I-TOP Incident Resolution

Readme

Version 1.0

12/03/2020

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1.   Introduction

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

In2IT Technologies is a leading global technology services provider. Our multidisciplinary teams, Data Scientists, Change Agents, Strategists and Process Analysis framework are delivering Robotic Process Automation solution to its clients.

In2IT Technologies is in partnership with Automation Anywhere is delivering Stats/ML/AI/NLP/OR/Deep Learning models as ready to use Cloud Bots that are providing efficiencies across business processes, improved customer conversion rate and reduced churn rate**.**

1.1   Overview

This digital worker will take all the value from user from Prompt and will send it to API. After successfully hit of API, Incident will be resolved.

1.2   Common Use cases

➢ Incident Resolution in I-Top

2. Requirements and Prerequisites

2.1 System Requirements

For the PC or server where the bot needs to run:

- RAM: 8GB or higher
- PROCESSOR: Intel Core i5 or higher and equivalent for any other OS
- Hard Disk: Up to 16GB of overall free space in the AA Client installation drive.
- Network: 1GbE

Reference below for Enterprise Client & Control Room system requirements.

2.2 Prerequisites

- AA Enterprise Client 11.x

- AA Enterprise Control Room 11.x

• Accounts/License needed –

- Email Inbox – To receive/send emails

- AA Enterprise License

2.3 Security Measures

There are some security best practice recommendations that you may follow with your DW.

- It is not recommended to provide admin access to the Windows User Account executing the Bots, to avoid unintended access to system files.
- It is recommended to change the Workday account credentials twice or more in a Quarter to ensure data safety.
- It is recommended to change the authorization user name and password.

3.   Getting Started

3.1   Skill Matrix

➢ The I – Top incident resolution bot provides quick resolution of the tickets in I-Top

➢ Input is provided by user via prompt from automation anywhere, and output is received in a message box.

➢ Help in resolving the tickets.

➢ This digital worker can be calibrated to work with excels and csv if required.

3.2 Installation Hierarchy

Once the bot is downloaded and installed, the installer creates the files in the folder structure as shown below.

Folder Structure	Description
<AA Application Path>	<AA Application Path> is the location where AA files are stored on your machine
1. My Tasks	**1. My Tasks** My Task Folder is the default directory where Bot Files are saved.
1.1. Bot Store	**1.1 Bot Store** Bot Store Folder contains the Bot Name Folder which the installer creates while installation of the Bot.
1.1.1. Digital Human Resources Admin **• Error Folder** **o Logs** - Error logs Month-Day-Year Hour Min Sec.txt o **Snapshots** - Error Snap Month-Day-Year.png	**1.1.1 Digital Human Resources Admin** This folder gets created by the installer and contains files and folders needed for the bot execution. • **Error folder** is where logs and snapshots of screens will be placed if something goes wrong with the bot during execution
• Input Folder	**• Input file is not required. We will take the value from prompt.**
• My Tasks o iTOPIncidentResolution_In2ITTechnologies	**• My Tasks** folder contains all the Developed Platform Source Code

3.3 Working Flow of Bot:

- Enter the Key Value in Prompt and stored in variable.
- Enter the Service ID in prompt and stored in variable.
- Rest API will use.
- In Rest API, we will enter the variable such as Key and Service ID.
- After successfully hit the API, incident will be resolved on I-TOP.

4. Logs

In case of Errors, Error Logs & Screenshots are generated within Error.

- *My Tasks*

- *My MetaBots*

- *Bot Store*

- *Error Folder*

- *Logs (Folder)*

    Day-$Month$-$Year$_$Hour$-$Minute$.txt

- *Snapshots (Folder)*

    Day-$Month$-$Year$_$Hour$-$Minute$-$Second$.png

5.   Troubleshooting & Support

5.1   Please email me on deepankar.sharma@in2ittech.com for support related query.