

# **ORDERING PIZZA USING UIPATH**

## **A PROJECT REPORT**

*Submitted by*

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*in partial fulfilment for the course*

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*for the degree of*

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**RAJALAKSHMI ENGINEERING COLLEGE**

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## **BONAFIDE CERTIFICATE**

Certified that this project report **“ORDERING PIZZA USING UIPATH”** is the bonafide work of **“YOKESH.R (200701303)”** who carried out the project work for the subject OAI1903-Introduction to Robotic Process Automation under my supervision.

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## **ABSTRACT**

In the upcoming modern world technology, robotic process automation has been rising emergent in various fields. RPA is used to automate various supply chain process, including data entry, predictive maintenance and after-sales service support. RPA is used across industries to automate high volume, role tasks. telecommunications companies use RPA to configure to new services and the associated billing systems for new accounts. it reduces human errors, generally repeating the same task over and over by rote thereby increasing productivity and efficiency. In this project I'm going to automate ordering a pizza from a particular site (dominoes) by using uipath and orchestrator. the methodologies im going to use is that web recording, data scraping , excel automation and email automation and scheduling a process using orchestrator. The order details are send to the email respectively. there are major benefits of using RPA in food industry .RPA can dramatically simplify delivery logistics by automatically determining the optimal route and number of orders per courier. and this ensures that customers receive their order within a specific time slot, while maximizing revenues and minimizing costs.

## ACKNOWLEDGEMENT

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## **LIST OF SYMBOLS AND ABBREVIATIONS**

RPA	–	Robotic Process Automation
SMTP	–	Simple Mail Transfer Protocol
IMAP	–	Internet Messaging Access Protocol



# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 GENERAL**

The main objective of this project is to order a pizza efficiently in an online website . The customer can receive their order details via mails mails. This can be achieved with UiPath mail activities and excel sheets. For login onto the website we can login in two ways one is by using otp number another one is by using assets (credentials) by using orchestrator

### **1.2 OBJECTIVE**

The prime objective of this project is to order an food in a most efficient way by using uipath automation.more number of methods and activities can be used to login to the website and order food .By using orchestrator we can achieve this by scheduling once in a weekend.This system will help the user by automating it. provided.

### **1.3 EXISTING SYSTEM**

In the present system, there are no facilities to order food using automation we need to manually order the food online and need to login and more number of process are there. Now, in this proposed system of ORDERING PIZZA USING UIPATH , there will be a standalone Personal Computer with the required application. And with minor modifications in software, it can also run-in network. There is no significant difference between the current system and the proposed design of the system. The System will generate order details and produce the required reports. The system will also have features to calculate the total amount to the improvements on the features of the current system.

### **1.2 PROPOSED SYSTEM**

Ordering pizza using uipath is to manage customer interaction and orders the required pizza . The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom, Insurance, etc. Customer Service also known as Client Service is the provision of service to customers Its significance varies by product, industry and domain. And in our proposed system we are login on to website by using otp or by using assets where our gmail id is secure and safe enough to be a part .

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1 GENERAL**

##### **AS per MAZARS group about food ordering system using RPA ,2020**

##### **Distribution of orders and route management**

A shortage of third-party delivery services means that many food companies have absorbed this into their own operational processes. However, managing distribution is fraught with challenges, not least due to the difficulty in planning delivery routes in the most time-efficient manner.

RPA can dramatically simplify delivery logistics by automatically determining the optimal route and number of orders per courier. This ensures that customers receive their order within a specified time slot, while maximising revenues and minimising costs for the food supplier.

##### **Customer delivery notification**

Customer service is another key challenge, with customers today expecting deliveries to arrive punctually, to fit in with their schedule. If not managed effectively, customer service teams become inundated with calls from dissatisfied customers, sucking up resources and potentially causing reputational damage, if not handled effectively. RPA can help businesses to overcome this issue by automatically calculating delivery times based on the planned route, and then sending a notification to the customer to ensure they will be at home to receive the delivery. This brings huge advantages for food

companies and customers, reducing downtime for couriers, mitigating delivery errors and reducing demand for customer service teams.

### **Just one of many opportunities**

Streamlining delivery services is just one example of how RPA can bring improvements to the food industry and there are many more manual, repetitive tasks which are ideal for robotic transformation. As a result, with Covid-19 and its consequences set to stay, RPA can play a vital role in ensuring the food sector becomes stronger and more prosperous despite current challenges.

### **FOOD ORDERING USING VOICE RECOGNITION BY MANU RAJ HADA,2020**

Technology is continuously helping humans to do more creative, innovative and some extraordinary stuff in the daily routine and let the utility applications do all the ordinary tasks which originally consume precious time and available finite bandwidth.

This is just an attempt further in the direction to save time and automate the process of browsing the online food ordering application, searching for your favorite restaurant, selecting the food you are in mood to order, processing the payment and so on.

#### **Major Tools/Platforms Integrated:**

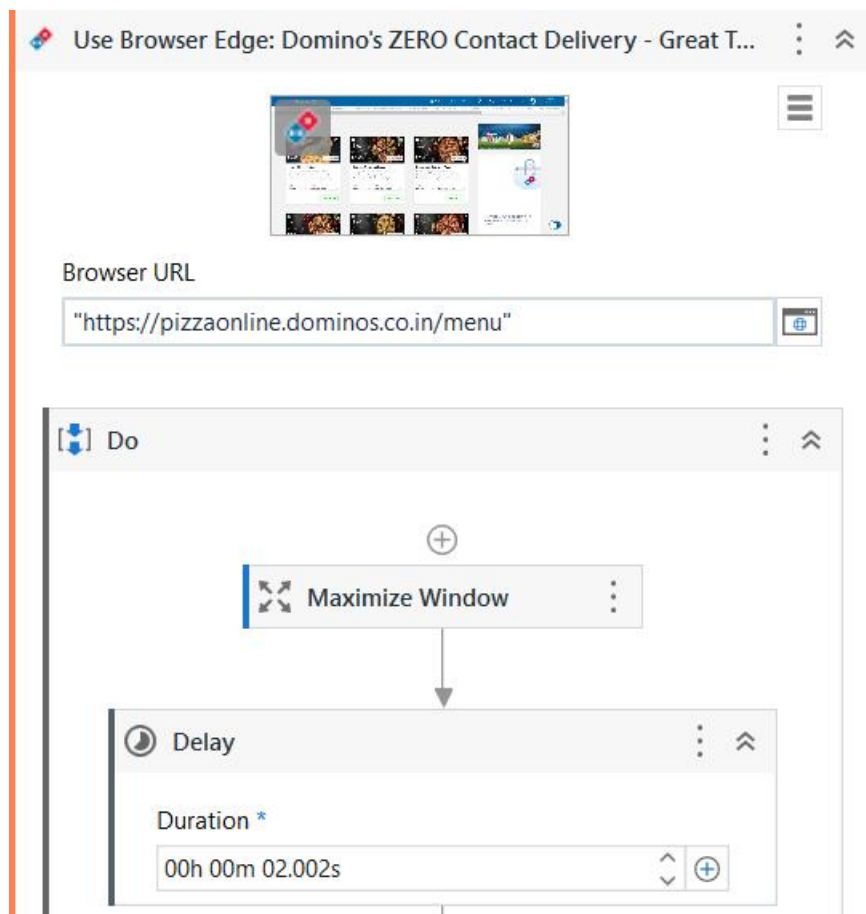
- DialogFlow: As chatbot for accepting voice command.
- UiPath: RPA (Robotic Processing Automation) platform used to create software robot to execute the voice command

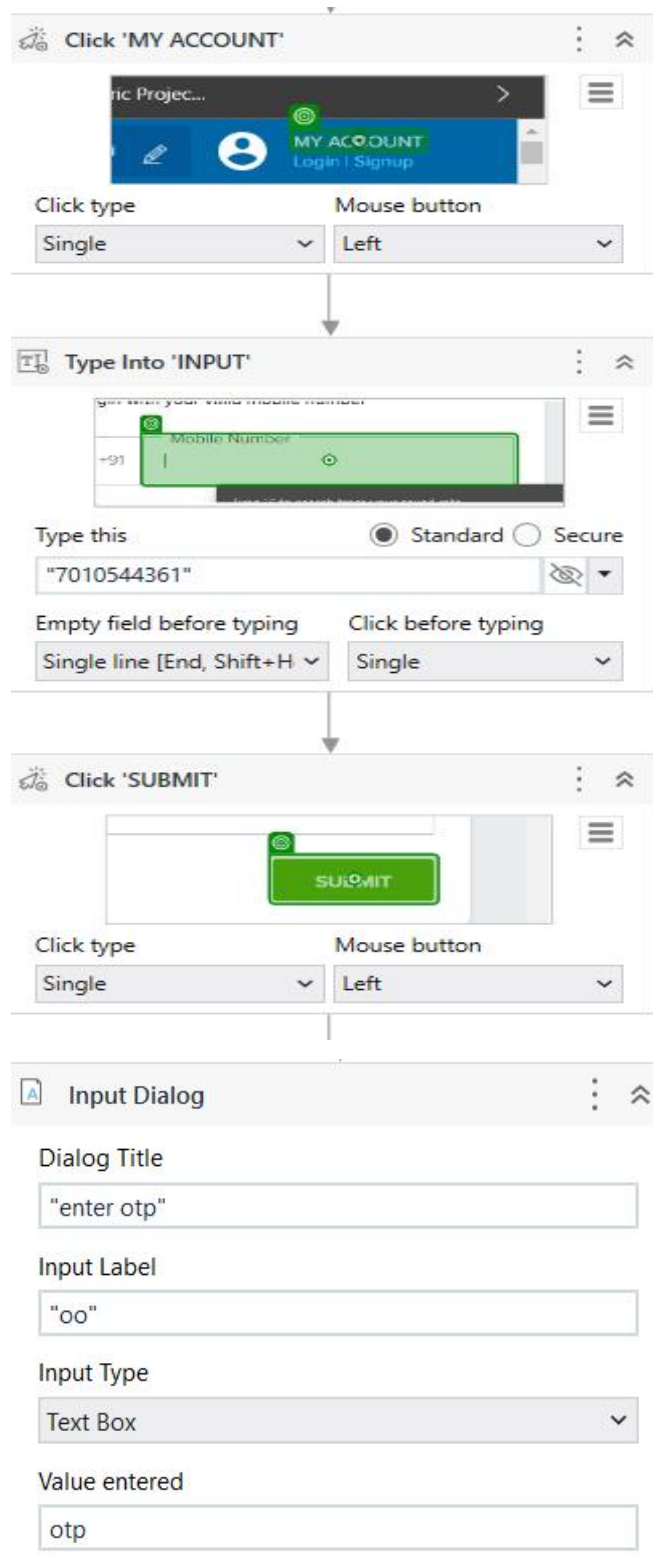
## CHAPTER 3

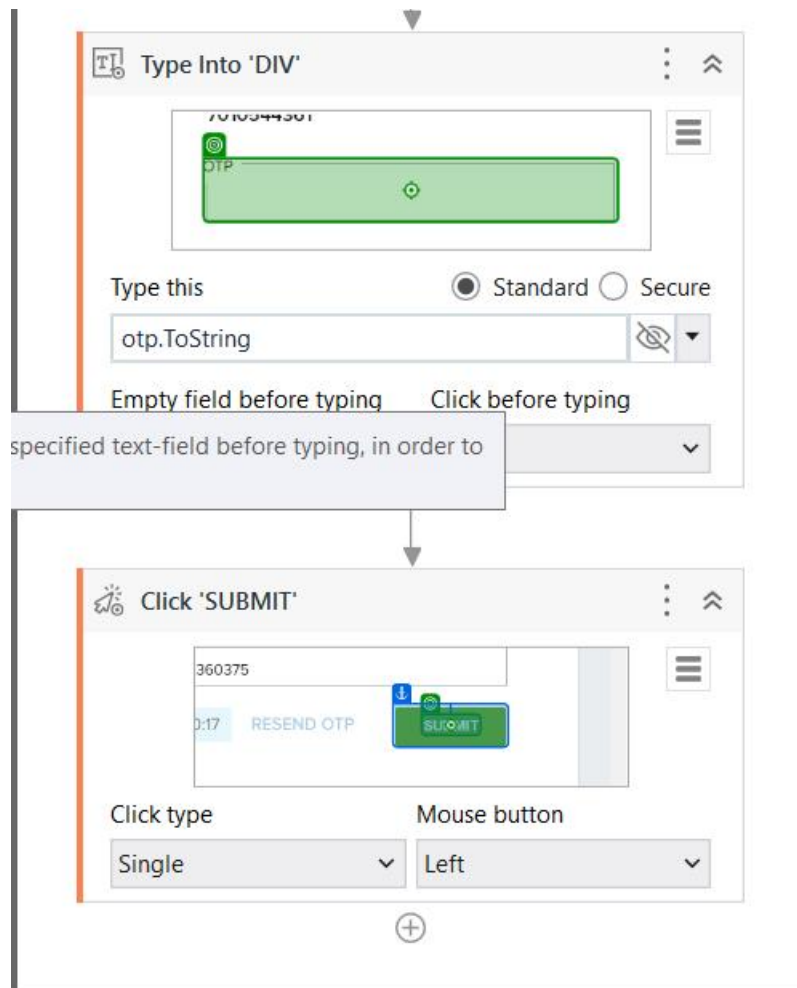
### SYSTEM DESIGN

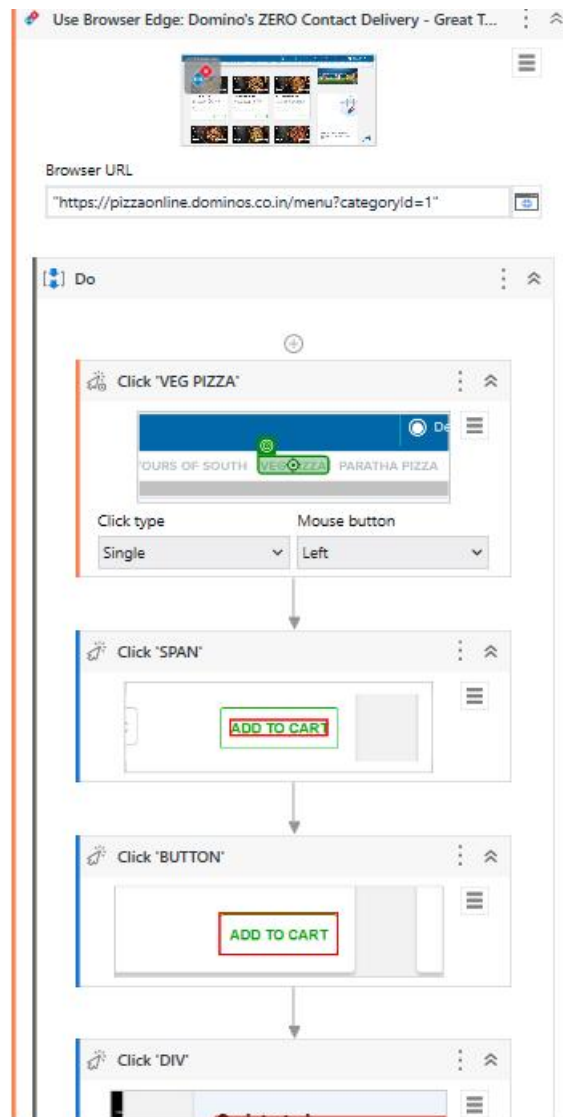
#### 3.1 GENERAL

##### 3.1.1 SYSTEM FLOW DIAGRAM










ORDERING FOODS




**Data Scraping**

**Attach Browser 'DominosZE Page'**



**Do**

**Extract Structured Data 'DIV'**



**Excel Application Scope**

"extract.xlsx"

**Sequence**

**Do**

**Write Range**

"Flipkart" "A1"

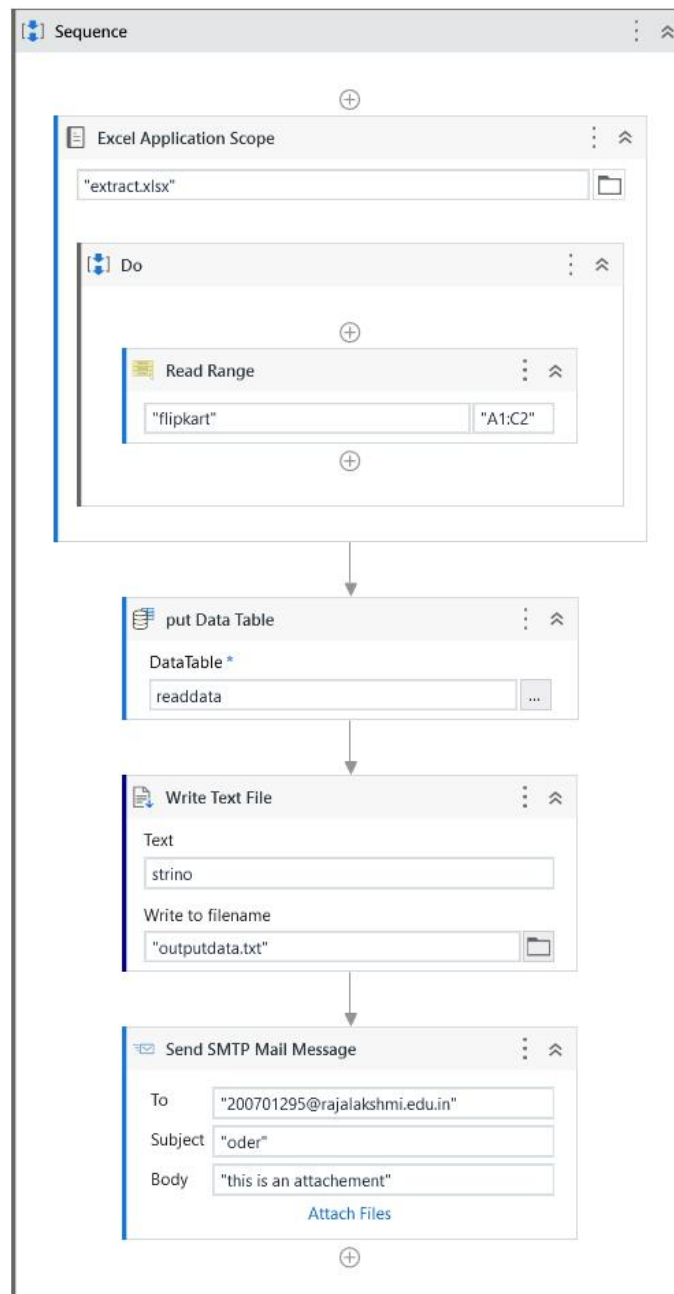
ExtractDataTable

**Message Box**

Text

"data written successfully"

EXCEL AUTOMATION



## EMAIL AUTOMATION

### 3.1.2 FLOW CHART DIAGRAM

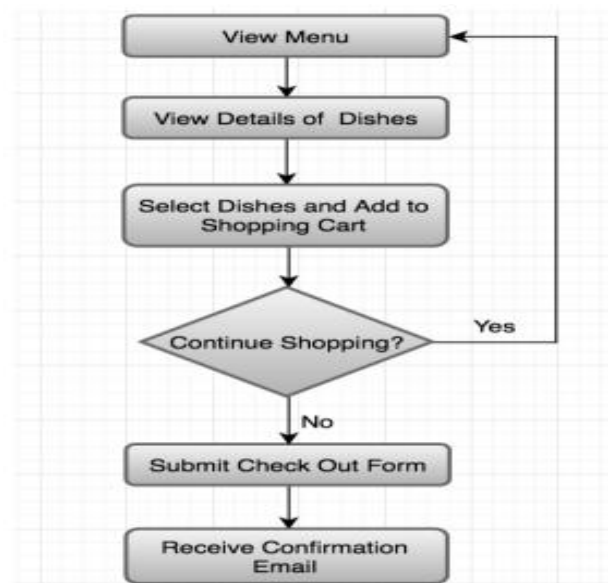


Figure 3.1.2 Flow chart Diagram

### 3.1.3 ACTIVITY DIAGRAM

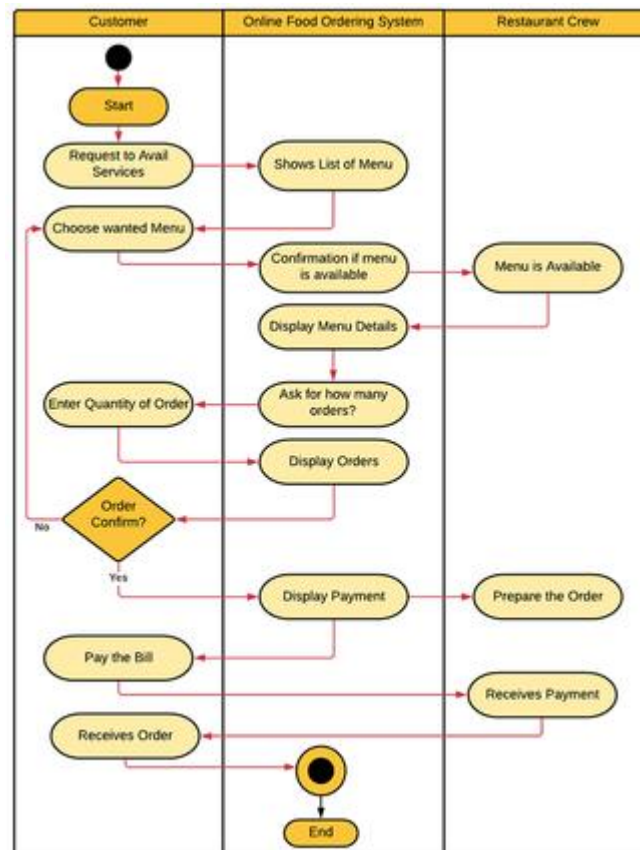


Figure 3.1.3 Activity Diagram

## **CHAPTER 4**

### **PROJECT DESCRIPTION**

#### **4.1 METHODOLOGIE**

The concepts involved in making this project are Excel automation, Orchestrator, Email automation, Data Scraping.

**Excel Automation:** With UiPath Excel Automation, manipulating Excel data becomes hassle and error-free. It saves valuable time and relieves your employees from boring, repetitive tasks and the unnecessary burden of having to learn extensive coding. Therefore, integration with other applications is done both smoothly and safely.

**Email Automation:** Recognizing and classifying emails is a complex cognitive task, which is best suited for an AI solution. The emails are then processed. That is where RPA comes in. The SMTP, IMAP, POP3, OUTLOOK are some protocols as activities in Uipath.

**Data Scraping:** It scraps the data from the required website by using rows and colowns and by spanning by using multiple pages.

**Orchestrator:** The UiPath Orchestrator is a web application that allows you to orchestrate the execution of repetitive business processes by UiPath Robots. Orchestrator manages the creation, monitoring, scheduling, and controlling of automated bots and processes.

## **4.1.1 MODULES**

### **4.1.1.1 Assets**

Assets in uipath are credentials or variables that are shared across bots in different automation projects and stored In orchestrator.Credentials contains user names and passwords that the bot require to execute particular process such as login details for SAP or any other application.

### **4.1.1.2 Providing solution**

The Input dialog is provided with the issue that is being sent by the user through email id. The customer care representative has to give answer to that issue that is then send via email to the customer.

### **4.1.1.3 Excel Application Scope**

In the excel application scope, the automation takes place. The excel sheet containing the customer mail id, issue and solution that is given the customer care representative are read and changed into data table, which then moves to Queue in Orchestrator.

#### **4.1.1.4 Email Fetching**

In this email fetching, the query send by the customer through email is fetched and stored in a list then the list is filtered according to the keyword that is searched in the subject of the mail send by the customer then the process moved to another process.


If the customer did not send any mail our system will wait for 5 second and see whether the customer send another mail or not, this process is repeated until we stop the execution of the process.

#### **4.1.1.5 Sending Mail**

After the customer care representative given solution to the issue that data is then added to the excel for the future purpose and add to orchestrator to make the process more efficient. Then the mail sends to customer using SMTP (Simple Mail Transfer Protocol). The mail containing some message, issue raised by that customer and the solution given by the customer care representative.

## 4.2 OUTPUT SCREENSHOTS


2 Items you have selected
[Explore Menu](#)



**The Cheese Dominator**  
Loaded with 1 Pound of Mozzarella and gooey Liquid Cheese on a Classic Large Pizza topped with a generous helping of herb sprinkle  
Medium | New Hand Tossed

₹ 639.00  

1



**The 4 Cheese Pizza**  
Cheese Overloaded pizza with 4 different varieties of cheese and 4 times the cheese of a normal pizza, including a spicy hit of Ghost Pepper flavoured Cheese  
Medium | New Hand Tossed

₹ 714.00  

1

[Your Customisation](#)  
Added Toppings : Extra Cheese

```

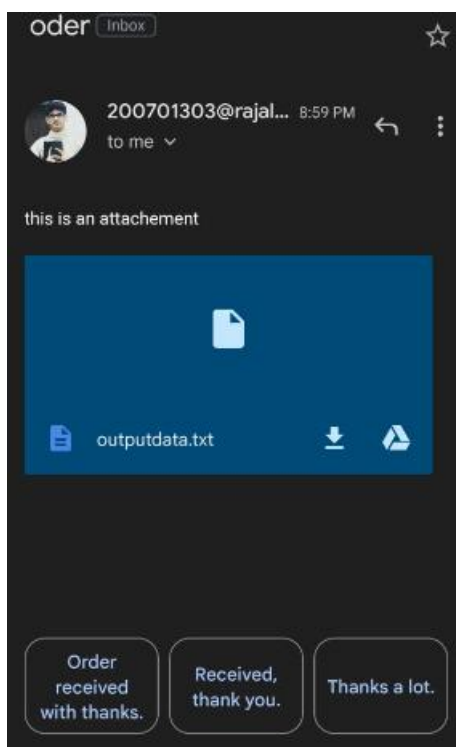
*outputfile - Notepad
File Edit View

pizza price,Quantity
The Cheese Dominator,714.00,1
The 4 Cheese Pizza,714.00,1
TOTAL 1438.00

```



	A	B	C	D	E
1	The Cheese Dominator	714	1		
2	The 4 Cheese Pizza	714	1		
3					
4	TOTAL	1438			
5					
6					



## **CHAPTER 5**

### **CONCLUSION**

#### **5.1 GENERAL**

The conclusion is given as the project can successfully send the solution to the customer. The customer details are stored in excel and moved to the queue in Orchestrator. And login details are moved to assests Then, it will be mailed to the person automatically, with the subject and body to the user.

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