



Course Path

Introduction to Intelligent Automation and UiPath Overview



User Interface
Automation
and Project
Notebook



Microsoft Office Automation



Automation
Bootcamp and
Intelligent
Automaton Demo





StudioX and Planning Your Automation



Decisions,
Iterations and
Scenarios with
StudioX



Error Handling and Automation Lifecycle



Agenda

- 1. Recap of Module 1
- 2. How Do Organizations Uncover Automation Opportunities?
- 3. Get Started with StudioX
- 4. How to Plan and Map Automation Builds?
- 5. Automate with StudioX: Find Your Unicorn Name
- 6. Automate with StudioX: Currency Converter
- 7. Enable Successful Automation Programs
- 8. Homework: RobotPath Enter a New Supplier

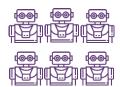






What is Robotic Process Automation?

Robotic Process Automation (RPA), is the technology that enables computer software to perform actions typically done by humans interacting with digital systems.



Virtual Workforce

Simple, easy-to-use 'Virtual Workforce' managed and optimized by the business



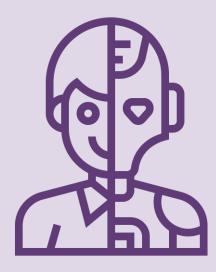
Mimic Human Users

Software that emulates user execution of repetitive processes with existing applications



Interact with Applications and Systems

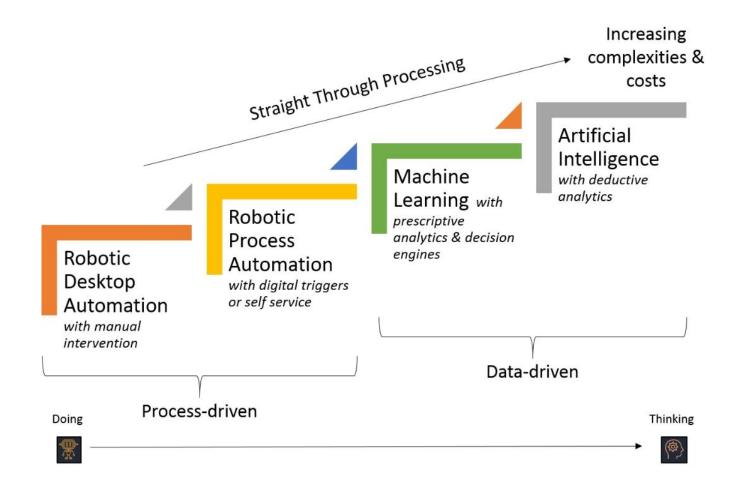
Software that Interacts with any application or system through the user interface using non-invasive techniques







RPA and AI are different ends of a continuum known as Intelligent Automation







The Blueprint for Scale (BfS) covers the five capability components required for a successful and scalable automation program

Blueprint for Scale

o Permissions & Credential

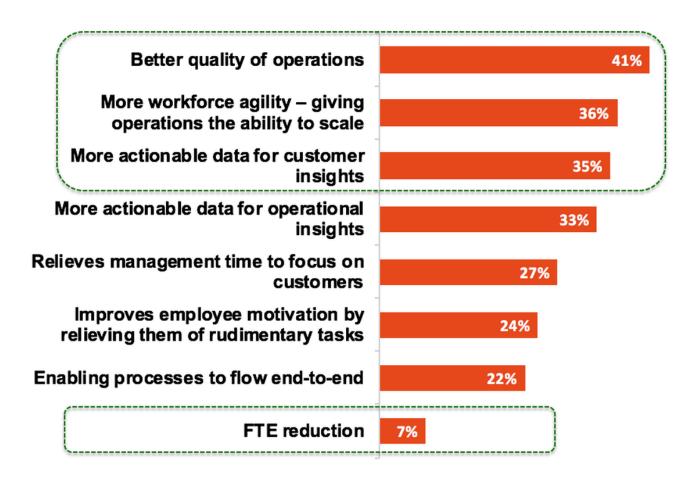
Management







RPA is firmly focused on augmenting labour, not replacing it



Source: HfS Study 2018 (381 C-suite leaders sampled)





Knowledge check: Identify Phases of an RPA adoption

Build

Engage Run & Manage Discovery Measure





Knowledge check: Let's go in depth with the first 3 stages

Unattended Robot

Attended Robot

Process Mining

Studio

Task Capture

Automation Hub

StudioX

Task Mining

Discovery

Build

Run



Knowledge check: Let's do the same with the last 3 stages

Insights

Orchestrator

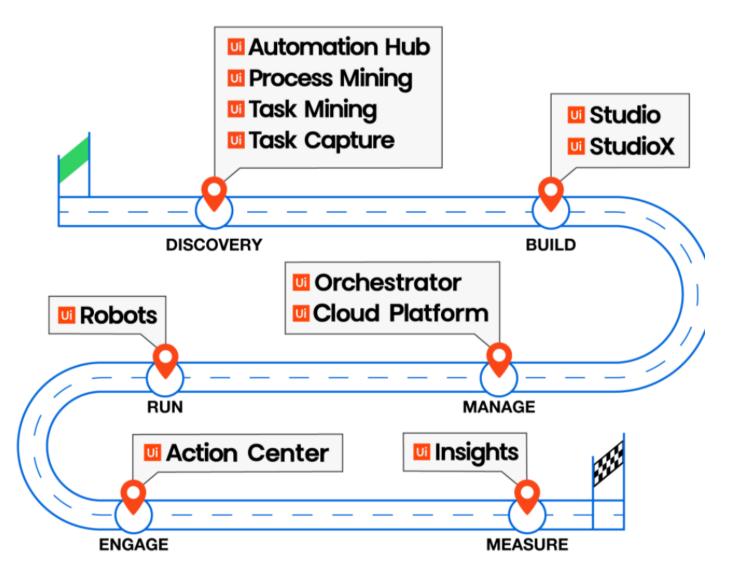
Cloud Platform

Action Centre

Manage Engage Measure



Typical Automation Journey



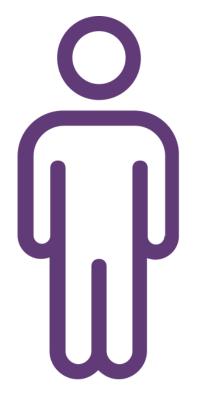


Topic

How Do Organizations Uncover **Automation Opportunities?**

Automation Discovery: Overview





Follow the people ... where are they spending their time?

- High volume, repetitive tasks
- Scenarios where we are performing data entry, particularly between the company and third-party systems
- Tasks that work from, or write into a template
- Tasks that involve reading a standardized report/email and performing an action such as data entry or sending an email
- Preparing documents using standard forms



How Do Organizations discover Automation Opportunities?

Discovery is an automation Lifecycle stage that enables the RPA Center of Excellence to identify processes (i.e. a predictable, repeatable, series of identifiable actions) that employees engage in.

Discovery can take three forms:

- The Scientific Process Discovery data-driven automation suggestions based on computer and system logs
- The Crowdsourced Process Discovery employees capture and document the process they have expertise in or submit automation ideas
- Operational Diagnostics rigorous approach where no stone is left unturned via strategic manual review where list of processes to be assessed is exhaustive and quickly identifies processes with automation potential



UiPath's Discovery Suite

Task Mining

UiPath Task Mining collects data about the day-to-day procedures in your organization and presents its findings in the form of scientific process maps indicating the best automation ideas. It's set up and managed from UiPath Orchestrator, the platform component for managing RPA.

The Center of Excellence (CoE) Leaders use Task Mining to analyze employee procedures in order to gain the data-driven automation suggestions

Automation Hub

UiPath Automation Hub creates a unique space where Business Users, Subject Matter Experts, and the CoE come together to discover, prioritize and track automation opportunities submitted by the employees.

Automation Hub offers to the Center of Excellence (CoE), the C-Suite and Business users a space to come together and drive automation opportunities.

Process Mining

UiPath Process Mining brings together your data from multiple IT systems, databases or flat files and seamlessly transforms them into end-to-end process visualizations. You can get a complete visibility of all the activities in your organization and understand their true impact on the company performance

The Center of Excellence (CoE) Leaders and Business Analysts use Process Mining to uncover automation opportunities using the IT systems and application data.

Task Capture

UiPath Task Capture integrates with UiPath Automation Hub to collect the process insights and support the employee-driven approach to automation. At the same time, it can be used together with Task Mining and Process Mining to access expert knowledge on processes identified as automation opportunities.

The Center of Excellence (CoE) Leaders and Subject Matter Experts (SME) use Task Capture to turn individual expertise into organizational wisdom and accelerate automation.





Discover Pipeline Generation - Reveal Group's approach for ensuring a continuous pipeline of automation opportunities follows four key steps

1 CREATE AN ENTERPRISE HEAT MAP

- Map the organizational structure and relative team sizes
- Assign the probability of automation/improvement to each team
- Assess the results and use them as a guide for undertaking a more detailed assessment of the business

3 ASSESS, PRIORITIZE & SCHEDULE

- Assess the opportunities identified and improvement method proposed against the program success criteria
- Prioritize the candidates which provide acceptable ROI
- · Schedule the candidates to be delivered

2 CAPTURE A HEALTHY PIPELINE OF OPPORTUNITIES

- Use "crowd sourcing" to quickly identify opportunities from known areas
- Undertake a structured Operational Diagnostic to methodically assess a department with a team of trained analysts
- Perform an Operational Diagnostic with a specialized Process Mining tool and a trained team to provide a differentiated and scientific perspective

4 DELIVER DIFFERENTIATED PERFORMANCE

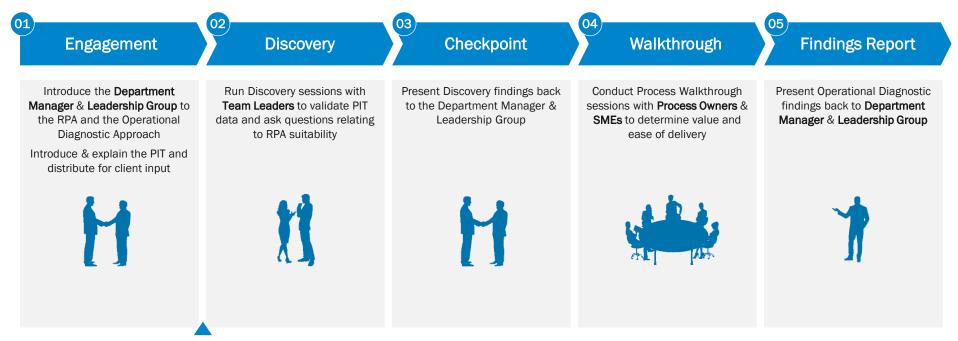
- Realize significant value enabled by a workforce who methodically delivers the projects provided through the pipeline
- Use complementary technologies to extend the footprint and accelerate the automation reach





Each step of the Operational Diagnostic involves collaboration with the business

Operational Diagnostic Participation



Time allowed for business to take Process Identification Template (PIT) and complete process list and source relevant metrics

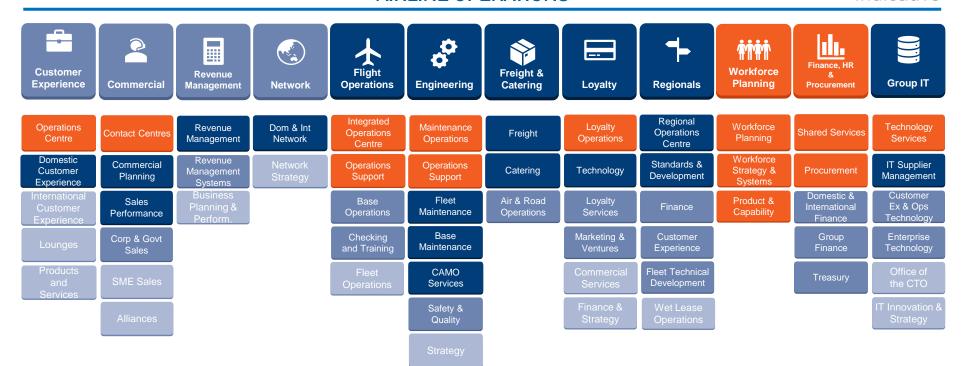




The Scientific Process Discovery: Operational Diagnostics Example

AIRLINE OPERATIONS

Indicative



Highest Potential (80%+)

Digitized system-driven processing executed against clear business rules

Good Potential (40-80%)

Mostly digitized and rules based. Non-digital processes (i.e. phone calls to customer) have potential to re-channel for digitization.

Some Potential (10-40%)

Some digital, rules-based tasks mixed with human-insight based processing

Low Potential (<10%)
Primarily physical (non-digital) tasks which cannot be automated



N.

Ensure candidate processes are suitable for automation by assessing them against key technical and efficiency criteria

Process Selection Criteria



MANUAL

Substantial keyboard activity, mouse clicks, and data entry.



MATURE

Mature process, standardized rules-based, documentation.



REPETITIVE

High volume, numerous data elements, monotonous.



IMPACTFUL

Large resource commitment, impactful transformation.

Process selection is the most critical component for ensuring an automation program's ongoing success



What's the difference between a step, task and a process?

Steps

• A step is an action which is required to accomplish a specific, clearly defined purpose.

E.g. Downloading an Excel file attachment from an email.

Tasks

- A task can be described as a series of steps.
- It is performed by a single operator, be it a human or a machine.
- It can be either automated or manual (i.e. human operated).

E.g. Merging data from two different Excel files and saving the final file in a local folder.

Processes

- Multiple, interrelated tasks form a process, which aims to deliver a larger objective.
- A process can group together both automated and non-automated tasks.

E.g. An order-to-cash process which needs to work with multiple systems and requires human validation of the output.



Typical repetitive tasks that have a high automation potential

- Extract data from an internal desktop application or add content into a document or Excel report file. For example, you might be extracting data for a large number of entries/entities from a report and adding them to a CRM application
- Download attachments from a multitude of received email messages or compose messages with attachments. You might be receiving tens or hundreds of emails containing contracts or receipts that need to be filtered, downloaded and sorted locally.
- Combine, organize or modify data in a predefined template. Sometimes data is received through two or more distinct channels and needs to be centralized in one place. You might want to extract a list of clients and associate the data found in a different system or form into one Excel report.
- Combine, organize or rename files and folders. You might be working with multiple files daily that you need to neatly store in specific folders locally. You might also need to rename them with, for example, today's date.

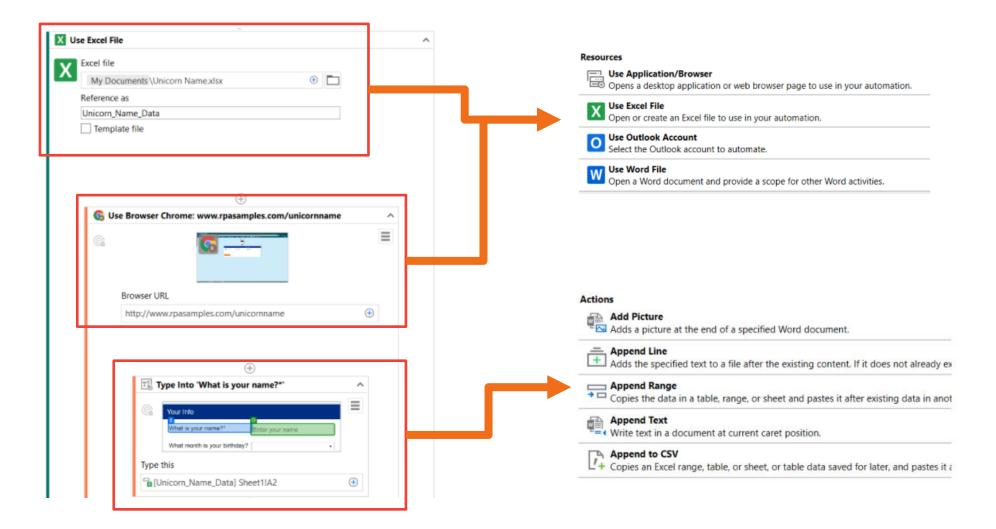
Discovery is the starting point and helps an organization identify automation opportunities either using a scientific approach or by crowdsourcing ideas from the employees.



Get Started with StudioX

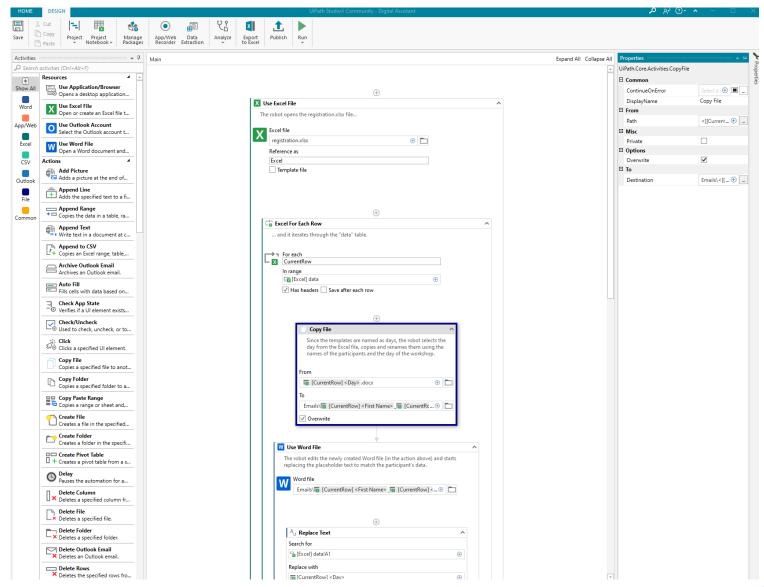


StudioX Interface: Activities





StudioX Interface: How to Use Activities





Recap of StudioX Interface

- You need to use a Resource in order for the robot to know which file or app or email account to use in the automation.
- All actions require a Resource, except for the Common and File actions.
- Actions are Application-specific, except for the Common action.
- Values cannot travel outside a Resource. In order to pass a value from an Excel file to a Word file, for example, you need to nest the Resource activities one inside the other.



Topic

How to Plan and Map Automation Builds?



HumanPath to RobotPath

The Discovery tools are intended to help organizations find automation opportunities and then, with the help of the CoE, automate them. For business users, there is a framework in place, to help understand and document tasks before automation. It's called Human Path to Robot Path.

HumanPath to RobotPath is a framework that helps you think your task through in a visual way. It also helps translate your task as you know it today into "robot language".

- The **HumanPath** is a high-level view of your task put into a sequential manner.
- The RobotPath is a detailed view of your task it's designing the steps the Robot takes to automate your task.

Here are some highlights of what makes the HumanPath to RobotPath framework important in your development process:

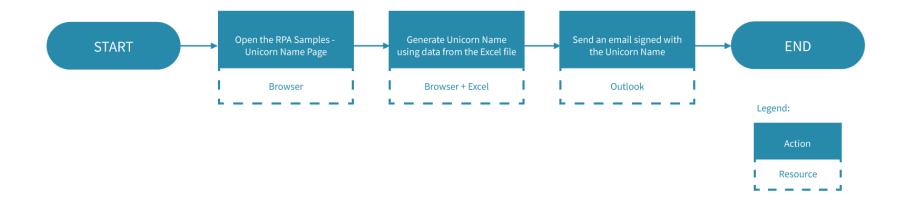
- Breaks down your process into visual, logical steps;
- Helps you carve out the scope of what you want to build;
- Outlines key decision points and task automation scenarios;
- Serves as your guide while you build your Robot.





HumanPath

The HumanPath is just a high-level overview of the task's steps. Let's take a look at the HumanPath of this task automation.

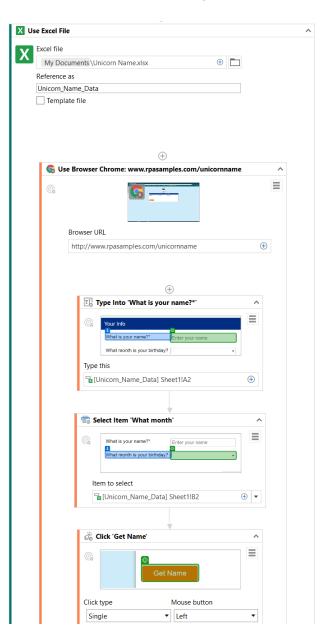


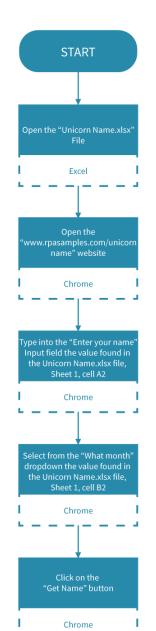
Notice how there is a Start and an End, and only three steps in between. Each step is descriptive enough for an outsider to understand the task and the applications used:

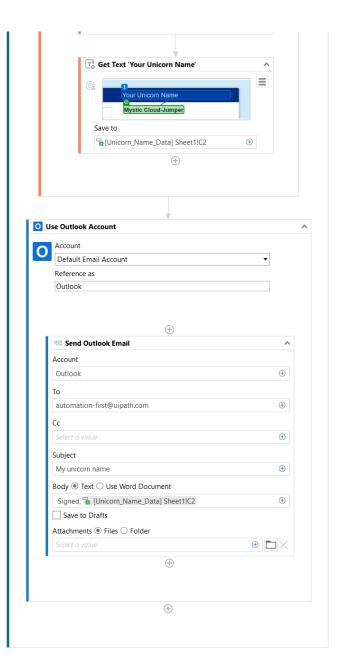
- 1. You open the RPA Samples Unicorn Name website using the browser of choice.
- 2. Using the information from the Excel file, you generate the Unicorn Name.
- 3. You send out an email, signing it with the Unicorn Name,

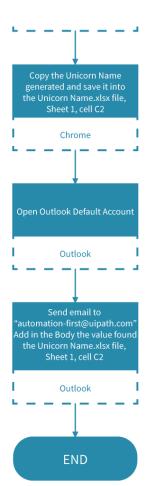


RobotPath Example











RoboPath

The Robot Path is a more detailed overview of your task's steps. The objective is to have a click by click process flow. Imagine you give the Robot Path to a new hire instead of training.

Notice that the RobotPath has a Start and an End too, with more steps in between than the HumanPath. That is because sometimes one step in the HumanPath gets translated into more steps for the RobotPath.

- The task starts with telling the Robot exactly which Excel file to use
- 2. Next, the Robot opens the "www.rpasamples.com/unicornname" website.
- Notice the difference from the HumanPath where it just said the RPA Samples Unicorn Name page. A robot would not understand that hence the specificity.
- 4. Step 2 of the HumanPath is to "Generate the Unicorn Name using data from the Excel File".
- 5. In RobotPath it got transformed into 4 steps, each being specific on what information from the Excel file is needed and where exactly it needs to be entered.
- 6. Again, in Human Path it's just one step: "Send an email signed with the Unicorn Name". In Robot Path we have 2 steps for that, one indicates which email account it is used and the second indicated from where is the Unicorn Name retrieved and where it is used.





RoboPath Rules

There are a few rules that you should follow when building your RobotPath:

- 1. Like in the HumanPath, the task flow should always begin with a Start, so make sure you add one.
- 2. Make sure all your shapes are connected by arrows. No shape should be left independent.
- 3. The Robot will sometimes have to choose between two or more options, depending on the outcome of a condition verification, or repeat actions for certain items. You will learn in the Decisions, Iterations and Scenarios in StudioX course about Decisions and Iterations, both concepts that belong to the idea of RobotPath.
- 4. Each step must have a resource label. As you noticed, each step depicts an action that happens inside an application; whether it's Excel, Outlook, Internal app, Internet Explorer, etc. make sure it's added underneath the step card. Once you get more familiar with all the StudioX actions it will get easier to pick the right resource.
- 5. Break down the steps at the Click level. Every step must be precisely defined and can have one and only one meaning. "Generate Unicorn Name" is very ambiguous versus the 4 steps that define exactly what generating the Unicorn Name is.
- 6. The steps that make out your task must be carried out by the Robot in the specified order. Failing to do this means that the end result is likely incorrect.
- 7. Just as the task has a Start, it has an End too. At the end of the task flow, make sure you add an End.

Note: See the HumanPath - RobotPath Templates - StudioX.ppt template to create your very own in PowerPoint

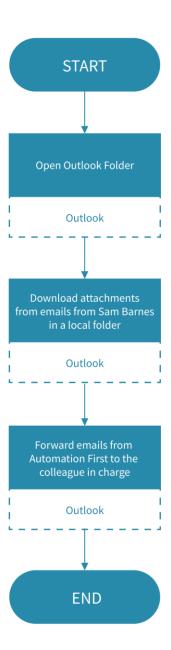




Knowledge Check: What is this Robot doing?

A – The bot downloads the email attachments sent by Sam Barnes and forwards the emails from Automation First

B – Nothing. This is a human path



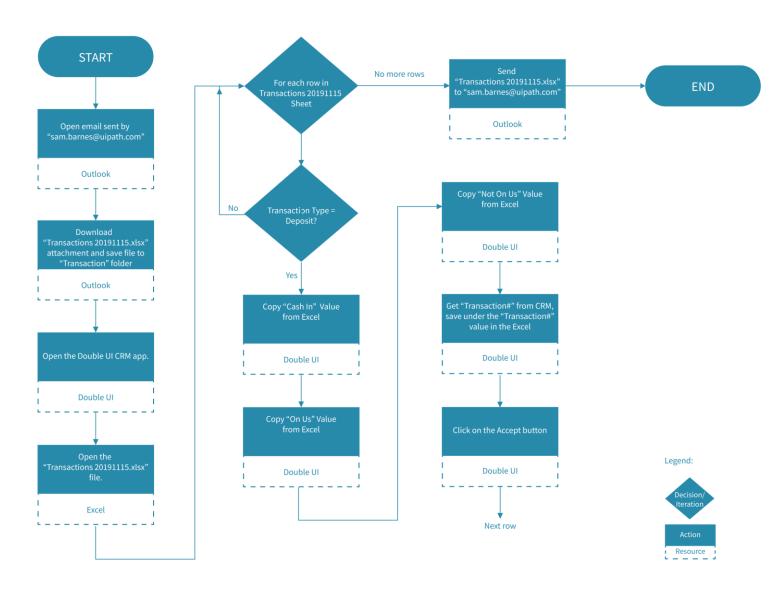




Knowledge Check: Is this a HumanPath or RoboPath?

A – This is a HumanPath

B – This is a RobotPath







Topic

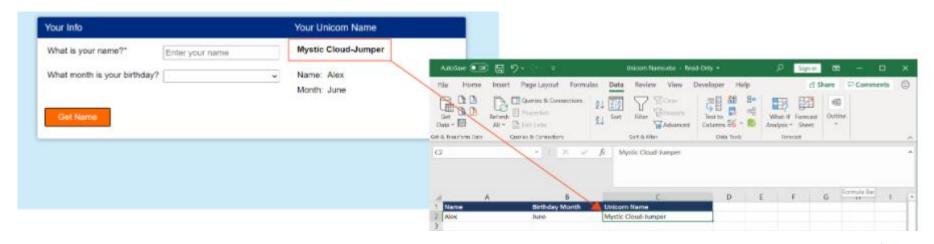
Automate with StudioX: Find Your **Unicorn Name**



Automate with StudioX: Find your Unicorn Name

For this automation we are going to visit <u>Unicorn Name Generator site</u> and find out what is your unicorn name by following the steps below:

- Step 1: Open the Unicorn Name page https://www.rpasamples.com/unicornname
- Step 2: Open the Unicorn Name Excel File
- **Step 3:** Insert data from the Excel file into the website by entering the name and selecting the birthday month
- Step 4: Generate the Unicorn Name by clicking on the "Get Name" button
- Step 5: Get the Unicorn Name and write it in the excel file





Automate with StudioX: Find your Unicorn Name

In order to build this Robot you will use:

- a **Use Excel File** resource, to indicate the Excel file;
- a Use Application/Browser resource, to indicate the browser window and provide the URL, https://www.rpasamples.com/unicornname;

NOTE: Before proceeding, make sure you have the UiPath browser extension and the Excel Add-In installed. You can find them in **Home>Tools**.

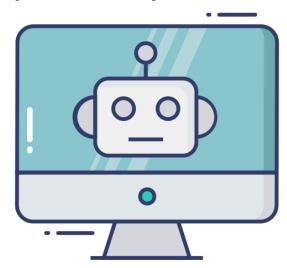
- a Type Into activity, to insert the name;
- a Click activity, to select the Get Name button and generate the unicorn name.
- a Get Text activity to retrieve the Unicorn Name generated and save it back in the Excel file
- Run your automation!





Congratulations on our First Automation! Share your Thoughts!

You've built your first robot today! How about you contribute to a collective brainstorm now?



Think about the top 3 automation examples that would either help you right now in your learning process or would just save a lot of time in your work! Below are some examples to get you started:

- Sending an automatic email to a group when someone contributes a new forum post.
- Emailing a supervisor a report that was downloaded and processed.
- Cleaning up your local folders.

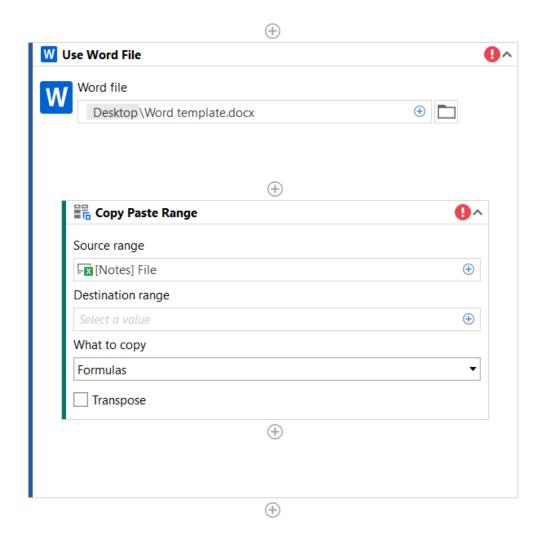




Knowledge Check: Some is not right here...

A - Forgot to fill out all the information in the Copy Paste Range action

B - Trying to use an Excel action on a Word Resource

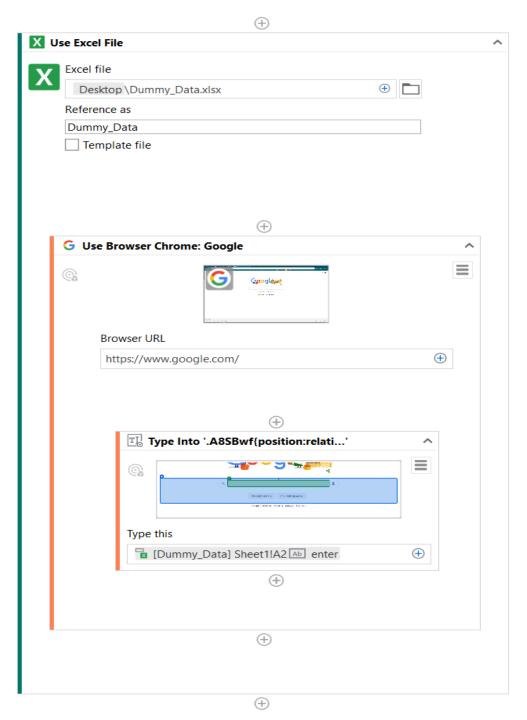




Knowledge Check: What is happening here?

A – You are searching on Google for "[Dummy-Data]Sheet1!A2 Ab Enter"

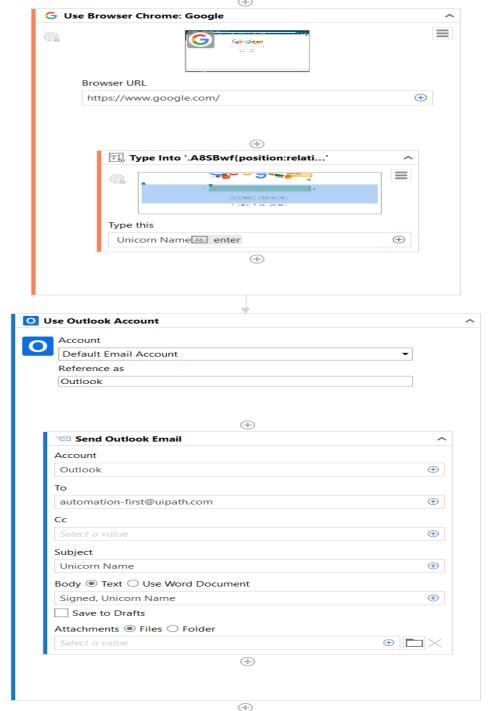
B – You are searching on Google the value from the A2 cell from the sheet 1, document Dummy-Data. And then you can press Enter!



Knowledge Check: Are there any values passed between Chrome and Outlook?

A – Yes, you are Googling "Unicorn Name" and then use it as an Email Subject and Body Text

B - Nope. No values are passed

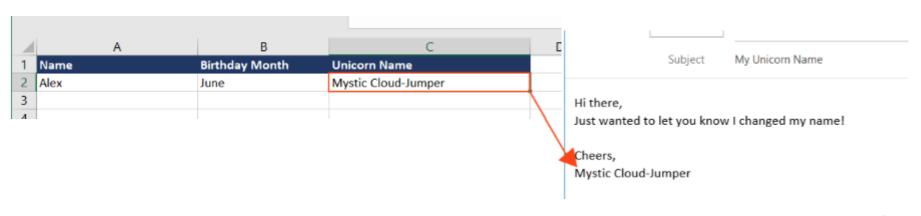




Automate with StudioX: Send an Email with your Unicorn Name

For this automation we are going to visit <u>Unicorn Name Generator site</u> and find out what is your unicorn name by following the steps below:

- Step 1: Open the Unicorn Name page https://www.rpasamples.com/unicornname
- Step 2: Open the Unicorn Name Excel File
- **Step 3:** Insert data from the Excel file into the website by entering the name and selecting the birthday month
- Step 4: Generate the Unicorn Name by clicking on the "Get Name" button
- Step 5: Get the Unicorn Name and write it in the excel file
- Step 6: Send an Email signed with the Unicorn Name





Automate with StudioX: Send an Email with your Unicorn Name

In order to build this Robot you will use:

- a Use Excel File resource, to indicate the Excel file;
- a Use Application/Browser resource, to indicate the browser window and provide the URL, https://www.rpasamples.com/unicornname;

NOTE: Before proceeding, make sure you have the UiPath browser extension and the Excel Add-In installed. You can find them in **Home>Tools**.

- a Type Into activity, to insert the name;
- a Click activity, to select the Get Name button and generate the unicorn name.
- a Get Text activity to retrieve the Unicorn Name generated and save it back in the Excel file
- a Use Outlook account resource, added inside the Use Excel file, to indicate the email account;
- a Send Outlook Email action in which details such as the recipient's email address,
 Subject, the email message must be entered, as well as your Unicorn Name Excel location!
- Save and Run your automation!





Automate with StudioX: Currency Converter



Design Time and Run Time

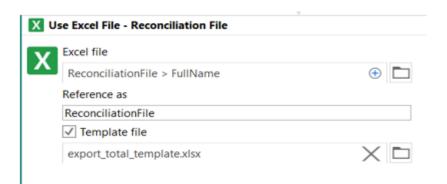
• **Design Time** is building your automation project: placing activities and configuring them.

• Run Time is when the automation is actually running, whether it is a test run, to see if everything works as it should, or the automation project is published and performed by a Robot.

If your automation works with information provided at runtime, StudioX provides a few tools...



Using a Template File



If your automation involves using a file that gets downloaded at Run Time and it is further used in the automation, you will need to work with a template at Design Time.

Why?

The Use Excel Resource uses the Full Name (Full Path) of a previously downloaded file. That file can have different names at the run time, and it's the reason why we cannot provide the exact file name.

What we can do, is to provide a template file. A file that has the exact structure as the file that gets downloaded and build the automation based on the template file's structure. At runtime, the correct file will be used.

How do I create a template file?

The easiest way is to manually download the file before building the automation project and add to its name "_template" for a better project organization. The option to work with Template files at Design Time is available for the Use Excel File and Use Word File resources.





Automate with StudioX: Currency Converter

StudioX was created for task automation. Today we will look at the work of a Sales Support Specialist with the task of processing some data with Excel and preparing an executive report.

In order to follow along download the files within the Currency Converter folder

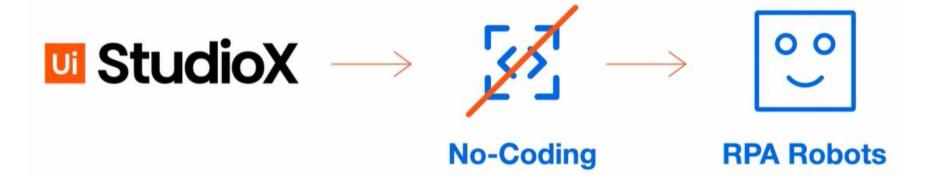
You will also need:

- An internet connection
- Office Excel Installed
- The UiPath browser extension enabled

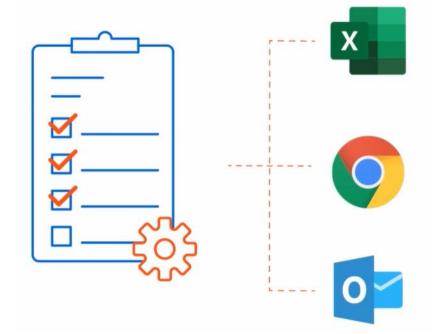


Automation Project - Currency Converter





This automation interacts with 3 of the most used applications







Context: Currency Converter Automation

Sales Support Specialist works for a retailer that has stores across the world



One of the tasks is to send a report to the manager with total sales amount converted in USD split per country. In order to do this:

- At 4pm the Sales Support Specialist checks a shared drive where the daily report is uploaded by another department.
- Each amount is converted to USD using the exchange rate of the day
- Run a pivot table to calculate the amount in USD corresponding to each country
- The resulted amount are then sent via email





Let's see how RPA can help building an automation...





Recap of Resources and Actions Used: Currency Converter Automation

- We created a new Task Automation in StudioX, gave it a name and a description;
- We added a Use Excel File, browsed for the 'Report.xlsx' file and referenced it as "Template Report" for later use;
- Inside the Use Excel File, we added a Read CSV activity, indicated the 'Product_Export.csv' File and chose to output to the 'Report' sheet of the Template Report;
- We added a Write Cell activity, inputted the text "Total Sales USD" and indicated the F1 cell;
- We navigated to the backstage view of UiPath StudioX. We installed the Chrome extension from the Tools menu:
- We opened a Chrome tab and searched for "Currency to USD" on Google. We also confirmed that the Chrome extension has been installed by the Ui logo in the right upper corner;
- We used a Use Application/Browser resource, selected 'Indicate Application' and indicated the Chrome browser with Google;

- We added an Excel For Each Row inside the Open Application/Browser resource and selected the 'Converter' sheet from Template Report;
- We used a Type Into activity and indicated the Google search tab in the Chrome browser. Then we used the Text Builder to select the Currency from the table and wrote "to USD". We added 'Enter' as a special key;
- We used a Get Text activity to retrieve the conversion rate.
 We indicated both the target and a reliable anchor the 'United States Dollars' drop-down field. We chose to save the retrieved value in the 'Conversion' column;
- We changed the 'Close' option from the Properties panel of the Use Application/Browser resource to 'Always';
- We dragged an Excel For Each Row activity and placed it outside the Use Application/Browser resource. We selected the 'Report' sheet of our file and checked the 'Has headers' box;





Recap of Resources and Actions Used: Currency Converter Automation (continued)

- Inside the Excel For Each Row, we added a VLookup activity. We selected the 'Currency' value to lookup, set the 'Converter' range and return column index 2. We saved the value For Later Use;
- We used a Write Cell activity, and, with the help of the Text Builder, we wrote "Equal product of Quantity*Price*Value in the VLookup" in the first field. In the second field we specified the 'Total Sales USD' cell;
- We added a Create Pivot Table activity outside the Excel For Each Row. We selected the entire 'Report' sheet as the range, added "Countries Sales Overview" as the new table name and the 'Pivot' sheet as destination. The Pivot Fields are Location as a row and Total Sales as a Value with the Sum function;
- We used a Get File Info activity, selected the 'Report.xlsx' and saved it For Later Use;
- With a Copy File activity, we copied the value saved for later as Full Path and save it in the 'Reports' folder. We added the date by using the Project Notebook: from the drop-down list, we selected the Project Notebook, then the Date as YYMMDD;

- We added a Use Outlook Account resource and a Send Outlook Email activity to send the renamed report;
- In the Subject field, we wrote "Total sales for" and today's date taken from the Project Notebook;
- In the **body** we wrote "Total sales for today are", followed by a reference to our last table from the Pivot, and USD;
- Finally, we copied the file location from the **Copy** activity and pasted it in the **Attachments** field;
- We unchecked the 'Is draft' box in the Send Outlook Email activity;
- We checked the 'Overwrite' box in the Copy File activity;
- We closed all the Chrome browsers with Google pages open and successfully ran our automation.







The Blueprint for Scale (BfS) covers the five capability components required for a successful and scalable automation program

Blueprint for Scale



- o Program Governance
- o Organization & People
- Capability & Training
- o Change Management

- Application Management
- o Technical Infrastructure
- o Platform Management

 Intake Approach o Opportunity Assessment

Platform

- o Business as Usual
- Support Model
- o Permissions & Credential Management

- o Delivery Methodology
- o Technical Best Practice
- Testing Approach





Topic

Homework: RobotPath - Enter a New Supplier



Build an Automation: Enter a New Supplier

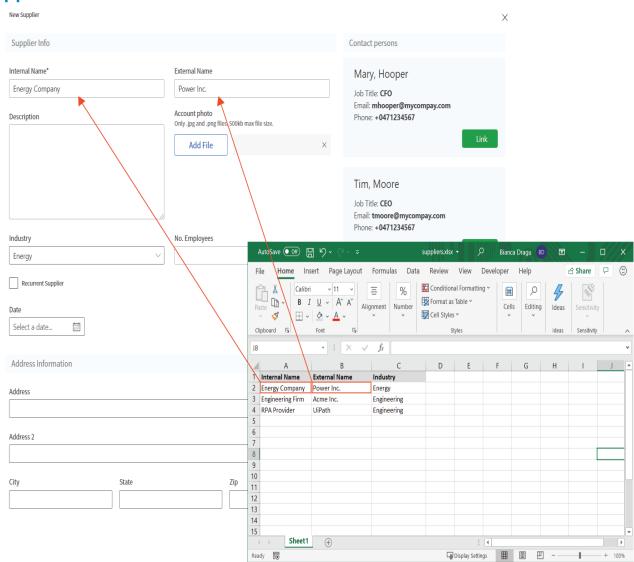
Step 1: Open the Supplier page https://www.rpasamples.com/suppliers

Step 2: Open the Supplier Excel File

Step 3: Insert the Internal and External Names using data from the Excel file the website

Step 4: After inserting the data generate a new supplier by clicking on the Save button

These are the steps you would manually perform to complete the task. Now let's see what you need to automate the task!





RobotPath: Enter a New Supplier

To pass data from the Excel file into the website you will have to nest the resources one inside of the other.

In the Enter a New Supplier Folder, you can find the Excel file you'll extract the data from and the Robot Path as a PDF file.

