

SLAcalculation SupportModel24x5- Readme

Bot Overview

This bot performs the following:

 Provides SLA end datetime (excluding holidays / weekends), based on start date and SLA hours entered by user. This BOT utility is applicable for 24X5 support model where SLAs has to maintain in hours.

Pre-Requisites

- Automation Anywhere Enterprise v11

Installation

- Download the bot from Bot Store.
- Unzip the zip archive.
- For **first time users**, create **"Bot Store"** folder under **<AA Directory>/My Tasks** (on your local disk).
- Copy folder "Read Content-AA" to above created Bot Store folder inside <AA Directory>/My
 Task in Automation Anywhere folder on your local disk.
- Move the "[Utilities] ReadContentFromFile.mbot" file from (unzipped) Riead Content-AA/My
 Metabots to <AA Directory>/My Metabots folder in Automation Anywhere directory on your
 local disk.

Create the following folder structure of the content in the AA Dir:

<AA Directory>

- My Tasks
 - Bot Store
 - Read Content-AA (Folder)
 - My Task
 - SLAcalculation_SupportModel24x5.atmx
 - Error Folder
 - Logs (Folder)
 - Error Logs Month-Day-Year.txt
 - Snapshots (Folder)
 - Error Snap Month-Day-Year.png

- My Metabot
 - NA



How to Use the Bot:

Use the following information to configure your bot:

Parameter Name	Туре	Direction	Additional Info
vInputDatetime	String	Input	Accepts input date
vSlaHours	String	Input	Accepts whole number as SLA hour
vSlaEndDatetime	String	Output	Returns slaEndDatetime by
			calculating weekends and holidays
			(if provided)

Note:

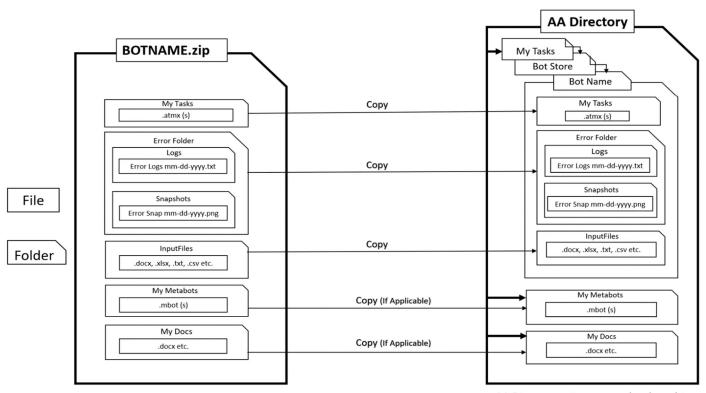
- Enter holiday dates in column D under \$AAApplicationPath\$\Automation Anywhere\SlaCalculationSupportModel24X5-Larsen&ToubroInfotech(LTI)\Input Folder\SLA_SuportModel24X5.xlsm
- Always pass vSlaHours as whole number as input to SLAcalculation_SupportModel24x5.atmx file.

Error Handling

- Each Bot folder contains the below hierarchy.
 - o Error Folder
 - Logs
 - Error Logs Month-Day-Year.txt: In case of any error, this file logs error message along with time stamp
 - Snapshots
 - Error Snap Month-Day-Year.png: In case of any error, this file captures screenshot of error.
- Task Status of bot is set to failed in case of error.



Bot Deployment



<AA Directory> view at your local machine