ADD/UPDATE CUSTOMER in Oracle CRM Readme

Bot Overview

This bot performs the following:

- Adds or Updates the customer details on Oracle CRM Web Application

Pre-Requisites

- Automation Anywhere Enterprise v11.1
- Oracle CRM CRM account

Installation

- Download the bot from Bot Store.
- Double click on <Bot Name>.msi and follow the installation instructions.
- For first time users, the "Bot Store" folder is created under <AA Directory>/My Tasks (on your local disk).

Installer creates the following folder structure with content under the <AA Directory>

<AA Directory>
- o My Tasks
  - ▪ Bot Store
    - • ADD CUSTOMER – ORACLE CRM-Automation Anywhere (Folder)
      - o My Tasks
        - ▪ Add Customer – Oracle CRM.atmx
      - o Error Folder
        - ▪ Logs (Folder)
          - • Error Logs Month-Day-Year.txt
        - ▪ Snapshots (Folder)
          - • Error Snap Month-Day-Year.png

How to Use the Bot:

Use the following information to configure your bot:

Parameter Name	Type	Direction	Additional Info
vIdentityDomain	String	Input	Provide Oracle Identity Domain value.
vOraIntCloudURL	String	Input	Provide the Oracle CRM Web Application URL.
vOraIntCloudUsername	String	Input	Provide Oracle CRM Web Application Username.
vOraIntCloudUserPwd	String	Input	Provide Oracle CRM Web Application Password.
cFirstName	String	Input	Provide the first name of the customer to be added/updated.

cLastName	String	Input	Provide the last name of the customer to be added/updated.
addressLine1	String	Input	Provide the address line 1 of the customer to be added/updated.
addressLine2	String	Input	Provide the address line 2 of the customer to be added/updated.
city	String	Input	Provide the city of the customer to be added/updated.
creditLimit	String	Input	Provide the credit limit of the customer to be added/updated.
postalCode	String	Input	Provide the postal code of the customer to be added/updated.
state	String	Input	Provide the state of the customer to be added/updated.
vErrorFolder	String	Input	This is error folder inside bot folder which contains Logs and Snapshots folder (Already defined, no need to add value unless want to change location of file).
vLogFolder	String	Input	This folder contains Log file in case of error (Already defined, no need to add value unless want to change location of file).
vSnapshotFolder	String	Input	This folder contains Screenshot in case of error (Already defined, no need to add value unless want to change location of file).
vErrorFlag	String	Input	This is used to catch error in different atmx files. (No need to define)
Queue Category			Update the Queue category under variable Manager.

Note: All fields are mandatory for best results. To get more details on input parameters check More Information section.

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.

More Information

1. All variables need to be defined in "Add Customer – Oracle CRM.atmx" and not in any other task file.
2. Run only "Add Customer – Oracle CRM.atmx" file to use the bot.
3. To run the task bot in Bot Developer, you need to disable from Line#3 to line #15 and remove queue category