

Control Room Operations Assistant -- AI Agent

****Readme****

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Table of Contents

1. Introduction\

1.1 Overview\

1.2 Use Cases\

2. Requirements & Prerequisites\

2.1 System Requirements\

2.2 Prerequisites\

3. Getting Started\

3.1 Quick Start\

3.1.1 Setup\

3.1.2 Configuration and Use\

4. Support & FAQs\

4.1 Support\

4.2 FAQs\

Appendix A: Record of Changes\

Appendix B: References

1. Introduction

This document contains all essential information required to use the ****Control Room Operations Assistant -- AI Agent****. It describes the agent's capabilities, supported use cases, system requirements, and step-by-step guidance for configuration and usage.

1.1 Overview

The Control Room Operations Assistant is an AI-driven agent built on the Automation Anywhere platform that enables users to perform common Control Room operational activities using free-form natural language requests.

At a high level, the agent performs the following steps end-to-end:

1. Prompts the user to provide a request in free-form text.\
2. Runs a pre-processing Task Bot to initialize logging.\
3. Securely retrieves all required API credentials from Credential Vault.\
4. Generates an authentication token for Control Room API access.\
5. Classifies the user request into one of the supported categories.\
6. Collects required business inputs using specialized Task Bots.\
7. Executes Control Room REST APIs to fulfill the request or triggers

Human-in-the-Loop (HITL) where required.\

8. Returns the final status or result to the user.

If the user request does not match any supported category, the agent informs the user to contact the Control Room Administrator.

****Sample Input:****

Add a developer user named John Doe with email john.doe@company.com

****Sample Output:****

User John Doe has been successfully created with Developer license.

1.2 Use Cases

The key use cases include:

- Automated creation of Control Room users with ****Developer license****
- Controlled approval-based provisioning of ****Runner licenses**** using Human-in-the-Loop\
- Checking number of work items and status in a specified ****WLM Queue****
- Checking ****connection status of Bot Runner devices**** in Control Room\
- Centralized conversational interface for Control Room operational

queries

2. Requirements & Prerequisites

2.1 System Requirements

- Automation Anywhere Enterprise (Cloud Deployed) or Community Edition\
- Bot Runner device meeting Automation Anywhere hardware and OS requirements\
- Supported browser for Control Room access as per Automation Anywhere documentation

Refer to official Automation Anywhere documentation for supported operating systems, browsers, and device specifications.

2.2 Prerequisites

The following must be available before using this AI Agent:

- Access to Automation Anywhere Control Room with API enabled\
- Control Room API credentials stored in Credential Vault\

- Required Task Bots and API Tasks deployed:
 - Core Configuration Helper\
 - Credential_Manager\
 - Control Room Auth Token Generator (API Task)\
 - Control Room Rest Services Caller (API Task)\
 - Control Room Information Collector -- UserCreation\
 - Control Room Information Collector -- Check WLM\
 - Control Room Information Collector -- CheckBotRunner
 - Role ID for Developer and Runner users available in Control Room\
 - Human-in-the-Loop infrastructure enabled for Runner license approvals
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3. Getting Started

3.1 Quick Start

3.1.1 Setup

1. Import all dependent Task Bots and API Tasks into the Control Room.\
 2. Configure Credential Vault as described below.\
 3. Ensure API endpoints are reachable from Bot Runner devices.\
 4. Publish and deploy the AI Agent.
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3.1.2 Configuration and Use

Pre-Processing Flow

Before executing any business action, the agent automatically performs:

1. ****Core Configuration Helper Task Bot****
 - Initializes log file and execution metadata.
2. ****Credential_Manager Task Bot**** retrieves:

Variable Name	Purpose
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strApiUserName	Control Room API username
strApiPassword	Control Room API password
strAuthTokenURI	Authentication token endpoint
strUserCreationURI	User creation REST endpoint
strWlmQueueListURI	WLM queue list endpoint
strDeviceListURI	Device list endpoint
strRoleId	Role ID for user creation
strWlmQueueURI	Endpoint for individual WLM queue

3. ****Control Room Auth Token Generator (API Task)****
 - Generates token and stores in `strAuthToken`

Request Classification & Information Collection

Category	Information Collector Task Bot	Output Label
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User	Control Room Information Collector --	User Account
Creation	UserCreation	Creation

WLM Status	Control Room Information Collector --	WLM Queue Status
	Check WLM	Check

Device	Control Room Information Collector --	Device Status
Status	CheckBotRunner	Check

If classification fails, user is advised to contact Control Room Administrator.

Action Execution Logic

Case 1: User Account Creation

- Uses `strUserCreationPayloadJson`\

- Executes API using `strUserCreationURI` and `strAuthToken`

****License Handling:****

- Developer → Auto create user\
- Runner → Trigger Human-in-the-Loop approval

Case 2: WLM Queue Status Check

- Input: `strUserRequestQueueName`
- Uses `strWlmQueueListURI` and `strWlmQueueURI`

****Output:****

- Displays queue count and status\
- Invalid queue → user notified

Output Variable: `strWLMQueueStatus`

Case 3: Device Status Check

- Input: `strUserRequestDeviceName`
- Uses `strDeviceListURI`

****Output:****

- Shows Connected/Disconnected\
- Invalid device → user notified

Output Variable: `strBotRunnerStatus`

4. Support & FAQs

4.1 Support

Community support is available via:

- Automation Anywhere Developers Forum\
- Automation Anywhere Documentation Portal

Enterprise users should contact Automation Anywhere Support.

4.2 FAQs

****Q1: What if my request is not recognized?****

User is advised to contact Control Room Administrator.

****Q2: Are Runner licenses auto-approved?****\

No. All Runner licenses require Human-in-the-Loop approval.

****Q3: Are credentials exposed?****\

No. All credentials are stored securely in Credential Vault.

****Q4: Can new APIs be added?****\

Yes. New intents and API flows can be extended easily.

Appendix A: Record of Changes

No	Version	Date	Author	Notes
1	1.0	12/01/2026	Gowri Shankar	Initial Release

Appendix B: References

No	Topic	Reference
1	Automation Anywhere Docs	Documentation Portal
2	Automation 360 Bots	Automation Anywhere University
3	Packages Development	Developer Portal

