



Manage Service Incident Resolution Readme

Version 11.3.3

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1. Introduction

Instructions: Summarize the purpose of the document.

This document contains all essential information for the user to make full use of the Bot. This manual includes a description of the functions and capabilities and step-by-step procedures for setup & configuration of the Bot.

1.1 Overview

It will take all the value from Prompt and will send it to API. After successfully hit of API, Incident will be created.

1.2 Common Use cases

Instructions: Generic use cases where this Bot or Digital worker can be reused with.

Example: Create Incident

2. Requirements and Prerequisites

2.1 System Requirements

For the PC or server where the bot needs to run:

- RAM: 8GB or higher
- PROCESSOR: Intel Core i5 or higher and equivalent for any other OS
- Hard Disk: Up to 2GB of overall free space in the AA Client installation drive.

Reference below for Enterprise Client & Control Room system requirements.

2.2 Prerequisites

- SQL Server
- AA Enterprise Client 11.x
- AA Enterprise Control Room 11.x
- Accounts/License needed –
 - Email Inbox – To receive/send emails
 - AA Enterprise License

2.3 Security Measures

There are some security best practice recommendations that you may follow with your DW.

- It is not recommended to provide admin access to the Windows User Account executing the Bots, to avoid unintended access to system files.

- It is recommended to change the Workday account credentials twice or more in a Quarter to ensure data safety.
- It is recommended to change the authorization user name and password.

3. Getting Started

Installation Hierarchy

Once the bot is downloaded and installed, the installer creates the files in the folder structure as shown below.

Folder Structure	Description
<p><AA Application Path></p> <p>1. My Tasks</p> <p>1.1. Bot Store</p> <p>1.1.1. Digital Human Resources Admin</p> <ul style="list-style-type: none"> • Error Folder o Logs <ul style="list-style-type: none"> - Error logs Month-Day-Year Hour Min Sec.txt o Snapshots <ul style="list-style-type: none"> - Error Snap Month-Day-Year.png • Input Folder • My Tasks o ManageServiceIncidentCreation_In2ITTechnologies 	<p><AA Application Path> is the location where AA files are stored on your machine</p> <p>1. My Tasks</p> <p>My Task Folder is the default directory where Bot Files are saved.</p> <p>1.1 Bot Store</p> <p>Bot Store Folder contains the Bot Name Folder which the installer creates while installation of the Bot.</p> <p>1.1.1 Digital Human Resources Admin</p> <p>This folder gets created by the installer and contains files and folders needed for the bot execution.</p> <ul style="list-style-type: none"> • Error folder is where logs and snapshots of screens will be placed if something goes wrong with the bot during execution • Input file is not required. We will take the value from prompt. • My Tasks folder contains all the Developed Platform Source Code

Logs

In case of Errors, Error Logs & Screenshots are generated within Error.

- *My Tasks*
- *Bot Store*
- *Error Folder*
- *Logs (Folder)*
- *ErrorLogs.csv*
- *Snapshots (Folder)*
- *ErrorSnapshot.csv*

Working Flow of Bot:

- Enter the Requestor Name in Prompt and stored in variable.
- Enter the Subject in prompt and stored in variable.
- Enter the Description in prompt and stored in variable.
- Rest API will use.
- In Rest API, we will enter the variable such as Requestor Name Description, Subject, and Description.
- After successfully hit the API, incident will be created on Manage Server.