



A2019 – GDPR - Customer Deletion Request - ReadMe

Version 1.0
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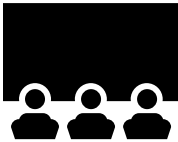
1. Introduction

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

1.1 Overview

This bot fetches the Lead details from Marketo, allowing user to input filter parameters and then creates a DSAR delete request for those leads in OneTrust.

1.2 Use cases



The key use cases of this bot include:

- Fetching Lead details from Marketo by applying filter keywords or date filters.
- Creating a Delete DSAR request for the obtained leads.
- Easy mapping of Marketo parameters with those of OneTrust.

2. Requirements & Prerequisites

2.1 System Requirements

Below are the minimum system requirements for running bots as an Enterprise A2019 (Cloud deployed) or Community Edition user on your local machine.

Hardware Requirements

Device	Processor	RAM	Storage (Free Space)	Network
Machine	Intel Core i5 2.6 GHz	4 GB minimum 8 GB recommended	32 GB	1 GbE
Bot Creator and Bot Runner	No additions to the machine requirements	No additions to the machine requirements	Add 100 through 150 KB per Automation Anywhere script Add 40 through 50 GB per long-term project	No additions to the machine requirements

Browser Requirements

The user interface for Automation Anywhere Enterprise is through a browser. Login to your device then login to Enterprise Control Room through a browser.

Browser	Browser Version	Automation Anywhere plug-in version ²	Supported bot functions by Bot agent version		
			2.0.2	1.0.2	1.0.1
Google Chrome ¹	57 or later	11 or 12	2.0.2	1.0.2	1.0.1
Microsoft Internet Explorer	11	N/A	None	Debugger only	All except Credential Vault

(1) Google Chrome re-verification

CAUTION: Google Chrome requires re-verification of permissions when the Automation Anywhere Google Chrome extension (Version 11.3.3 or later) is updated. If prompted, click **Enable this item** in the Google Chrome message. Alternatively, re-enable the extension through [chrome web store](#). Similarly, if you are deploying your Bot Runners from a master image, accept the permission from within that image.

(2) Google Chrome plug-in versions

A2019 supports Chrome plug-in version 11. If you have other versions installed, you might not be able to record tasks using the **Record** feature or **Capture** action. To resolve this issue, do the following:

1. Rename the automation.chrome.agent registry key to automation.chrome.agent.old. The registry key is available at: Computer\HKEY_CURRENT_USER\Software\Google\Chrome\NativeMessagingHosts
2. Disable all other Google Chrome plug-in versions you have installed, except for version 11.

2.2 Prerequisites



No specific prerequisites beyond the installation of A2019. The bot uses the included command package jar file and a sample master taskbot.

3. Getting Started

3.1 Quick Start

3.1.1 Setup



To add the package to your Enterprise Control Room, follow the instructions in [Add packages to the Enterprise Control Room](#).

The bot includes a Master bot to demonstrate how leads are fetched from Marketo, followed by creating DSAR request for the fetched leads on OneTrust with Subject Type "Customer" and Request Type "Deletion".

3.1.2 Configuration

The package contains 3 commands. Inputs & corresponding output for each of them have been described below.

Create locker and store following confidential information:

Locker Name	Credentials Name	Attribute Name	Value
Customer_Locker	Marketo_Credentials	ClientID	Add Client ID value
Customer_Locker	Marketo_Credentials	ClientSecret	Add Client Secret value
Customer_Locker	Marketo_Credentials	MarketoInstance	https://XXX.mktoest.com Replace XXX with your Marketo Instance URL. For more info: click here
Customer_Locker	OneTrust Credentials	Host URL	https://XXX.onetrust.com Replace XXX with your OneTrust Instance URL.
Customer_Locker	OneTrust Credentials	API Key	Add Api key value

INPUT VARIABLES for 'Set Configuration'				
Variable Name	Type	Mandatory	Purpose	Example Input
Table Data	Table	Yes	Map Marketo parameters to OneTrust with default values.	-

Please follow the steps while adding values to the configuration table:

- The first row denotes Marketo fields.
- The second row denotes Onetrust fields.
- Both rows should have values and must not be empty.
- The third row denotes the default values, which will be used to create a DSAR request when the corresponding values are found empty in the leads fetched from Marketo.

INPUT VARIABLES for 'Get Leads'				
Variable Name	Type	Mandatory	Purpose	Example Input
Client ID	String	Yes	Client ID of your Marketo Account. Required for Authentication.	(Choose from Locker)
Client Secret	String	Yes	Client Secret of your Marketo Account. Required for Authentication.	(Choose from Locker)
URL	String	Yes	User Marketo URL.	(Choose from Locker)

Notes field in Marketo	String	Yes	The lookup field name to match filter keywords with.	Customer_Conversation__c
Get leads for time interval	Dropdown	Yes	Select the time interval. (Relative/ Absolute)	-
Time Interval	Dropdown	Yes (If 'Relative' is chosen for above input)	Select the time interval.	-
Created After	ZoneDateTime	Yes (If 'Absolute' is chosen for above input)	Leads created after this date would be included in response.	2016-10-05T08:20:10+05:30 [Asia/Kolkata]
Created Before	ZoneDateTime	Yes (If 'Absolute' is chosen for above input)	Leads created before this date would be included in response.	2016-10-05T08:20:10+05:30 [Asia/Kolkata]
Filter Keywords	String	Yes	Enter the filter keywords separated by comma.	Remove data, delete data
Write In CSV	Checkbox	Yes	Write the data into CSV file or not?	-

CSV file path	String	Yes (If above box is checked.)	Path of the CSV file in which the response data needs to be written.	C:\Users\ Administrator\Desktop\ output.csv
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Note: Maximum time interval supported for fetching leads is 31 days (For both Absolute and Relative time interval).

INPUT VARIABLES for 'Create DSAR Request'				
Variable Name	Type	Mandatory	Purpose	Example Input
URL	String	Yes	URL of OneTrust environment.	(Choose from Locker)
API Key	String	Yes	Access API Key required for user authentication.	(Choose from Locker)
Input Leads	Dropdown	Yes	Choose the Leads input format. (Table/ CSV)	-
Input Leads Table	Table	Yes (If 'Table' is chosen for above input)	Provide Table containing leads.	-
CSV path	String	Yes (If 'CSV' is chosen for above input)	Provide the path of the CSV file containing leads.	C:\Users\ Administrator\ Desktop\ leads.csv

WebForm Template ID	String	Yes	WebForm ID for which request need to be created	-
Write In CSV	Checkbox	Yes	Write the data into CSV file or not?	-
CSV file path	String	Yes (If above box is checked.)	Path of the CSV file in which the response data needs to be written.	C:\Users\Administrator\Desktop\output.csv

OUTPUT of the commands.		
Command Name	Type	Purpose
Set Configuration	-	Stores mapping for Marketo and OneTrust parameters with default values in TaskBot session.
Get Leads	Table	The lead details are fetched based on applied filters.
Create DSAR Request	Table	DSAR request is created with Subject Type "Customer" and Request Type "Deletion" for the filtered leads.

1. Support & FAQs



4.1 Support

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

Q: Can I make changes to this bot?

A: Absolutely. Free bots are for you to make use of, customize, and/or include in your builds as you see fit.

Q: Can I upgrade the packages for this bot?

A: Yes – but know that the bot was created/tested on a specific package version. Any modifications to that may result in unexpected outcomes – so make sure to test the bot/subtask after making any package version modifications.

Q: How can I change the output format of the bot?

A: When calling a subtask, the return value is always of type dictionary, and the value(s) returned from the subtask can be access through their specific variable names as a key within the dictionary. Once that value has been returned, the resulting string could be converted to a number using the String command “To Number” to convert from String to Number.

For questions relating to Enterprise A2019: See the [Enterprise A2019 FAQs](#).

Appendix A: Record of Changes

No.	Version Number	Date of Change (DD/MM/YYYY)	Author	Notes
1	1.0	06/04/2020	Automation Anywhere	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