



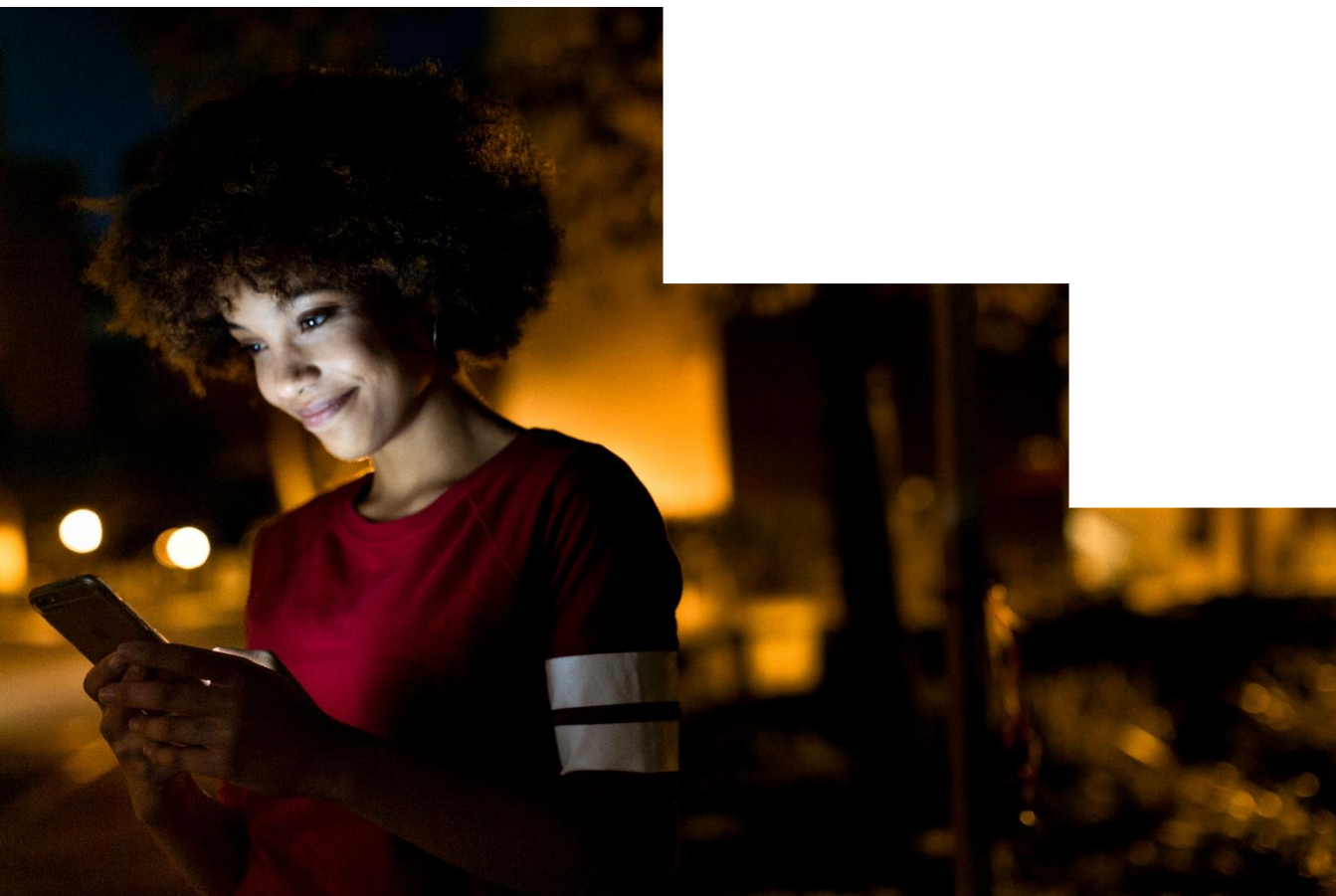
# Robotic Process Automation in a Day

Lab 11 – Monitor desktop flow runs and manage run queue (Optional)

60 mins

April 2023

Applies to Power Automate Desktop v. 2.31.105.23101 ([more](#))



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## Lab Overview

You will complete the followings in this lab:

- **Setting a desktop flow priority**

The desktop flows connector contains a new priority parameter under the Advanced options section. Available priorities are High and Normal (default). This value can also be passed dynamically using the custom value parameter. Every time the desktop flow is triggered, it will be executed with the priority that has been set, unless overridden from an administration activity.

- **Monitor desktop flow runs**

As you scale the automations in your business, you may need an easy way to ensure all your desktop flows are running as expected. Monitor your desktop flow runs in just one location to keep your automations running smoothly.

- **Monitor desktop flow queues**

As you scale the automations in your business, you may need an easy way to ensure that competing desktop flows are running according to their business priority. For example, you may have a month-end process that must complete by a specific time. You can elevate its priority to ensure it gets processed on time. Monitor and manage all your queued desktop flow runs in one location.

## Prerequisites

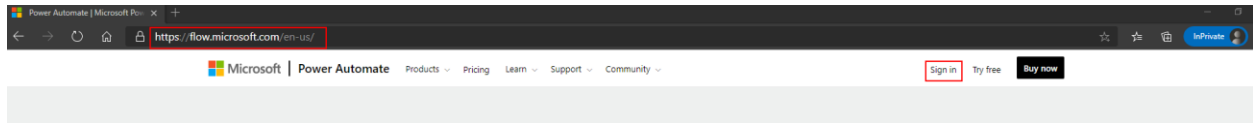
- **To see runs in this list, one of the following must be true:**

1. You have run an attended or unattended desktop flow in the current environment
2. Another user has [shared their desktop flow](#) with you, which has run in the current environment.
3. You have permission to see view all desktop flows in the environment, through system administration privileges.

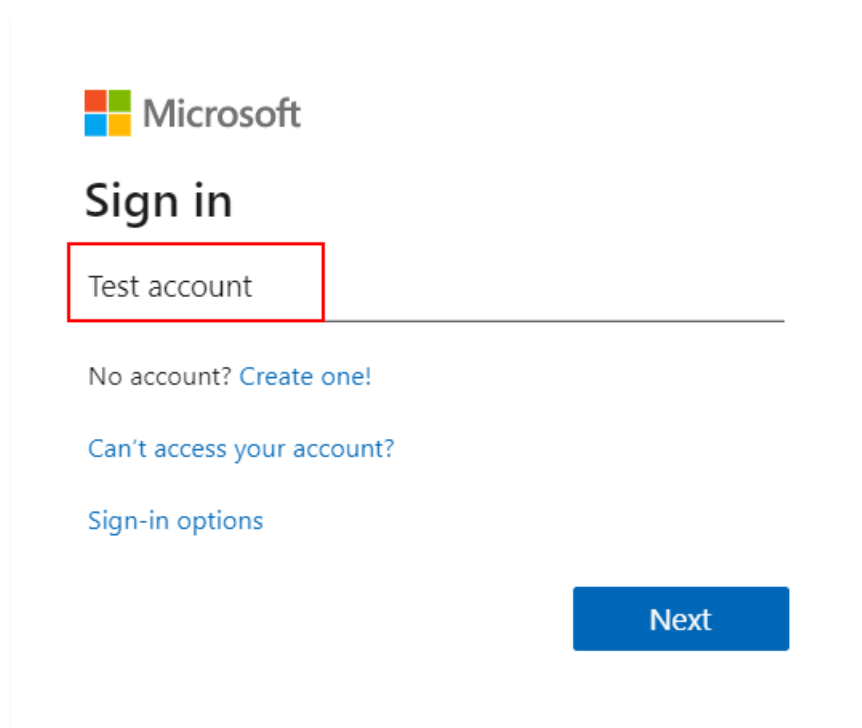
**Tip:** To enable a user to view all the desktop flow runs in the current environment, ensure they have been assigned at least a System Administrator or Environment Admin security role for that environment. [Learn more about configuring user security to resources.](#)

# Setting a priority

1. Navigate to <https://make.powerautomate.com/> and click **Sign in**

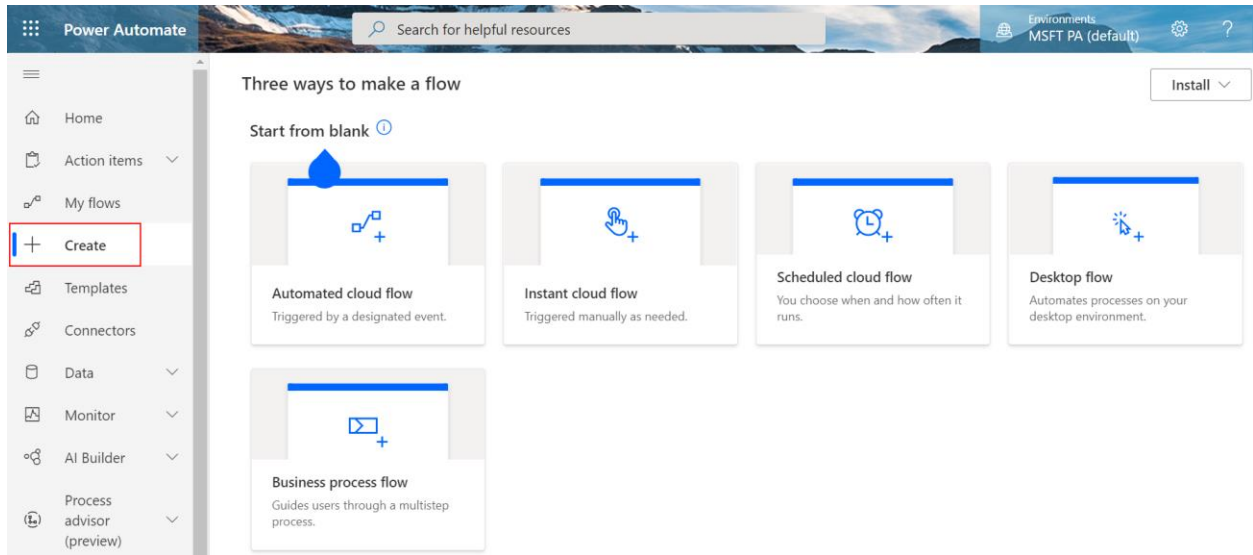


2. Sign in with your test account

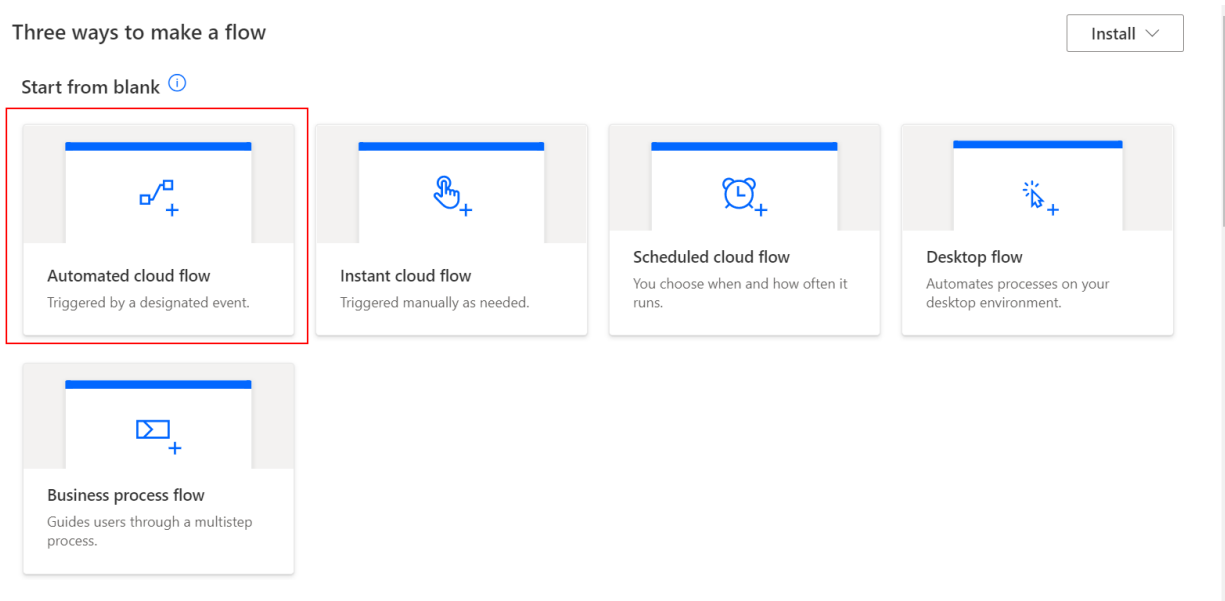


**Note:** Please make sure you have selected the correct environment (with database) when completing the labs. Either use the environment you created in lab 1.1, or the environment provided to you by your instructor. You can switch between different environments by clicking on the environment picker on the title bar.

### 3. Click Create

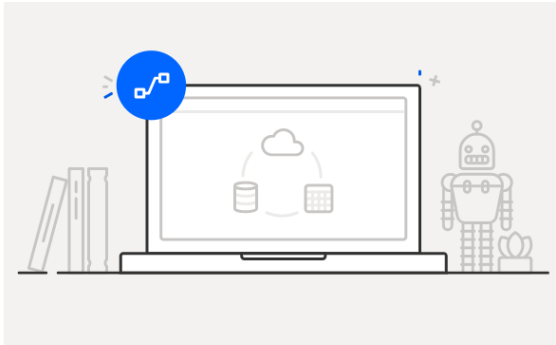


### 4. Click Automated flow



## 5. Name it **Triage incoming requests**

### Build an automated cloud flow



Free yourself from repetitive work just by connecting the apps you already use—automate alerts, reports, and other tasks.

#### Examples:







- Automatically collect and store data in business solutions
- Generate reports via custom queries on your SQL database

#### Flow name

Triage incoming requests

#### Choose your flow's trigger \* ⓘ

Search all triggers

- |   |   |
|---|---|
|  | When a new response is submitted<br>Microsoft Forms ⓘ |
|  | When an item is created<br>SharePoint ⓘ               |
|  | When an item is created or modified<br>SharePoint ⓘ   |
|  | When a file is created in a folder<br>SharePoint ⓘ    |
|  | When a file is created<br>OneDrive for Business ⓘ     |
|  | When a task is assigned to me<br>Planner ⓘ            |

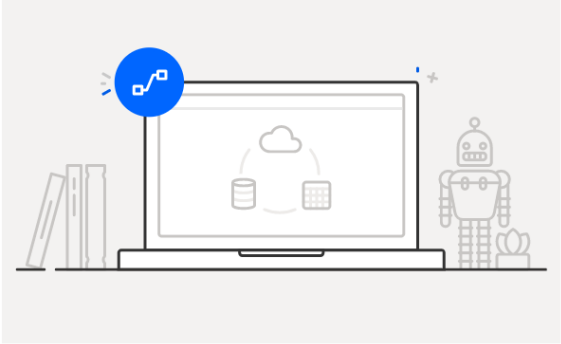
Skip

Create

Cancel

6. Type **email** under flow's trigger, and select **When a new email arrives (V3)**

Build an automated cloud flow



Free yourself from repetitive work just by connecting the apps you already use—automate alerts, reports, and other tasks.






Examples:

- Automatically collect and store data in business solutions
- Generate reports via custom queries on your SQL database

Flow name  
Triage incoming requests

Choose your flow's trigger \* ⓘ


email

	When an email is flagged (V3) Office 365 Outlook ⓘ
<input checked="" type="radio"/>	When a new email arrives (V3) Office 365 Outlook ⓘ
	When a new email arrives (V2) Outlook.com ⓘ
	When a new email mentioning me ... Outlook.com ⓘ
	When an email is flagged (V2) Outlook.com ⓘ
	When a new email mentioning me ... Office 365 Outlook ⓘ

Skip Create Cancel

## 7. Click Create

Build an automated cloud flow



Free yourself from repetitive work just by connecting the apps you already use—automate alerts, reports, and other tasks.

Examples:

- Automatically collect and store data in business solutions
- Generate reports via custom queries on your SQL database

Flow name  
Triage incoming requests

Choose your flow's trigger \* ⓘ

email

- ☐ When an email is flagged (V3)  
Office 365 Outlook ⓘ
- ☒ When a new email arrives (V3)  
Office 365 Outlook ⓘ
- ☐ When a new email arrives (V2)  
Outlook.com ⓘ
- ☐ When a new email mentioning me ...  
Outlook.com ⓘ
- ☐ When an email is flagged (V2)  
Outlook.com ⓘ
- ☐ When a new email mentioning me ...  
Office 365 Outlook ⓘ

Skip **Create** Cancel

## 8. Click Show advanced options


When a new email arrives (V3)





Folder: Inbox


Show advanced options ▼






9. Type **[Delivery]** under Subject Filter





 When a new email arrives (V3) ? ...


Folder	Inbox 
To	Recipient email addresses separated by semicolons (If any match, the
CC	CC recipient email addresses separated by semicolons (If any match,
To or CC	To or CC recipient email addresses separated by semicolons (If any r
From	Sender email addresses separated by semicolons (If any match, the ti
Include Attachments	No 
Subject Filter	[Delivery]
Importance	Any 
Only with Attachments	No 

[Hide advanced options](#) 

## 10. Click + New Step

 When a new email arrives (V3)  

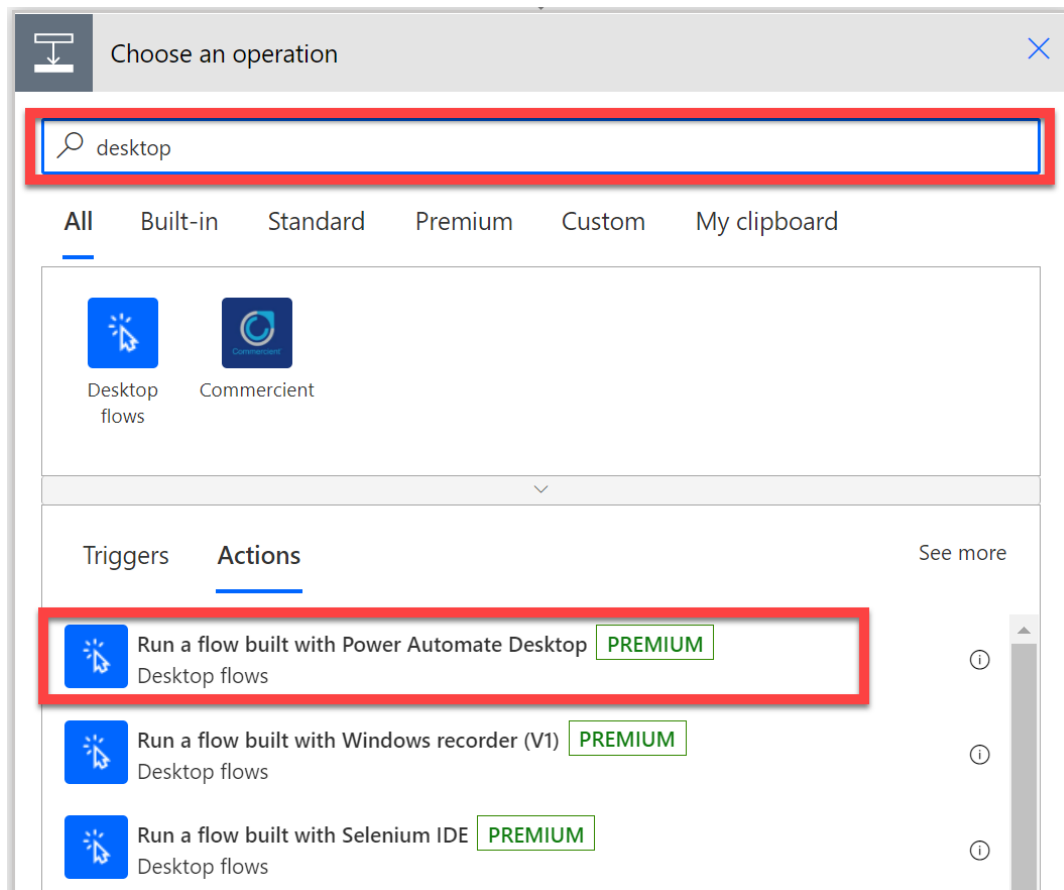
Folder	<input type="text" value="Inbox"/> 
To	<input type="text" value="Recipient email addresses separated by semicolons (If any match, the"/>
CC	<input type="text" value="CC recipient email addresses separated by semicolons (If any match,"/>
To or CC	<input type="text" value="To or CC recipient email addresses separated by semicolons (If any m"/>
From	<input type="text" value="Sender email addresses separated by semicolons (If any match, the ti"/>
Include Attachments	<input type="text" value="No"/> 
Subject Filter	<input type="text" value="[Delivery]"/>
Importance	<input type="text" value="Any"/> 
Only with Attachments	<input type="text" value="No"/> 

[Hide advanced options](#) 

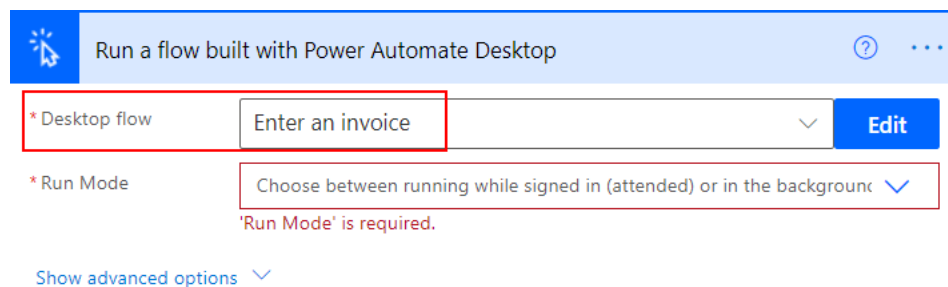
+ New step

Save

11. Enter **desktop flow** in the search box and choose Run a flow built with **Power Automate Desktop**



12. Under **desktop flow**, select **Enter an invoice** desktop flow



13. Under **Run Mode**, select unattended – **Attended - Runs when you're signing in**

Run a flow built with Power Automate Desktop

\* Desktop flow: Enter an invoice [Edit]

\* Run Mode: Attended - Runs when you're signed in [v]

Show advanced options [v]

14. Click **Show advanced options**

Run a flow built with Power Automate Desktop

\* Desktop flow: Enter an invoice [Edit]

\* Run Mode: Attended - Runs when you're signed in [v]

Show advanced options [v]

15. Click **Priority** dropdown

**Note:** Available priorities are High and Normal (the default value). This value can also be passed dynamically using the custom value parameter. Every time the desktop flow is triggered, it will be executed with the priority that has been set

Run a flow built with Power Automate Desktop

\* Desktop flow: Enter an invoice [Edit]

\* Run Mode: Attended - Runs when you're signed in [v]

Priority: Choose an option or add your own [v]

- High
- Normal (default)
- Enter custom value

Hide advanced options

16. Let's click **Enter custom value**

Run a flow built with Power Automate Desktop

\* Desktop flow: Enter an invoice [Edit]

\* Run Mode: Attended - Runs when you're signed in

Priority: Choose an option or add your own

Hide advanced options

High

Normal (default)

Enter custom value

17. Select **Importance** under **Dynamic content**

Run a flow built with Power Automate for desktop

\* Desktop flow: Enter an invoice [Edit]

\* Run Mode: Choose between running while signed in (attended) or in the b... [v]

Priority: Choose an option or add your own [X] Add dynamic content

Amount: Amount

Contact: Contact email

Accountname: Account name

Hide advanced options ^

+ New step Save

Add dynamic content from the apps and connectors used in this flow.

Dynamic content Expression

Search dynamic content

Body  
The body of the message

**Importance**  
The importance of the message (low, normal, high)

CC  
The Cc recipients for the message

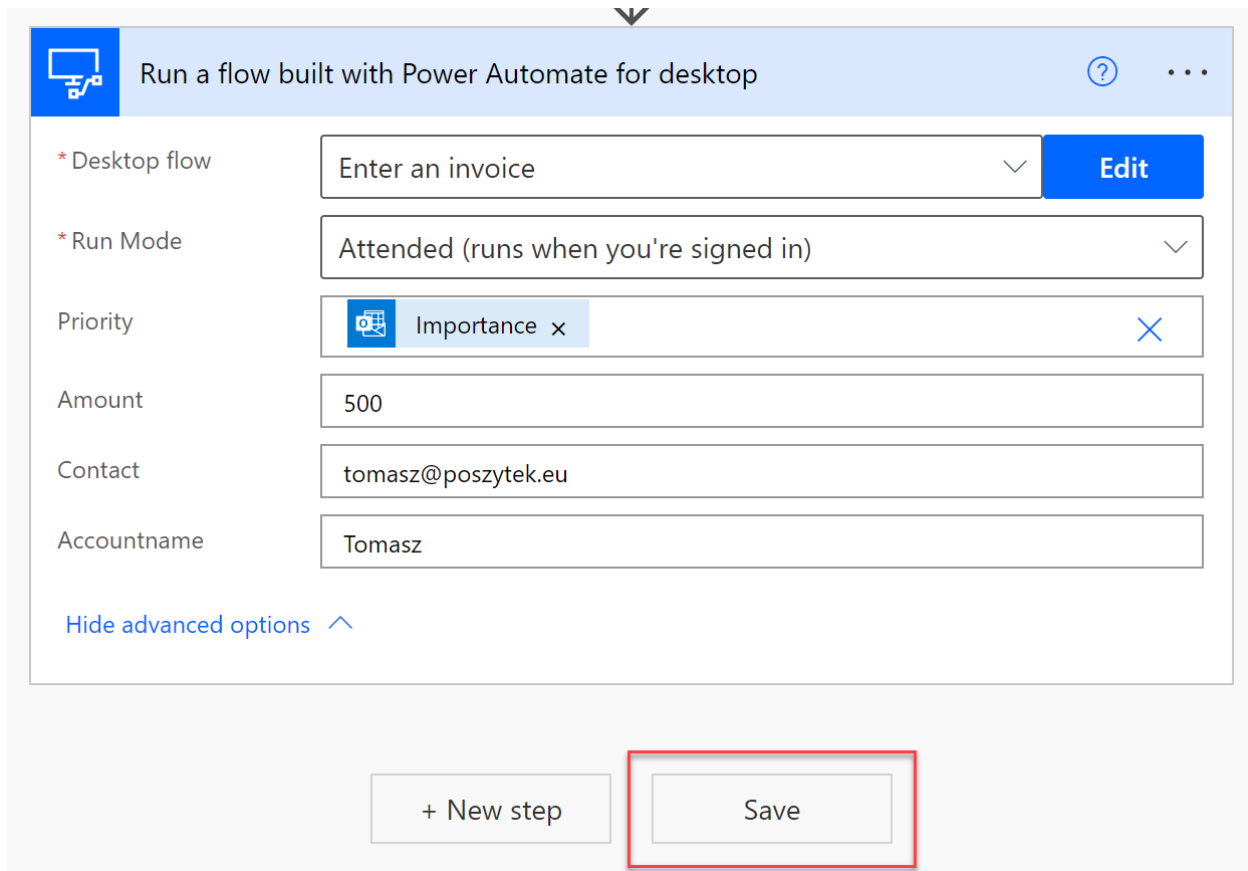
BCC  
The Bcc recipients for the message

Reply To  
The email addresses to use when replying

Body Preview  
The preview of the message

Message Id  
The unique identifier of the message

18. Provide values for other fields and click **Save**



The screenshot shows the configuration window for a desktop flow in Power Automate. The title bar reads "Run a flow built with Power Automate for desktop". The configuration fields are as follows:

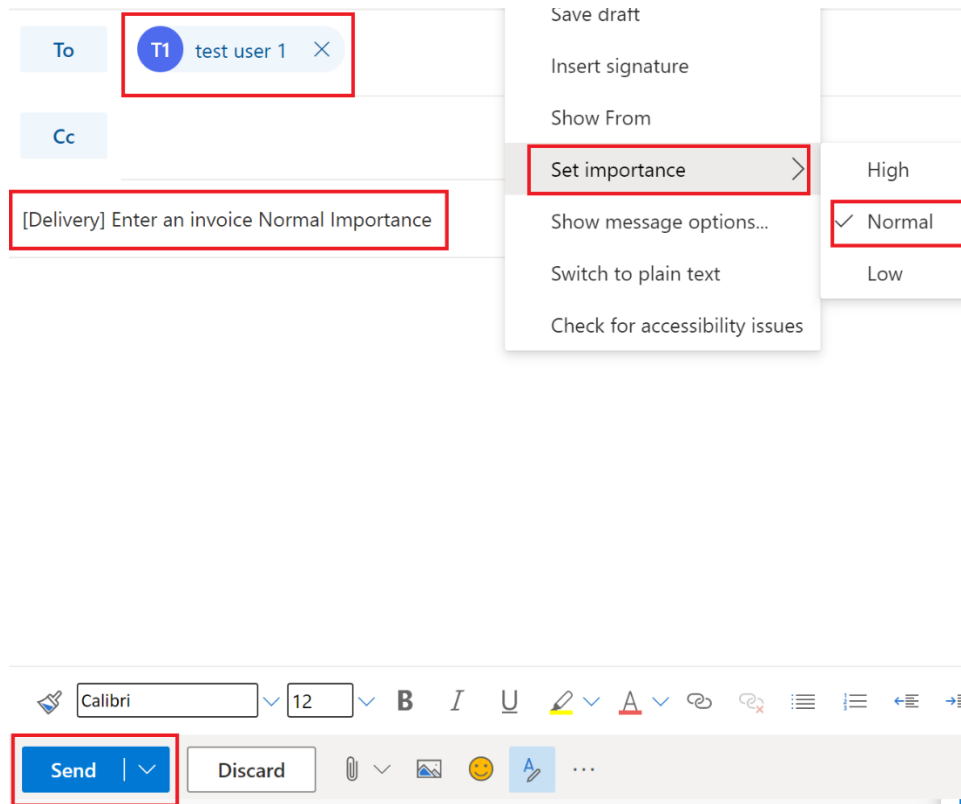
- \* Desktop flow:** A dropdown menu showing "Enter an invoice" with an "Edit" button to its right.
- \* Run Mode:** A dropdown menu showing "Attended (runs when you're signed in)".
- Priority:** A field showing "Importance" with a blue "X" icon to its right.
- Amount:** A text input field containing the value "500".
- Contact:** A text input field containing the email address "tomasz@poszytek.eu".
- Accountname:** A text input field containing the name "Tomasz".

Below the fields is a link that says "Hide advanced options" with an upward-pointing chevron. At the bottom of the window are two buttons: "+ New step" and "Save". The "Save" button is highlighted with a red rectangular border.

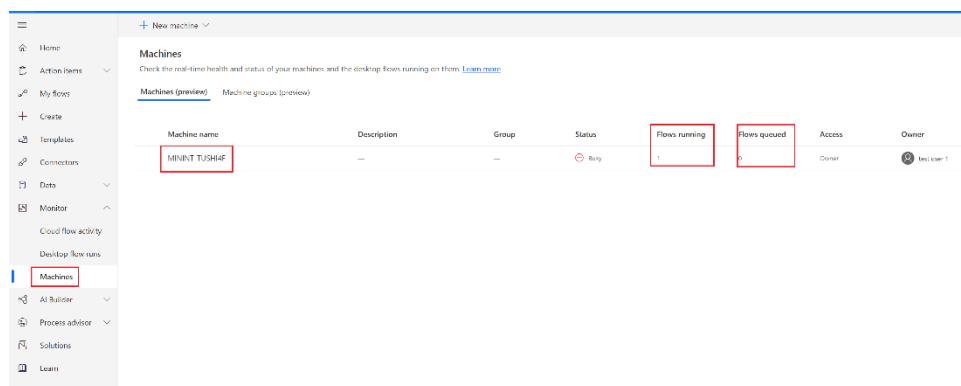
19. Now we can test **Triage incoming requests** cloud flow by sending emails with different importance tags to the email address you have under **My connections**.

20. Open Outlook app, type **[Delivery] Enter an invoice Normal Importance** in the subject line and send this email with Normal Importance (Don't select anything under Tags) to the email address that your trigger is monitoring (the connection you used to create your trigger action)

**Note:** We don't need to type anything in the body line since this is just for testing purposes.



21. Now, let's go to view the machine run queues. Select **Monitor > Machines**



22. Click on the Machine name you have been using for the labs. You will be able to see the desktop flow run details on this machine

Machines > LUCKYSBOOK2

Overview Run queue

**Machine details**

Status  
Connected

Flow activity  
1 running, 1 queued

Owner  
Tomasz Poszytek

Version  
2.23.114.22217

Reuse session (preview)  
No

**Connections** [See all connections](#)

tomasz@poszytek.eu (LUC... tomasz@pos... ✓)

tomasz@poszytek.eu (LUC... tomasz@pos... ✓)

**Shared with** [Manage access](#)

Tomasz Poszytek

**Runs** [See all runs](#)

Requested	Desktop flow	Status	Run mode
Aug 30, 01:41 PM (20 sec ag...	Enter an invoice	Running	Attended
Aug 30, 01:41 PM (20 sec ag...	Enter an invoice	Queued	Attended
Aug 29, 03:02 PM (22 h ago)	Enter an invoice	Succeeded	Attended
Aug 29, 12:49 PM (1 d ago)	Enter an invoice	Succeeded	Attended
Aug 29, 11:59 AM (1 d ago)	Enter an invoice	Succeeded	Attended

23. Now go back to outlook app, and send 3 same emails like the previous one all together

24. Now go back to Monitor-> Machine and click on Run queue under this machine. You can see that there are multiple desktop flow runs being queued on the machine. You can also see the priority field has been labeled as Normal Priority

Machines (preview) > MININT-TUSHI4F

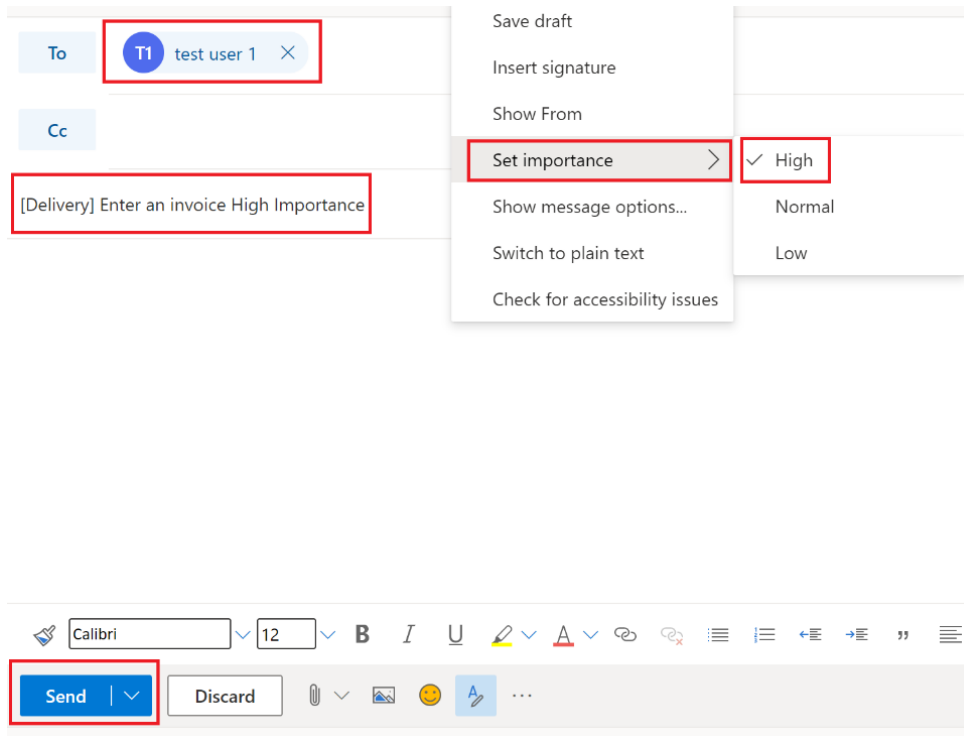
Overview Run queue

Queue	Desktop flow	Requested	Priority	Status	Run start	Parent flow
	Enter an invoice	34 sec ago	Normal	Running	32 sec ago	Triage incoming requests
1	Enter an invoice	34 sec ago	Normal	Next to run	—	Triage incoming requests
2	Enter an Invoice	34 sec ago	Normal	Queued	—	Triage incoming requests



25. Let's send another email with High Importance. Type **[Delivery]Enter an invoice High Importance** in the subject line

**Note:** You can change the Importance of your email to High by selecting **High Importance** under Tags in your Outlook



26. You can see under the Run queue, that the priority field has been labeled as **High Priority**

Note: you might have to refresh the page to see this run queue shows up

Machines (preview) > MININT-TUSHI4F

Overview Run queue

Queue	Desktop flow	Requested	Priority	Status	Run start	Parent flow
1	Enter an invoice	1 sec ago	High	Queued	—	Triage incoming requests

# Manage run queue

1. Click on **the three dots** next to the desktop flow name.

The screenshot shows the 'Manage run queue' interface. At the top, there are four action buttons: 'Change priority' (with a dropdown arrow), 'Move to top' (with an up arrow), 'See parent flow run' (with a magnifying glass), and 'Cancel parent flow run' (with an X). Below these buttons, the breadcrumb 'Machines (preview) > MININT-TUSHI4F' is displayed. Underneath, there are two tabs: 'Overview' and 'Run queue', with 'Run queue' being the active tab. The main part of the interface is a table with the following columns: 'Queue', 'Desktop flow', 'Requested', 'Priority', 'Status', 'Run start', and 'Parent flow'. The first row of the table is highlighted in light gray. It contains a blue checkmark icon in the 'Queue' column, the number '1' in the 'Queue' column, 'Enter an invoice' in the 'Desktop flow' column, a three-dot menu icon in the 'Requested' column (which is highlighted with a red box), '1 sec ago' in the 'Requested' column, 'High' in the 'Priority' column, 'Queued' in the 'Status' column (which has a yellow background), '—' in the 'Run start' column, and 'Triage incoming requests' in the 'Parent flow' column. A context menu is open over the three-dot menu icon, showing four options: 'Change priority' (with a dropdown arrow), 'Move to top' (with an up arrow), 'See parent flow run' (with a magnifying glass), and 'Cancel parent flow run' (with an X). The 'Change priority' option is selected, and a sub-menu is open showing two options: 'High' (with a checkmark) and 'Normal'.

2. You will see four actions are available:

- **Change priority**

You can change the priority of a specific run by clicking on the three dots then Change priority. You can only change the priority of a run of which you are an owner or if you are an admin on the gateway. Changing the priority only impacts the current run and not any subsequent ones. If you wish to change the priority of all the upcoming runs, you need to change the priority in the connector action.

- **Move to top**

The owner of gateway or a user with administrator privileges for the gateway can override the queue priority by moving an item to the top of the queue. That item will be put at the top of the queue regardless of its original priority and queued time. If multiple runs are moved to top, the last one added will be executed first. You can cancel moving a run to top. It will revert the run back to its original priority and queued time.

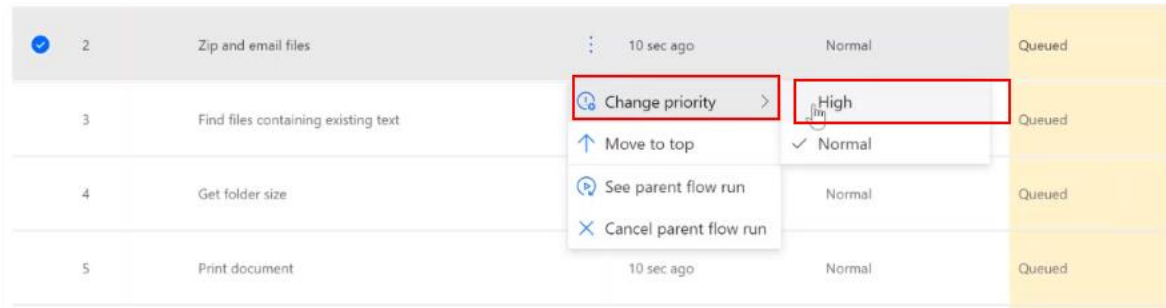
- **See parent flow run**

If you have permission to access the parent flow, you can use this action to view its run details.

- **Cancel parent flow run**

If you are the owner of the flow, or have the role System Administrator or Environment Admin, you can cancel the parent flow run instance. This will cancel the current desktop flow as well as all the other action that were used in the parent flow.

3. Let's change one of the desktop flows priorities from Normal to High by clicking **Change priority** and then select **High**



4. You can see that the priority of Zip and email files has changed from Normal to High

0	Enter data into invoice application	10 sec ago	High	Running	1 sec ago	Process shipping...
0	Retrieve shipping information	10 sec ago	High	Next to run	—	Process shipping...
1	Zip and email files	10 sec ago	High	Queued	—	Process shipping...

5. Let's move one of the desktop flows to top by clicking **Move to top**

4	Get folder size	10 sec ago	Normal
5	Print document		Normal
6	Request manager approval for a selected file		Normal
7	Process and file mail request	10 sec ago	Normal

Change priority

Move to top

See parent flow run

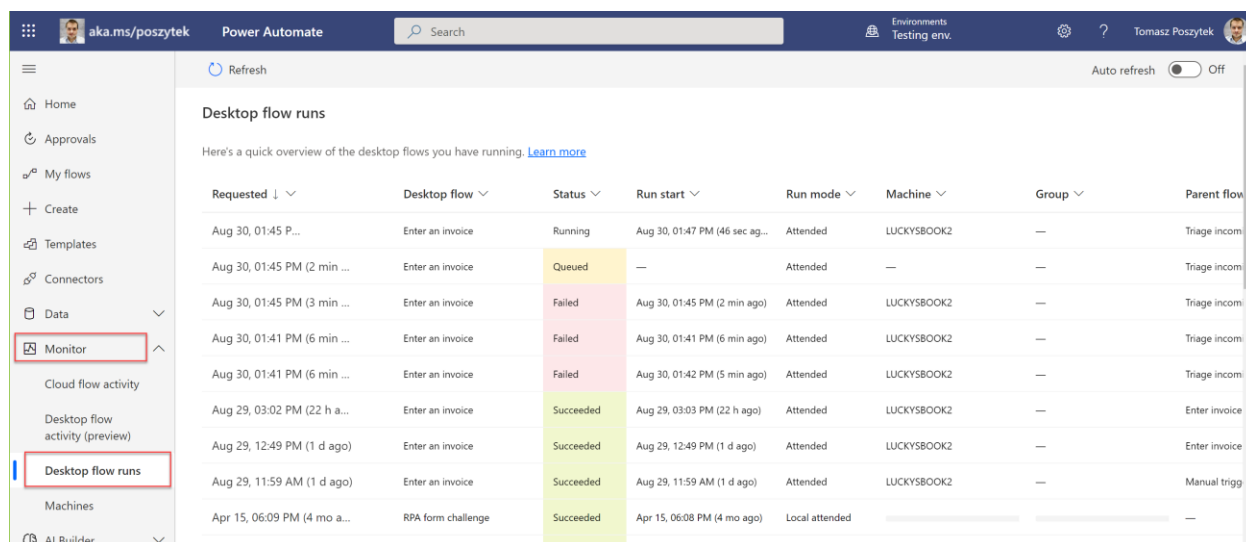
Cancel parent flow run

6. You can see that Process and file mail request has move to the top

1	Process and file mail request	10 sec ago	Moved to top	Queued	—
2	Zip and email files	10 sec ago	High	Queued	—
3	Create new Outlook task	10 sec ago	High	Queued	—
4	Find files containing existing text	9 sec ago	Normal	Queued	—
5	Get folder size	10 sec ago	Normal	Queued	—
6	Print document	10 sec ago	Normal	Queued	—

# Monitor desktop flow runs

1. We are now going to view desktop flow runs. Select **Monitor** > **Desktop flow runs**



Requested ↓	Desktop flow ↓	Status ↓	Run start ↓	Run mode ↓	Machine ↓	Group ↓	Parent flow
Aug 30, 01:45 P...	Enter an invoice	Running	Aug 30, 01:47 PM (46 sec ag...	Attended	LUCKYSBOOK2	—	Triage incom
Aug 30, 01:45 PM (2 min ...	Enter an invoice	Queued	—	Attended	—	—	Triage incom
Aug 30, 01:45 PM (3 min ...	Enter an invoice	Failed	Aug 30, 01:45 PM (2 min ago)	Attended	LUCKYSBOOK2	—	Triage incom
Aug 30, 01:41 PM (6 min ...	Enter an invoice	Failed	Aug 30, 01:41 PM (6 min ago)	Attended	LUCKYSBOOK2	—	Triage incom
Aug 30, 01:41 PM (6 min ...	Enter an invoice	Failed	Aug 30, 01:42 PM (5 min ago)	Attended	LUCKYSBOOK2	—	Triage incom
Aug 29, 03:02 PM (22 h a...	Enter an invoice	Succeeded	Aug 29, 03:03 PM (22 h ago)	Attended	LUCKYSBOOK2	—	Enter invoice
Aug 29, 12:49 PM (1 d ago)	Enter an invoice	Succeeded	Aug 29, 12:49 PM (1 d ago)	Attended	LUCKYSBOOK2	—	Enter invoice
Aug 29, 11:59 AM (1 d ago)	Enter an invoice	Succeeded	Aug 29, 11:59 AM (1 d ago)	Attended	LUCKYSBOOK2	—	Manual trigg
Apr 15, 06:09 PM (4 mo a...	RPA form challenge	Succeeded	Apr 15, 06:08 PM (4 mo ago)	Local attended	—	—	—

2. The following information is available on your runs:

- **Requested** - The time in which the desktop flow was requested by the parent flow. This may not be the same as the time when the desktop flow started running on the machine.
- **Desktop flow** - The name of the desktop flow which was run.
- **Status** - The status of the desktop flow run.
- **Run start** – the time when the desktop flow started running on the machine.
- **Run mode** - The mode in which the desktop flow was run.
- **Machine** – which machine this run is scheduled to
- **Group** – which machine group this run is scheduled to
- **Parent flow** - The cloud flow that triggered the desktop flow to run.

### 3. You can click the column name to filter them to specific values.

#### Desktop flow runs

Here's a quick overview of the desktop flows you have running. [Learn more](#)

Requested ↓	Desktop flow	Status	Run start	Run mode	Machine	Group	Parent flow
Oct 10, 11:30 PM (4 min ago)	Enter an invoice	Succeeded	Oct 10, 11:30 PM (3 min ago)	Attended	MININT-TUSHI4F	—	Triage incoming requests
Oct 10, 11:24 PM (10 min ago)	Enter an invoice	Failed	Oct 10, 11:26 PM (8 min ago)	Attended	MININT-TUSHI4F	—	Triage incoming requests
Oct 10, 11:24 PM (10 min ago)	Enter an invoice	Succeeded	Oct 10, 11:24 PM (10 min ago)	Attended	MININT-TUSHI4F	—	Triage incoming requests
Oct 10, 11:24 PM (10 min ago)	Enter an invoice	Succeeded	Oct 10, 11:25 PM (9 min ago)	Attended	MININT-TUSHI4F	—	Triage incoming requests
Oct 10, 11:18 PM (15 min ago)	Enter an invoice	Succeeded	Oct 10, 11:19 PM (15 min ago)	Attended	MININT-TUSHI4F	—	Triage incoming requests
Oct 10, 02:55 PM (8 h ago)	Enter an invoice	Succeeded	Oct 10, 02:56 PM (8 h ago)	Attended	MININT-TUSHI4F	—	Enter invoice information f
Oct 10, 02:38 PM (8 h ago)	test1	Succeeded	Oct 10, 02:38 PM (8 h ago)	Attended	—	—	—

# Check your knowledge

Lab 11

5 mins

1. If you send an email with high importance to trigger desktop flow, you will see that the desktop flow will be executed with \_\_\_\_\_ priority.

- A. Low
- B. High
- C. Normal
- D. None of the above

Answer: High - Available priorities are High and Normal (the default value). This value can also be passed dynamically using the custom value parameter. Every time the desktop flow is triggered, it will be executed with the priority that has been set

2. After clicking the three dots next to the desktop flow name, which of the following allows you to change the priority from high to normal?

- A. Change Priority
- B. Move to the top
- C. See parent flow run
- D. Cancel parent flow run

Answer: A. Change Priority - You can change the priority of a specific run by clicking on the three dots then Change priority

3. You can filter your desktop flow runs by Requested time, desktop flow name, Status, Run start time, Run mode and Parent flow.

- A. True
- B. False

Answer: True

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