

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*) **Read 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 | Type | 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_SupportModel24X5.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

