

# 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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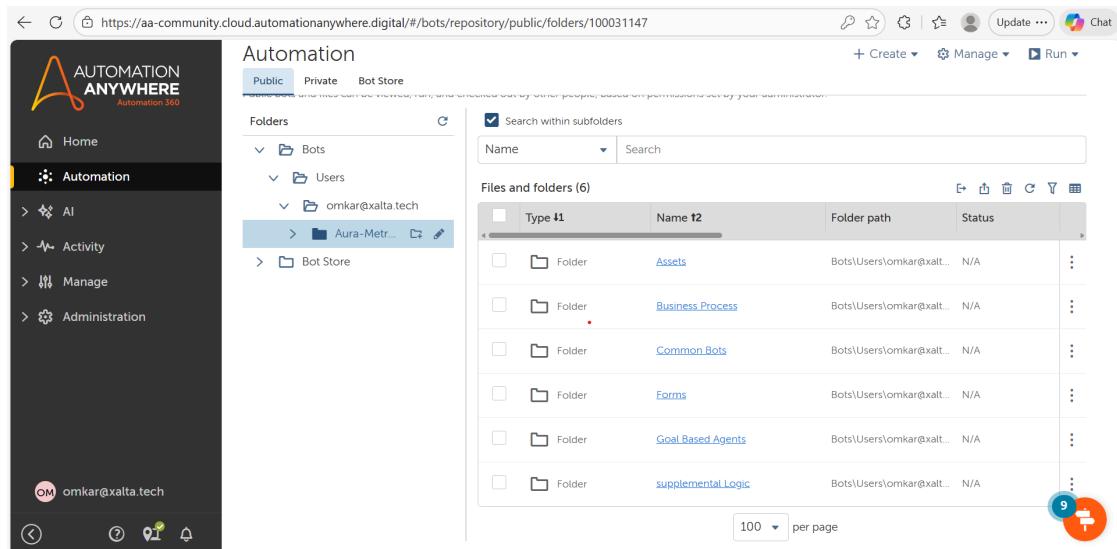
## 5. Testing & Sample Queries

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

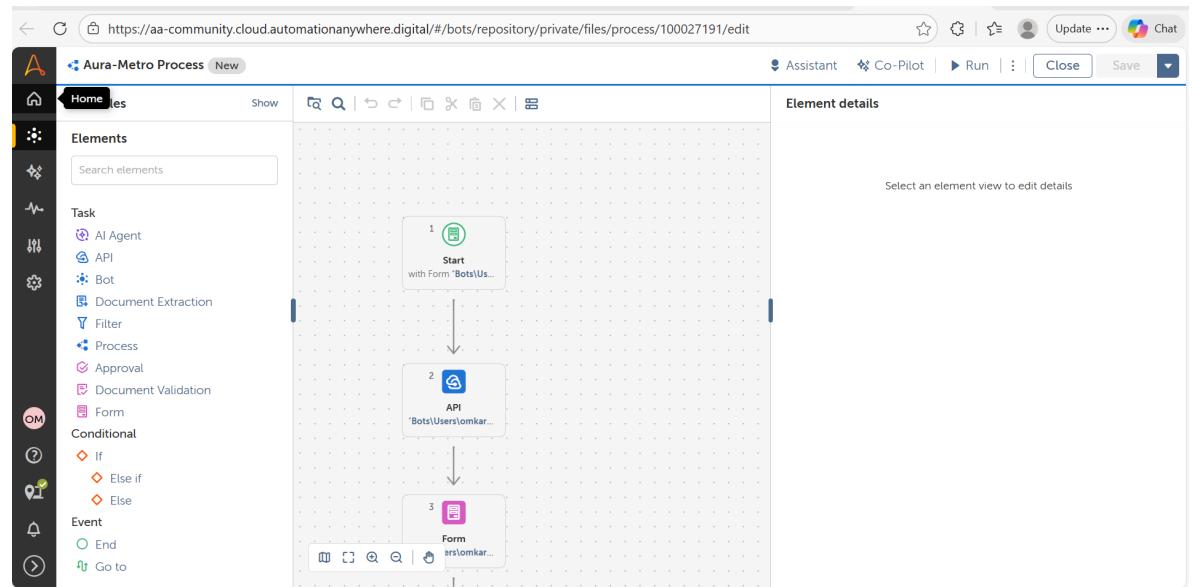
1. Log in to your **A360 Control Room** with 'Import Bots' permissions.
2. Navigate to **Bots > My bots** and select the **Import** button.
3. Upload the [Aura\\_Metro\\_Agent.zip](#) package.
4. Open an Agent folder



The screenshot shows the Automation Anywhere A360 Control Room interface. The left sidebar has a dark theme with the 'Automation' section selected. The main area shows a 'Bot Store' folder structure under 'Folders'. The 'Bot Store' folder contains subfolders: 'Assets', 'Business Process', 'Common\_Bots', 'Forms', 'Goal Based Agents', and 'supplemental Logic'. A search bar is at the top right, and a toolbar with various icons is at the bottom right.

Type	Name	Folder path	Status
Folder	Assets	Bots\Users\omkar@xalt...	N/A
Folder	Business Process	Bots\Users\omkar@xalt...	N/A
Folder	Common_Bots	Bots\Users\omkar@xalt...	N/A
Folder	Forms	Bots\Users\omkar@xalt...	N/A
Folder	Goal Based Agents	Bots\Users\omkar@xalt...	N/A
Folder	supplemental Logic	Bots\Users\omkar@xalt...	N/A

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.

The screenshot shows the 'Create new request' dialog box for the 'Aura-Metro Process'. The 'Query:' field contains the following text:

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.

At the bottom right of the dialog are three buttons: 'Open request in New Tab' (unchecked), 'Cancel', and 'Submit'.

## 8. Now you can execute the bot.