DTH Subscription Plan Change Use case, where Agent fetches customer information via IF and updates Data into multiple Applications(DTH Portal, Database, Excel). Also, it generates an Invoice and sends an Email at the end.

In addition, this use case includes dynamic selection components (Radio button, Checkboxes) which is not inherently available to IF, to give dynamic selection we have used custom command package.

Steps to execute bot:

1.Trigger D2H Customer Request Form

2.Enter the Valid Customer Email ID and Click on Submit

3.Bot will login into the DTH customer portal and retrieve the particular customer details

4.Click on Customer Request

5.Select Plan Change Request

6.Update the Customer Address

7.Click on Confirm

8.Bot will retrieve new plans from DTH_Plan_Details.accdb database

9.Select the plan based on customer request

10.Bot will change the plan in D2H customer portal

11.Bot Will prepare the invoice and send the invoice as mail to the customer

12.Click on Exit