



A2019 AWS Comprehend Sentiment Analysis Bot

Readme

Version X.X

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1. Introduction

This document contains all essential information for the user to make full use of this A2019 Bot. It includes a description of the functions and capabilities and step-by-step procedures for setup & configuration of the Bot.

1.1 Overview

Extract business insights in your unstructured data with Amazon Comprehend natural language processing (NLP).

1.2 Use cases

The key use cases for this bot include:

- Improve decision making and return on investment with contextual sentiment mining.
- Quickly detect if feedback is positive, negative or mixed.
- Develop more insightful, data driven customer service and brand strategies.
- Rapidly build resilient automation with Amazon Comprehend.

Tasks:

- Analyzes text using tokenization and parts of speech
- Identifies the language of the text with a confidence score
- Extracts key phrases, places, people, brands, or events
- Extract the entities in the text with the polarity associated with them
- Automatically organizes a collection of text files by topic.

There is a treasure trove of potential sitting in your unstructured data. Customer emails, support tickets, product reviews, social media, even advertising copy represents insights into customer sentiment that can be put to work for your business.

This bot is designed to perform Natural Language Processing (NLP) using AWS Natural Language API by simply plugging this bot in an existing or new task. Derive insights and understand sentiment from unstructured text using AWS machine learning.

2. Requirements & Prerequisites

2.1 System Requirements

Below are the minimum system requirements for running bots as an Enterprise A2019 (Cloud deployed) or Community Edition user on your local machine.

Hardware Requirements

Device	Processor	RAM	Storage (Free Space)	Network
Machine	Intel Core i5 2.6 GHz	4 GB minimum 8 GB recommended	32 GB	1 GbE
Bot Creator and Bot Runner	No additions to the machine requirements	No additions to the machine requirements	Add 100 through 150 KB per Automation Anywhere script Add 40 through 50 GB per long-term project	No additions to the machine requirements

Browser Requirements

The user interface for Automation Anywhere Enterprise is through a browser. Login to your device then login to Enterprise Control Room through a browser.

Browser	Browser Version	Automation Anywhere plug-in version ²	Supported bot functions by Bot agent version		
Google Chrome ¹	57 or later	11 or 12	2.0.2	1.0.2	1.0.1
Microsoft Internet Explorer	11	N/A	None	Debugger only	All except Credential Vault

(1) Google Chrome re-verification

CAUTION: Google Chrome requires re-verification of permissions when the Automation Anywhere Google Chrome extension (Version 11.3.3 or later) is updated. If prompted, click **Enable this item** in the Google Chrome message. Alternatively, re-enable the extension through [chrome web store](#). Similarly, if you are deploying your Bot Runners from a master image, accept the permission from within that image.

(2) Google Chrome plug-in versions

A2019 supports Chrome plug-in version 11. If you have other versions installed, you might not be able to record tasks using the **Record** feature or **Capture** action. To resolve this issue, do the following:

1. Rename the automation.chrome.agent registry key to automation.chrome.agent.old. The registry key is available at: Computer\HKEY_CURRENT_USER\Software\Google\Chrome\NativeMessagingHosts
2. Disable all other Google Chrome plug-in versions you have installed, except for version 11.

2.2 Prerequisites

Instructions: Provide Software along with Version needed for Bot Execution. This would include if you need to have accounts set up with third party SaaS systems like Salesforce, Slack, Workday, etc.

3. Getting Started

3.1 Quick Start

3.1.1 Setup

Instructions: Provide a step by step guide for setting up external accesses required. If applicable, include how to generate an API Key, Token as well as the actions a user must take to setup and access an external application required as a part of the process.

3.1.2 Configuration

Required Input:

Input text (String)

Access Key and Secret Key: Credentials that authenticate your AWS account. See [Access Keys \(Access Key ID and Secret Access Key\)](#).

Region: Specifies the AWS service endpoint. See [AWS Service Endpoints](#).

Language Code: Specify the language, eg: en

4. Support & FAQs

4.1 Support

Free bots are not officially supported. You can get access to Community Support through the following channels:

- You can get access to Community Support, connecting with other Automation Anywhere customers and developers on [APeople](#) – the [Bot Building Forum](#), the [Bot Store Support Forum](#), or the [Developers Everywhere Group](#).
- Automation Anywhere also provides a [Product Documentation portal](#) which can be accessed for more information about our products and guidance on [Enterprise A2019](#).

4.2 FAQs

Instructions: Add any Frequently Asked Questions related to Bot that you think would be helpful to the customer

For questions relating to Enterprise A2019: See the [Enterprise A2019 FAQs](#).

Appendix A: Record of Changes

Instructions: Provide information on the version number, the date of the version, the author/owner of the version, and a brief description of the reason for creating the revised version.

No.	Version Number	Date of Change	Author	Notes

Appendix B: References

No.	Topic	Reference Link
1	Overview of Enterprise A2019	Click here
2	Guidance: Building basic A2019 bots	Click here
3	Guidance: Building A2019 action packages	Click here
4	APeople Community Forum	Click here
5	Automation Anywhere University	Click here