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

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# Document Control Sheet

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# 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.

3

Robot User (RU)

Post-run Action

Bot Execution

# Robot Operating Procedure

## 3.1 Process Flow

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

RU to re-run the bot upon discretion

IT to setup robot run schedules or create trigger in UiPath Orchestrator

IT to ensure the Google Chrome Application is available in the Robot VM and able to access PBCM Info link

IT to ensure the Outlook Application is opened and connected to specified Robot’s email Account in the VM

RU to maintain updated

mapping files (e.g. Account Manager Mapping file, User Settings file)

IT to maintain Queue & Assets in Orchestrator (e.g. Queue Item, Root Path)

IT to maintain updated Config file (e.g. URL, Folder Path, Email Subject, and Email Body)

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RU to check process log attachment within emall notifications

RU to check email notification for completion or exception

Robot User (RU) & IT

Pre-run Preparation

## 3.2 Pre-Requisite: Input and Supporting Files

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

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| --- | --- | --- | --- |
| **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:

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|  | **Steps** | **Screenshot** |
| 1 | **Dispatcher Config.xlsx maintenance**  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.  Values can be maintained in Settings sheet:   * “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\_HHmm); * “UserSettingsFilePath” is configured for Path of UserSettings File; |  |

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|  | **Steps** | **Screenshot** |
|  | * “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 convension 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; |  |

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|  | **Steps** | **Screenshot** |
|  | “Department” is configured for Responsible Department of the process in Process Log;  Values can be maintained in Assets sheet:   * “RootPath” is configured for Robot's foldering root path stored in Orchestrator’s Asset; |  |

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| --- | --- | --- |
|  | **Steps** | **Screenshot** |
| 2 | **Performer Config.xlsx maintenance**  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.  Values can be maintained in Settings sheet:   * “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\_HHmm); * “UserSettingsFilePath” is configured for Path of UserSettings File; * “PivotTemplateFilePath” is configured for Path of PivotTemplate File; |  |

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|  | **Steps** | **Screenshot** |
|  | * “AccountManagerMappingFilePath” is configured for Path of AccountManagerMapping File; * “FilteredTempFilePath” is configured for Temporary file path for the filtered PBCM MSISDN Block List File (attached on each email to AM); * “OutputFolderPath” is configured for Path of Output folder; * “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;   * “CurrentMonthFormat” is configured for   Formatting convension of current month; |  |

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| --- | --- | --- |
|  | **Steps** | **Screenshot** |
|  | 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 Responsible Department of the process in Process Log;  Values can be maintained in Assets sheet: “RootPath” is configured for Robot's foldering root path stored in Orchestrator’s Asset; |  |

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| --- | --- | --- |
|  | **Steps** | **Screenshot** |
| 3 | **UserSettings.xlsx maintenance**   * “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 |  |

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|  | **Steps** | **Screenshot** |
|  | MSISDN Block List File (DO NOT change the [DateToday]);   * “PivotTableName” is configured for Pivot table name on PivotTemplateFile; * “DateTodayFormat” is configured for Formatting convension of DateToday for PBCM File name; |  |
| 4 | **AccountManagerMapping.xlsx maintenance**   * “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 |  |

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|  | **Steps** | **Screenshot** |
| 5 | **PivotTemplate.xlsx maintenance**   * “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. |  |

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|  | **Steps** | **Screenshot** |
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| 6 | **Orchestrator Assets & Queues maintenance**   * 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. |  |

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|  | **Steps** | **Screenshot** |
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| 7 | **Outlook Application is Opened in Robot Environment**   * 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. |  |

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|  | **Steps** | **Screenshot** |
| 8 | **Robot Run Schedule is set in Orchestrator**   * 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. |  |

## 3.4 Robot Access and Execution

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

|  |  |  |
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|  | **Steps** | **Screenshot** |
| 1 | Navigate to https://rpaorchpapp1.telkomsel.co.id/ in Internet Explorer or Google Chrome |  |

|  |  |  |
| --- | --- | --- |
|  | **Steps** | **Screenshot** |
| 2 | Log in by clicking the Windows button |  |

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|  | **Steps** | **Screenshot** |
| 3 | Check if the Orchestrator dashboard is accessible   * To check executed jobs, click   “**Jobs**” on the left panel   * To check and configure triggers,   click “**Triggers**” on the left panel |  |

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|  | **Steps** | **Screenshot** |
|  | To check on executed jobs:   * 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**” |  |

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|  | **Steps** | **Screenshot** |
| 4 | To configure Triggers:   * 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**” |  |

## 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** |
| **System Exception**  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:   * 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   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. |  |
| **Process Business Exception**  Business exception is an expected exception handling for defined possible business rule/ error. Some of business exception cases which may happen:   * 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 |  |

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| --- | --- | --- | --- |
| * 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**

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| **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. |  |  |  |
|  | | |
| **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.:   1. ID – to capture the PDD/ process ID; 2. Description – to capture the PDD/ process name; 3. TransactionID – to capture the unique transaction combination, Row Index + “\_” + File Name; 4. StartTime – to capture the start timestamp of each transaction; 5. EndTime – to capture the end timestamp of each transaction; 6. Status – to capture the transaction status: |  | | |

SUCCESS/ FAIL/ BUSINESS EXCEPTION;

1. ErrorRemark – to capture the business or system exception remark if the transaction status is FAIL/ BUSINESS EXCEPTION;
2. RobotID – to capture the user ID used by the robot to login into application;
3. ComputerID – to capture the computer name used by the robot to run the process;
4. Requestor – to capture the Requestor email in the Input file;
5. Directorate – to capture the directorate name of this process;
6. Group – to capture the group name of this process;
7. Department – to capture the department name of this process;
8. Division – to capture the division name of this process; and
9. Case\_Creation\_Time – to capture the creation time of the input file.

Robot user will need to refer to section 3.7 for recommended corrective actions.

Process log files can also be found in ProcessLogFilePath (file path defined in Config file,

e.g. Robot\Process Log).

## 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 stated in the Account Manager Mapping file |

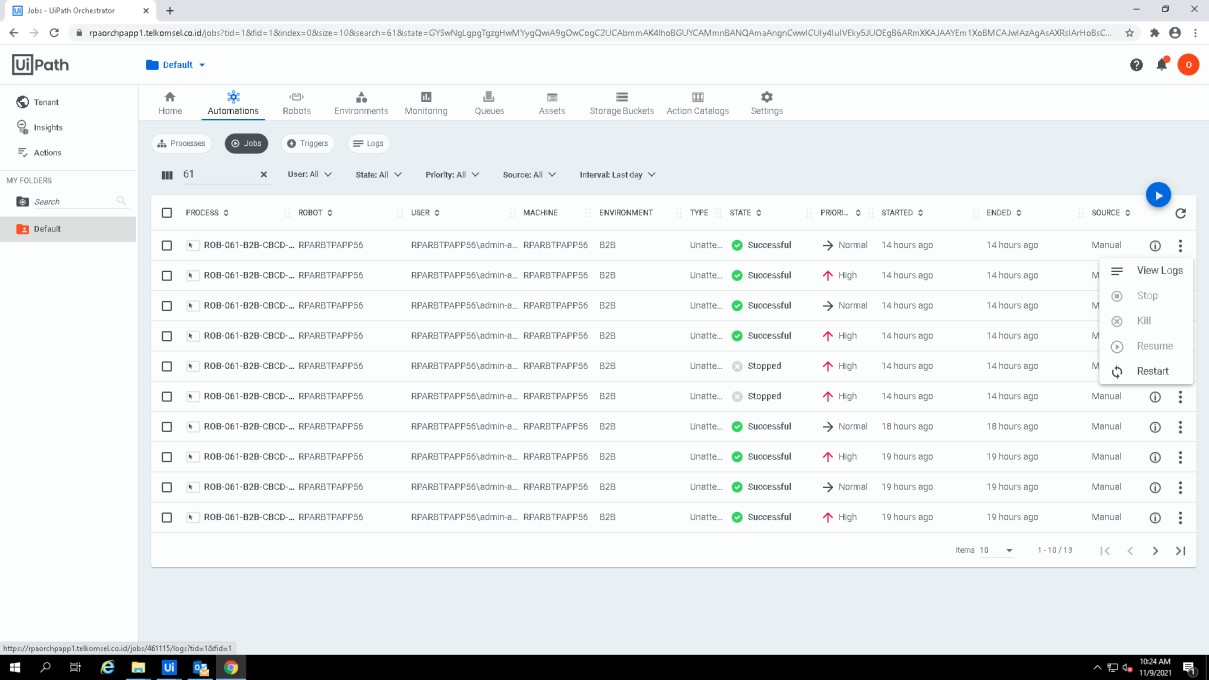
## 3.8 Business Continuity Management

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

## Rerun Transaction

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|  | **Steps** | **Screenshot** |
| 1 | **Check the downloaded PBCM Data**  PBCM and the cleansed PBCM file will be downloaded and available on excel files at  \User\Output folder if the Dispatcher Robot runs successfully.  For Dispatcher Rerun:   * 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.   For Performer Input data:   * Check if the cleansed PBCM file for today’s date existed in the “Output” folder (currently on \\User\Output); |  |

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|  | **Steps** | **Screenshot** |
|  | * Check if the Transaction Item on Orchestrator Queue Item is still available to be processed   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. |  |
| 2 | **Trigger the Robot**  Run the “ROB-061 MSISDN Blocking Information Broadcast” by clicking the “Run” button on the “Trigger” menu in Orchestrator |  |



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|  | **Steps** | **Screenshot** | | | | |
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| 3 | **Monitor Robot Logs**  Monitor the “Logs” menu under “Jobs” for the Robot to ensure the robot is running as expected. |  | | | | |
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