Scan Customer/ Vendor Responses to OpsVeda Requests and Update Sales/ Purchase Orders in SAP

Readme

Version 1.0

10th March 2021

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1. Introduction

This document contains all essential information for the user to make full use of this A2019 Scan Customer/ Vendor Responses to OpsVeda Requests and Update Orders in SAP Bot. It includes a description of the functions and capabilities and step-by-step procedures for setup & configuration of the Bot.
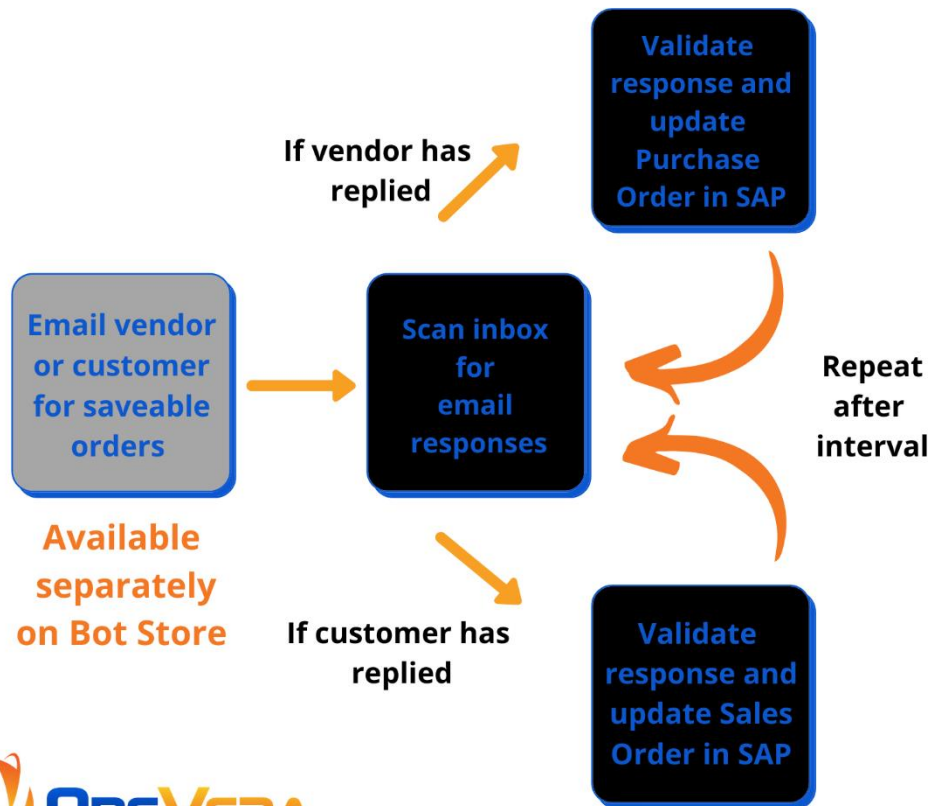
1.1 Overview

The OpsVeda Operational Intelligence system matches customer demand to supply (On hand inventory as well as anticipated deliveries from vendors). The soft allocation is done based on the configured criteria including requested delivery date and customer priority. There will be cases where the system detects that the customer orders cannot be serviced on time because the stock will not arrive early enough from the vendor. On such occasions, the Bot *Send Email Requests for Early Inbound or Additional Time for "Confirmed Late" Orders in OpsVeda* sends email requests to the vendor requesting that the stock be delivered earlier or to the customer requesting for additional lead time. This Bot scans the replies to such emails for further follow up action. Based on vendor/customer responses to early/late delivery requests on a purchase or sales order, the bot intelligently validates the vendor/customer responses and updates the purchase/sales order inside SAP.

Detailed Steps:

1. Scan the inbox of a given email address for vendor/customer responses to previously sent automated emails.
2. If an unread vendor/customer response has been detected, validate the response. If validation fails, forward response to the given email address (the auto-forward address provided by you in the config file, see more later in the config-file section).

3. Log into Cisco VPN

4. If validation succeeds, update the required orders in SAP:

    1. If it was a vendor response, update the Stock Date to the new approved value for the respective Purchase Order inside SAP.
    2. If it was a customer response, update the requested delivery date to the new approved value for the respective Sales Order inside SAP.

5. Move emails that were properly dealt with to the given archive folder (see more later in the config-file section).
6. Re-run bot after fixed intervals to re-scan inbox (to be done by the user that schedules the bot).
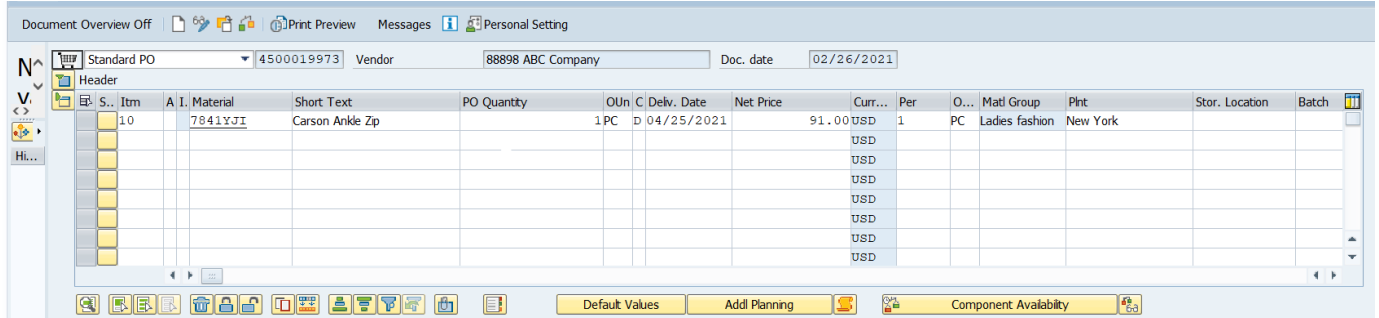
Flow Diagram:

Sample Input and Output:

- *User Generated Input:* Other than the configuration file (for more details on the configuration file, see section 3.1.2), the bot requires no other inputs from the user.

- *Sample Output*
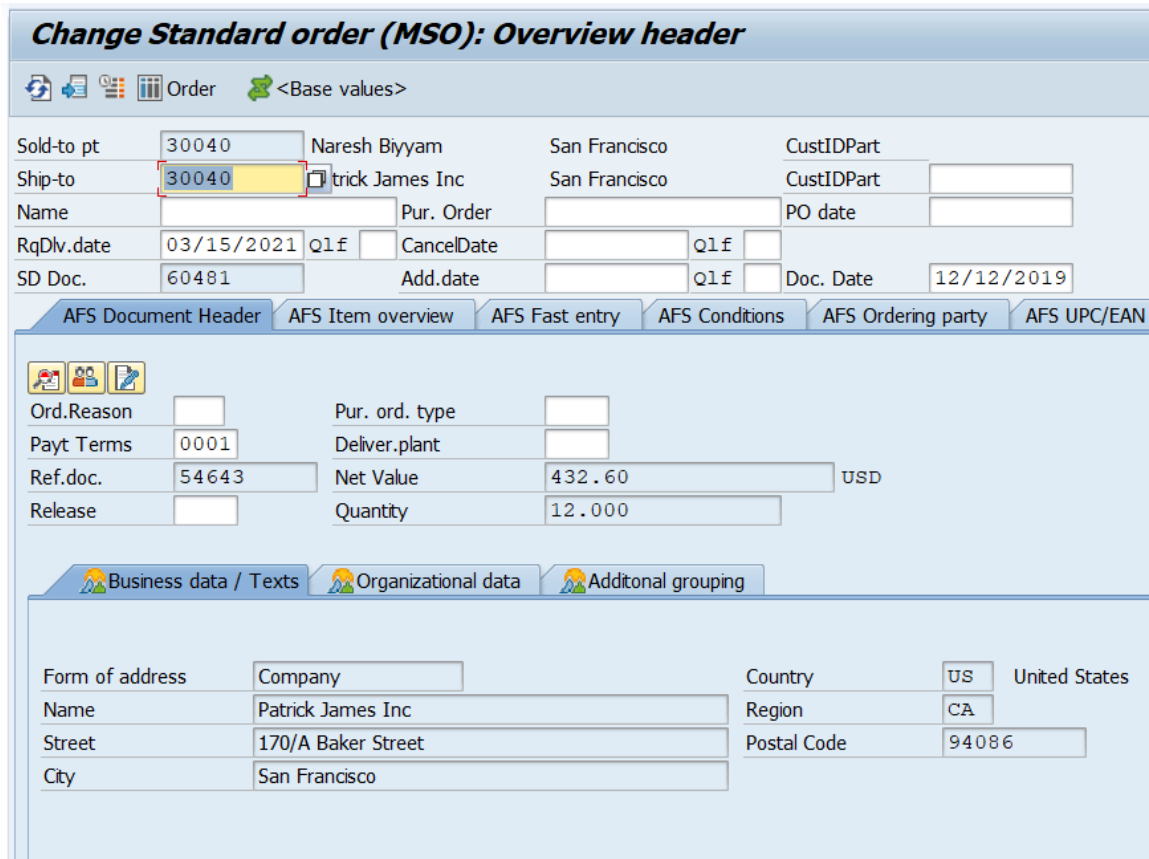
- Purchase Order Update in SAP:

- Sales Order Update in SAP:

1.2 Use cases

This bot must be used with the Send Emails for Confirmed Late Orders Bot, available separately on the Bot store. This bot can be used for:

1. Lost sales avoidance
2. Improved sales operations productivity
3. Increasing agility in supply chain operations

2. Requirements & Prerequisites

2.1 System Requirements

Enterprise A2019 (Cloud deployed) and Community Edition device requirements.
Review the machine hardware specifications, operating system versions, and browser types supported by Automation Anywhere Enterprise for creating and running bots and command packages as an Enterprise A2019 (Cloud deployed) or Community Edition user on your local machine.

2.2 Prerequisites

- Software needed:

    - SAP Logon 740
    - Cisco AnyConnect VPN Application
    - Microsoft Outlook

- Accounts needed:

    - SAP Login Details
    - VPN Login
    - Receiver Email Address

3. Getting Started

3.1 Quick Start

3.1.1 Setup

Before the bot can be deployed, you need to ensure that you have the following external accesses in place:

- SAP Login details
- VPN Login
- Sender Email address

In case you are not a current OpsVeda user or do not have access to OpsVeda (or OpsVeda's demo system) please contact us (https://opsveda.com/contact/) so we can help you get set up.

3.1.2 Configuration and Use

Step 1: Setup up Credentials in the A2019 Control Room

In order to keep sensitive information like usernames, passwords, server addresses secure – store all such information in A2019 Control Room's Credential Vault.

Follow the step-by-step instructions below to set up the required credentials for VPN, SAP and Receiver Email address in the Credentials Vault:

- Make sure the appropriate AA user (a bot runner) has the "Locker Consumer" role assigned to it.
- Create a Locker with the name "Scan Email Main".
- Create the following credentials with the exact names and move them to the "Scan Email Main" locker:

Locker Name	Credentials Name	Attribute Name
Scan Email Main	SAP Logon 740	Username Password
	Receiving Email	ID Password
	Cisco Anyconnect VPN	VPN Host address username password

NOTE: Please make sure both your credential and value names *exactly match* the ones given in the table above.

Step 2: Configure Parameters using an external config_scan_email.xml file

config_scan_email.xml File Path (Cannot be changed):

C:\ProgramData\AutomationAnywhere\config\config_scan_email.xml

NOTE: The config file contains parameters that the bot ingests during runtime. The parameters are user specific and must be configured before the bot is run.

Sample Config File (All fields are mandatory):

config_scan_email - Notepad

File Edit Format View Help

```xml
<?xml version="1.0"?>
<opsveda>
<environment name ="ciscoVPN">
        <path>C:\Program Files (x86)\Cisco\Cisco AnyConnect Secure Mobility Client\vpnui.exe</path>
        </environment>
<environment name ="SAP">
        <pathsap>C:\Program Files (x86)\SAP\FrontEnd\SAPgui\saplogon.exe</pathsap>
        </environment>
<environment name ="email">
        <autoforward>autoforward.bot@opsveda.com</autoforward>
        <archive>Inbox/BotArchive</archive>
        </environment>
</opsveda>
```

Mandatory fields for Configuring the Bot (need to be entered in C:\ProgramData\AutomationAnywhere\config\config_scan_email.xml) –

Mandatory Config Fields (config_scan_email.xml)		
Environment name	*Name*	*Purpose*
ciscoVPN	*path*	Local path to where Cisco AnyConnect VPN is installed
SAP	*pathsap*	Local path to where SAP Logon 740 is installed
email	*autoforward*	The Email address (or group email address) to which the erroneous/ambiguous vendor/customer responses should be forwarded
	archive	The email folder (eg: Inbox/BotArchive) in which the validated emails should be placed after the bot makes the required changes in SAP

NOTE: You need to make sure this folder/label actually exists in your email account. If it doesn't you will need to create one before using the bot. |

After completing all of the above steps, you can begin using your Bot!

NOTE: All error logs/snapshots can be accessed at this location on your machine (auto-generated by the bot):

C:\ProgramData\AutomationAnywhere\BotRunner\Logs\ScanInboxandUpdateOrdersinSAP-OpsVeda

4. Support & FAQs

4.1 Support

Licensed OpsVeda users, please get in touch with your OpsVeda customer success manager.

You can also directly reach out to support@opsveda.com.

Additional guidance, tips & tricks, and automation capabilities can be found at knowledge.opsveda.com.

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

o What if I am not an existing OpsVeda user?
  o To get started, or to learn more about OpsVeda, contact us here (https://opsveda.com/contact/) so we can help you get set up.

For questions relating to Enterprise A2019: See the Enterprise A2019 FAQs.

Appendix A: Record of Changes

No.	Version Number	Date of Change	Author	Notes
1	*1.0*	*10th March 2021*	*OpsVeda*	*Version 1 Release*

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