

# Aura Metro AI Agent

**Product Name:** Aura Metro AI Agent

**Version:** 1.0.0

**Vendor:** [Your Name/Organization]

**Category:** Cognitive Automation / Operations

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## 1. Bot Overview

The **Aura Metro AI Agent** is a sophisticated goal-based automation designed specifically for the transit industry. It serves as an intelligent bridge between front-line metro staff and back-end maintenance operations.

By integrating **Generative AI** with **Automation 360 (A360)** and **Salesforce**, the bot goes beyond simple task execution; it understands natural language queries, consults technical manuals via an **Enterprise Knowledge Base**, and manages the full lifecycle of an incident—from troubleshooting to procurement.

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## 2. Platform Requirements

To deploy and run this automation, the following platforms must be configured:

- **Automation Anywhere A360:** Enterprise Edition.
- **Salesforce:** creds are already available in as a plain text for the sample org)
- **A360 Enterprise Knowledge Base:** creds are already available in as a plain text for the sample project)
- **Connectivity:** Access to an LLM provider (e.g., OpenAI, Vertex AI) for intent and priority analysis.
- **Sample Data:** Provided at the end of the doc.

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## 3. Technical Architecture & Services

The agent is built on a modular "Goal-Based" architecture utilizing six core services:

Service Name	Description

<b>RetrieveDataFromKB</b>	Queries the A360 Knowledge Base for technical steps and validates part names.
<b>Create SF Task</b>	Generates and assigns actionable tasks to the Station Controller in Salesforce.
<b>Create Work Order</b>	Logs formal maintenance requests within the Salesforce CRM.
<b>Create Purchase Order</b>	Executes procurement workflows for validated items in Salesforce.
<b>Order Details Summary</b>	A user interface component to visualize real-time order history.
<b>Retrieve Order History</b>	Analyzes historical data to prevent duplicate or unnecessary purchases.

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## 4. The "Aura Metro" Workflow

1. **Ingestion:** Accepts natural language input via Browser, WhatsApp, or Command Center Webhooks.
2. **Cognitive Analysis:** The LLM assigns a priority level and identifies the required parts and procedures.
3. **KB Extraction:** A dedicated TaskBot extracts specific troubleshooting steps from the A360 Knowledge Base (designed to handle current API constraints).
4. **Human-in-the-Loop:** The process pauses at the "User Response" stage, allowing staff to confirm or adjust quantities before the final Purchase Order is created.
5. **Integration:** All data is pushed to Salesforce, visible via Kanban boards and standard Work Order objects.

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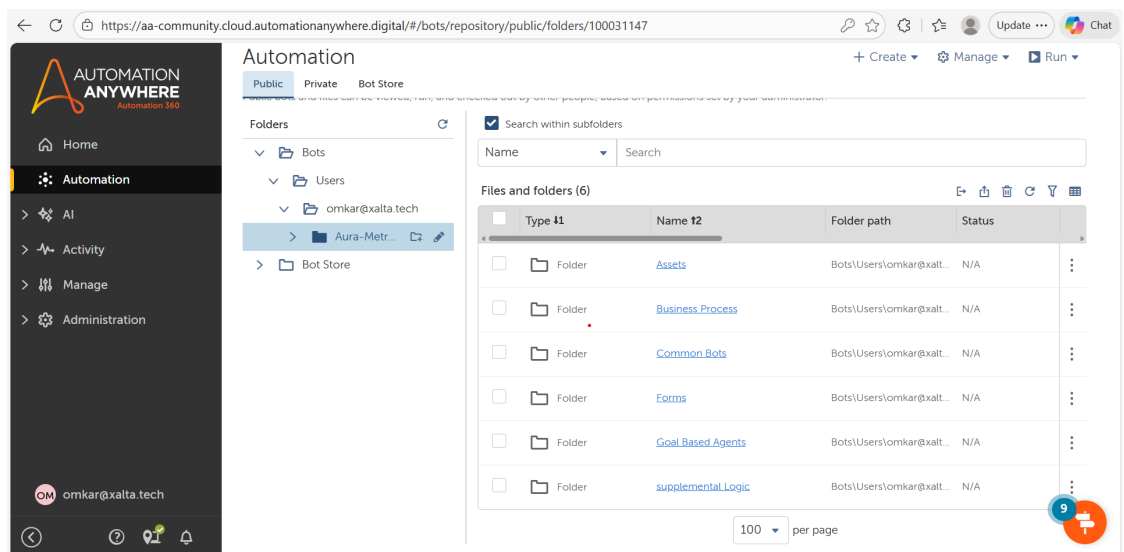
## 5. Testing & Sample Queries

For testing purposes, the following scenarios can be used to validate the Knowledge Base retrieval and Salesforce integration:

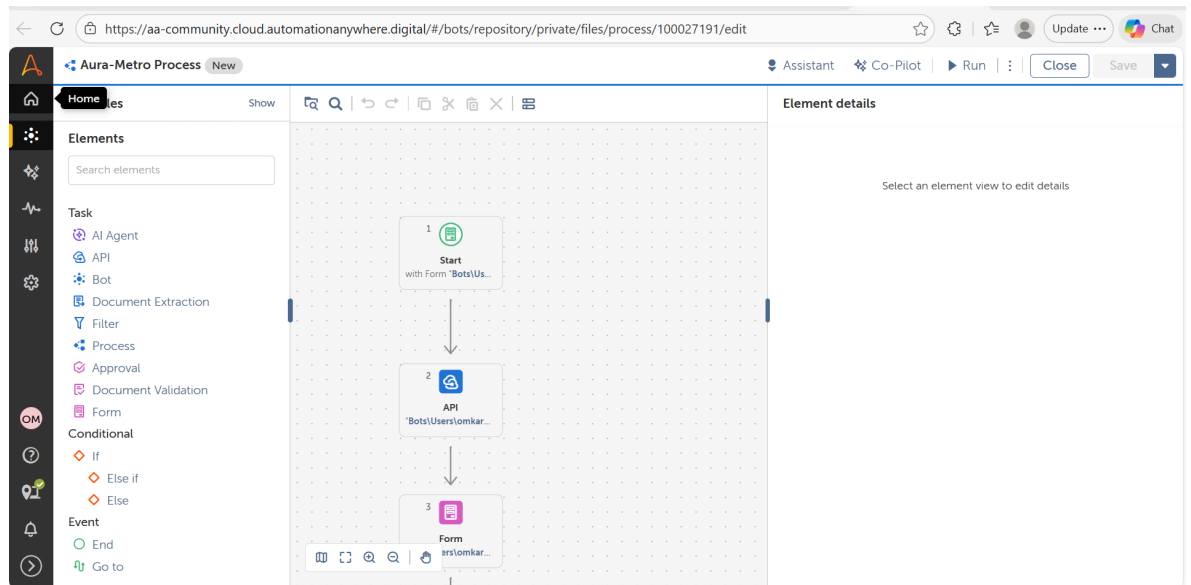
- **Scenario A (Standard Diagnostic):** "The Ticket Vending Machine (TVM) - Model A1 at Mansarovar station is showing a 'Bill Validator Jam' error. Please perform a standard diagnostic and cleaning."
- **Scenario B (Hardware & Procurement):** "The Card Reader Module at Civil Lines station has a cracked casing and is failing to read Smart Cards. We need to replace the module and we are out of Card Reader Cleaning Kits."
- **Scenario C (Mechanical Failure):** "AFC Gate Flap - RN Left at Ram Nagar is stuck in the 'Open' position and not responding to the Gate Control PC. Diagnostic suggests a motor failure."
- **Scenario D (Upgrade):** "We need to replace the aging Station Server at Sindhi Camp with the Redundant Model and install a new 12U Industrial Server Rack."
- **Scenario E (Routine):** "The platform lighting at Metro Station A is flickering and needs routine maintenance."

## 6. Installation Instructions

1. Log in to your **A360 Control Room** with 'Import Bots' permissions.
2. Navigate to **Bots > My bots** and select the **Import** button.
3. Upload the [Aura\\_Metro\\_Agent.zip](#) package.
4. Open an Agent folder



5. Find the Business process folder and open "Aura-Metro Process".
6. Click on the Run button from the top right corner.



7. Input user query and submit the request.

Aura-Metro Process  
Create new request

Query:

The Card Reader Module at Civil Lines station has a cracked casing and is failing to read Smart Cards. We need to replace the module and we are out of Card Reader Cleaning Kits

☐ Open request in New Tab Cancel Submit

8. Now you can execute the bot.