



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.

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:

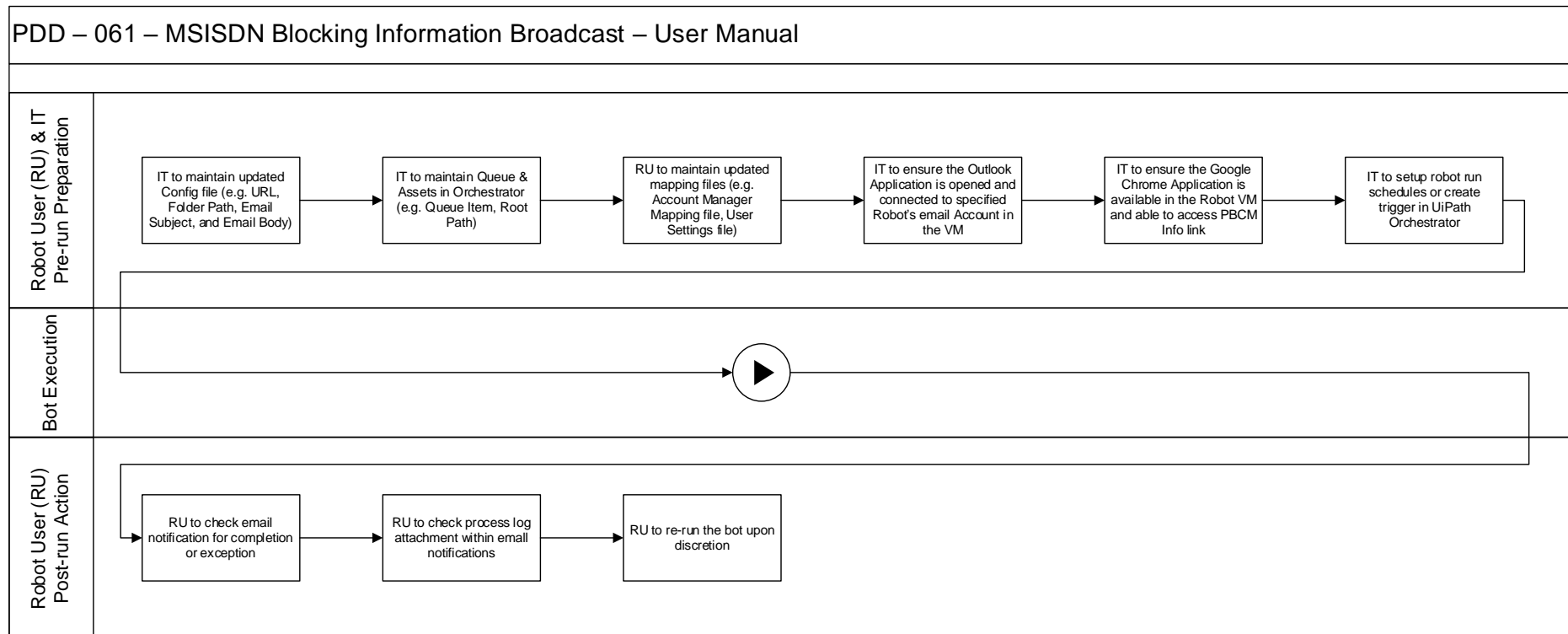
- To maintain the pre-requisites to execute the Robot such as:
 - Robot Queue Items & Assets management in Orchestrator.
 - Config file & Supporting Files management.
- Provide the series of steps to be followed to execute the Robot.
- To be aware on the various communications the Robot will share, how 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
Dispatcher Configuration File	Config.xlsx	IT	\\RPAORCHPAPP1\ROB-061-B2B-CBCD-MSISDNBlockingInformationBroadcast\Robot\Code\Dispatcher\Data
Performer Configuration File	Config.xlsx	IT	\\RPAORCHPAPP1\ROB-061-B2B-CBCD-MSISDNBlockingInformationBroadcast\Robot\Code\Performer\Data
User Settings File	UserSettings.xlsx	IT, SME	\\RPAORCHPAPP1\ROB-061-B2B-CBCD-MSISDNBlockingInformationBroadcast\User\Input
Account Manager Email Address List	AccountManagerMapping.xlsx	SME	\\RPAORCHPAPP1\ROB-061-B2B-CBCD-MSISDNBlockingInformationBroadcast\User\Input
Pivot Template File	PivotTemplate.xlsx	SME	\\RPAORCHPAPP1\ROB-061-B2B-CBCD-MSISDNBlockingInformationBroadcast\User\Input

3.3 Pre-Requisite: Details

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

	Steps	Screenshot																																										
1	<p><u>Dispatcher Config.xlsx maintenance</u></p> <p>Ensure the Config file is available in \\Data folder. Ensure that the values in the Config file are fit for purpose. If there are any changes in the Config file, the package needs to be re-published to UiPath Orchestrator.</p> <p>Values can be maintained in Settings sheet:</p> <ul style="list-style-type: none"> • "logF_BusinessProcessName" is configured for the name of the process in Orchestrator logs; • "MSISDNBlockingInformationBroadcastQueue" is configured for the name of Orchestrator Queue used; • "CompletionEmailSubject" is configured for Subject for Completion Email; • "CompletionEmailBody" is configured for Body for Completion Email; • "ExceptionEmailSubject" is configured for Subject for Exception Email; • "ExceptionEmailBody" is configured for Body for Exception Email; • "ProcessLogFilePath" is configured for Path of Process Logs (yyyy-MM-dd_HH:mm); • "UserSettingsFilePath" is configured for Path of UserSettings File; 	<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_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</td><td>ROB - 061 - MSISDN Blocking Information Broadcast - Dispatcher - Completed</td><td>Subject for Completion Email</td></tr> <tr> <td>CompletionEmailBody</td><td>Dear Robot User, MSISDN Blocking Information Broadcast - Dispatcher process has been completed by the Robot. Please find the attached Process Log. Thank you. Regards, MSISDN Blocking Information Broadcast Robot</td><td>Body for Completion Email</td></tr> <tr> <td>ExceptionEmailSubject</td><td>ROB - 061 - MSISDN Blocking Information Broadcast - Dispatcher - Error</td><td>Subject for Exception Email</td></tr> <tr> <td>ExceptionEmailBody</td><td>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.</td><td>Body for Exception Email</td></tr> <tr> <td>ProcessLogFilePath</td><td>Robot\Process</td><td>Path of Process Logs (yyyy-MM-dd_HH:mm)</td></tr> <tr> <td>UserSettingsFilePath</td><td>User\input\UserSettings.xlsx</td><td>Path of UserSettings File</td></tr> <tr> <td>OutputFolderPath</td><td>User\Output\</td><td>Path of Output folder</td></tr> <tr> <td>CurrentOutputFolderPath</td><td>User\Output\[CurrentMonth]\</td><td>Path of Output folder</td></tr> <tr> <td>UserSettingsSheetName</td><td>User</td><td>Excel sheet name for User Settings File</td></tr> <tr> <td>ProcessLogSheetName</td><td>Transaction Log</td><td>Excel sheet name for Process Log</td></tr> <tr> <td>CurrentMonthFormat</td><td>yyyy-MM</td><td>Formatting conversion of current month</td></tr> </tbody> </table>	Name	Value	Description	MSISDNBlockingInformationBroadcastQueue	ROB-061_B2B_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	ROB - 061 - MSISDN Blocking Information Broadcast - Dispatcher - Completed	Subject for Completion Email	CompletionEmailBody	Dear Robot User, MSISDN Blocking Information Broadcast - Dispatcher process has been completed by the Robot. Please find the attached Process Log. Thank you. Regards, MSISDN Blocking Information Broadcast Robot	Body for Completion Email	ExceptionEmailSubject	ROB - 061 - MSISDN Blocking Information Broadcast - Dispatcher - Error	Subject for Exception Email	ExceptionEmailBody	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.	Body for Exception Email	ProcessLogFilePath	Robot\Process	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	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
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Steps

- “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;

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;

Screenshot

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

Name	Asset	OrchestratorAssetFolder	Description (Assets will always overwrite other config)
RootPath	ROB-061_B2B_CBCD_MSISDNBlockingInformationBroadcast_RootPath		Robot's foldering root path <C:\Users\admin-app\Desktop\ROB-061-B2B-CBCD-MSISDNBlockingInformationBroadcast\>

	Steps	Screenshot
	<p>"Department" is configured for Responsible Department of the process in Process Log;</p> <p>Values can be maintained in Assets sheet:</p> <ul style="list-style-type: none">• "RootPath" is configured for Robot's foldering root path stored in Orchestrator's Asset;	

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	Steps	Screenshot																																							
3	<p><u>UserSettings.xlsx maintenance</u></p> <ul style="list-style-type: none"> • “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]); • “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 	<table> <tr> <th>Name</th><th>Value</th><th>Description</th></tr> <tr> <td>CompletionEmailTo</td><td>dummy_bot02@telkomsel.co.id</td><td>Completion email recipient</td></tr> <tr> <td>CompletionEmailCC</td><td>dummy_bot02@telkomsel.co.id</td><td>Completion email cc</td></tr> <tr> <td>MSISDNBlockingEmailSubject</td><td>Blocking and Terminate Information on [DateToday]</td><td>MSISDN Blocking Information Email Notification Subject</td></tr> <tr> <td>MSISDNBlockingEmailBody</td><td> <p>Dear [AM_Name],</p> <p>

</p> <p>Berikut data dari PBCM terupdate, bahwa akan ada pemblokiran [CountMSISDN] MSISDN yang terjadi pada tanggal [DateRange]. Untuk mengantisipasi complain, mohon sekiranya mengajukan pause collection sebelum terjadinya pemblokiran.</p> <p>

</p> <p>Untuk maksimal pengajuan pause collection mengacu pada KD Collection no KD 014/VIII/2021:</p> <p>
</p> <p>1. Hanya boleh dilakukan 3 kali pause blokir untuk nomor yang sama.
</p> <p>2. Permintaan pause collection harus ada nodin dari Manager Account Service ke Manager Enterprise Billing and Collection</p> <p>

</p> <p>Berikut summary blokir MSISDN:</p> <p>
</p> <p>[DtOutput]</p> <p>

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</p> <p>MSISDN Blocking Information Broadcast Robot</p> </td><td>MSISDN Blocking Information Email Notification Body</td></tr> <tr> <td>PBCMDownloadLink</td><td>http://10.2.248.76/collection2/application/pause_report/pause_dummy.php</td><td>PBCM Info Link to download input data</td></tr> <tr> <td>MaxDownloadWaitTime</td><td>60</td><td>Maximum wait time to download PBCM MSISDN Block List File is 300 seconds</td></tr> <tr> <td>OutputPBCMFile</td><td>REPORT_BLOCKIR_CORPORATE_[DateToday].xlsx</td><td>Output file name of PBCM MSISDN Block List File (DO NOT change the [DateToday])</td></tr> <tr> <td>OutputCleansedPBCMFile</td><td>CLEANSED_REPORT_BLOCKIR_[DateToday].xlsx</td><td>Output file name of Cleansed PBCM MSISDN Block List File (DO NOT change the [DateToday])</td></tr> <tr> <td>PBCMFileSheetName</td><td>REPORT_BLOCKIR_CORPORATE_[CurrentMonth]</td><td>Excel sheet name for Cleansed PBCM MSISDN Block List File (DO NOT change the [CurrentMonth])</td></tr> <tr> <td>CleansedPBCMFileSheetName</td><td>CLEANSED_REPORT_BLOCKIR_[CurrentMonth]</td><td>Excel sheet name for Cleansed PBCM MSISDN Block List File (DO NOT change the [DateToday])</td></tr> <tr> <td>PivotTableName</td><td>PivotTable1</td><td>Pivot table name on PivotTemplateFile</td></tr> <tr> <td>DateTodayFormat</td><td>yyyyMMdd</td><td>Formatting conversion of DateToday for PBCM File name</td></tr> </table>	Name	Value	Description	CompletionEmailTo	dummy_bot02@telkomsel.co.id	Completion email recipient	CompletionEmailCC	dummy_bot02@telkomsel.co.id	Completion email cc	MSISDNBlockingEmailSubject	Blocking and Terminate Information on [DateToday]	MSISDN Blocking Information Email Notification Subject	MSISDNBlockingEmailBody	<p>Dear [AM_Name],</p> <p>

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</p> <p>[DtOutput]</p> <p>

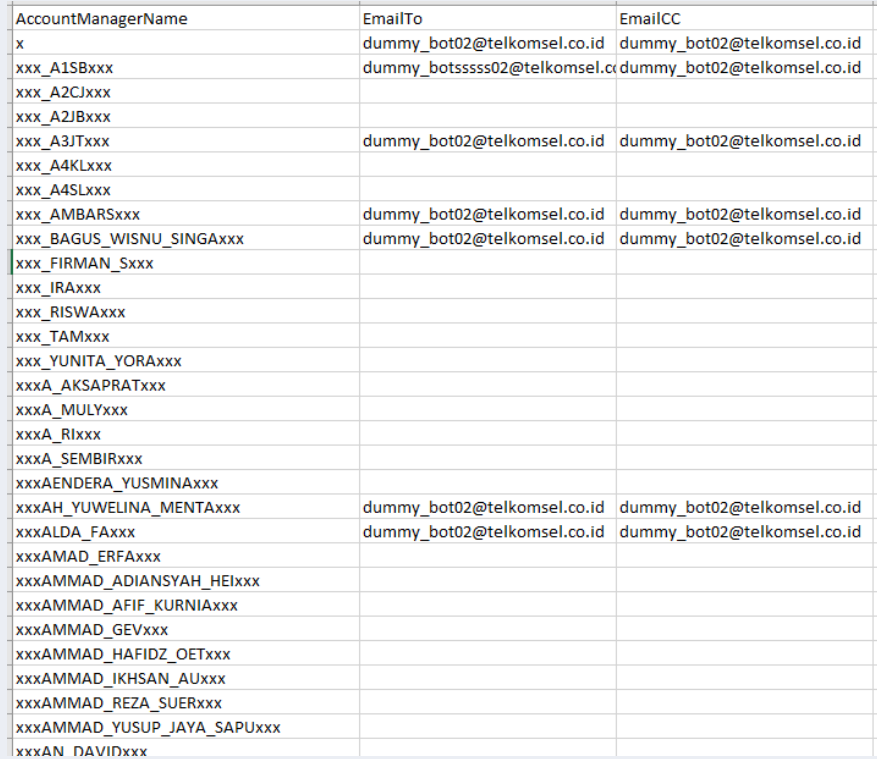
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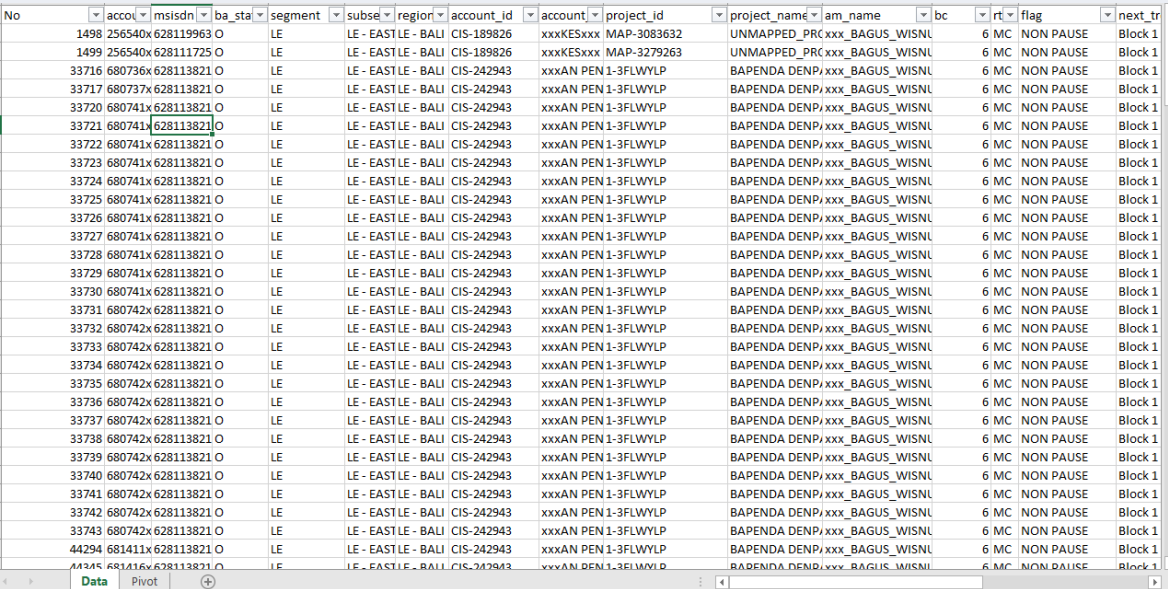
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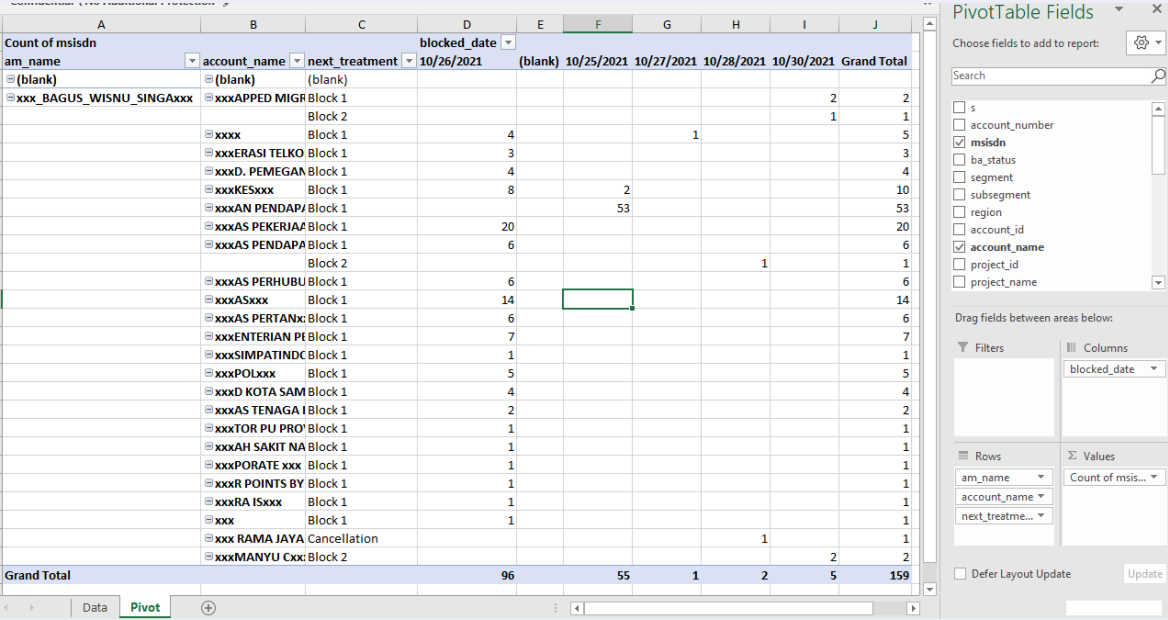
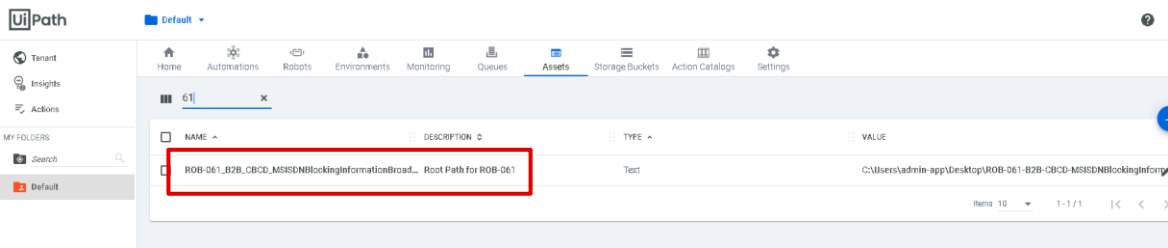
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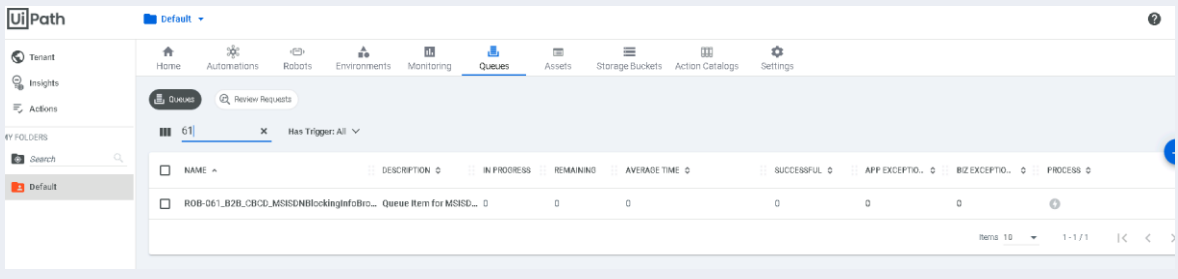
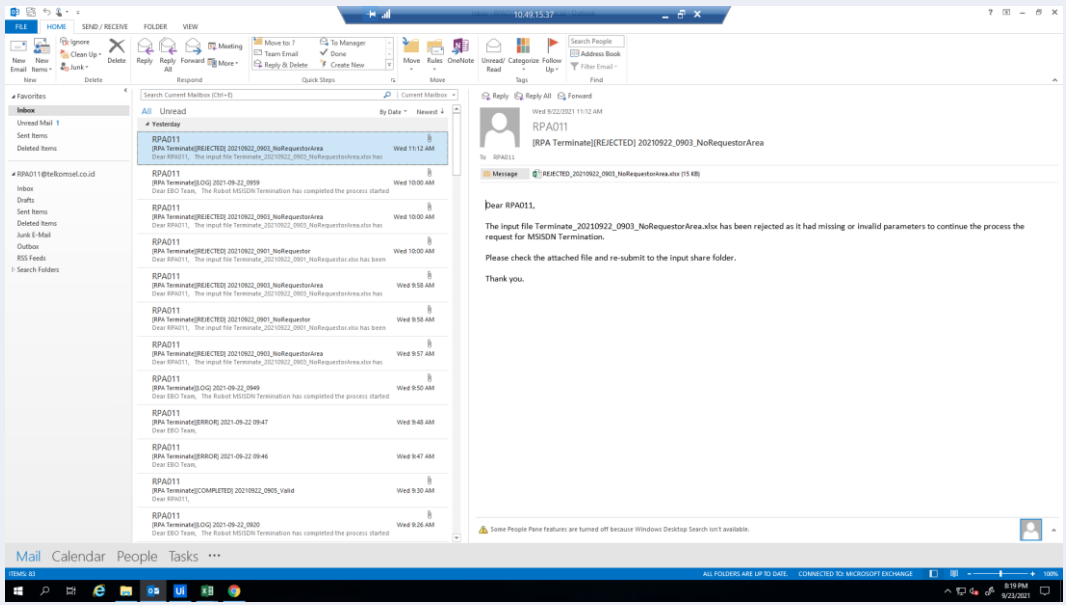
</p> <p>Berikut summary blokir MSISDN:</p> <p>
</p> <p>[DtOutput]</p> <p>

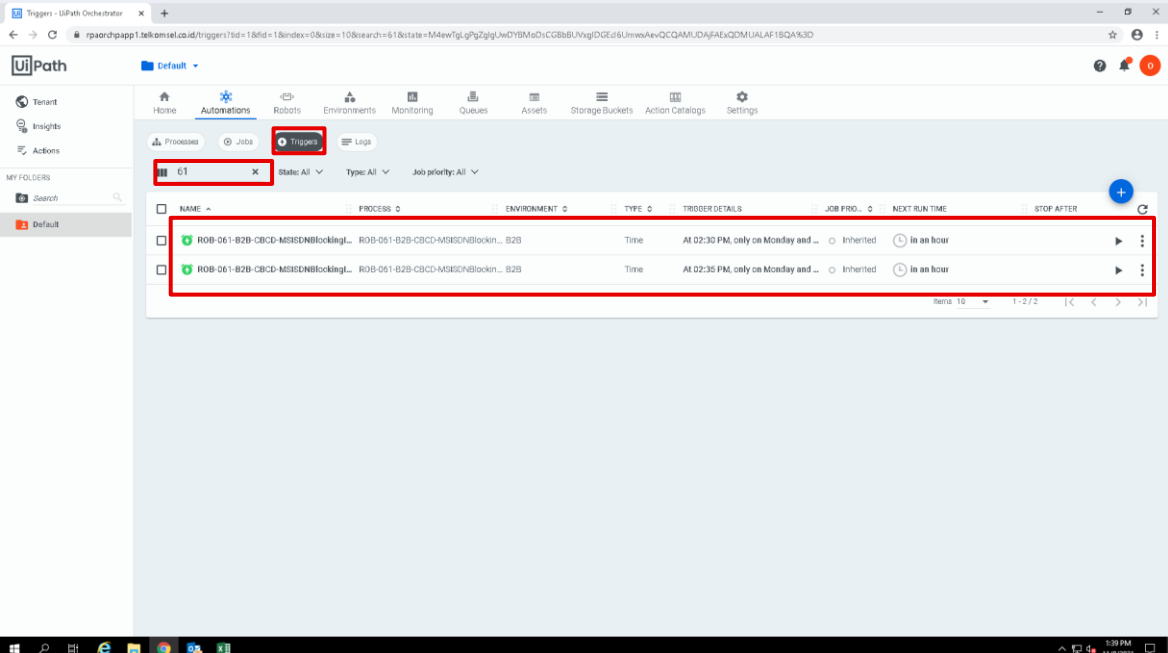
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4	<p><u>AccountManagerMapping.xlsx maintenance</u></p> <ul style="list-style-type: none"> • "AccountManagerName" Column is configured for Account Manager Name; • "EmailTo" Column is configured for email address list that will be used for MSISDN Blocking Information Email Notification • "EmailCC" Column is configured for email address list that will be used for MSISDN Blocking Information Email Notification 	 <table border="1"> <thead> <tr> <th>AccountManagerName</th> <th>EmailTo</th> <th>EmailCC</th> </tr> </thead> <tbody> <tr><td>x</td><td>dummy_bot02@telkomsel.co.id</td><td>dummy_bot02@telkomsel.co.id</td></tr> <tr><td>xxx_A1SBxxx</td><td>dummy_botssss02@telkomsel.co.id</td><td>dummy_bot02@telkomsel.co.id</td></tr> <tr><td>xxx_A2CJxxx</td><td></td><td></td></tr> <tr><td>xxx_A2JBxxx</td><td></td><td></td></tr> <tr><td>xxx_A3JTxxx</td><td>dummy_bot02@telkomsel.co.id</td><td>dummy_bot02@telkomsel.co.id</td></tr> <tr><td>xxx_A4KLxxx</td><td></td><td></td></tr> <tr><td>xxx_A4SLxxx</td><td></td><td></td></tr> <tr><td>xxx_AMBARSxxx</td><td>dummy_bot02@telkomsel.co.id</td><td>dummy_bot02@telkomsel.co.id</td></tr> <tr><td>xxx_BAGUS_WISNU_SINGAxxx</td><td>dummy_bot02@telkomsel.co.id</td><td>dummy_bot02@telkomsel.co.id</td></tr> <tr><td>xxx_FIRMAN_Sxxx</td><td></td><td></td></tr> <tr><td>xxx_IRAxxx</td><td></td><td></td></tr> <tr><td>xxx_RISWAxxx</td><td></td><td></td></tr> <tr><td>xxx_TAMxxx</td><td></td><td></td></tr> <tr><td>xxx_YUNITA_YORAx</td><td></td><td></td></tr> <tr><td>xxxA_AKSAPRATxxx</td><td></td><td></td></tr> <tr><td>xxxA_MULYxxx</td><td></td><td></td></tr> <tr><td>xxxA_RIxxx</td><td></td><td></td></tr> <tr><td>xxxA_SEMBIRxxx</td><td></td><td></td></tr> <tr><td>xxxAENDERA_YUSMINAxxx</td><td></td><td></td></tr> <tr><td>xxxAH_YUWELINA_MENTAx</td><td>dummy_bot02@telkomsel.co.id</td><td>dummy_bot02@telkomsel.co.id</td></tr> <tr><td>xxxALDA_FAxxx</td><td>dummy_bot02@telkomsel.co.id</td><td>dummy_bot02@telkomsel.co.id</td></tr> <tr><td>xxxAMAD_ERFAxxx</td><td></td><td></td></tr> <tr><td>xxxAMMAD_ADIANSYAH_HEIxxx</td><td></td><td></td></tr> <tr><td>xxxAMMAD_AFIF_KURNIAxxx</td><td></td><td></td></tr> <tr><td>xxxAMMAD_GEVxxx</td><td></td><td></td></tr> <tr><td>xxxAMMAD_HAFIDZ_OETxxx</td><td></td><td></td></tr> <tr><td>xxxAMMAD_IKHSAN_AUxxx</td><td></td><td></td></tr> <tr><td>xxxAMMAD_REZA_SUERxxx</td><td></td><td></td></tr> <tr><td>xxxAMMAD_YUSUP_JAYA_SAPUxxx</td><td></td><td></td></tr> <tr><td>xxxAN_DAVINxxx</td><td></td><td></td></tr> </tbody> </table>	AccountManagerName	EmailTo	EmailCC	x	dummy_bot02@telkomsel.co.id	dummy_bot02@telkomsel.co.id	xxx_A1SBxxx	dummy_botssss02@telkomsel.co.id	dummy_bot02@telkomsel.co.id	xxx_A2CJxxx			xxx_A2JBxxx			xxx_A3JTxxx	dummy_bot02@telkomsel.co.id	dummy_bot02@telkomsel.co.id	xxx_A4KLxxx			xxx_A4SLxxx			xxx_AMBARSxxx	dummy_bot02@telkomsel.co.id	dummy_bot02@telkomsel.co.id	xxx_BAGUS_WISNU_SINGAxxx	dummy_bot02@telkomsel.co.id	dummy_bot02@telkomsel.co.id	xxx_FIRMAN_Sxxx			xxx_IRAxxx			xxx_RISWAxxx			xxx_TAMxxx			xxx_YUNITA_YORAx			xxxA_AKSAPRATxxx			xxxA_MULYxxx			xxxA_RIxxx			xxxA_SEMBIRxxx			xxxAENDERA_YUSMINAxxx			xxxAH_YUWELINA_MENTAx	dummy_bot02@telkomsel.co.id	dummy_bot02@telkomsel.co.id	xxxALDA_FAxxx	dummy_bot02@telkomsel.co.id	dummy_bot02@telkomsel.co.id	xxxAMAD_ERFAxxx			xxxAMMAD_ADIANSYAH_HEIxxx			xxxAMMAD_AFIF_KURNIAxxx			xxxAMMAD_GEVxxx			xxxAMMAD_HAFIDZ_OETxxx			xxxAMMAD_IKHSAN_AUxxx			xxxAMMAD_REZA_SUERxxx			xxxAMMAD_YUSUP_JAYA_SAPUxxx			xxxAN_DAVINxxx		
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	Steps	Screenshot
5	<p><u>PivotTemplate.xlsx maintenance</u></p> <ul style="list-style-type: none"> “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 data by the Robot; “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. 	

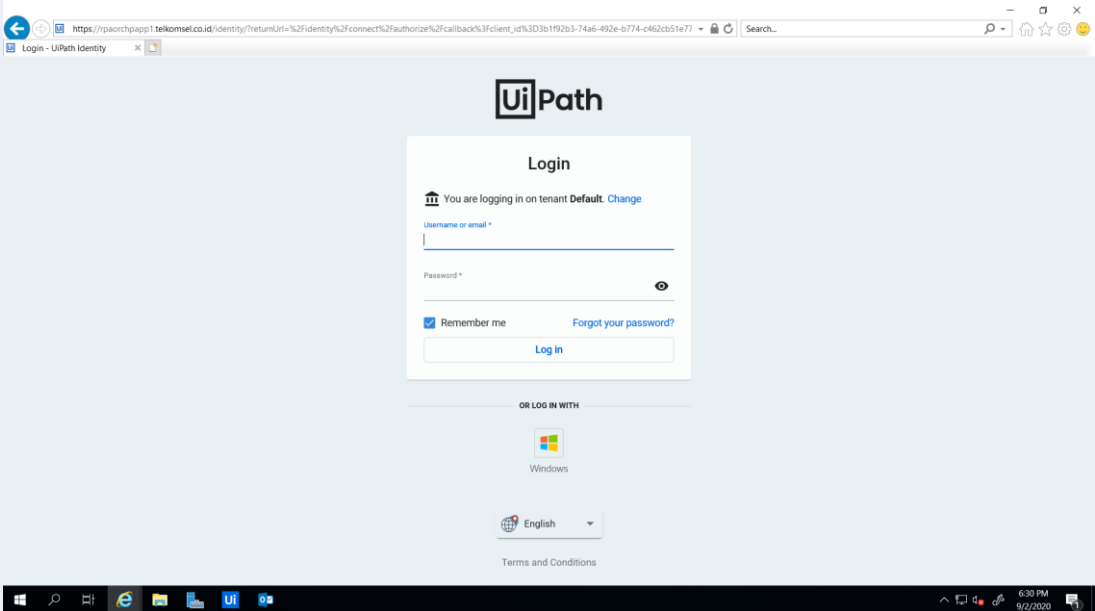
	Steps	Screenshot
		 <p>PivotTable Fields</p> <p>Choose fields to add to report:</p> <p>Search</p> <p><input type="checkbox"/> \$</p> <p><input type="checkbox"/> account_number</p> <p><input checked="" type="checkbox"/> msisdn</p> <p><input type="checkbox"/> ba_status</p> <p><input type="checkbox"/> segment</p> <p><input type="checkbox"/> subsegment</p> <p><input type="checkbox"/> region</p> <p><input type="checkbox"/> account_id</p> <p><input checked="" type="checkbox"/> account_name</p> <p><input type="checkbox"/> project_id</p> <p><input type="checkbox"/> project_name</p> <p>Drag fields between areas below:</p> <p>Filters</p> <p>Columns</p> <p>blocked_date</p> <p>Rows</p> <p>Values</p> <p>am_name</p> <p>Count of msis...</p> <p>account_name</p> <p>next_treatme...</p> <p><input type="checkbox"/> Defer Layout Update</p> <p>Update</p>
6	<p><u>Orchestrator Assets & Queues maintenance</u></p> <ul style="list-style-type: none"> Ensure the correct Root Path that directs to the project folder are stored in UiPath Orchestrator Assets; Ensure the Orchestrator Asset name matched in Config file; Ensure the Orchestrator Queue name matched in Config file and has Unique Reference. 	 <p>UiPath</p> <p>Default</p> <p>Tenant</p> <p>Insights</p> <p>Actions</p> <p>MY FOLDERS</p> <p>Search</p> <p>Default</p> <p>Home</p> <p>Automations</p> <p>Robots</p> <p>Environments</p> <p>Monitoring</p> <p>Queues</p> <p>Assets</p> <p>Storage Buckets</p> <p>Action Catalogs</p> <p>Settings</p> <p>61</p> <p>NAME</p> <p>DESCRIPTION</p> <p>TYPE</p> <p>VALUE</p> <p>ROB-061_B2B_CBGD_MSISDNBlockingInformationBroad... Root Path for ROB-061</p> <p>Text</p> <p>C:\Users\admin-app\Desktop\ROB-061-B2B-CBGD-MSISDNBlockingInf...</p> <p>Items 10</p> <p>1-1/1</p>

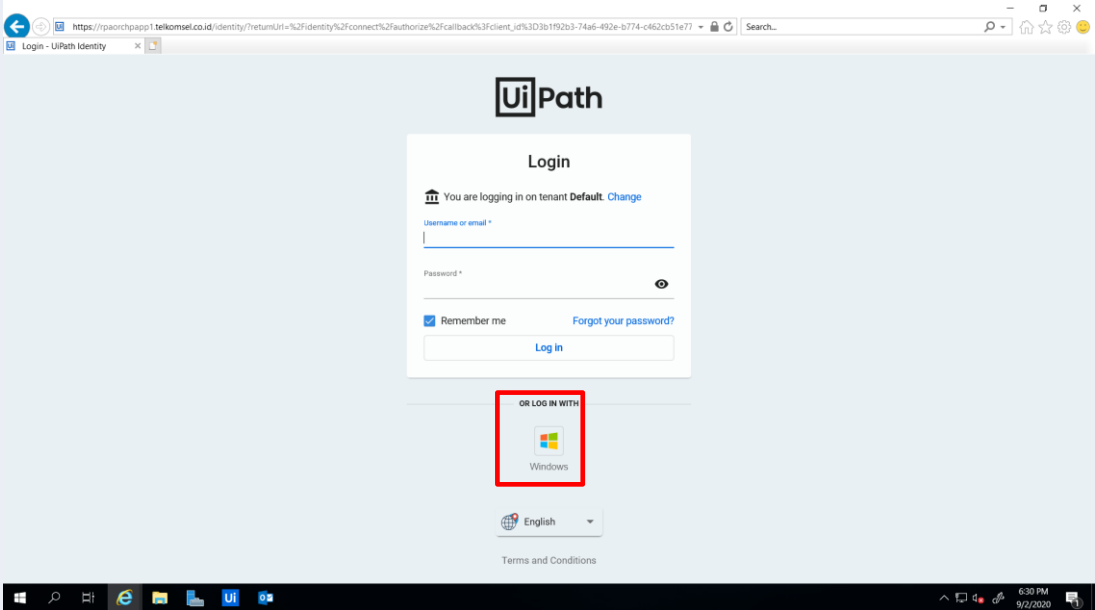
Steps	Screenshot
	
<p>7 <u>Outlook Application is Opened in Robot Environment</u></p> <ul style="list-style-type: none"> • Ensure the Microsoft Outlook Application has been opened. The application may be minimized from the taskbar, but the service is still running; • Ensure that the Robot Email Account has already been configured in Microsoft Outlook Application within the Robot VM; and • Ensure the status of Microsoft Outlook Application is connected. 	

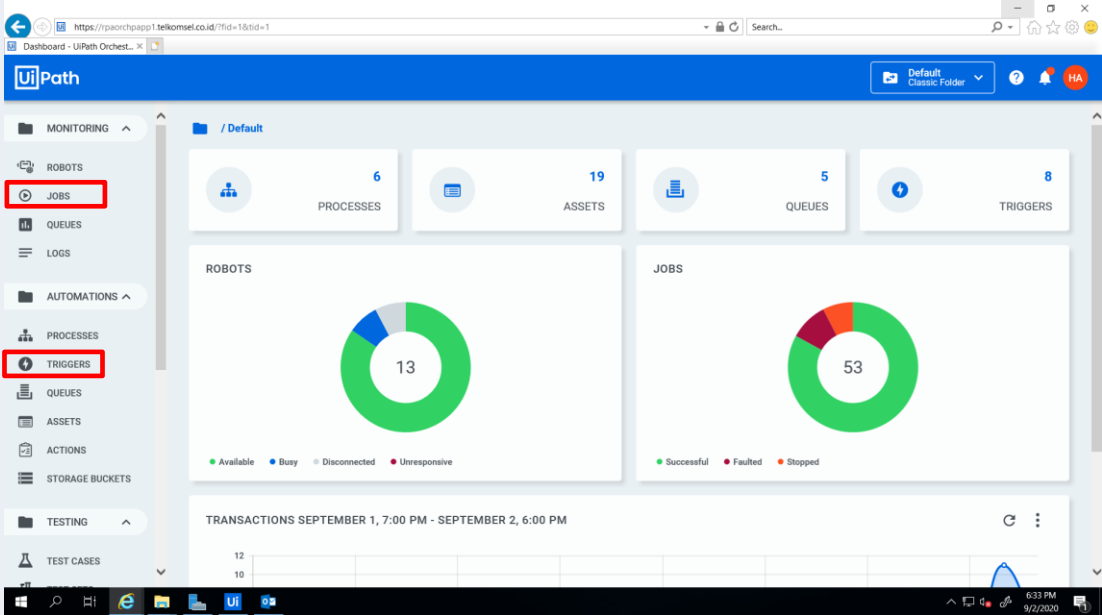
Steps	Screenshot
<p>8 <u>Robot Run Schedule is set in Orchestrator</u></p> <ul style="list-style-type: none"> • Ensure that the run schedules are already set in UiPath Orchestrator; • If there is any Adhoc request to run the process, then Robot User needs to request to IT operation support. 	 <p>The screenshot displays the UiPath Orchestrator interface. The 'Triggers' tab is selected, and a red box highlights the 'Triggers' tab and the 'G1' trigger. Another red box highlights the table of triggers, which includes columns for NAME, PROCESS, ENVIRONMENT, TYPE, TRIGGER DETAILS, JOB PRO., NEXT RUN TIME, and STOP AFTER. The table shows two triggers for 'ROB-061-B2B-CBCD-MSISDNBlocking...' with a next run time of 'At 02:30 PM, only on Monday and ...' and a stop after time of 'In an hour'.</p>

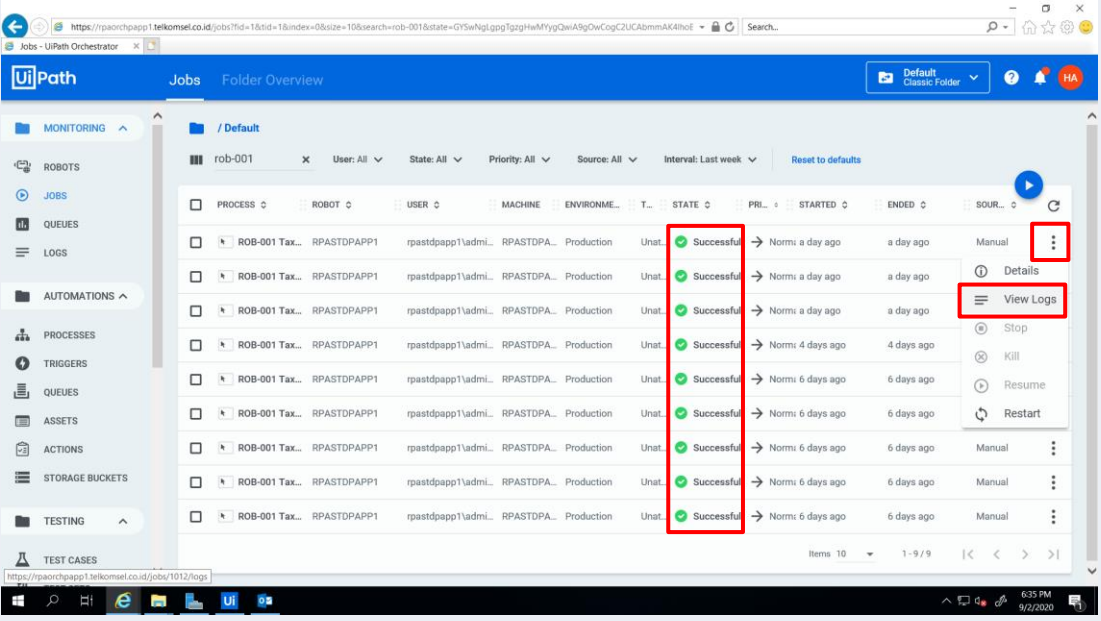
3.4 Robot Access and Execution

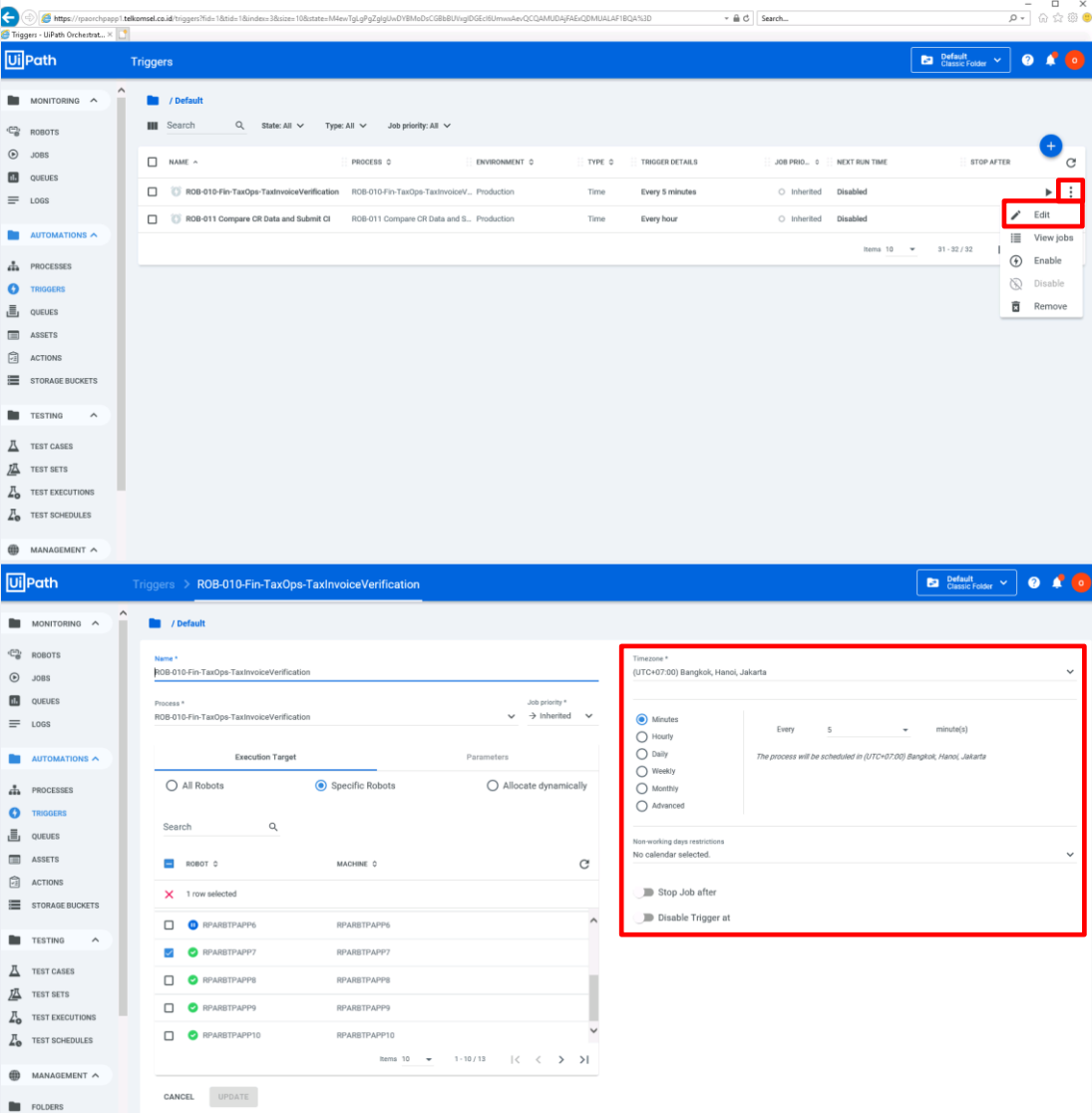
List of steps with screenshots on how to access and execute the Robot process.

Steps	Screenshot
<p>1 Navigate to https://rpaorchpapp1.telkomsel.co.id/ in Internet Explorer or Google Chrome</p>	

Steps	Screenshot
2 Log in by clicking the Windows button	

Steps	Screenshot
<p>3 Check if the Orchestrator dashboard is accessible</p> <ul style="list-style-type: none">- To check executed jobs, click “Jobs” on the left panel- To check and configure triggers, click “Triggers” on the left panel	

Steps	Screenshot
<p>To check on executed jobs:</p> <ul style="list-style-type: none"> - The triggered jobs will have state "Running" subsequently "Successful" - To view the logs (not essential, as the audit logs will be sent to the business user's email account), click the "3 dots" button on the right, subsequently select "View Logs" 	 <p>The screenshot displays the UiPath Jobs console interface. The main table lists jobs with columns for PROCESS, ROBOT, USER, MACHINE, ENVIRONMENT, STATE, PRI., STARTED, ENDED, and SOUR. Several jobs are shown with a 'Successful' status. A red box highlights the '3 dots' menu icon on the right side of a job row, and another red box highlights the 'View Logs' option in the dropdown menu.</p>

Steps	Screenshot
<p>4 To configure Triggers:</p> <ul style="list-style-type: none"> - Identify the desired process to configure (e.g. Tax Invoice Verification) - Click the "3 dots" button on the right, subsequently select "Edit" - The "Edit Trigger" window will appear - Change the trigger time to the desired time (e.g. if intend to run bot immediately, configure to 2 minutes after the current time) - Click "Update" 	 <p>The top screenshot shows the 'Triggers' page in the UiPath interface. It features a table with columns: NAME, PROCESS, ENVIRONMENT, TYPE, TRIGGER DETAILS, JOB PROD., NEXT RUN TIME, and STOP AFTER. Two triggers are listed: 'ROB-010-Fin-TaxOps-TaxInvoiceVerification' and 'ROB-011 Compare CR Data and Submit CI'. The 'Edit' button (three dots) for the first trigger is highlighted with a red box.</p> <p>The bottom screenshot shows the 'Edit Trigger' configuration window for 'ROB-010-Fin-TaxOps-TaxInvoiceVerification'. It includes fields for Name, Process, and Job priority. The 'Execution Target' section shows 'Specific Robots' selected. A list of robots is displayed, with 'RPARETAPP6' through 'RPARETAPP10' listed. The 'Parameters' section is empty. The 'Timezone' is set to '(UTC+07:00) Bangkok, Hanoi, Jakarta'. The 'Frequency' is set to 'Minutes' with a value of '5'. The 'Non-working days restrictions' section shows 'No calendar selected'. The 'Stop Job after' and 'Disable Trigger at' options are also visible. The 'Update' button is highlighted with a red box.</p>

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):

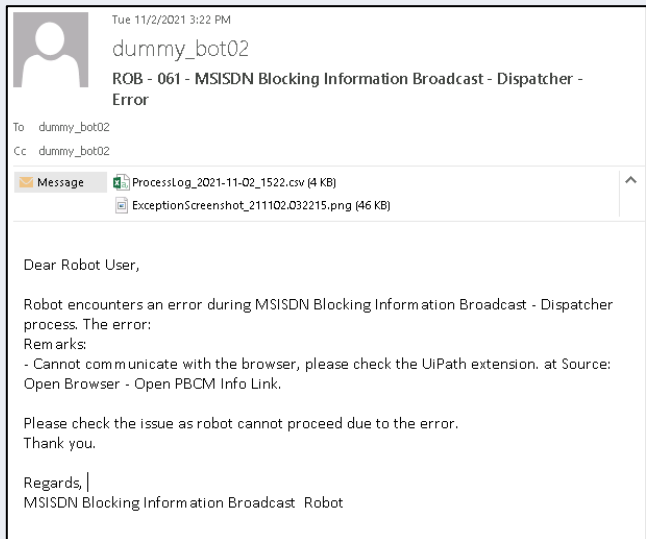
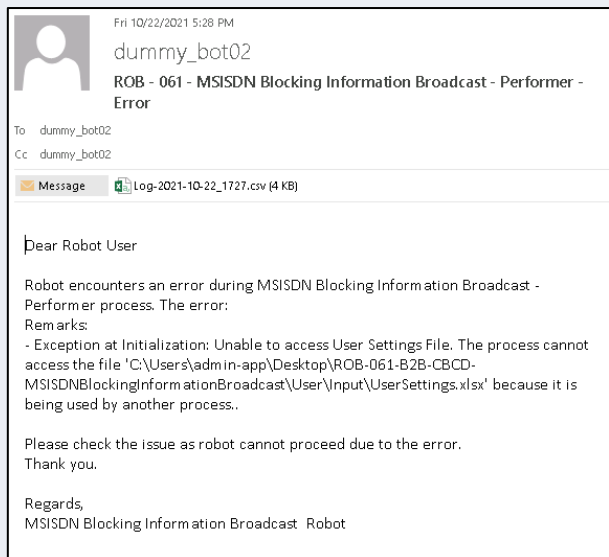
Parameters	Values
Frequency (Daily/Weekly/Monthly)	Weekly (Monday and Thursday) / Adhoc
Time	2.30 PM JKT / 3.00 PM JKT / Adhoc

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

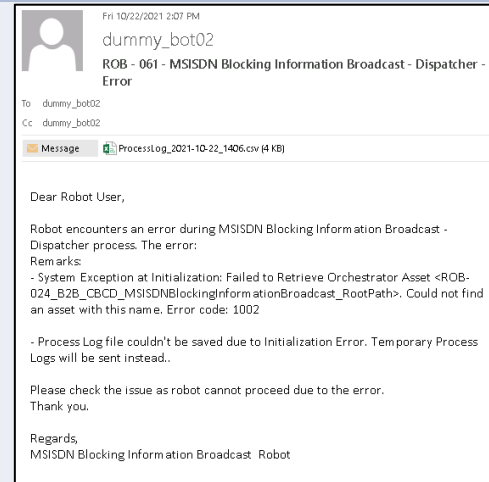
If the Robot encounters the errors below, it is unable to proceed further. Hence, an Error email will be sent to the Robot User.

Scenarios	Screenshots
<p><u>System Exception</u></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"> • Application timeout • UI element not found, because of the application error/ there is a pop-up window blocked • Cannot communicate with browser because of UiPath extension activation • Floating license is not available • Queue Item is not available in Orchestrator <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><u>Process Business Exception</u></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"> • Config file (Config.xlsx) is not available • User Settings file (UserSettings.xlsx) is not available • Asset is not available in Orchestrator • Account Manager Mapping file (AccountManagerMapping.xlsx) is not available • Pivot Template file (PivotTemplate.xlsx) is not available 	

- PBCM Info Link provided in User Settings file (UserSettings.xlsx) is invalid

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.



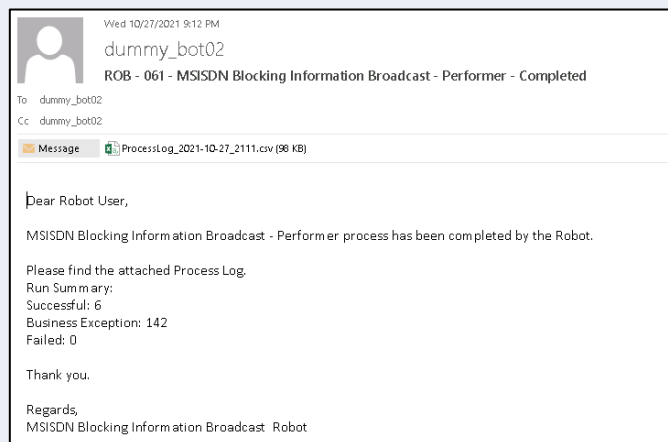
Transaction Business Exception

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 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.



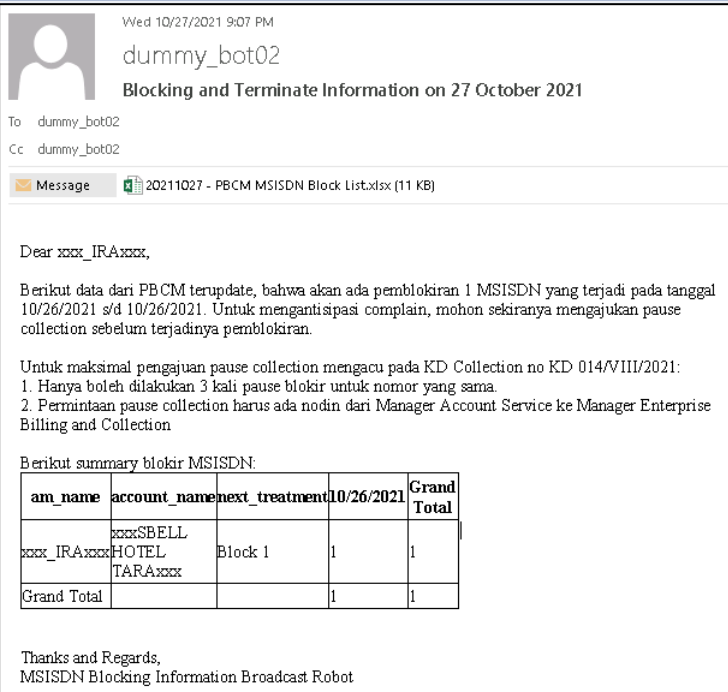
Robot Execution – Completion

Scenarios

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.

Screenshots

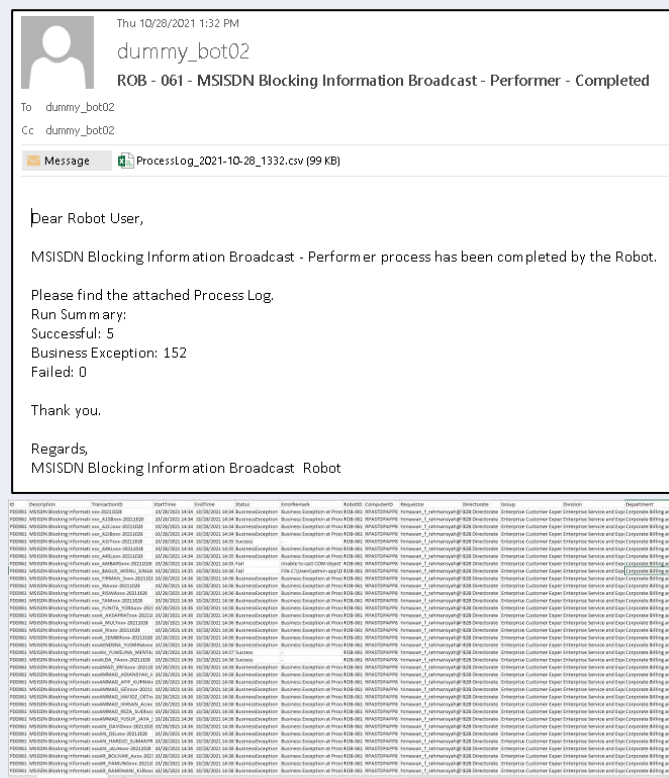


Process Log

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

Robot User can use Process Log to check the detailed transaction status performed by the robot. Process Log consists of 9 columns, i.e.:

- a. ID – to capture the PDD/ process ID;
- b. Description – to capture the PDD/ process name;
- c. TransactionID – to capture the unique transaction combination, Row Index + “_” + File Name;
- d. StartTime – to capture the start timestamp of each transaction;
- e. EndTime – to capture the end timestamp of each transaction;
- f. Status – to capture the transaction status;



<p>SUCCESS/ FAIL/ BUSINESS EXCEPTION;</p> <ul style="list-style-type: none"> g. ErrorRemark – to capture the business or system exception remark if the transaction status is FAIL/ BUSINESS EXCEPTION; h. RobotID – to capture the user ID used by the robot to login into application; i. ComputerID – to capture the computer name used by the robot to run the process; j. Requestor – to capture the Requestor email in the Input file; k. Directorate – to capture the directorate name of this process; l. Group – to capture the group name of this process; m. Department – to capture the department name of this process; n. Division – to capture the division name of this process; and o. Case_Creation_Time – to capture the creation time of the input file. <p>Robot user will need to refer to section 3.7 for recommended corrective actions.</p> <p>Process log files can also be found in ProcessLogFilePath (file path defined in Config file, e.g. Robot\Process Log).</p>	
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3.7 Possible Business/System Exception Errors

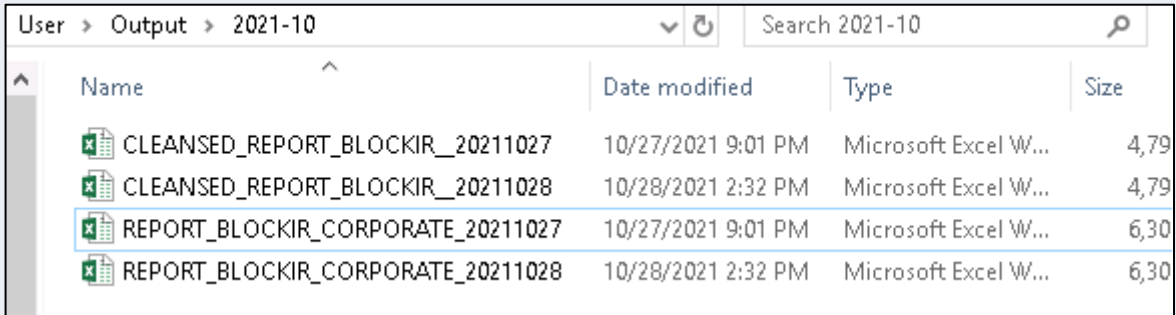












During Robot execution, there are some situations that will cause exception errors. For companies that encounter business and/or system exception errors, refer to the possible root causes and their respective corrective actions below:

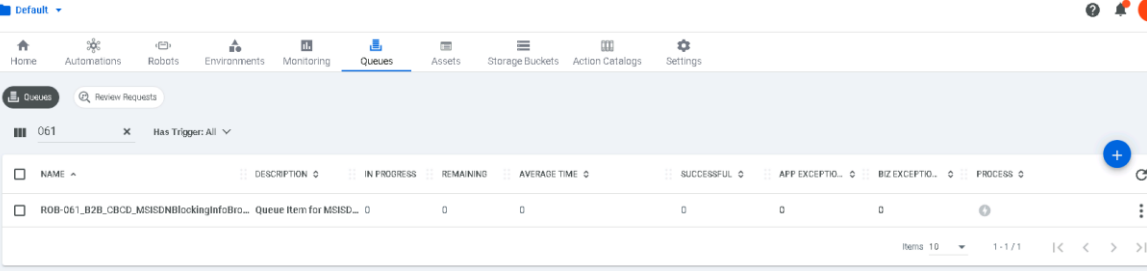
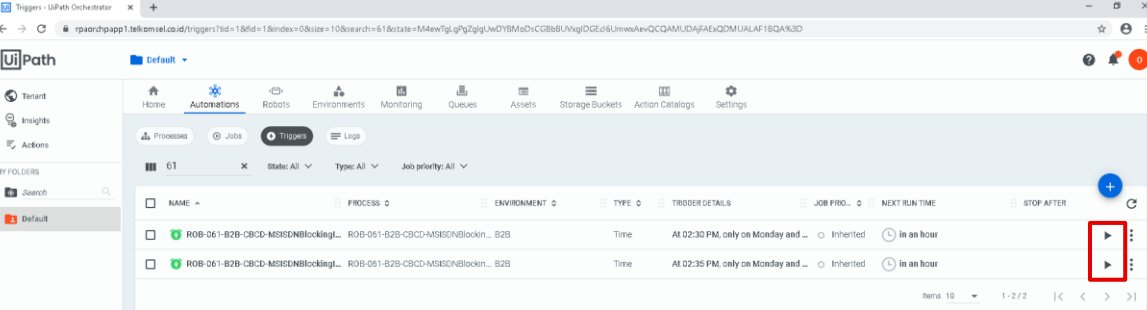
Possible Root Causes	Corrective Actions
Config excel file is not available in the designated folder	Contact IT operation support to check the Config file availability (currently at \\Robot\Code\Data).
Asset is not available in the Orchestrator	Contact IT operation support to check the Asset availability in UiPath Orchestrator defined in Config file (currently under ROB-061).
Queue Item is not available in the Orchestrator	Contact IT operation support to check the Queue Item availability in UiPath Orchestrator defined in Config file (currently under 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 \\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 \\User\Input folder).
Pivot Template file is not available in the designated folder	Check "PivotTemplate.xlsx" availability in the designated folder defined in Config File (currently at \\User\Input folder).
PBCM Info link is incorrect	Check "PBCMDownloadLink" dictionary value in the User Settings file
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

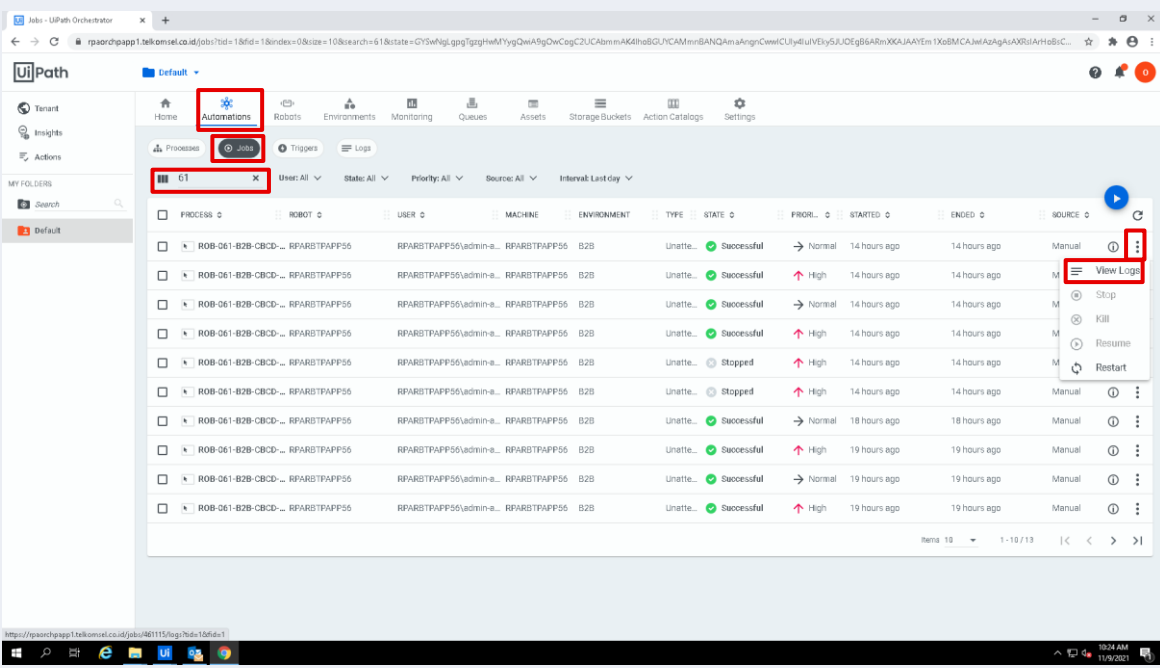
3.8 Business Continuity Management

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

Rerun Transaction

	Steps	Screenshot																								
1	<p><u>Check the downloaded PBCM Data</u></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">• Delete the PBCM and the cleansed PBCM file for today's date on "Output" folder (currently on \\User\output); and• 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. <p>For Performer Input data:</p> <ul style="list-style-type: none">• Check if the cleansed PBCM file for today's date existed in the "Output" folder (currently on \\User\Output);	 <table><tr><th colspan="4">User > Output > 2021-10</th></tr><tr><th>Name</th><th>Date modified</th><th>Type</th><th>Size</th></tr><tr><td> CLEANSED_REPORT_BLOCKIR_20211027</td><td>10/27/2021 9:01 PM</td><td>Microsoft Excel W...</td><td>4,79</td></tr><tr><td> CLEANSED_REPORT_BLOCKIR_20211028</td><td>10/28/2021 2:32 PM</td><td>Microsoft Excel W...</td><td>4,79</td></tr><tr><td> REPORT_BLOCKIR_CORPORATE_20211027</td><td>10/27/2021 9:01 PM</td><td>Microsoft Excel W...</td><td>6,30</td></tr><tr><td> REPORT_BLOCKIR_CORPORATE_20211028</td><td>10/28/2021 2:32 PM</td><td>Microsoft Excel W...</td><td>6,30</td></tr></table>	User > Output > 2021-10				Name	Date modified	Type	Size	 CLEANSED_REPORT_BLOCKIR_20211027	10/27/2021 9:01 PM	Microsoft Excel W...	4,79	 CLEANSED_REPORT_BLOCKIR_20211028	10/28/2021 2:32 PM	Microsoft Excel W...	4,79	 REPORT_BLOCKIR_CORPORATE_20211027	10/27/2021 9:01 PM	Microsoft Excel W...	6,30	 REPORT_BLOCKIR_CORPORATE_20211028	10/28/2021 2:32 PM	Microsoft Excel W...	6,30
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 REPORT_BLOCKIR_CORPORATE_20211028	10/28/2021 2:32 PM	Microsoft Excel W...	6,30																							

	Steps	Screenshot
	<ul style="list-style-type: none"> Check if the Transaction Item on Orchestrator Queue Item is still available to be processed <p>It is important to make sure that the remaining Transaction Orchestrator Queue Item and the remaining Account Manager Name to be processed is aligned to prevent duplicate on sending the MSISDN Blocking Information Email Notification and business exception.</p>	
2	<p><u>Trigger the Robot</u></p> <p>Run the “ROB-061 MSISDN Blocking Information Broadcast” by clicking the “Run” button on the “Trigger” menu in Orchestrator</p>	

Steps	Screenshot																																																																																																																								
<div>3</div> <div><h3>Monitor Robot Logs</h3><p>Monitor the “Logs” menu under “Jobs” for the Robot to ensure the robot is running as expected.</p></div>	<div><p>The screenshot shows the UiPath Jobs interface. The 'Jobs' menu is highlighted in the top navigation bar. Below it, the 'Jobs' tab is selected, showing a list of jobs. The first job, 'ROB-061-82B-CBCD...', is highlighted. The 'View Logs' button is visible in the top right corner of the job details panel.</p><table><tr><th>PROCESS</th><th>ROBOT</th><th>USER</th><th>MACHINE</th><th>ENVIRONMENT</th><th>TYPE</th><th>STATE</th><th>PRIOR.</th><th>STARTED</th><th>ENDED</th><th>SOURCE</th><th>ACTIONS</th></tr><tr><td>ROB-061-82B-CBCD...</td><td>RPARSTPAPP56</td><td>RPARSTPAPP56\admin-a...</td><td>RPARSTPAPP56</td><td>B2B</td><td>Unatte...</td><td>Successful</td><td>Normal</td><td>14 hours ago</td><td>14 hours ago</td><td>Manual</td><td>View Logs, Stop, Kill, Resume, Restart</td></tr><tr><td>ROB-061-82B-CBCD...</td><td>RPARSTPAPP56</td><td>RPARSTPAPP56\admin-a...</td><td>RPARSTPAPP56</td><td>B2B</td><td>Unatte...</td><td>Successful</td><td>High</td><td>14 hours ago</td><td>14 hours ago</td><td>Manual</td><td>View Logs, Stop, Kill, Resume, Restart</td></tr><tr><td>ROB-061-82B-CBCD...</td><td>RPARSTPAPP56</td><td>RPARSTPAPP56\admin-a...</td><td>RPARSTPAPP56</td><td>B2B</td><td>Unatte...</td><td>Successful</td><td>Normal</td><td>14 hours ago</td><td>14 hours ago</td><td>Manual</td><td>View Logs, Stop, Kill, Resume, Restart</td></tr><tr><td>ROB-061-82B-CBCD...</td><td>RPARSTPAPP56</td><td>RPARSTPAPP56\admin-a...</td><td>RPARSTPAPP56</td><td>B2B</td><td>Unatte...</td><td>Successful</td><td>High</td><td>14 hours ago</td><td>14 hours ago</td><td>Manual</td><td>View Logs, Stop, Kill, Resume, Restart</td></tr><tr><td>ROB-061-82B-CBCD...</td><td>RPARSTPAPP56</td><td>RPARSTPAPP56\admin-a...</td><td>RPARSTPAPP56</td><td>B2B</td><td>Unatte...</td><td>Stopped</td><td>High</td><td>14 hours ago</td><td>14 hours ago</td><td>Manual</td><td>View Logs, Stop, Kill, Resume, Restart</td></tr><tr><td>ROB-061-82B-CBCD...</td><td>RPARSTPAPP56</td><td>RPARSTPAPP56\admin-a...</td><td>RPARSTPAPP56</td><td>B2B</td><td>Unatte...</td><td>Successful</td><td>Normal</td><td>18 hours ago</td><td>18 hours ago</td><td>Manual</td><td>View Logs, Stop, Kill, Resume, Restart</td></tr><tr><td>ROB-061-82B-CBCD...</td><td>RPARSTPAPP56</td><td>RPARSTPAPP56\admin-a...</td><td>RPARSTPAPP56</td><td>B2B</td><td>Unatte...</td><td>Successful</td><td>High</td><td>19 hours ago</td><td>19 hours ago</td><td>Manual</td><td>View Logs, Stop, Kill, Resume, Restart</td></tr><tr><td>ROB-061-82B-CBCD...</td><td>RPARSTPAPP56</td><td>RPARSTPAPP56\admin-a...</td><td>RPARSTPAPP56</td><td>B2B</td><td>Unatte...</td><td>Successful</td><td>Normal</td><td>19 hours ago</td><td>19 hours ago</td><td>Manual</td><td>View Logs, Stop, Kill, Resume, Restart</td></tr><tr><td>ROB-061-82B-CBCD...</td><td>RPARSTPAPP56</td><td>RPARSTPAPP56\admin-a...</td><td>RPARSTPAPP56</td><td>B2B</td><td>Unatte...</td><td>Successful</td><td>High</td><td>19 hours ago</td><td>19 hours ago</td><td>Manual</td><td>View Logs, Stop, Kill, Resume, Restart</td></tr></table></div>	PROCESS	ROBOT	USER	MACHINE	ENVIRONMENT	TYPE	STATE	PRIOR.	STARTED	ENDED	SOURCE	ACTIONS	ROB-061-82B-CBCD...	RPARSTPAPP56	RPARSTPAPP56\admin-a...	RPARSTPAPP56	B2B	Unatte...	Successful	Normal	14 hours ago	14 hours ago	Manual	View Logs, Stop, Kill, Resume, Restart	ROB-061-82B-CBCD...	RPARSTPAPP56	RPARSTPAPP56\admin-a...	RPARSTPAPP56	B2B	Unatte...	Successful	High	14 hours ago	14 hours ago	Manual	View Logs, Stop, Kill, Resume, Restart	ROB-061-82B-CBCD...	RPARSTPAPP56	RPARSTPAPP56\admin-a...	RPARSTPAPP56	B2B	Unatte...	Successful	Normal	14 hours ago	14 hours ago	Manual	View Logs, Stop, Kill, Resume, Restart	ROB-061-82B-CBCD...	RPARSTPAPP56	RPARSTPAPP56\admin-a...	RPARSTPAPP56	B2B	Unatte...	Successful	High	14 hours ago	14 hours ago	Manual	View Logs, Stop, Kill, Resume, Restart	ROB-061-82B-CBCD...	RPARSTPAPP56	RPARSTPAPP56\admin-a...	RPARSTPAPP56	B2B	Unatte...	Stopped	High	14 hours ago	14 hours ago	Manual	View Logs, Stop, Kill, Resume, Restart	ROB-061-82B-CBCD...	RPARSTPAPP56	RPARSTPAPP56\admin-a...	RPARSTPAPP56	B2B	Unatte...	Successful	Normal	18 hours ago	18 hours ago	Manual	View Logs, Stop, Kill, Resume, Restart	ROB-061-82B-CBCD...	RPARSTPAPP56	RPARSTPAPP56\admin-a...	RPARSTPAPP56	B2B	Unatte...	Successful	High	19 hours ago	19 hours ago	Manual	View Logs, Stop, Kill, Resume, Restart	ROB-061-82B-CBCD...	RPARSTPAPP56	RPARSTPAPP56\admin-a...	RPARSTPAPP56	B2B	Unatte...	Successful	Normal	19 hours ago	19 hours ago	Manual	View Logs, Stop, Kill, Resume, Restart	ROB-061-82B-CBCD...	RPARSTPAPP56	RPARSTPAPP56\admin-a...	RPARSTPAPP56	B2B	Unatte...	Successful	High	19 hours ago	19 hours ago	Manual	View Logs, Stop, Kill, Resume, Restart
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