFormat	yyyyMMdd	Formatting conversion of DateToday for PBCM File name

- “OutputCleansedPBCMFile” is configured for Output file name of Cleansed PBCM MSISDN Block List File (DO NOT change the [DateToday]);
- “PBCMFileSheetName” is configured for Excel sheet name for Cleansed PBCM MSISDN Block List File (DO NOT change the [CurrentMonth]);
- “CleansedPBCMFileSheetName” is configured for Excel sheet name for Cleansed PBCM
- “OutputPCBMFileWest” is Output file name of Cleansed PBCM MSISDNBlock in West
- “OutputPCBMFileEast” is Output file name of Cleansed PBCM MSISDNBlock in East
- “OutputPCBMFileInfrastructure” is Output file name of Cleansed PBCM MSISDNBlock in Infrastructure
- “OutputPCBMFileBanking” is Output file name of Cleansed PBCM MSISDNBlock in Banking
- “OutputPCBMFileGovernment” is Output file name of Cleansed PBCM MSISDNBlock in Government
- “OutputCleansedPCBMFileWest” is configured for Output file name of Cleansed PBCM MSISDNBlock List File in West
- “OutputCleansedPCBMFileEast” is configured for Output file name of Cleansed PBCM MSISDNBlock List File in East
- “OutputCleansedPCBMFileInfrastructure” is configured output of Cleansed PBCM MSISDNBlock List File in Infrastructure

OutputPCBMFileWest	REPORT_BLOCKIR_CORPORATE_west_[DateToday].csv	Output file name of PBCM MSISDN Block List File of west (DO NOT change the [DateToday])
OutputPCBMFileEast	REPORT_BLOCKIR_CORPORATE_east_[DateToday].csv	Output file name of PBCM MSISDN Block List File of East (DO NOT change the [DateToday])
OutputPCBMFileInfrastructure	REPORT_BLOCKIR_CORPORATE_infrastructure_[DateToday].csv	Output file name of PBCM MSISDN Block List File of Infrastructure (DO NOT change the [DateToday])
OutputPCBMFileBanking	REPORT_BLOCKIR_CORPORATE_banking_[DateToday].csv	Output file name of PBCM MSISDN Block List File of Banking (DO NOT change the [DateToday])
OutputPCBMFileGovernment	REPORT_BLOCKIR_CORPORATE_government_[DateToday].csv	Output file name of PBCM MSISDN Block List File of Government (DO NOT change the [DateToday])
OutputCleansedPBCMFileWest	CLEANSSED_REPORT_BLOCKIR_west_[DateToday].csv	Output file name of Cleansed PBCM MSISDN Block List File west (DO NOT change the [DateToday])
OutputCleansedPBCMFileEast	CLEANSSED_REPORT_BLOCKIR_east_[DateToday].csv	Output file name of Cleansed PBCM MSISDN Block List File east (DO NOT change the [DateToday])
OutputCleansedPBCMFileInfrastructure	CLEANSSED_REPORT_BLOCKIR_infrastructure_[DateToday].csv	Output file name of Cleansed PBCM MSISDN Block List File Infrastructure (DO NOT change the [DateToday])
OutputCleansedPBCMFileBanking	CLEANSSED_REPORT_BLOCKIR_banking_[DateToday].csv	Output file name of Cleansed PBCM MSISDN Block List File banking (DO NOT change the [DateToday])
OutputCleansedPBCMFileGovernment	CLEANSSED_REPORT_BLOCKIR_government_[DateToday].csv	Output file name of Cleansed PBCM MSISDN Block List File government (DO NOT change the [DateToday])
OutputPCBMFileWest	REPORT_BLOCKIR_CORPORATE_west_[DateToday].csv	
OutputPCBMFileEast	REPORT_BLOCKIR_CORPORATE_east_[DateToday].csv	
OutputPCBMFileInfrastructure	REPORT_BLOCKIR_CORPORATE_infrastructure_[DateToday].csv	
OutputPCBMFileBanking	REPORT_BLOCKIR_CORPORATE_banking_[DateToday].csv	
OutputPCBMFileGovernment	REPORT_BLOCKIR_CORPORATE_government_[DateToday].csv	
OutputCleansedPBCMFileWest	CLEANSSED_REPORT_BLOCKIR_west_[DateToday].csv	
OutputCleansedPBCMFileEast	CLEANSSED_REPORT_BLOCKIR_east_[DateToday].csv	
OutputCleansedPBCMFileInfrastructure	CLEANSSED_REPORT_BLOCKIR_infrastructure_[DateToday].csv	
OutputCleansedPBCMFileBanking	CLEANSSED_REPORT_BLOCKIR_banking_[DateToday].csv	
OutputCleansedPBCMFileGovernment	CLEANSSED_REPORT_BLOCKIR_government_[DateToday].csv	

"OutputCleansedPCBMFileBanking" is configured for Output file name of Cleansed PBCM MSISDNBlock List File in Banking

- "OutputCleansedPCBMFileGovernment" is configured for Output file name of Cleansed PBCM MSISDNBlock List File in Banking

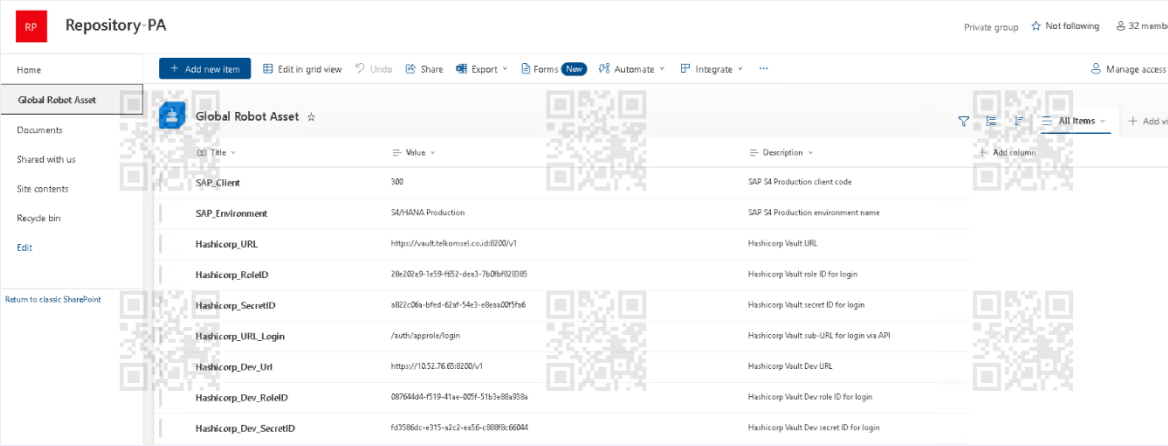
Noted: all Output do not change the DateToday

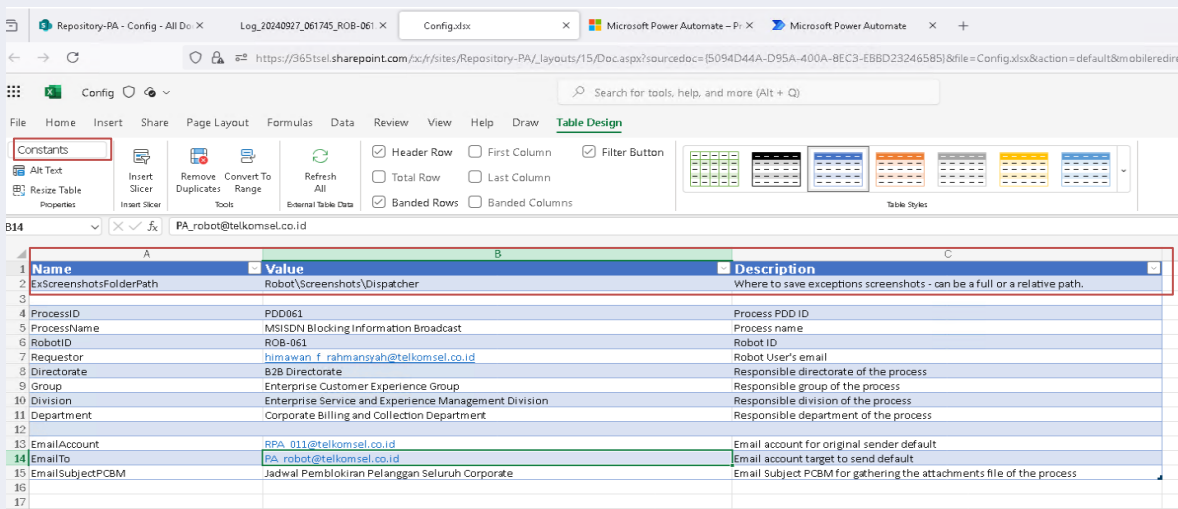
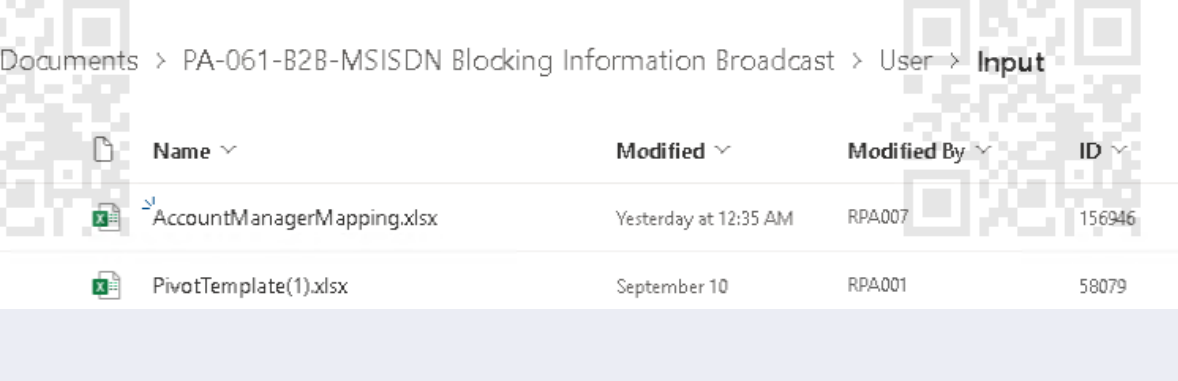
Steps		Screenshot																																																													
3	<b><u>AccountManagerMapping.xlsx maintenance</u></b>																																																														
	<p>Ensure the Account Manager Mapping file is available in <a href="https://365tsel.sharepoint.com/sites/Repository-PA/Shared Documents/PA-061-B2B-MSISDNBlockingInformationBroadcast/User/Input/AccountManagerMapping.xlsx">https://365tsel.sharepoint.com/sites/Repository-PA/Shared Documents/PA-061-B2B-MSISDNBlockingInformationBroadcast/User/Input/AccountManagerMapping.xlsx</a>. Ensure that the values in the Config file are fit for purpose. If there any changes or add new account manager name, User need to Input the AccountManager Name with UpperCase and using the Space. (Do not use capitalize and Underscore) for example: a. ADI RISWANTO</p> <ul style="list-style-type: none"><li>• "AccountManagerName" Column is configured for Account Manager Name.</li><li>• "EmailTo" Column is configured for email address list that will be used for MSISDN Blocking Information Email Notification</li><li>• "EmailCC" Column is configured for email address list that will be used for MSISDN Blocking Information Email Notification</li></ul>	<table><tr><th></th><th>A</th><th>B</th><th>C</th></tr><tr><td>1</td><td>AccountManagerName</td><td>EmailTo</td><td>EmailCC</td></tr><tr><td>2</td><td>ACHMAD SYAFRIAN</td><td>achmad_syafrian@telkomsel.co.id</td><td>estining_p_p@telkomsel.co.id</td></tr><tr><td>3</td><td>ADI RISWANTO</td><td>adi_riswanto@telkomsel.co.id</td><td>Projo_nt_hartadi@telkomsel.co.id</td></tr><tr><td>4</td><td>ADIE KRISNANTO</td><td>Adie_Krisnanto@telkomsel.co.id</td><td>isti_a_sofiyanti@telkomsel.co.id</td></tr><tr><td>5</td><td>ADISTY FARISTANIA</td><td>adisty_faristania@telkomsel.co.id</td><td>Ajeng_Wiyandari@telkomsel.co.id</td></tr><tr><td>6</td><td>ADNAN HARDJO SUMANTRI SIPAYUNG</td><td>adnan_hs_sipayung@telkomsel.co.id</td><td>firman_rasyid@telkomsel.co.id</td></tr><tr><td>7</td><td>ADWINRIZAL HILMANSYAH</td><td>adwinrizal_hilmansyah@telkomsel.co.id</td><td>Joko_Mulyanto@telkomsel.co.id</td></tr><tr><td>8</td><td>ADY TAMARA</td><td>ady_tamara@telkomsel.co.id</td><td>nurman_munaf@telkomsel.co.id</td></tr><tr><td>9</td><td>AJI P SUANZA</td><td>aji_p_suanza@telkomsel.co.id</td><td>megakartika_w_rosetyajati@telkomsel.co.id</td></tr><tr><td>10</td><td>AKMAL HIDAYAT</td><td>akmal_hidayat@telkomsel.co.id</td><td>sandy_adyat@telkomsel.co.id</td></tr><tr><td>11</td><td>ALAN TRI WIJAYA</td><td>alan_t_wijaya@telkomsel.co.id</td><td>firman_rasyid@telkomsel.co.id</td></tr><tr><td>12</td><td>ALBERT S.M.SILALAH</td><td>albert_sm_silalahi@telkomsel.co.id</td><td>S_H_Hadi@telkomsel.co.id</td></tr><tr><td>13</td><td>AMX A1SBS02</td><td>amx_a1sbs02@telkomsel.co.id</td><td>sahrul_arif@telkomsel.co.id</td></tr><tr><td>14</td><td>AMX A1SBS04</td><td>amx_a1sbs04@telkomsel.co.id</td><td>sahrul_arif@telkomsel.co.id</td></tr></table>				A	B	C	1	AccountManagerName	EmailTo	EmailCC	2	ACHMAD SYAFRIAN	achmad_syafrian@telkomsel.co.id	estining_p_p@telkomsel.co.id	3	ADI RISWANTO	adi_riswanto@telkomsel.co.id	Projo_nt_hartadi@telkomsel.co.id	4	ADIE KRISNANTO	Adie_Krisnanto@telkomsel.co.id	isti_a_sofiyanti@telkomsel.co.id	5	ADISTY FARISTANIA	adisty_faristania@telkomsel.co.id	Ajeng_Wiyandari@telkomsel.co.id	6	ADNAN HARDJO SUMANTRI SIPAYUNG	adnan_hs_sipayung@telkomsel.co.id	firman_rasyid@telkomsel.co.id	7	ADWINRIZAL HILMANSYAH	adwinrizal_hilmansyah@telkomsel.co.id	Joko_Mulyanto@telkomsel.co.id	8	ADY TAMARA	ady_tamara@telkomsel.co.id	nurman_munaf@telkomsel.co.id	9	AJI P SUANZA	aji_p_suanza@telkomsel.co.id	megakartika_w_rosetyajati@telkomsel.co.id	10	AKMAL HIDAYAT	akmal_hidayat@telkomsel.co.id	sandy_adyat@telkomsel.co.id	11	ALAN TRI WIJAYA	alan_t_wijaya@telkomsel.co.id	firman_rasyid@telkomsel.co.id	12	ALBERT S.M.SILALAH	albert_sm_silalahi@telkomsel.co.id	S_H_Hadi@telkomsel.co.id	13	AMX A1SBS02	amx_a1sbs02@telkomsel.co.id	sahrul_arif@telkomsel.co.id	14	AMX A1SBS04	amx_a1sbs04@telkomsel.co.id
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	Steps	Screenshot																					
4	<p><b><u>PivotTemplate.xlsx maintenance</u></b></p> <ul style="list-style-type: none"> <li>“Data” Sheet is configured for PBCM Data that has been filtered by Account Manager Name by the Robot. The data inside this sheet will be replaced with current Account Manager Name by the Robot;</li> <li>“Pivot” Sheet is configured for the Pivot Table that will be inserted into the body email of MSISDN Blocking Information Email Notification by the Robot.</li> <li>This Pivot Template in Power Automate is automatically use in Local Environment and Create with VB.Script.</li> </ul>	<p>The screenshot displays an Excel spreadsheet with two main sections. The top section is a data table with columns: account, msisdn, ba_status, segment, subsegment, region, account_id, account_r, project_id, project_name, BC, RT, flag, next_block, blocked, cpause_ex, total_outs, bill, and before. The bottom section is a PivotTable with the following structure:</p> <table border="1"> <thead> <tr> <th>Count of msisdn</th> <th>account_name</th> <th>blocked_date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>YEANIN_KUSSYUWARI</td> <td>7/29/2024</td> </tr> <tr> <td>1</td> <td>YEANIN_KUSSYUWARI</td> <td>7/30/2024</td> </tr> <tr> <td>2</td> <td>YEANIN_KUSSYUWARI</td> <td>Grand Total</td> </tr> <tr> <td>1</td> <td>YEANIN_KUSSYUWARI</td> <td>7/29/2024</td> </tr> <tr> <td>2</td> <td>YEANIN_KUSSYUWARI</td> <td>7/30/2024</td> </tr> <tr> <td>3</td> <td>YEANIN_KUSSYUWARI</td> <td>Grand Total</td> </tr> </tbody> </table> <p>The PivotTable Fields task pane on the right shows the following configuration:</p> <ul style="list-style-type: none"> <li>Choose fields to add to report: <ul style="list-style-type: none"> <li>account_number</li> <li>msisdn</li> <li>ba_status</li> <li>segment</li> <li>region</li> <li>account_id</li> <li>account_name</li> <li>project_id</li> <li>project_name</li> <li>BC</li> <li>RT</li> </ul> </li> <li>Drag fields between areas below: <ul style="list-style-type: none"> <li>FILTERS: account_name</li> <li>COLUMNS: blocked_date</li> <li>ROWS: account_name</li> <li>VALUES: Count of msisdn</li> </ul> </li> </ul>	Count of msisdn	account_name	blocked_date	1	YEANIN_KUSSYUWARI	7/29/2024	1	YEANIN_KUSSYUWARI	7/30/2024	2	YEANIN_KUSSYUWARI	Grand Total	1	YEANIN_KUSSYUWARI	7/29/2024	2	YEANIN_KUSSYUWARI	7/30/2024	3	YEANIN_KUSSYUWARI	Grand Total
Count of msisdn	account_name	blocked_date																					
1	YEANIN_KUSSYUWARI	7/29/2024																					
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2	YEANIN_KUSSYUWARI	7/30/2024																					
3	YEANIN_KUSSYUWARI	Grand Total																					

	Steps	Screenshot
5	<p><b><u>Power Automate &amp; Work Queues maintenance</u></b></p> <ul style="list-style-type: none"><li>• Ensure the correct format that connect and stored into Power Automate to process in DPA and RPA.</li><li>• Ensure the process of Power Automate can be status process and queued.</li><li>• Ensure the Process Status is Active</li></ul>	<div><div>Work queues &gt; PA-061-B2B-CBCD-MSISDN Blocking Information Broadcast-Queue</div><div>Queue Transactions for PA-061 MSISDN Blocking Information Broadcast</div><div><div>Overview</div><div>Items</div><div>Runs</div></div><div><div>Work queue details</div><div><div>Process status</div><div>Created on</div><div>Owner</div><div>Modified on</div><div>Modified by</div></div><div><div>✓ Active</div><div>Sep 23, 10:41 AM</div><div><div></div> # RPA007</div><div>Sep 23, 10:41 AM</div><div><div></div> # RPA001</div></div><div><div>Items expire after</div><div>Schema</div><div>Items max retry count</div></div><div><div>—</div><div>—</div><div>0</div></div></div><div><div>Average handling time trend (last 7 days)</div><div><div>8</div><div>6</div><div>4</div><div>2</div><div>0</div></div><div><div></div></div><div><div>7 Mon</div></div><div><div>Average Processing Duration (In Seconds)</div></div></div></div>



	Steps	Screenshot
6	<p><b><u>Sharepoint List Config Access</u></b></p> <ul style="list-style-type: none"> <li>Make Sure the Sharepoint List in Global Robot Asset is on stable in Cloud</li> </ul>	 <p>The screenshot displays the 'Repository-PA' interface. On the left, a sidebar shows navigation options: Home, Global Robot Asset (selected), Documents, Shared with us, Site contents, Recycle bin, and Edit. The main area shows a table titled 'Global Robot Asset' with columns: ID, Title, Value, and Description. The table contains several rows of data, including 'SAP_Client', 'SAP_Environment', 'Hashicorp_URL', 'Hashicorp_RoleID', 'Hashicorp_SecretID', 'Hashicorp_URL_Login', 'Hashicorp_Dev_URL', 'Hashicorp_Dev_RoleID', and 'Hashicorp_Dev_SecretID'. A 'Return to classic SharePoint' link is visible at the bottom left of the main area.</p>

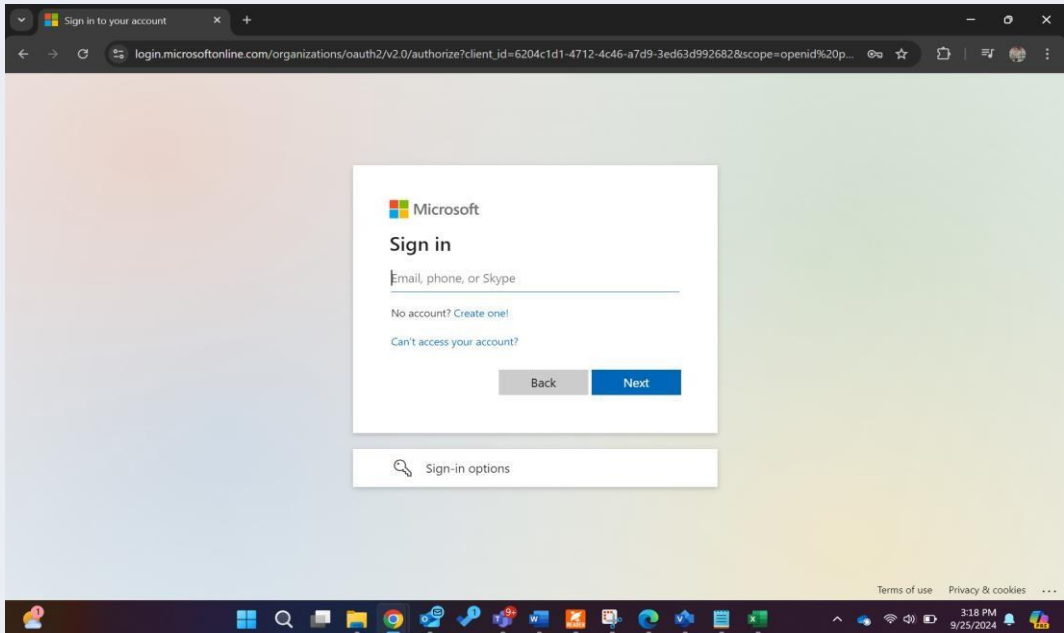
	Steps	Screenshot
7	<p><b><u>Excel Online Connection</u></b></p> <ul style="list-style-type: none"> <li>Ensure the Excel file need to insert a table and give a name of the table to get a run in Power Automate</li> <li>Ensure Excel connector access is allowed. If not, then Robot User need to report to the IT Operation to give access of Excel Connector Reference</li> </ul>	
8	<p><b><u>Sharepoint Download File Path Connection</u></b></p> <ul style="list-style-type: none"> <li>Ensure the file path in Sharepoint is correct and give the access to install from cloud into Local</li> <li>Ensure the Sharepoint connector access is allowed. If not, then Robot User need to report to the IT Operation to give access of Sharepoint Connector Reference to download a file into local</li> </ul>	

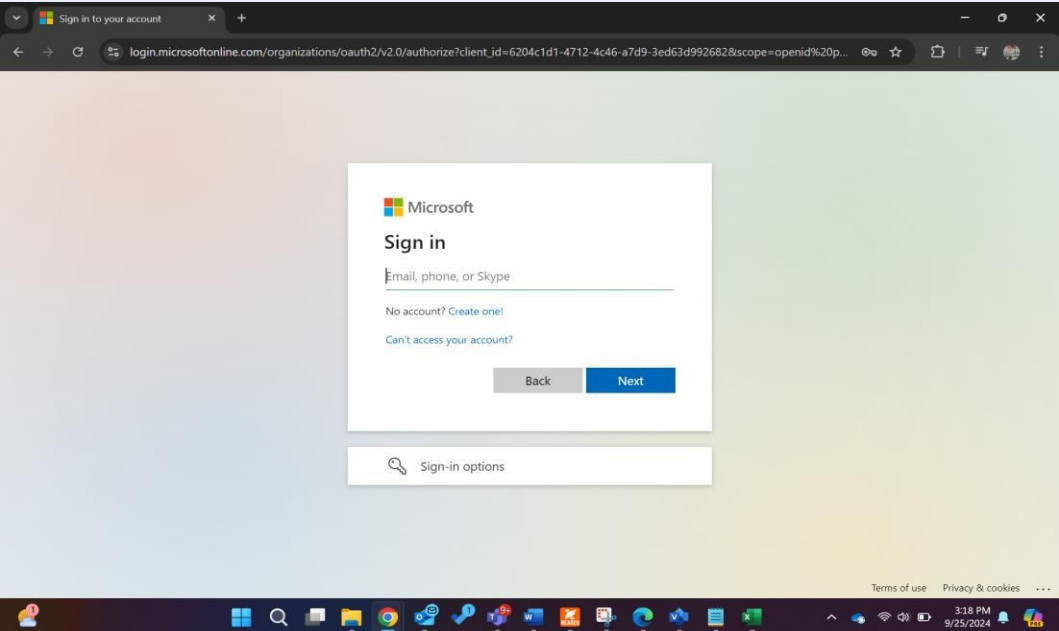
	Steps	Screenshot
9	<p><b><u>Outlook Application (Online) in Office 365 Outlook can be Accessed/Opened in RobotEnvironment</u></b></p> <ul style="list-style-type: none"> <li>• Ensure the Microsoft Outlook Office 365 Application has been accessed/opened. The application may be minimized from the taskbar, but the service is still running.</li> <li>• Ensure that the Robot Email Account has already been configured in Microsoft Outlook Application within the Robot VM; and</li> <li>• Ensure the status of Microsoft Outlook Application and Office 365 is connected and accessed.</li> <li>• If the Connector Email has not been Accessed/Error, the robot User need to request the IT Operation Support for the Outlook Office 365 Connection References in Power Automate.</li> </ul>	

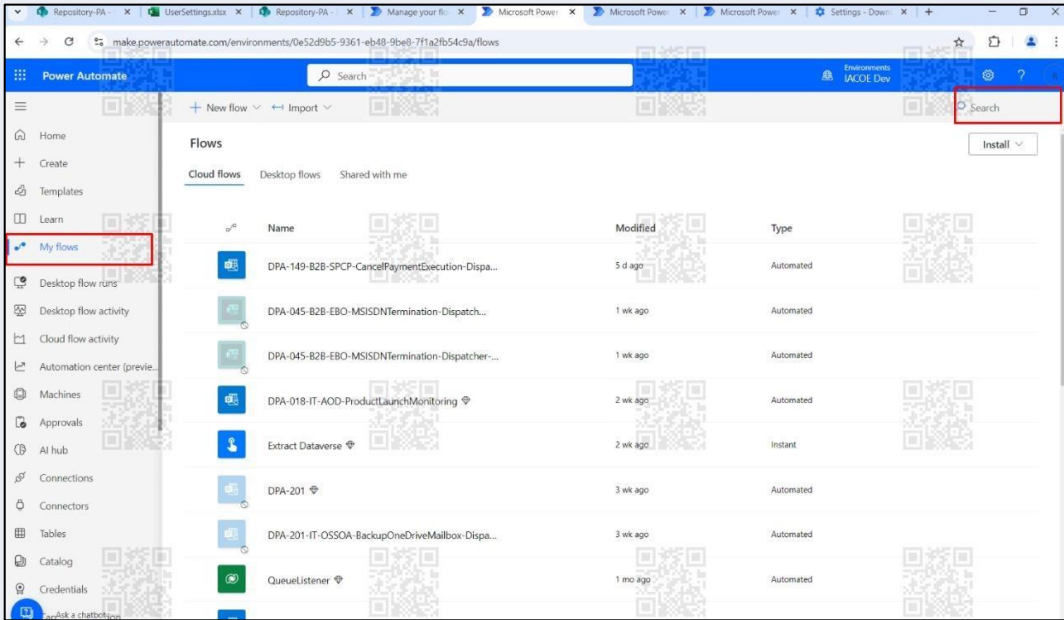
	Steps	Screenshot
10	<p><b><u>Robot Run Schedule is set in Power Automate (DPA)</u></b></p> <ul style="list-style-type: none"> <li>• Ensure that the run schedules are already set in Power Automate (Cloud Flow).</li> <li>• Ensure the format of the Email trigger is Match with the System</li> <li>• Ensure the format and Work Queue ID is match with format of the Work Queue (061)</li> <li>• If there is any Adhoc request to run the process, then Robot User needs to request to IT operation support.</li> <li>• If there is any different connection reference and different Virtual Machine Device for Power Automate Desktop, then Robot User needs to request to IT operation support and fix the DPA Connection reference.</li> </ul>	<p>The screenshot displays the Microsoft Power Automate interface for a specific flow. The top navigation bar includes options like Edit, Share, Save As, Delete, Send a copy, Export, Analytics, Turn off, Repair tips off, and a Flow checker icon. The main header shows the flow's name: 'DPA-061-B2B-MSISDN Blocking Information Broadcast-Trigger'. Below this, the 'Details' pane shows the flow's status as 'On', its primary owner as 'RPA001', and its creation and modification dates as 'Oct 17, 03:03 PM' and 'Oct 17, 03:48 PM' respectively. The 'Connections' pane on the right lists three connections: 'SharePoint Permissions' (RPA001@telkomset.co.id), 'Office 365 Outlook Permissions' (RPA_backuponedrive@telkom), and 'Desktop flows' (RPAR8TPAPP10\admin-app (R)). The 'Co-owners' pane shows 'RPA001' as the primary owner. The '28-day run history' pane is empty, showing a message: 'When your flow runs, you'll see its history here.'</p>

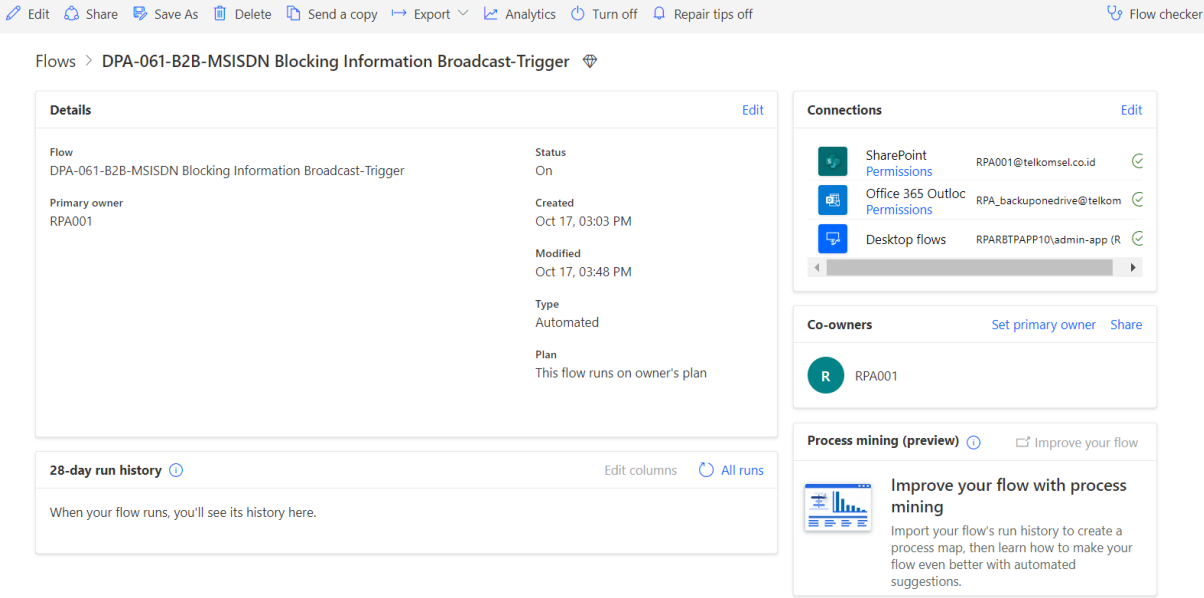
### 3.4 Robot Access and Execution

List of steps with screenshots on how to access and execute the Robot process.

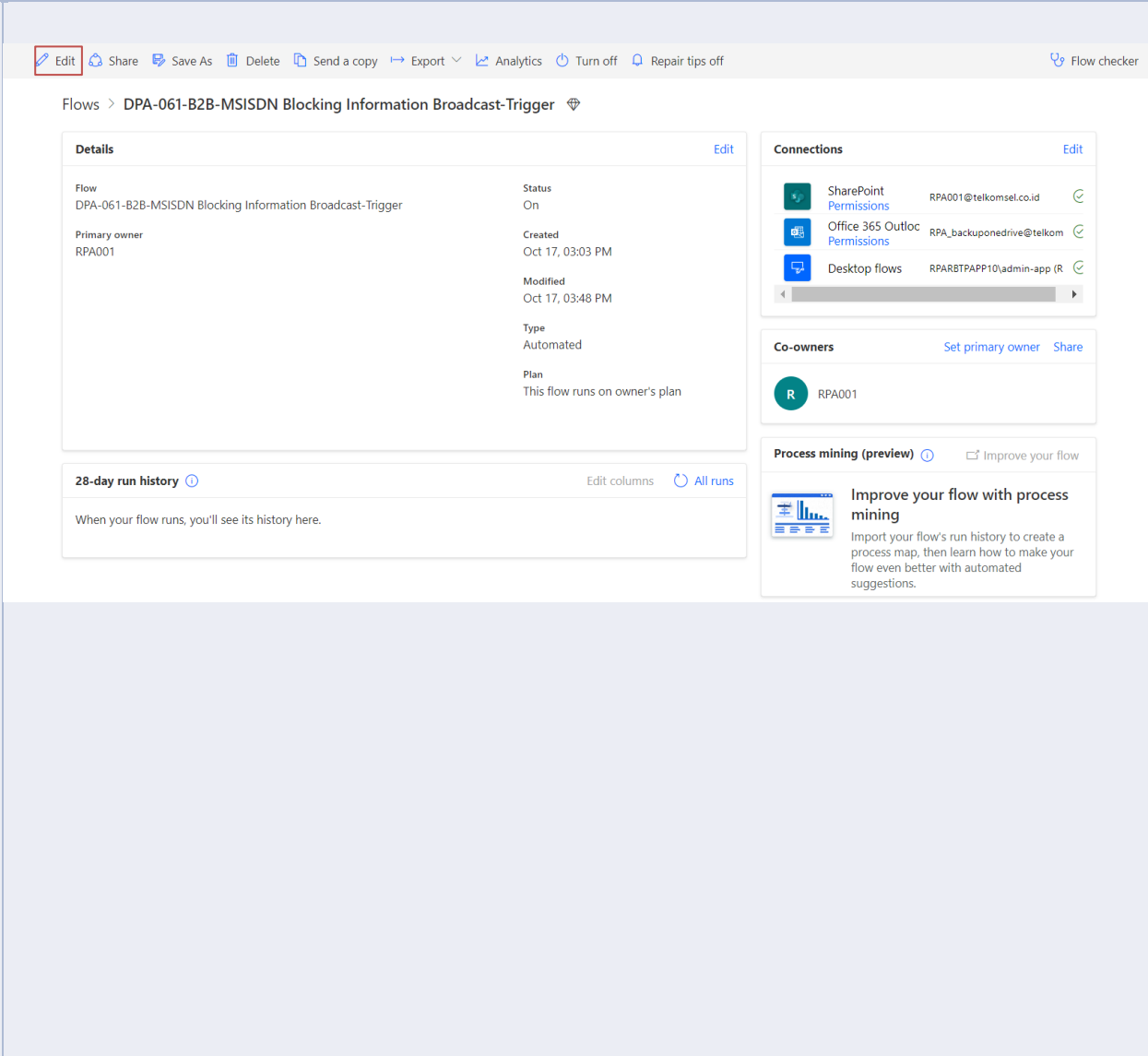
	Steps	Screenshot
1	Navigate to <a href="http://make.powerautomate.com/">http://make.powerautomate.com/</a> in Internet Explorer, Mozilla Firefox, or Google Chrome	

	Steps	Screenshot
2	Log in by Input the Email Account	 A screenshot of a web browser displaying the Microsoft sign-in page. The browser's address bar shows the URL: login.microsoftonline.com/organizations/oauth2/v2.0/authorize?client_id=6204c1d1-4712-4c46-a7d9-3ed63d992682&scope=openid%20p... The page features a white sign-in box with the Microsoft logo at the top. Below the logo, the text "Sign in" is displayed. A text input field is labeled "Email, phone, or Skype". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the sign-in box are two buttons: "Back" and "Next". Below the sign-in box is a section titled "Sign-in options" with a magnifying glass icon. The browser's taskbar at the bottom shows various application icons, including the Start button, Search, File Explorer, Chrome, and several other apps. The system clock in the bottom right corner indicates 3:18 PM on 9/25/2024.

Steps	Screenshot																											
<p>3 Check if the Power Automate Flow is accessible</p> <ul style="list-style-type: none"><li>- To check Cloud Flow, click <b>"My Flows"</b> and search desired flow</li><li>- To check Desktop Flow, click <b>"My Flows"</b> and search desired flow.</li></ul>	 <p>The screenshot shows the Microsoft Power Automate web application. On the left-hand navigation pane, the 'My flows' option is highlighted with a red rectangular box. The main content area displays a list of flows under the 'Cloud flows' tab. At the top right of the main area, there is a search bar, which is also highlighted with a red rectangular box. The search bar contains the text 'Search' and an 'Install' button. Below the search bar, there is a table of flows with columns for Name, Modified, and Type. The table lists several flows, including 'DPA-149-B2B-SPCP-CancelPaymentExecution-Dispa...', 'DPA-045-B2B-EBO-MSISDNTermination-Dispatch...', 'DPA-045-B2B-EBO-MSISDNTermination-Dispatcher...', 'DPA-018-IT-AOD-ProductLaunchMonitoring', 'Extract Dataverse', 'DPA-201', 'DPA-201-IT-OSSOA-BackupOneDriveMailbox Dispa...', and 'QueueListener'.</p> <table><tr><th>Name</th><th>Modified</th><th>Type</th></tr><tr><td>DPA-149-B2B-SPCP-CancelPaymentExecution-Dispa...</td><td>5 d ago</td><td>Automated</td></tr><tr><td>DPA-045-B2B-EBO-MSISDNTermination-Dispatch...</td><td>1 wk ago</td><td>Automated</td></tr><tr><td>DPA-045-B2B-EBO-MSISDNTermination-Dispatcher...</td><td>1 wk ago</td><td>Automated</td></tr><tr><td>DPA-018-IT-AOD-ProductLaunchMonitoring</td><td>2 wk ago</td><td>Automated</td></tr><tr><td>Extract Dataverse</td><td>2 wk ago</td><td>Instant</td></tr><tr><td>DPA-201</td><td>3 wk ago</td><td>Automated</td></tr><tr><td>DPA-201-IT-OSSOA-BackupOneDriveMailbox Dispa...</td><td>3 wk ago</td><td>Automated</td></tr><tr><td>QueueListener</td><td>1 mo ago</td><td>Automated</td></tr></table>	Name	Modified	Type	DPA-149-B2B-SPCP-CancelPaymentExecution-Dispa...	5 d ago	Automated	DPA-045-B2B-EBO-MSISDNTermination-Dispatch...	1 wk ago	Automated	DPA-045-B2B-EBO-MSISDNTermination-Dispatcher...	1 wk ago	Automated	DPA-018-IT-AOD-ProductLaunchMonitoring	2 wk ago	Automated	Extract Dataverse	2 wk ago	Instant	DPA-201	3 wk ago	Automated	DPA-201-IT-OSSOA-BackupOneDriveMailbox Dispa...	3 wk ago	Automated	QueueListener	1 mo ago	Automated
Name	Modified	Type																										
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QueueListener	1 mo ago	Automated																										

Steps	Screenshot
<p>4 To check on executed jobs:</p> <ul style="list-style-type: none"> <li>- The triggered jobs will have state <b>"Running"</b> subsequently <b>"Successful"</b></li> <li>- To view the state, select flow and click the <b>"All Runs"</b> button.</li> </ul>	 <p>The screenshot displays the Microsoft Power Automate interface for a specific flow. At the top, there is a navigation bar with options like Edit, Share, Save As, Delete, Send a copy, Export, Analytics, Turn off, and Repair tips off. Below this, the breadcrumb path is 'Flows &gt; DPA-061-B2B-MSISDN Blocking Information Broadcast-Trigger'. The main content area is divided into several sections:</p> <ul style="list-style-type: none"> <li><b>Details:</b> A table showing flow information: <ul style="list-style-type: none"> <li>Flow: DPA-061-B2B-MSISDN Blocking Information Broadcast-Trigger</li> <li>Status: On</li> <li>Primary owner: RPA001</li> <li>Created: Oct 17, 03:03 PM</li> <li>Modified: Oct 17, 03:48 PM</li> <li>Type: Automated</li> <li>Plan: This flow runs on owner's plan</li> </ul> </li> <li><b>28-day run history:</b> A section with a link to 'All runs' and a note: 'When your flow runs, you'll see its history here.'</li> <li><b>Connections:</b> A list of connected services: <ul style="list-style-type: none"> <li>SharePoint Permissions (RPA001@telkomsel.co.id)</li> <li>Office 365 Outlook Permissions (RPA_backuponedrive@telkom)</li> <li>Desktop flows (RPAR8TPAPP10\admin-app (R</li> </ul> </li> <li><b>Co-owners:</b> A section showing the primary owner 'RPA001' with a 'Set primary owner' and 'Share' link.</li> <li><b>Process mining (preview):</b> A section with a link to 'Improve your flow' and a description: 'Import your flow's run history to create a process map, then learn how to make your flow even better with automated suggestions.'</li> </ul>



Steps	Screenshot
<p>5 To configure Triggers:</p> <ul style="list-style-type: none"> <li>- Identify the desired process to configure (e.g. DPA-061)</li> <li>- Click the <b>"Edit"</b> button on the upper left corner</li> <li>- The edit flow window will appear</li> <li>- Change the trigger time/ method to the desired time/ method</li> <li>- Click <b>"Save"</b></li> </ul>	 <p>The screenshot shows the 'Edit' interface for a flow named 'DPA-061-B2B-MSISDN Blocking Information Broadcast-Trigger'. The interface includes a top toolbar with buttons for Edit, Share, Save As, Delete, Send a copy, Export, Analytics, Turn off, and Repair tips off. The main content area is divided into several sections:</p> <ul style="list-style-type: none"> <li><b>Details:</b> A table showing flow information: <ul style="list-style-type: none"> <li>Flow: DPA-061-B2B-MSISDN Blocking Information Broadcast-Trigger</li> <li>Status: On</li> <li>Primary owner: RPA001</li> <li>Created: Oct 17, 03:03 PM</li> <li>Modified: Oct 17, 03:48 PM</li> <li>Type: Automated</li> <li>Plan: This flow runs on owner's plan</li> </ul> </li> <li><b>Connections:</b> A list of connected services: <ul style="list-style-type: none"> <li>SharePoint Permissions (RPA001@telkomsel.co.id)</li> <li>Office 365 Outlook Permissions (RPA_backuponedrive@telkom)</li> <li>Desktop flows (RPARBTPAPP10\admin-app (R</li> </ul> </li> <li><b>Co-owners:</b> A section showing the primary owner RPA001.</li> <li><b>28-day run history:</b> A section with a placeholder message: 'When your flow runs, you'll see its history here.'</li> <li><b>Process mining (preview):</b> A section with a placeholder message: 'Import your flow's run history to create a process map, then learn how to make your flow even better with automated suggestions.'</li> </ul>

### 3.5 Execution Schedule / Triggers

Bot execution time and schedules are configurable by the Robot User in the Orchestrator (as described in Section 3.4):

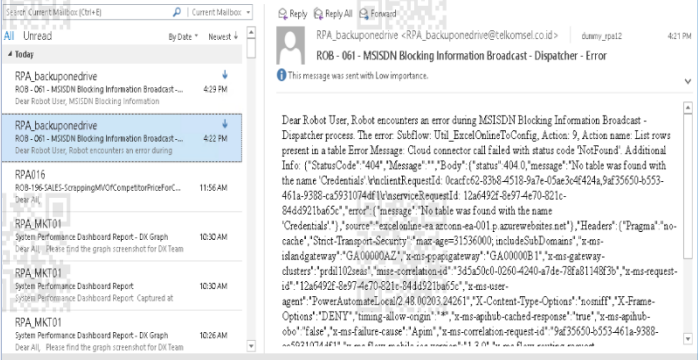
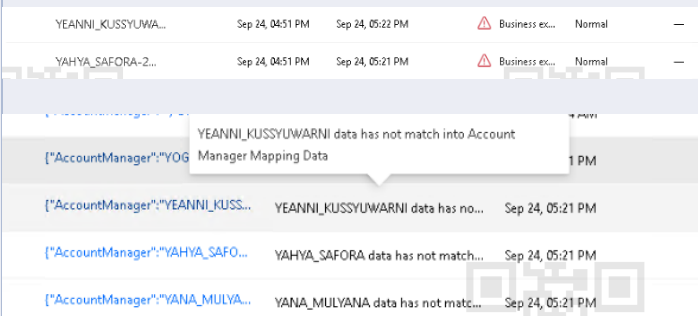
Parameters	Values
Frequency (Daily/Weekly/Monthly)	Trigger by Email Sent by PCBM Info
Time	Monday, Wednesday, Friday (10:30-11:00)
Subject Filter	Jadwal Pemblokiran Pelanggan Corporate

### 3.6 Communications by Robot

List of the emails triggered by the Robot during its execution span, actions required on receipt of these emails.

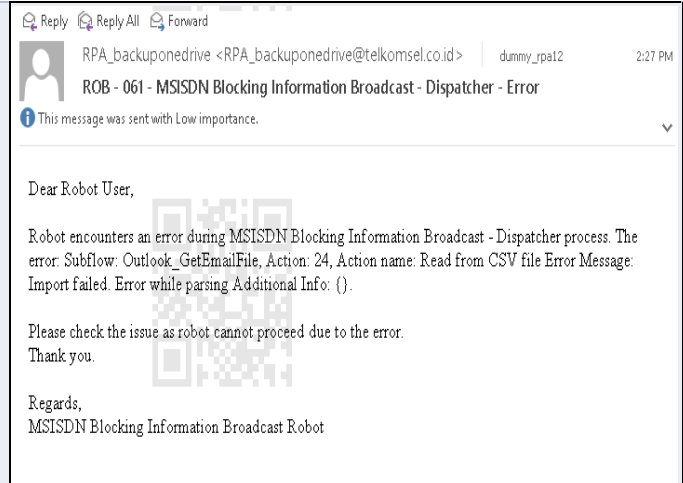
#### Robot Execution – Error

If the Robot encounters the errors below, it is unable to proceed further. Hence, an Error email will be sent to the Robot User.

Scenarios	Screenshots
<p><b>System Exception</b></p> <p>If there is any unexpected error, the bot will send email notification to Robot User with the error message. Some of system exception cases which may happen:</p> <ul style="list-style-type: none"> <li>Application timeout</li> <li>UI element not found, because of the application error/ there is a pop-up window blocked</li> <li>Cannot communicate with browser because of UiPath extension activation</li> <li>Floating license is not available</li> <li>Queue Item is not available in Orchestrator</li> </ul> <p>Robot will send email notification to Robot User email address. Robot will also log the error in process log file and system log in the Orchestrator.</p>	
<p><b>Process Business Exception</b></p> <p>Business exception is an expected exception handling for defined possible business rule/ error. Some of business exception cases which may happen:</p> <ul style="list-style-type: none"> <li>Config file (Config.xlsx) is not available</li> <li>User Settings file (UserSettings.xlsx) is not available</li> <li>Asset is not available in Orchestrator</li> <li>Account Manager Mapping file (AccountManagerMapping.xlsx) is not available</li> <li>Pivot Template file (PivotTemplate.xlsx) is not Available (Automatically)</li> </ul>	

For any business exception happened – where there is invalid user input or certain business rule in target application within the transaction process, Robot will send a business exception email to inform user the exact transaction details and errors. Robot will also log the error in process log file and system log in the Orchestrator.

Robot User or IT may need to revise the data and re-trigger the bot by updating the invalid data.



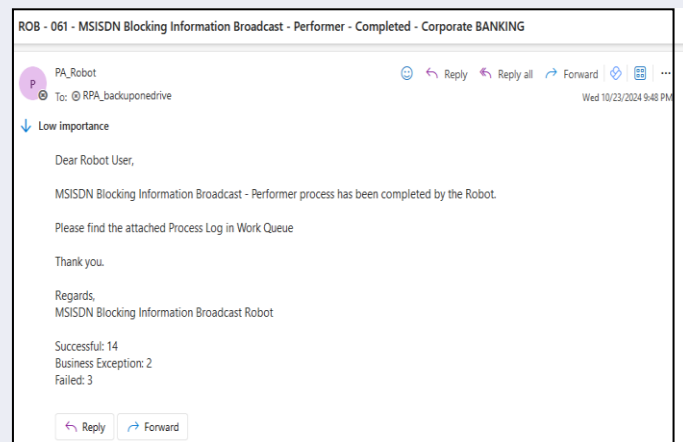
### **Transaction Business Exception**

Business exception is an expected exception handling for defined possible business rule/ error. Some of business exception cases which may happen:

- Account Manager name is not found on AccountManagerMapping.xlsx
- Account Manager name is found, but the EmailTo or EmailCC field is empty on AccountManagerMapping.xlsx
- The email address retrieved from AccountManagerMapping.xlsx is not valid

For any business exception happened – where there is an invalid transaction or email addresses within the transaction process, Robot will proceed to the next available transaction. Robot will also log the error in process log file and system log in the Orchestrator.

Robot User or IT may need to revise the data and re-trigger the bot by updating the invalid data.



## Robot Execution – Completion

## Scenarios

## Screenshots

### Report Completed Email

Once the Robot has successfully completed the transaction, an email will be sent to the corresponding Account Manager attached with the detailed MSISDN Blocking file.

The screenshot shows an email interface with the following details:

- Subject:** Jadwal Pemblokiran Pelanggan BANKING [23-10-2024]
- From:** PA\_Robot
- To:** RPA\_backuponedrive
- Cc:** RPA\_backuponedrive
- Importance:** Low
- Language:** Indonesian
- Attachment:** CLEANSED\_REPORT\_BLOCKR... (16 MB)
- Text:** Dear HAYATIN NUSUR, Berikut kami sampaikan informasi pemblokiran yang akan terjadi pada tanggal 10/23/2024 9:42:48 PM Sebanyak 128 MSISDN berdasarkan source data log auto collection dan mapping account CRMSE (update data H-2). Mohon dilakukan monitoring dengan summary sebagai berikut:
- Table:**

am	account_name	10/21/2024 12:00:00 AM	10/22/2024 12:00:00 AM	10/23/2024 12:00:00 AM	10/24/2024 12:00:00 AM	Grand Total
HAYATIN NUSUR	ADIRA CREDIT COMPANY PRUDENTIAL	3				3
	PT ADIRA DINAMIA MULTI FINANCE TBK		3			3
	PT ADIRA DINAMIA					

### Process Log

The purpose of the Process Log is to detail every transaction status performed by Robot with the error remark if fails.

Robot User can use Process Log to check the detailed transaction status performed by the robot. Process Log consists of this column, i.e.:

- ID – to capture the PDD/ process ID;
- TransactionID – to capture the unique transaction combination, Row Index + "\_" + File Name;
- StartTime – to capture the start timestamp of each transaction;
- EndTime – to capture the end timestamp of each transaction;
- Status – to capture the transaction status;

The screenshot shows a spreadsheet application with the following data in the Process Log table:

robot_id	transaction_start_time	end_time	creation_time	transaction_status	error	requestor
ROB-061	PANDHEG 10/24/2024 21:39	10/24/2024 21:39	10/24/2024 21:27	11.19112 Successful		RPA001@t- himawan_f_rahmansyah@telkomsel.co.id
ROB-061	ANDRIE YL 10/24/2024 21:39	10/24/2024 21:39	10/24/2024 21:27	13.92644 Successful		RPA001@t- himawan_f_rahmansyah@telkomsel.co.id
ROB-061	PANDU AE 10/24/2024 21:39	10/24/2024 21:40	10/24/2024 21:27	9.13042 Successful		RPA001@t- himawan_f_rahmansyah@telkomsel.co.id
ROB-061	YEANNI KL 10/24/2024 21:40	10/24/2024 21:40	10/24/2024 21:27	7.834537 Successful		RPA001@t- himawan_f_rahmansyah@telkomsel.co.id

Below the table, there is a tree view of the file system structure, showing folders like 'Log', 'Database', and 'Table'.

<p>SUCCESS/ FAIL/ BUSINESS EXCEPTION;</p> <ul style="list-style-type: none"> <li>f. ErrorRemark – to capture the business or system exception remark if the transactionstatus is FAIL/ BUSINESS EXCEPTION;</li> <li>g. RobotID – to capture the user ID used by the robot to login into application;</li> <li>h. ComputerID – to capture the computer name used by the robot to run the process;</li> <li>i. Requestor – to capture the Requestor email in the Input file;</li> <li>j. Directorate – to capture the directorate name of this process;</li> <li>k. Group – to capture the group name of this process;</li> <li>l. Department – to capture the department name of this process;</li> <li>m. Division – to capture the division name of this process; and</li> <li>n. Case_Creation_Time – to capture the creation time of the input file.</li> <li>o. Log_Id – Consists of auto Log of each database</li> </ul> <p>Process log files can also be found in Sharepoint Online in Repository PA Robot Asset (061/Robot/Process Log).</p>	
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### 3.7 Possible Business/System Exception Errors

During Robot execution, there are some situations that will cause exception errors. For companies that encounter business and/or system exception errors, refer to the possible root causes and their respective corrective actions below:

Possible Root Causes	Corrective Actions
Sharepoint List is not available in the cloud connector SharePoint	Contact IT operation support to check the Config file of Sharepoint list availability in Repository PA Robot.
Config excel file is not available in the designated folder in Sharepoint Online	Contact IT operation support to check the Asset availability in Repository PA Robot defined in Config file (currently in Shared Documents ROB-061/Robot/Config).
Queue Item is not available in the Orchestrator	Contact IT operation support to check the Queue Item availability in Power Automate defined in Work Queue (currently in ROB-061).
User Settings file is not available in the designated folder	Check "UserSettings.xlsx" availability in the designated folder defined in Config File (currently at Shared Documents//061/User/Input folder).
Account Manager Mapping file is not available in the designated folder	Check "AccountManagerMapping.xlsx" availability in the designated folder defined in Config File (currently at Shared Documents//061/User/Input folder).
PBCM Email Subject and file is incorrect	Check "PBCMSubjectFormat" value in Config Constants file and use report_blockir_data.csv as default.
Account Manager Name is not found on the Account Manager Mapping file, or is found but missing the value	Check the availability of the Account Manager Name and the email addresses in the Account Manager Mapping file
Email addresses stated in the Account Manager Mapping file is invalid email	Check and validate the email addresses stated in the Account Manager Mapping file

### 3.8 Business Continuity Management

Robot users will be executing workload manually referring to the internal standard operating manual until bot resumes operation.



#### Rerun Transaction

	Steps	Screenshot																																																																																													
1	<p><b><u>Check the downloaded PBCM Data</u></b></p> <p>PBCM and the cleansed PBCM file will be downloaded and available on excel files at \User\Output folder if the Dispatcher Robot runs successfully.</p> <p>For Dispatcher Rerun:</p> <ul style="list-style-type: none"><li>• Delete the PBCM and the cleansed PBCM file for today's date on local "Output" folder (currently on \\User\output\CurrentMonth); and</li><li>• Empty the today's Transaction Item in Orchestrator Queue Items. If you choose to delete the Queue Item, please create a new one with the same configurations as before.</li></ul> <p>For Performer Input data:</p> <ul style="list-style-type: none"><li>• Check if the cleansed PBCM file for today's date existed in the local "Output" folder (currently on \\User\Output\CurrentMonth);</li></ul>	<div><p>Documents &gt; PowerAutomate &gt; PA-061-B2B-MSISDN Blocking Information Broadcast &gt; User &gt; Output &gt; 2024-10</p><table><thead><tr><th>Name</th><th>Date modified</th><th>Type</th><th>Size</th></tr></thead><tbody><tr><td>CLEANSED_REPORT_BLOCKIR_banking_20241023</td><td>10/23/2024 9:37 PM</td><td>Microsoft Excel C...</td><td>15,951 KB</td></tr><tr><td>CLEANSED_REPORT_BLOCKIR_east_20241023</td><td>10/23/2024 7:33 PM</td><td>Microsoft Excel C...</td><td>5,584 KB</td></tr><tr><td>CLEANSED_REPORT_BLOCKIR_governme...20241023</td><td>10/23/2024 8:52 PM</td><td>Microsoft Excel C...</td><td>5,819 KB</td></tr><tr><td>CLEANSED_REPORT_BLOCKIR_west_20241023</td><td>10/23/2024 7:54 PM</td><td>Microsoft Excel C...</td><td>10,107 KB</td></tr><tr><td>REPORT_BLOCKIR_CORPORATE_banking_20241023</td><td>10/23/2024 9:00 PM</td><td>Microsoft Excel C...</td><td>22,079 KB</td></tr><tr><td>REPORT_BLOCKIR_CORPORATE_east_20241023</td><td>10/23/2024 7:33 PM</td><td>Microsoft Excel C...</td><td>5,986 KB</td></tr><tr><td>REPORT_BLOCKIR_CORPORATE_govern...20241023</td><td>10/23/2024 8:44 PM</td><td>Microsoft Excel C...</td><td>5,896 KB</td></tr><tr><td>REPORT_BLOCKIR_CORPORATE_west_20241023</td><td>10/23/2024 7:54 PM</td><td>Microsoft Excel C...</td><td>11,348 KB</td></tr></tbody></table></div> <div><p>Work queues &gt; PA-061-B2B-CBCD-MSISDN Blocking Information Broadcast-Queue</p><p>Queue Transactions for PA-061 MSISDN Blocking Information Broadcast</p><p>Overview <b>Items</b> Runs</p><table><thead><tr><th>Name</th><th>Enqueue... 1</th><th>Completed on</th><th>Status</th><th>Priority</th></tr></thead><tbody><tr><td>TITUS SISWANDON...</td><td>Oct 23, 08:52 PM</td><td>—</td><td>✓ Queued</td><td>Normal</td></tr><tr><td>SYAEPUL ALAM-20...</td><td>Oct 23, 08:52 PM</td><td>—</td><td>✓ Queued</td><td>Normal</td></tr><tr><td>TEDDY BERTRAND-...</td><td>Oct 23, 08:52 PM</td><td>—</td><td>✓ Queued</td><td>Normal</td></tr><tr><td>NOLDY ADRIANUS ...</td><td>Oct 23, 08:52 PM</td><td>—</td><td>✓ Queued</td><td>Normal</td></tr><tr><td>SITI DAYANI KARTIKA...</td><td>Oct 23, 08:52 PM</td><td>—</td><td>✓ Queued</td><td>Normal</td></tr><tr><td>RIDHO EKA SAPUT...</td><td>Oct 23, 08:52 PM</td><td>—</td><td>✓ Queued</td><td>Normal</td></tr><tr><td>MOCHAMAD DEO S...</td><td>Oct 23, 08:52 PM</td><td>—</td><td>✓ Queued</td><td>Normal</td></tr><tr><td>ASEP KURNIAWAN-...</td><td>Oct 23, 08:52 PM</td><td>—</td><td>✓ Queued</td><td>Normal</td></tr></tbody></table></div> <div><p><b>Work queues</b></p><p>Use work queues to store, prioritize, distribute and process work items. <a href="#">Learn more</a></p><table><thead><tr><th>Name</th><th>Description</th><th>Status</th><th>Queued</th><th>Processing</th><th>Processed</th></tr></thead><tbody><tr><td>PA-061-B2B-CBCD-M...</td><td>Queue Transactions for PA-061 MSIS...</td><td>✓ Active</td><td>—</td><td>—</td><td>131</td></tr></tbody></table></div>	Name	Date modified	Type	Size	CLEANSED_REPORT_BLOCKIR_banking_20241023	10/23/2024 9:37 PM	Microsoft Excel C...	15,951 KB	CLEANSED_REPORT_BLOCKIR_east_20241023	10/23/2024 7:33 PM	Microsoft Excel C...	5,584 KB	CLEANSED_REPORT_BLOCKIR_governme...20241023	10/23/2024 8:52 PM	Microsoft Excel C...	5,819 KB	CLEANSED_REPORT_BLOCKIR_west_20241023	10/23/2024 7:54 PM	Microsoft Excel C...	10,107 KB	REPORT_BLOCKIR_CORPORATE_banking_20241023	10/23/2024 9:00 PM	Microsoft Excel C...	22,079 KB	REPORT_BLOCKIR_CORPORATE_east_20241023	10/23/2024 7:33 PM	Microsoft Excel C...	5,986 KB	REPORT_BLOCKIR_CORPORATE_govern...20241023	10/23/2024 8:44 PM	Microsoft Excel C...	5,896 KB	REPORT_BLOCKIR_CORPORATE_west_20241023	10/23/2024 7:54 PM	Microsoft Excel C...	11,348 KB	Name	Enqueue... 1	Completed on	Status	Priority	TITUS SISWANDON...	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MUHAMMAD IKHSA...	Oct 23, 09:37 PM	Oct 23, 09:46 PM	✔ Processed	Normal																																	
2	<p><b>Trigger the Robot</b></p> <p>Run the "RPA-061-B2B MSISDN Blocking Information Broadcast Dispatcher" by clicking the"Run" button on the "Trigger" menu in Power Automate Desktop (If not trigger) and still in Inbox.</p> <p>The parameter on EmailSubject must match the PCBM Info email. The FileData parameter based on region of email trigger (Must be Uppercase Capital based on PCBM Info region based and Sent Date Email, Example: 28 October 2024 in)</p> <p>Run the "RPA-061 MSISDN Blocking Information Broadcast-Performer" by clicking the"Run" button on the "Trigger" menu in Power Automate</p>	<div><div><div><div><div><div>New flow ∨</div><div>← Import ∨</div></div><div>61</div><div>×</div></div><div>Flows</div><div>Cloud flows Desktop flows Shared with me</div><div><div>Name</div><div>Modified</div><div>Type</div></div><div><div><div></div><div>DPA-061-B2B-MSISDN Blocking Information Broadca...</div><div>29 min ago</div><div>Automated</div></div></div><div>Install ∨</div></div></div><div><div><div>Flow "RPA-061-B2B-MSISDN Blocking Information Broadcast-Dis..."</div><div>×</div></div><div><div>↓</div><div>With flow input variables you pass data to be used in the flow. Flow inputs are set and configured in the Power Automate designer. <a href="#">More info</a></div></div><div><div>EmailSubject</div><div><div>Abc</div><div>Jadwal Pemblokiran Pelanggan Corporate EAST</div><div>ⓘ</div></div></div><div><div>FileData</div><div><div>Abc</div><div>EAST</div><div>ⓘ</div></div></div><div><div>OK</div><div>Cancel</div></div></div><div>Dispatcher</div></div>																																			

<p>Desktop (If not trigger)</p>	<div data-bbox="1014 159 1724 550"><div>Flow "RPA-061-B2B-MSISDN Blocking Information Broadcast-Pe... ×</div><div><div>⌵</div> With flow input variables you pass data to be used in the flow. Flow inputs are set and configured in the Power Automate designer. <a href="#">More info</a></div><div>FileData <div>Abcd EAST</div> ⓘ</div><div><div>OK</div><div>Cancel</div></div></div> <p>Performer</p>
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	Steps	Screenshot															
3	<p><b><u>Monitor Robot Logs</u></b></p> <p>Monitor the “Logs” menu under “Jobs” for the Robot to ensure the robot is running as expected.</p>	<p>Desktop flows &gt; RPA-061-B2B-MSISDN Blocking Information Broadcast-Dispatcher </p> <div> <div>Details <a href="#">Edit</a></div> <div> <div> <div>Flow</div> <div>RPA-061-B2B-MSISDN Blocking Information Broadcast-Dispatcher</div> </div> <div> <div>On Error</div> <div>Add screenshot to logs</div> </div> <div> <div>Primary owner</div> <div> #RPA007</div> </div> <div> <div>Created</div> <div>Sep 26, 11:24 AM</div> </div> <div> <div>Modified</div> <div>Oct 9, 09:49 PM</div> </div> </div> <div> <div> <div>Built with</div> <div>Power Automate for desktop</div> </div> <div> <div>Schema version</div> <div>V2</div> </div> <div> <div>Flow timeout</div> <div>—</div> </div> </div> <div> <div>Last desktop flows runs <a href="#">All runs</a></div> <table> <tr> <th>Requested</th><th>Duration</th><th>Status</th></tr> <tr> <td>Oct 7, 01:45 PM (2 d ago)</td><td>00:03:42</td><td>Succeeded</td></tr> <tr> <td>Oct 7, 01:34 PM (2 d ago)</td><td>00:00:19</td><td>Succeeded</td></tr> <tr> <td>Oct 2, 10:32 AM (1 wk ago)</td><td>00:03:36</td><td>Succeeded</td></tr> <tr> <td>Oct 1, 08:18 PM (1 wk ago)</td><td>00:00:11</td><td>Succeeded</td></tr> </table> </div> </div>	Requested	Duration	Status	Oct 7, 01:45 PM (2 d ago)	00:03:42	Succeeded	Oct 7, 01:34 PM (2 d ago)	00:00:19	Succeeded	Oct 2, 10:32 AM (1 wk ago)	00:03:36	Succeeded	Oct 1, 08:18 PM (1 wk ago)	00:00:11	Succeeded
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