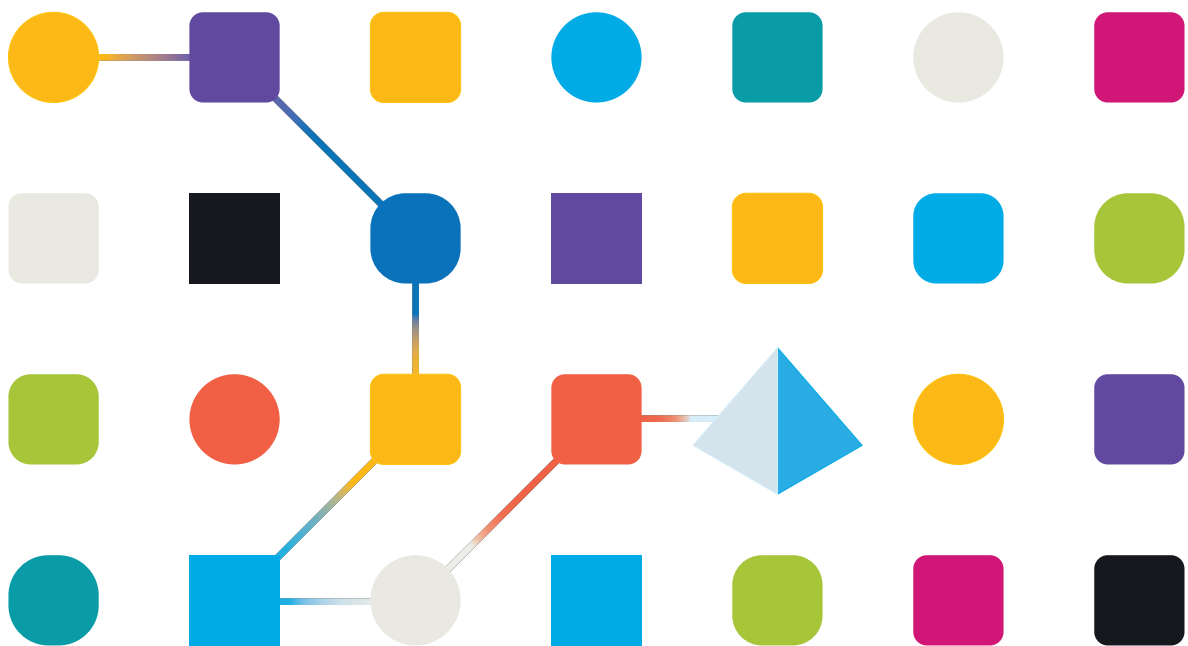




Blue Prism Cloud EER4.3

User Guide

Document Revision: 1.1



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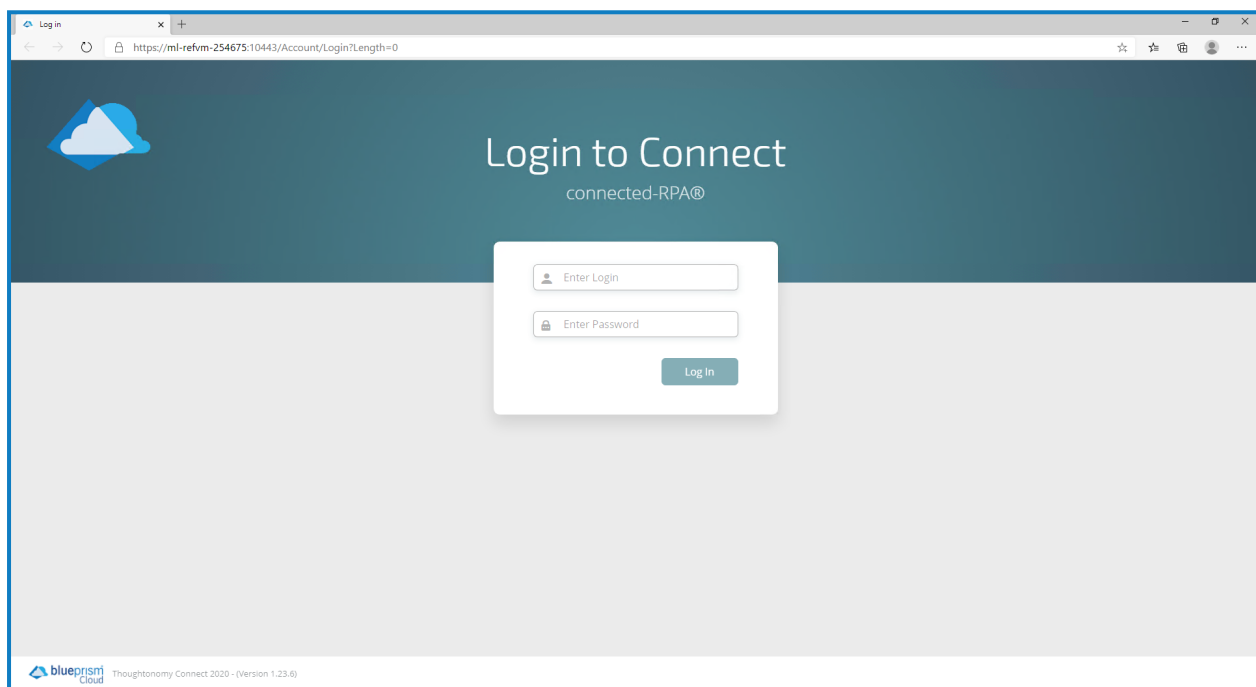
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Hub EER4.3

Blue Prism Cloud Hub provides users secure access to management information, workforce process prioritization, automation customization and development, process log and exception information, OCR and cognitive data process analysis details, intelligent schedule advisory and real time digital worker views.

Hub gives the Operator of your organization the control and visibility of your digital workforce. As your digital workforce continues to grow the operational support team will need high quality information to control and organize the workforce to maximize its capabilities.

Like all of the Blue Prism Cloud applications Hub requires authentication before starting. The login page is illustrated below.



If you are using Internet Explorer as your browser and the login page is not displaying as shown above, ensure that **Display intranet sites in Compatibility View** is turned off in **Compatibility View settings**. This is found under the Tools icon in Internet Explorer.

When Hub is installed it will be delivered either in a clean or a pre-designed edition. The choice of edition is dependent on the configuration of your installation.

The clean edition supports remote connectivity to the Blue Prism Cloud plugin repository to enable the downloading of new plugins or the updating of existing plugins. The pre-designed edition comes with 6 plugins pre-installed and a package of available plugins. The 6 pre-installed plugins are:

- Connect Core
- Connect Core Data
- Connect Core Thoughtonomy Data
- Connect Dashboard
- Connect Forms Authentication
- Connect Installer

Blue Prism Cloud provide plugins to manage different aspects of the digital workforce, whether this is managing or analyzing the work queues or analyzing the utilization of the digital workers.

Plugins can only be installed by an administrator and access to the plugin repository is blocked by default. To access the repository, it will need to be configured as a whitelisted IP in the firewall, this can be done through a change request to Blue Prism Cloud.

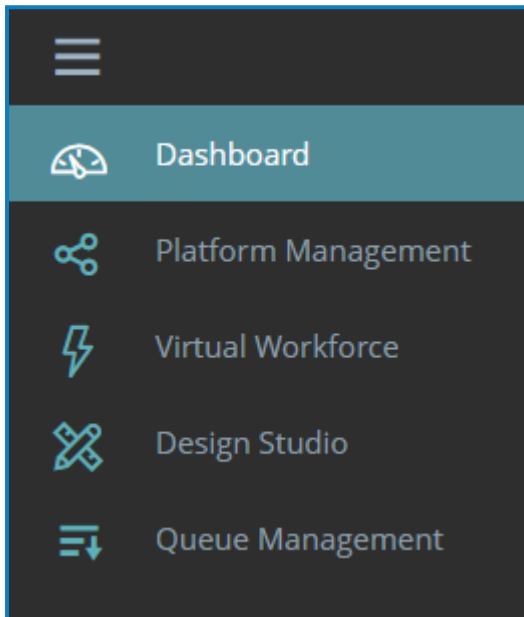
Hub provides Role Based Access Control (RBAC) as part of the EER4 release and therefore administrator access is required to perform certain tasks within Hub. The display and options within Hub will vary dependent on the logged-on role.

Hub EER4 administration

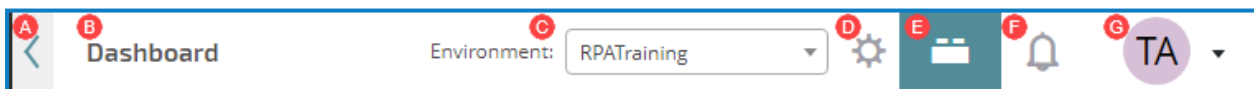
When logged on as an administrator the top menu displays the administration settings cog. If this was a standard user, this would not be available. There are two main navigational menu bars which allow you to operate the functionality of Hub.

The left navigation bar gives you access to the installed plugins. Administrators control which plugins are installed and which users they are available to.

The hamburger menu at the top allows you to expand or collapse the menu to see the title of the installed plugins.



As described above, the top navigational menu bar is different whether the logged-on user role is that of an administrator or a User. The administrator navigation menu is illustrated in below.



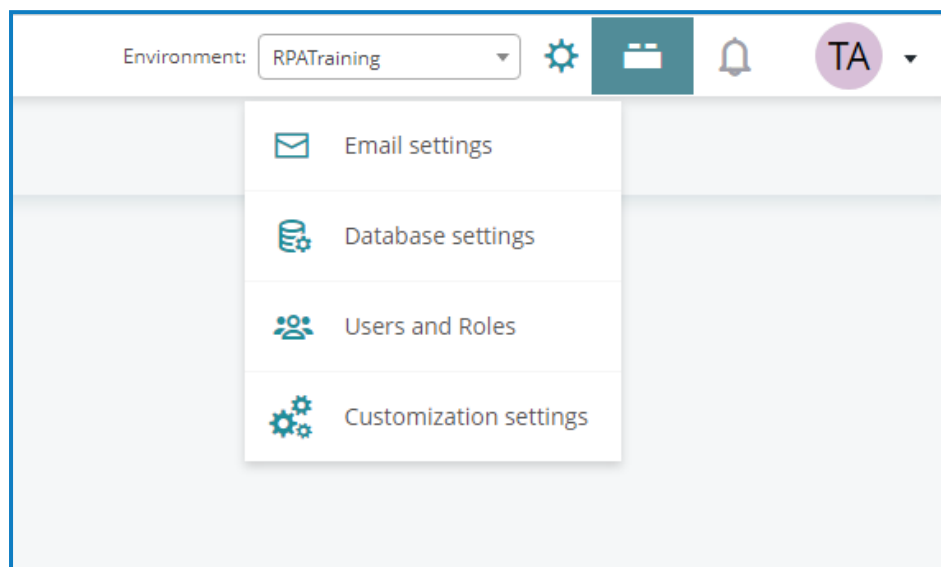
The features of the top navigational menu bar are detailed below:

- A. Expand or collapse the menu to see the installed plugins.
- B. The area of the Hub user interface you are currently using.
- C. The currently selected environment. Environments are set up in the database connections screen and any present can be selected here.
- D. The Hub settings for [email](#), [database](#), [user and roles](#), and [customization](#) – available only to administrators.
- E. The [plugin](#) repository – available only to administrators.
- F. Your notifications. Only notifications that you are authorized to see or that are applicable to you will show.
- G. Your profile. The drop-down menu lets you edit your profile or log out from Hub.

The two key features for the administrator on the top menu is the Plugin Repository and the administration settings cog.

Administrator settings

Selecting the administration settings cog gives the administrator access to the Hub configuration pages for email, database, users and roles, and customization.



Email

The email settings allow for the configuration of the email environment, whether SSL is used or not and what particular account is used to send email notifications. This is also used as the email account for when a user requires a password reset.

Email settings

Use SSL

No SSL

SMTP host *

Enter SMTP host

Port *

Enter port

Username *

Enter Username

Sender Email *

Enter Sender Email

Password *

Enter Password

Confirm password *

Enter Confirm Password

Cancel

Save

Database

In the database settings the administrator can configure the database connectivity settings. The Hub database is configured during the Blue Prism Cloud build process but other databases connections can be established if required.

Database connections

Environment: RPATraining

Connect database connection

Connection name	Database name	Authentication mode	Server name or IP address
Connect	Connect	SQL with SQL Authentication	localhost

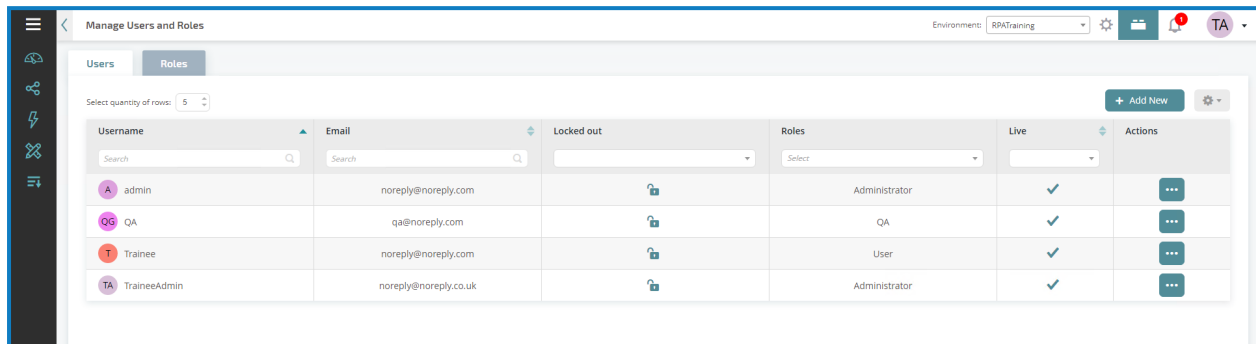
Blue Prism Cloud database connection(s)

+ Add New

Connection name	Database name	Authentication mode	Server name or IP address	Promotion environment(s)	Actions
RPATraining	RPATraining	SQL with SQL Authentication	localhost		Edit

Users and roles

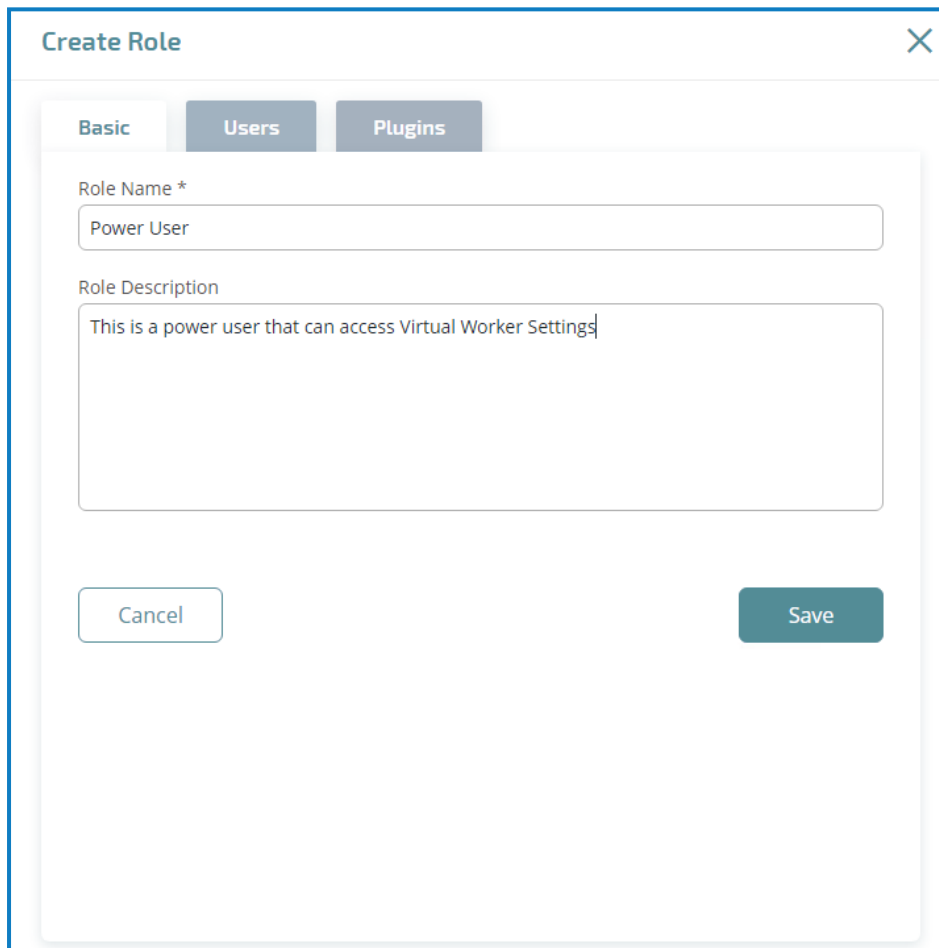
No system would be complete without its users and the manage users, see below, shows the form used by the administrator to add, edit and delete users.



Username	Email	Locked out	Roles	Live	Actions
admin	noreply@noreply.com		Administrator	✓	...
QA	qa@noreply.com		QA	✓	...
Trainee	noreply@noreply.com		User	✓	...
TraineeAdmin	noreply@noreply.co.uk		Administrator	✓	...

By default, each user is assigned an avatar which is their initials in a colored circle. This avatar can be changed to an image as we will see later.

There are two roles created as standard within Hub, this is the administrator and user roles.



Create Role

Basic | Users | Plugins

Role Name *

Role Description

In here specific roles can be created, enabling a user to be assigned the use of specific plugins, as below. As we have mentioned previously the administrator is responsible for adding new plugins or updating existing plugins.

It is recommended best practice that no shared accounts are used and that individual accounts are used for auditing purposes.

Hub for EER4 is a Role Based Access Control (RBAC) system and as such users will no longer get access to plugins unless they have been specifically granted access and this should be determined by their role.

Administrators should create roles for specific groups of users, so for example in the image above a Power User role has been created that just has access to the Virtual Worker Settings plugin.

Roles can be granted for multiple plugins, therefore an administrator may create an Operator role for the Digital Workforce plugins, Utilization and Live Sessions, a Developer role for the Design Studio plugins, Wireframer, Process/Object Explorer and Environment Data Items. Though as the Design Studio plugin Environment Locks would be useful for both the Operator and Developer roles it can be added into each.

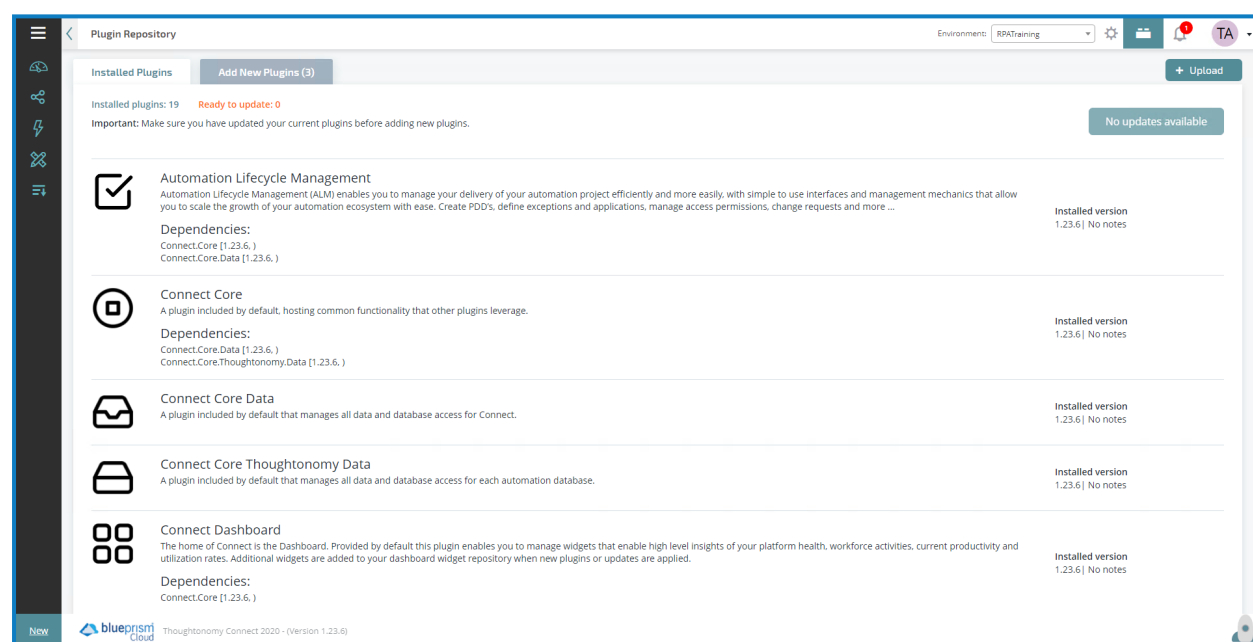
The configuration of the roles and which plugins reside in which role are down to the organization to decide.

If plugins are not attributed to a role that the user is assigned to, then the user will not be able to access and use that plugin.

Plugins

By clicking on the Plugin Repository icon, next to the Administration Settings cog, you will be presented with a list of either Installed Plugins or selecting a tab to Add New Plugins from the repository.

By default, the plugin repository is not accessible. A firewall rule to allow a whitelisted IP has to be enabled to grant access. This can be requested via a change request to Blue Prism Cloud.



The administrator can use the list of installed plugins to determine whether they need to be updated to the latest release.

On the Add New Plugin tab, the administrator will find a list of other available plugins for installation. Some basic details such as the title and description of the plugin functionality are provided to help administrators understand what the plugin offer.

By checking the install button and selecting complete installation the plugin will be downloaded and installed from the repository. Multiple plugins can be selected at one time to install.

The plugin(s) will be downloaded and installed and Hub automatically restarted.

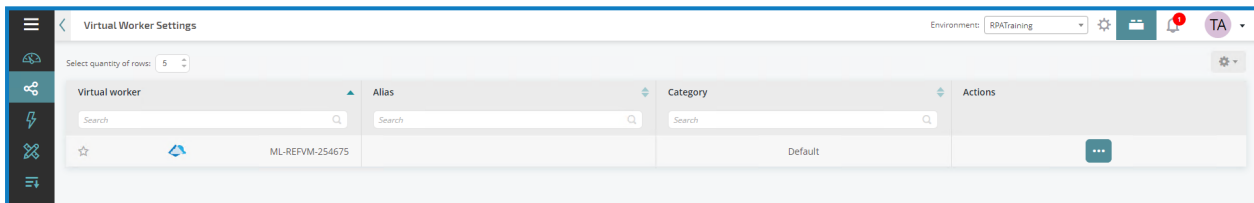
It is recommended that the installation of plugins are performed out of hours or during maintenance windows as the process of adding new or updating plugins require Hub to be restarted and may interrupt any users currently using the application.

Virtual Worker Settings plugin

One of the key plugins for the administrator is the Virtual Worker Settings plugin. This is normally an administrator or power user plugin, so we have included it in the Hub Administration section.

The Virtual Worker Settings plugin allows you to customize your digital workforce, it allows you to take them in and out of service and give them aliases and an avatar to make them easier to identify.

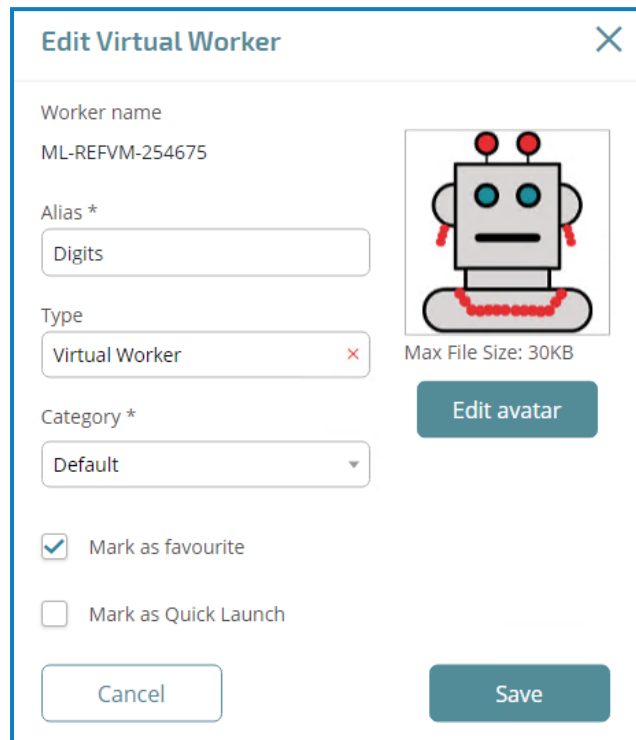
The Virtual Worker Settings plugin is available from the Platform Management section in the left navigational menu bar.



Click on the “dots” against the digital worker and select “Edit” to bring up the edit form, below.

A screenshot of the 'Edit Virtual Worker' modal form. The form has a title bar with a close button (X). It contains several input fields: 'Worker name' (pre-filled with 'ML-REFVM-254675'), 'Alias *' (with a placeholder 'Enter Alias'), 'Type' (a dropdown menu with 'Select type'), and 'Category *' (a dropdown menu with 'Default'). There is a checkbox for 'Mark as favourite'. On the right side, there is a placeholder for an avatar image with the text 'Max File Size: 30KB' and an 'Edit avatar' button. At the bottom, there are 'Cancel' and 'Save' buttons.

In the form you can create an alias for the digital worker, change the Type, using the drop-down and assign it to category. Additionally, an avatar can be allocated to make your digital workers more easily identified as illustrated below.



Edit Virtual Worker

Worker name
ML-REFVM-254675

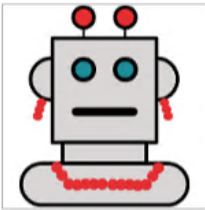
Alias *
Digits

Type
Virtual Worker

Category *
Default

☒ Mark as favourite

☐ Mark as Quick Launch

Avatar:  Max File Size: 30KB
[Edit avatar](#)

[Cancel](#) [Save](#)

By marking the digital worker as a favorite a 'star' is added in the display within Virtual Worker Settings. Finally, by selecting the 'Mark as Quick Launch' the digital worker is added onto the 'space rocket' in the bottom right corner which when selected will go straight to the Live Access plugin.

By saving the changes, the Virtual Worker Settings display is updated.

Currently we have been looking at only cosmetic changes which have no bearing on the digital workforce. However, the reason you need to be careful who is allowed to manage your digital workforce can become clear when you look at some of the other options.

On the "dots" context menu against the digital worker as well as Edit there is also Retire. Retiring a digital worker will remove it from the digital workforce which mean that Blue Prism cannot run automations on that digital worker.

This is a very useful command when you come to performing upgrades to your digital workers. Using the Retire option will temporarily remove them from the digital workforce to allow the upgrade to happen without the digital worker still being considered as part of the available resource pool.

This is not something that you want anyone to do though, taking your digital workers out of service should be planned as it could have a significant impact on your production services.

In the Customization Settings administrator can brand Hub to match their own organization's corporate colors and logos.

Customization Settings

Brand Text

Name

This option allows to put your Brand Name wherever it occurs within the application user interface.

Enter Name

Strap-line

This will change the sub-title on the login screen.

Enter Strap-line

Brand Images

Logo

Brand Logo will be used as default settings for Favicon, Login image, Virtual Workers` and Dashboards` default images.

Drop the image

Max File Size: 30KB

Upload...

Favicon

Allows to brand an icon associated with your website.

Max File Size: 5KB

Upload...

Spinner

Brand spinner will be used overall the application

New

blueprism Cloud

Thoughtonomy Connect 2020 - (Version 1.23.6)

Hub EER4 plugins

The Plugin Management System/Architecture is the core feature of Hub, allowing Blue Prism Cloud to efficiently and productively deliver 'over-the-air' updates and new functionality to Hub. Also enabling you to be self-sufficient to download and install updates and new features into Hub when you want them.

In this section we will cover the full list of plugins available with Hub for EER4 that are categorized as follows:

- [Platform Management](#)
- [Virtual Workforce](#)
- [Design Studio](#)
- [Queue Management](#)

Platform Management plugins

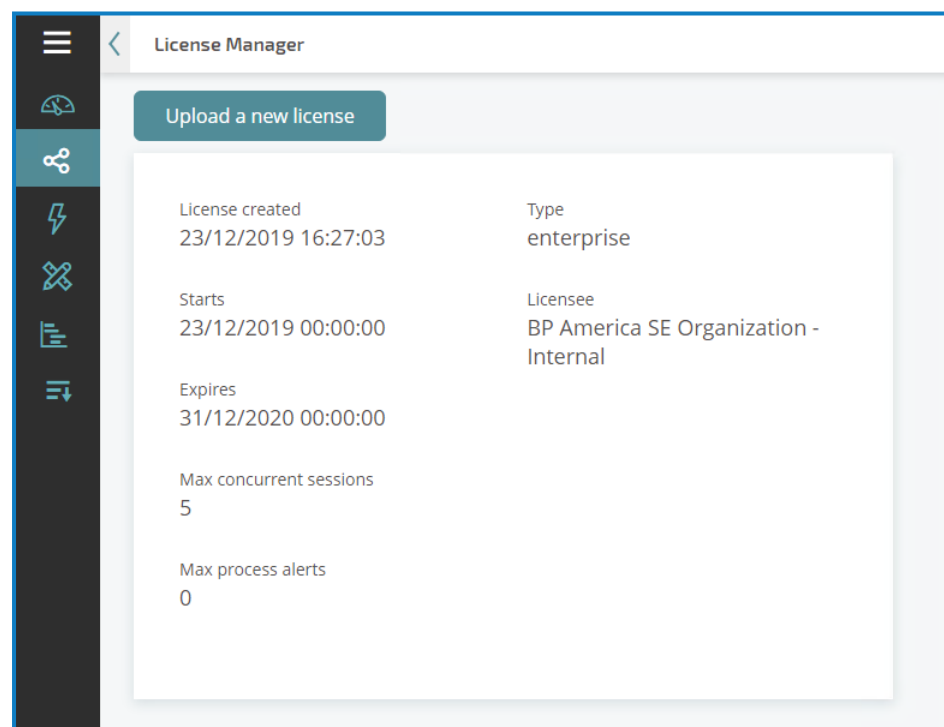
Under Platform Management there are two plugins available, Virtual Worker Settings and License Manager.

We have already covered the [Virtual Worker Settings](#) plugin in Hub Administration.

License Manager

The License Manager plugin provides a simple user interface to upload and control your RPA license.

Select **Upload a new license** which opens a file explorer window for you to navigate and locate your license file that Blue Prism Cloud will have sent. Once uploaded, a panel will appear showing you the details of your license.

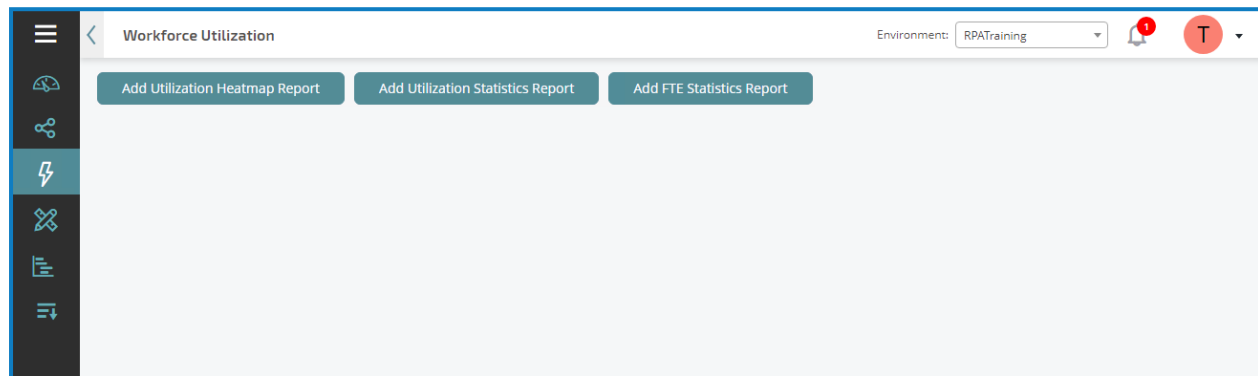


Virtual Workforce plugins

There are two plugins available under Virtual Workforce, Utilization and Live Sessions.

Utilization

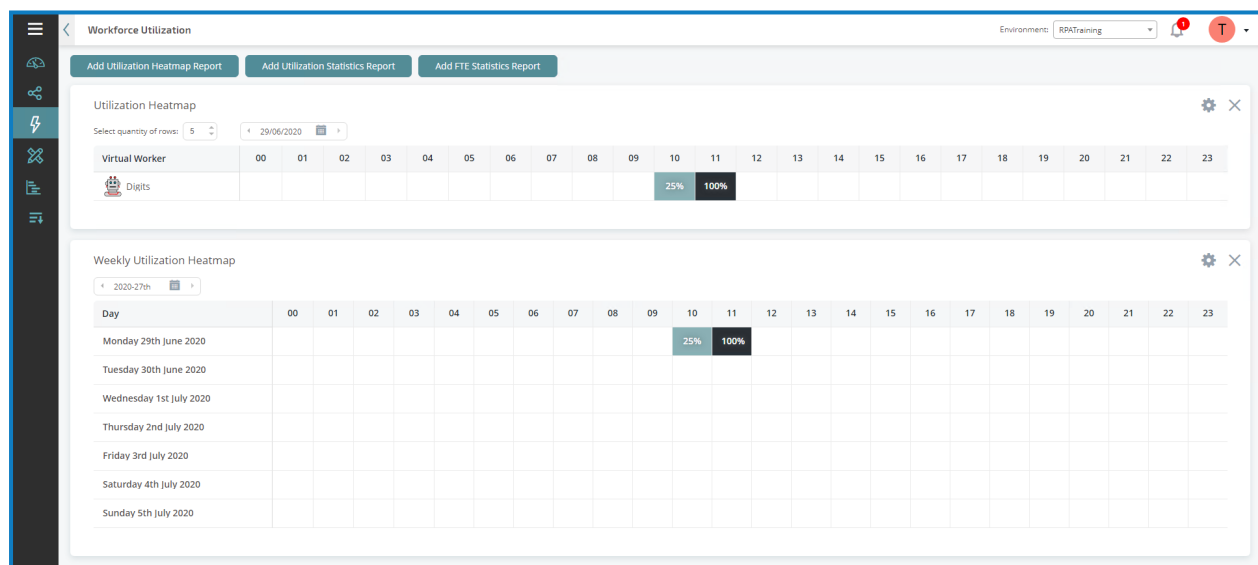
Frequently users are asked to produce management information, this can also be done under the Virtual Workforce option on the left navigational menu bar, by selecting Utilization, below.



In this plugin you can display three graphs of information perfect for management reports.

Utilization Heatmap Report

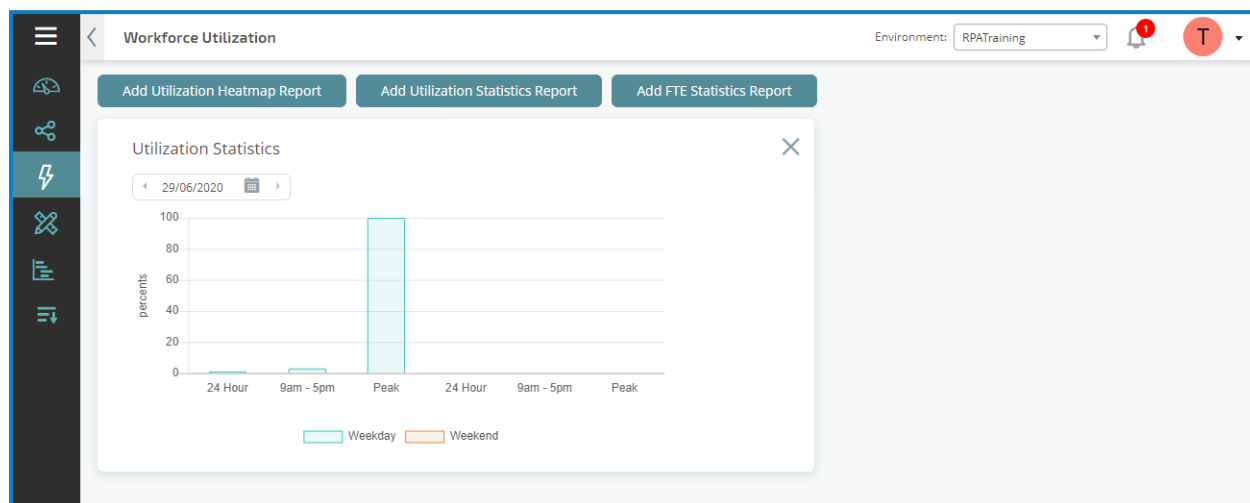
Click **Add Utilization Heatmap Report** and you will be prompted for a date. You can select whether this is for that day (Daily), Weekly, Weekly Split, and Monthly, see the figure below for a daily view of the digital workers utilization.



You can add additional Utilization Heatmaps for different periods, so you can produce the report that your manager requires.

Add Utilization Statistics report

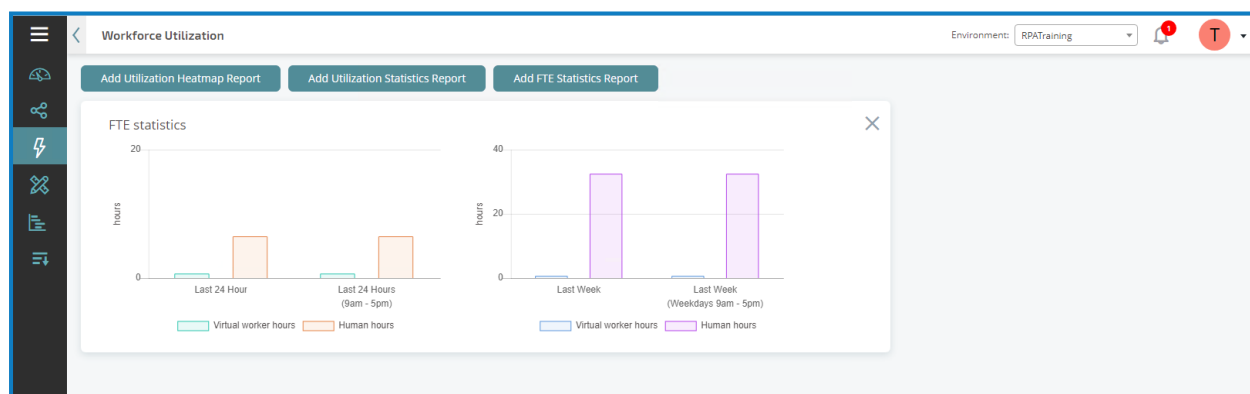
The add utilization statistics report allows you to do the same comparison reports for the digital workforce but detailing statistical usage information.



On a production digital workforce this information is vital though to improve the efficiencies of your digital workers. If certain automations can be delayed by running outside of peak periods, then that will approve the overall performance of your digital workforce. During peak periods the digital workers not only need to compete with each other for applications and services, but human workers also utilizing the systems and networks.

FTE Statistics report

The add FTE statistics report shows the Full Time Equivalent (FTE) report.



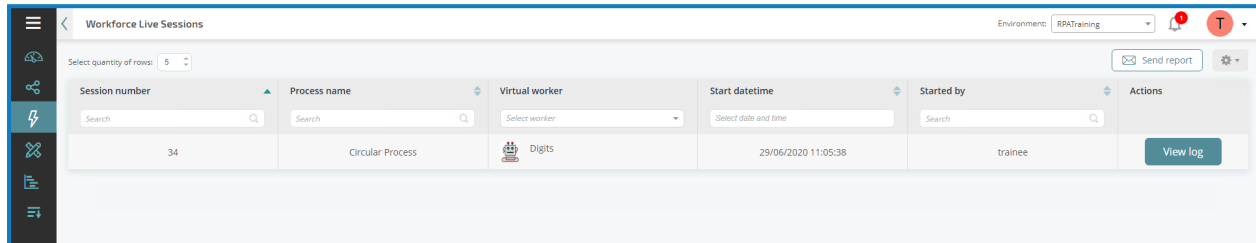
This comparison chart compares a digital worker against a Full Time Equivalent (FTE) human worker.

In a production digital workforce, the digital workers can be busy 24 hours a day showing how they can out work the human worker. The human worker is expected to only work 09:00 to 17:00 per day, and then not weekends. This is then estimated as 6.5 productive hours per working day. Comparing this to the digital workers who can work 24 hours a day, 7 days a week means that the digital workers comparison to a FTE is significantly different.

It should also be noted that when creating your utilization reports you can choose a mixture of reports, combining heatmaps with statistical reports as required.

Live Sessions

Also, under the Virtual Workforce section is the Live Sessions plugin. This plugin allows users to see currently sessions within the automation environment. Users are able to understand what processes are running and on which digital workers, who they were started by and when they were started, as well as view the session logs of running sessions.



Session number	Process name	Virtual worker	Start datetime	Started by	Actions
34	Circular Process	Digits	29/06/2020 11:05:38	trainee	View log

Design Studio plugins

Under the Design Studio section there are four plugins, these are detailed below.

Wireframer

The Wireframer allows you to efficiently define business objects that can be used as part of an automation process.

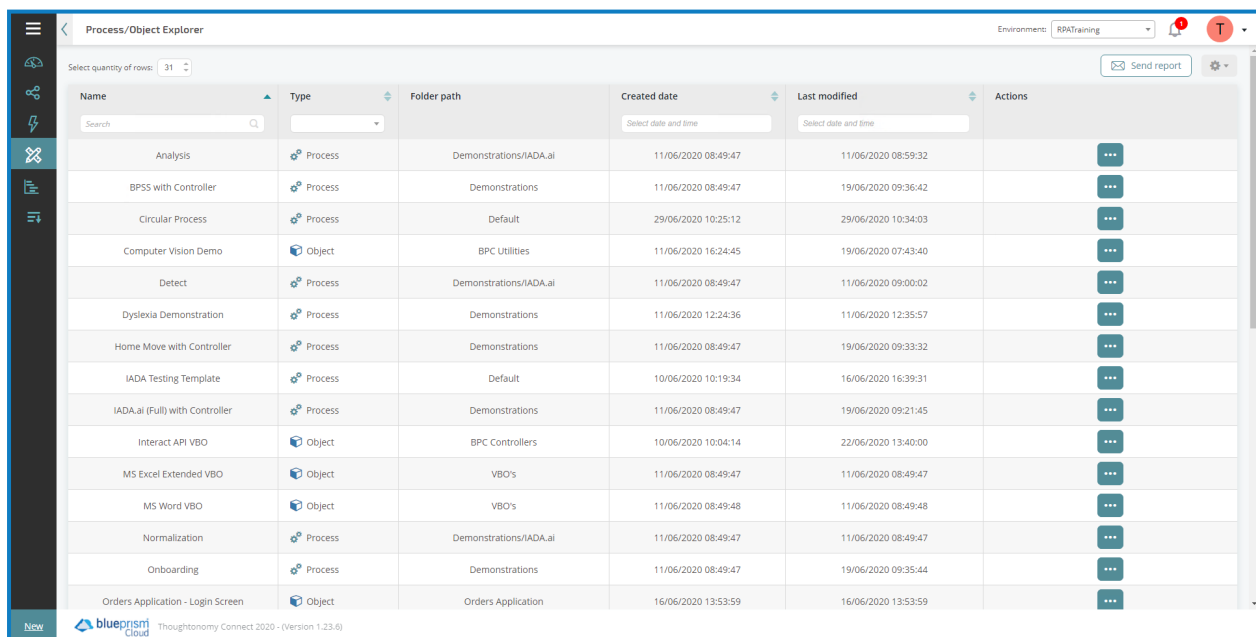
The benefits of designing using this methodology is that it allows the Automation Designer to rapidly deploy business objects and actions that will form the structure of the business process being automated.

The simplicity in the plugin allows the definition of these business objects and actions, along with best practice techniques, to ensure that enterprise grade automations are always built.

We have provided a separate user guide section on Wireframer.

Process/Object Explorer

One other key plugin is the Process/Object Explorer. The Process/Object Explorer plugin details all the Processes and Objects in the current environment, see below.



Name	Type	Folder path	Created date	Last modified	Actions
Analysis	Process	Demonstrations/IADA.ai	11/06/2020 08:49:47	11/06/2020 08:59:32	...
BPSS with Controller	Process	Demonstrations	11/06/2020 08:49:47	19/06/2020 09:36:42	...
Circular Process	Process	Default	29/06/2020 10:25:12	29/06/2020 10:34:03	...
Computer Vision Demo	Object	BPC Utilities	11/06/2020 16:24:45	19/06/2020 07:43:40	...
Detect	Process	Demonstrations/IADA.ai	11/06/2020 08:49:47	11/06/2020 09:00:02	...
Dyslexia Demonstration	Process	Demonstrations	11/06/2020 12:24:36	11/06/2020 12:35:57	...
Home Move with Controller	Process	Demonstrations	11/06/2020 08:49:47	19/06/2020 09:33:32	...
IADA Testing Template	Process	Default	10/06/2020 10:19:34	16/06/2020 16:39:31	...
IADA.ai (Full) with Controller	Process	Demonstrations	11/06/2020 08:49:47	19/06/2020 09:21:45	...
Interact API VBO	Object	BPC Controllers	10/06/2020 10:04:14	22/06/2020 13:40:00	...
MS Excel Extended VBO	Object	VBO's	11/06/2020 08:49:47	11/06/2020 08:49:47	...
MS Word VBO	Object	VBO's	11/06/2020 08:49:48	11/06/2020 08:49:48	...
Normalization	Process	Demonstrations/IADA.ai	11/06/2020 08:49:47	11/06/2020 08:49:47	...
Onboarding	Process	Demonstrations	11/06/2020 08:49:47	19/06/2020 09:35:44	...
Orders Application - Login Screen	Object	Orders Application	16/06/2020 13:53:59	16/06/2020 13:53:59	...

Within Process/Object Explorer you can view the XML code, Delete, Retire or Expose the Process/Object. Extreme care should be taken when retiring or deleting these items.

Objects can be used in multiple Processes, so deleting an Object when it is only in one Process may be fine, but it may break another Process if that utilizes the same Object.

The Expose option will expose the process/object as a web service. This allows the process/object to be interacted with through a web service call such as SOAP or WSDL web-based services. It enables a third party to invoke the process remotely, providing a mechanism for a third party to put work items into a work queue.

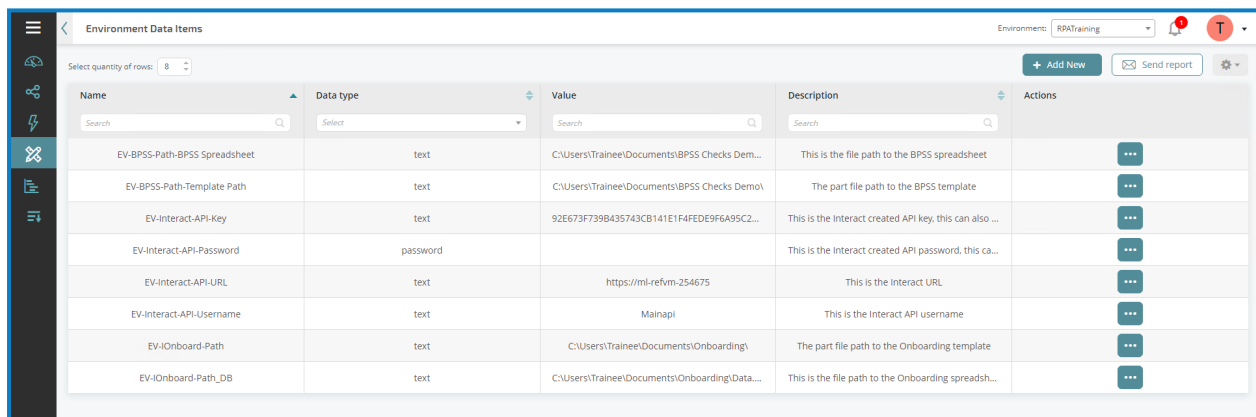
If a process/object is already exposed the context sensitive menu will change to “Conceal” to enable you to hide the process/object if required.

Environment Data Items

Environment Data Items are defined variables that are used globally through the environment, whether it is in a Production or a Development environment. These Environment Data Items can be created within Hub or within Blue Prism. Once they are created, they can be edited to be maintained through their live.

For example, consider a variable which contains a filename and directory location, the filename may change on a month by month basis, or the folder that the filename is stored in. Rather than the Automation Developer going in to change the automation each month, the Operator can control this through Hub by changing the variable as an operational task.

In Hub under Design Studio is the Environment Data Items, see below, here we can see an Environment Data Item set.



Name	Data type	Value	Description	Actions
EV-BPSS-Path-BPSS Spreadsheet	text	C:\Users\Trainee\Documents\BPSS Checks Dem...	This is the file path to the BPSS spreadsheet	...
EV-BPSS-Path-Template Path	text	C:\Users\Trainee\Documents\BPSS Checks Demol	The part file path to the BPSS template	...
EV-Interact-API-Key	text	92E673F739B435743CB141E1F4FEDE9F6A95C2...	This is the Interact created API key, this can also
EV-Interact-API-Password	password		This is the Interact created API password, this ca...	...
EV-Interact-API-URL	text	https://ml-refvm-254675	This is the Interact URL	...
EV-Interact-API-Username	text	Mainapi	This is the Interact API username	...
EV-IONboard-Path	text	C:\Users\Trainee\Documents\Onboarding\	The part file path to the Onboarding template	...
EV-IONboard-Path_DB	text	C:\Users\Trainee\Documents\Onboarding\Data...	This is the file path to the Onboarding spreadsh...	...

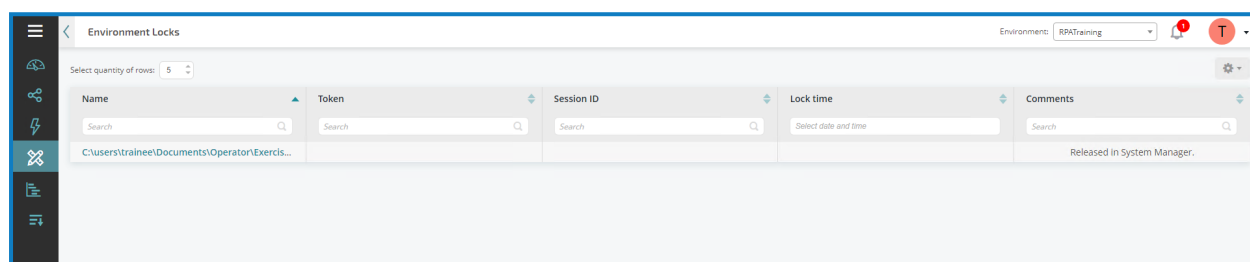
The Environment Data Item can be edited by clicking on the “dots” alongside the data item and choosing “Edit”.

Environment Locks

An Environment Lock is a lock to stop two digital workers accessing an item at the same time. Imagine a scenario where an automation requires to write into a text file for example. The last thing you want is two digital workers running a split second apart, writing different pieces of information and saving the file so that one either corrupts or overwrites what the other digital worker has just written.

The Environment Lock stops this. By locking the file the other digital worker cannot access the file until it is unlocked which is when the first digital worker has finished processing the file.

Under Hub in the Design Studio is the Environment Locks plugin.

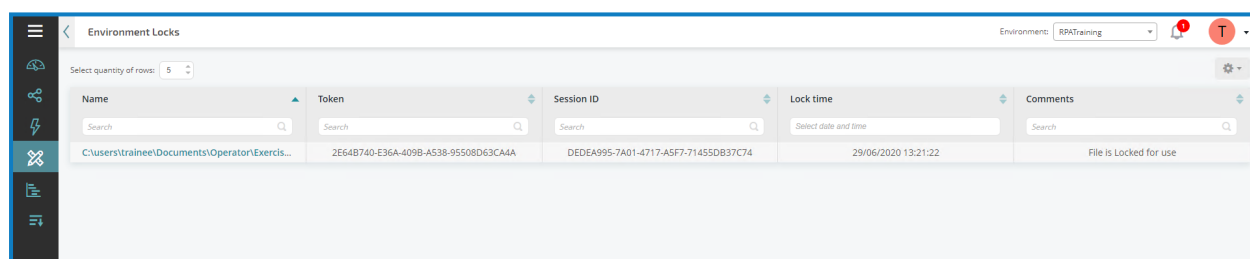


The screenshot shows the 'Environment Locks' plugin interface. It features a table with columns: Name, Token, Session ID, Lock time, and Comments. The 'Name' column contains the path 'C:\users\trainee\Documents\Operator\Exercis...'. The 'Comments' column contains the text 'Released in System Manager.'.

Name	Token	Session ID	Lock time	Comments
C:\users\trainee\Documents\Operator\Exercis...				Released in System Manager.

The Environment Lock was set using an “Acquire Lock” action in the automation. However, it was automatically released when the Session finished.

This does not always happen though so imagine the scenario when a system fails, such as a network and the lock is still held, this would be displayed in Hub as shown below.



The screenshot shows the 'Environment Locks' plugin interface. It features a table with columns: Name, Token, Session ID, Lock time, and Comments. The 'Name' column contains the path 'C:\users\trainee\Documents\Operator\Exercis...'. The 'Token' column contains the value '2E64B740-E36A-409B-A538-95508D63CA4A'. The 'Session ID' column contains the value 'DEDEA995-7A01-4717-A5F7-71455DB37C74'. The 'Lock time' column contains the value '29/06/2020 13:21:22'. The 'Comments' column contains the text 'File is Locked for use'.

Name	Token	Session ID	Lock time	Comments
C:\users\trainee\Documents\Operator\Exercis...	2E64B740-E36A-409B-A538-95508D63CA4A	DEDEA995-7A01-4717-A5F7-71455DB37C74	29/06/2020 13:21:22	File is Locked for use

In this example the Environment Lock would have to be manually removed for the file to be accessible going forward.

Queue Management

Queue Management and in particular Queues are a fundamental tool for effectively using the Blue Prism Cloud Digital Workforce to automate repetitive tasks. A Queue is a repository for storing jobs to be processed, known as work items, and as the name suggests, items are taken from the front of the queue and processed sequentially. The Blue Prism Cloud Digital Workforce can be configured with any number of queues to help organize tasks providing a great deal of flexibility and control. Each item in the queue is a discrete task or job, which will be worked on by a member of the digital workforce.

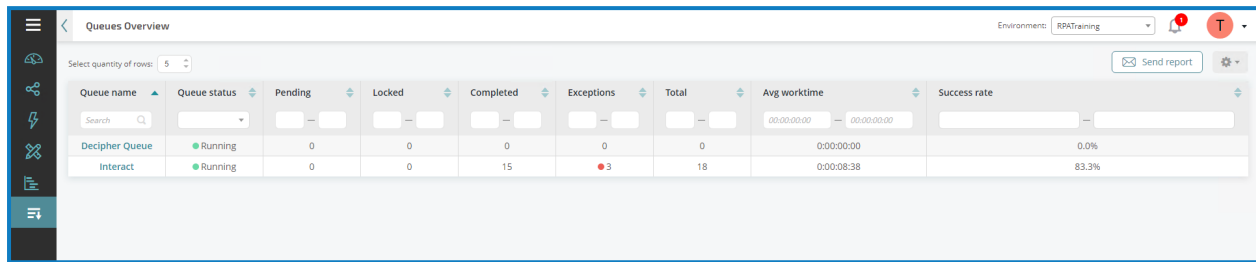
Queues are created and configured within Hub. Creating a Queue is as simple as providing a name for the Queue and associating a Key Name, which is a unique identifier for the data being placed in a work item.

Blue Prism Cloud have taken Queue Management a step further, rather than simply taking the first item in a queue and processing that task, using a simple First-In-First-Out (FIFO) principle, Blue Prism Cloud have developed IADA. IADA looks across all the queues and uses business metrics like Service Level Agreements (SLA) and Priorities to determine which job to process first. This means that work is performed on a priority basis and that your digital workforce is working efficiently.

The Queue Management section of Hub provides an overview of the work queues you have within your Blue Prism Cloud platform, allows you to create and edit existing queues and allows you to drill down on items within the queue to see pending work items, successfully completed work items and those that failed with an exception. There are three plugins that provide this functionality.

Queue Overview

The image below displays Queue Overview, an overview of the work queues.

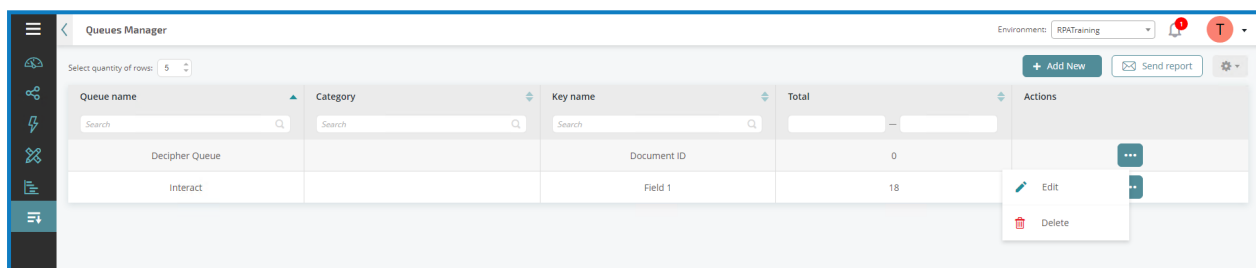


The Queue Overview interface displays a table of work queues. The table has columns for Queue name, Queue status, Pending, Locked, Completed, Exceptions, Total, Avg worktime, and Success rate. The 'Interact' queue is shown as 'Running' with 0 pending, 0 locked, 15 completed, 3 exceptions, and a total of 18 items. The success rate is 83.3%.

Queue name	Queue status	Pending	Locked	Completed	Exceptions	Total	Avg worktime	Success rate
Decipher Queue	Running	0	0	0	0	0	0:00:00:00	0.0%
Interact	Running	0	0	15	3	18	0:00:08:38	83.3%

Queue Manager

We can add new queues and edit existing queues using the Queue Manager plugin, see below.

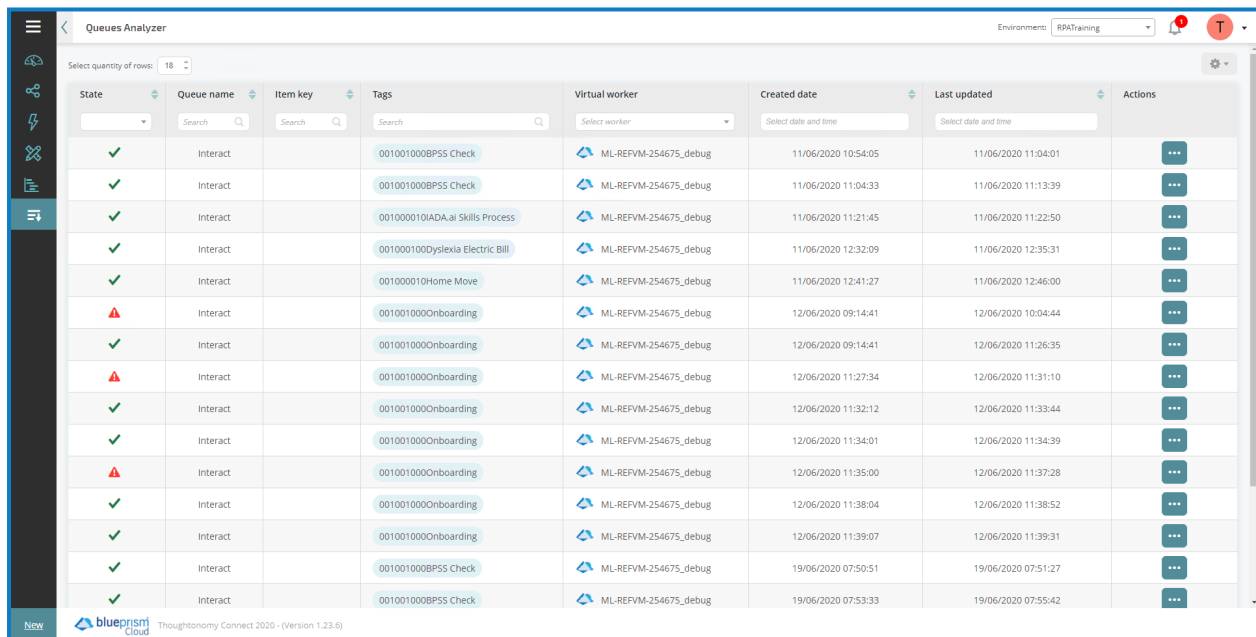


The Queue Manager interface displays a table of queues. The table has columns for Queue name, Category, Key name, Total, and Actions. The 'Interact' queue is shown with a key name of 'Field 1' and a total of 18 items. The 'Decipher Queue' is shown with a key name of 'Document ID' and a total of 0 items.

Queue name	Category	Key name	Total	Actions
Decipher Queue		Document ID	0	...
Interact		Field 1	18	...

Queue Analyzer

In Hub we can also analyze the contents of a queue using the Queue Analyzer.



The Queue Analyzer interface displays a table of queue items. The table has columns for State, Queue name, Item key, Tags, Virtual worker, Created date, Last updated, and Actions. The 'Interact' queue is shown with various items, including '0010001000BPSS Check' and '0010001000Onboarding'. The 'Interact' queue is shown as 'Running' with 0 pending, 0 locked, 15 completed, 3 exceptions, and a total of 18 items. The success rate is 83.3%.

State	Queue name	Item key	Tags	Virtual worker	Created date	Last updated	Actions
✓	Interact		0010001000BPSS Check	ML-REFVM-254675_debug	11/06/2020 10:54:05	11/06/2020 11:04:01	...
✓	Interact		0010001000BPSS Check	ML-REFVM-254675_debug	11/06/2020 11:04:33	11/06/2020 11:13:39	...
✓	Interact		001000010IADA.al Skills Process	ML-REFVM-254675_debug	11/06/2020 11:21:45	11/06/2020 11:22:50	...
✓	Interact		0010001000Dyslexia Electric Bill	ML-REFVM-254675_debug	11/06/2020 12:32:09	11/06/2020 12:35:31	...
✓	Interact		001000010Home Move	ML-REFVM-254675_debug	11/06/2020 12:41:27	11/06/2020 12:46:00	...
✗	Interact		0010001000Onboarding	ML-REFVM-254675_debug	12/06/2020 09:14:41	12/06/2020 10:04:44	...
✓	Interact		0010001000Onboarding	ML-REFVM-254675_debug	12/06/2020 09:14:41	12/06/2020 11:26:35	...
✗	Interact		0010001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:27:34	12/06/2020 11:31:10	...
✓	Interact		0010001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:32:12	12/06/2020 11:33:44	...
✓	Interact		0010001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:34:01	12/06/2020 11:34:39	...
✗	Interact		0010001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:35:00	12/06/2020 11:37:28	...
✓	Interact		0010001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:38:04	12/06/2020 11:38:52	...
✓	Interact		0010001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:39:07	12/06/2020 11:39:31	...
✓	Interact		0010001000BPSS Check	ML-REFVM-254675_debug	19/06/2020 07:50:51	19/06/2020 07:51:27	...
✓	Interact		0010001000BPSS Check	ML-REFVM-254675_debug	19/06/2020 07:53:33	19/06/2020 07:55:42	...

The display can be modified to get the particular view required by the user. This is achieved by selecting the Cog and the “Manage Columns” command.

Edit columns

Included Columns

- State
- Queue name
- Item key
- Tags
- Virtual worker
- Created date
- Last updated

Available Columns

- Status
- Total worktime
- Exception date
- Exception reason
- Session
- Order
- Priority

Cancel Apply

For example, by dragging the “Exception reason” from the “Available Columns” into the “Included Columns” and then press “Apply”, this will be added to the display.

Queues Analyzer

Environment: RPA Training

Select quantity of rows: 18

State	Queue name	Item key	Tags	Virtual worker	Created date	Last updated	Exception reason	Actions
✓	Interact		001001000BPSS Check	ML-REFVM-254675_debug	11/06/2020 10:54:05	11/06/2020 11:04:01		...
✓	Interact		001001000BPSS Check	ML-REFVM-254675_debug	11/06/2020 11:04:33	11/06/2020 11:13:39		...
✓	Interact		001000010IADA.al Skills Proc...	ML-REFVM-254675_debug	11/06/2020 11:21:45	11/06/2020 11:22:50		...
✓	Interact		001000100Dyslexia Electric Bill	ML-REFVM-254675_debug	11/06/2020 12:32:09	11/06/2020 12:35:31		...
✓	Interact		001000010Home Move	ML-REFVM-254675_debug	11/06/2020 12:41:27	11/06/2020 12:46:00		...
✗	Interact		001001000Onboarding	ML-REFVM-254675_debug	12/06/2020 09:14:41	12/06/2020 10:04:44	Automatically set exception at CleanUp	...
✓	Interact		001001000Onboarding	ML-REFVM-254675_debug	12/06/2020 09:14:41	12/06/2020 11:26:35		...
✗	Interact		001001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:27:34	12/06/2020 11:31:10	Automatically set exception at CleanUp	...
✓	Interact		001001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:32:12	12/06/2020 11:33:44		...
✓	Interact		001001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:34:01	12/06/2020 11:34:39		...
✗	Interact		001001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:35:00	12/06/2020 11:37:28	Automatically set exception at CleanUp	...
✓	Interact		001001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:38:04	12/06/2020 11:38:52		...
✓	Interact		001001000Onboarding	ML-REFVM-254675_debug	12/06/2020 11:39:07	12/06/2020 11:39:31		...
✓	Interact		001001000BPSS Check	ML-REFVM-254675_debug	19/06/2020 07:50:51	19/06/2020 07:51:27		...

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In our example there are 18 entries that have been added to the queue, you can examine each of the work items individually by clicking on the corresponding “dots” and “View Data” to open the XML. This will open in a new tab in your browser.

You can page through the data using the pages to the bottom right of the display or you can change the quantity of rows so you can see more of the work items.

If you make changes to your view you have to save the view to preserve the changes. You can then go to the view from the “Load View”, which lists both your saved layouts and some standard supplied layouts.

Load layout

Your Layouts Standard Layouts

Layouts

Added Exception Reason

Included Columns

- State
- Queue name
- Item key
- Tags
- Virtual worker
- Created date
- Last updated
- Exception reason

Cancel Apply

One of the key fields in the Queue Analyzer is the “State” field, this details the status of the queue work item. The four states are detailed in the table below:

State	Definition
	Completed. A work item has been successfully processed and marked as completed.
	Pending. A work item is waiting to be processed.
	Locked. A work item is currently being processed and is locked so another digital worker cannot access it.
	Exception. A work item has completed processing but has been marked as an exception, this normally means that a work item has not processed correctly and needs attention.

The image below shows an automation in process and the queue information updated with their status.

We can see the first work item has been processed and is marked Complete; the second work item has been processed and marked as an Exception; the third work item is Locked for processing; the fourth and subsequent items are Pending.

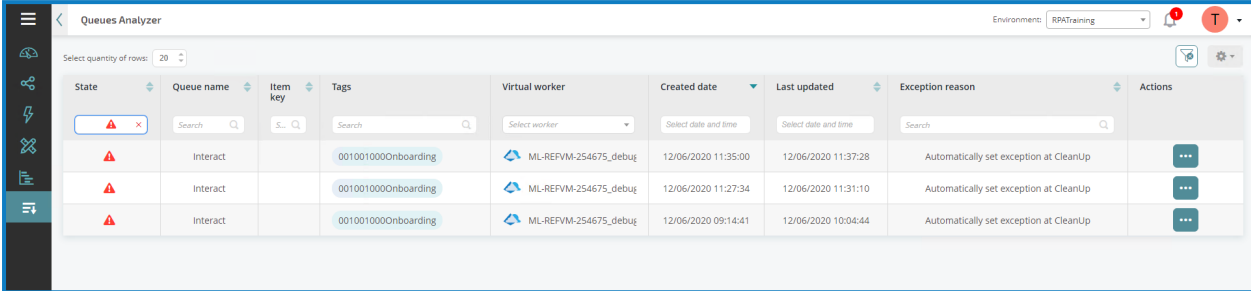
Queues Analyzer

Environment: RPA Training

Select quantity of rows: 20

State	Queue name	Item key	Tags	Virtual worker	Created date	Last updated	Exception reason	Actions
	Interact		001000010IADA.al Skills Proc...		29/06/2020 13:43:04	29/06/2020 13:43:04		...
	Interact		001000010IADA.al Skills Proc...		29/06/2020 13:42:44	29/06/2020 13:42:44		...
	Interact		001000010IADA.al Skills Proc...	ML-REFVM-254675_debug	19/06/2020 09:08:40	19/06/2020 09:21:24		...
	Interact		001000010IADA.al Skills Proc...	ML-REFVM-254675_debug	19/06/2020 08:34:18	19/06/2020 08:34:46		...

You can use the filters to sort the work items. For example, choosing “State” Exception will show the work items that have gone into exception.



The screenshot shows the 'Queues Analyzer' interface in Blue Prism. The top bar indicates the environment is 'RPATraining'. Below the header, there are search filters for State, Queue name, Item key, Tags, Virtual worker, Created date, Last updated, and Exception reason. The table displays three work items, all in a 'State' exception. Each item has a red triangle icon in the State column and a search icon in the Actions column.

State	Queue name	Item key	Tags	Virtual worker	Created date	Last updated	Exception reason	Actions
State	Interact		001001000Onboarding	ML-REFVM-254675_debu	12/06/2020 11:35:00	12/06/2020 11:37:28	Automatically set exception at CleanUp	...
State	Interact		001001000Onboarding	ML-REFVM-254675_debu	12/06/2020 11:27:34	12/06/2020 11:31:10	Automatically set exception at CleanUp	...
State	Interact		001001000Onboarding	ML-REFVM-254675_debu	12/06/2020 09:14:41	12/06/2020 10:04:44	Automatically set exception at CleanUp	...

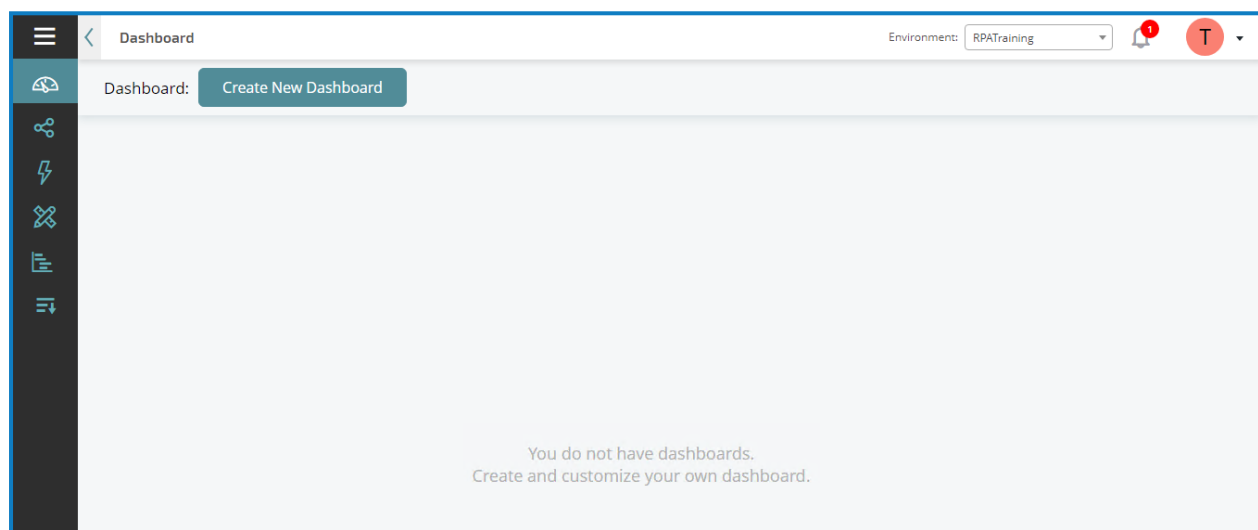
Hub EER4 operator

Hub gives the operational team of your organization the control and visibility of your digital workforce across your development and production environments.

As your digital workforce continues to grow the operational support team will need high quality information to control and organize the workforce to maximize its capabilities.

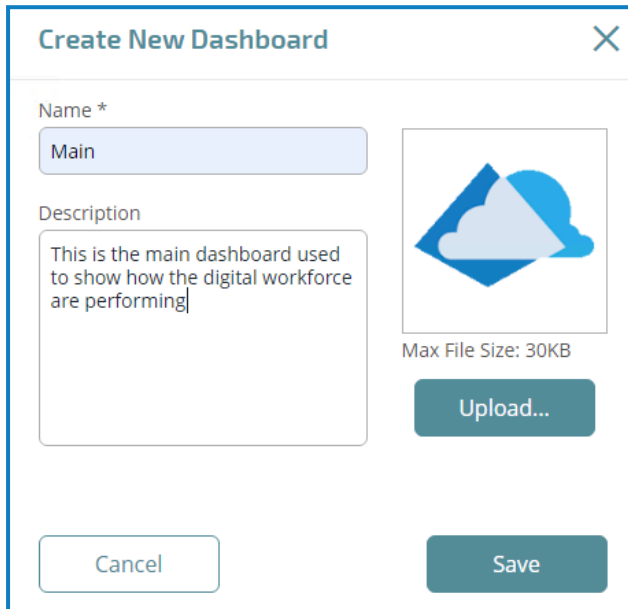
Dashboards

When first starting Hub the default display is a blank Hub dashboard, as below, for your standard user role. This page can be customized by the user to provide a tailored view of the digital workforce and activity completed during the day. The user can also create multiple dashboards to represent different views or environments.



Create a dashboard

1. From the Dashboard screen, click **Create a New Dashboard**.
2. Enter a name and a description for the dashboard.
3. Assign an image to make the dashboard easily recognizable. The image must be less than 30KB in size and no greater than 200 by 200 pixels.

A modal dialog box titled "Create New Dashboard" with a close button (X) in the top right corner. It contains two input fields: "Name *" with the text "Main" and "Description" with the text "This is the main dashboard used to show how the digital workforce are performing". To the right of the description field is a placeholder image of a blue cloud icon. Below the image is the text "Max File Size: 30KB" and an "Upload..." button. At the bottom are "Cancel" and "Save" buttons.

Create New Dashboard ✕

Name *

Main

Description

This is the main dashboard used to show how the digital workforce are performing

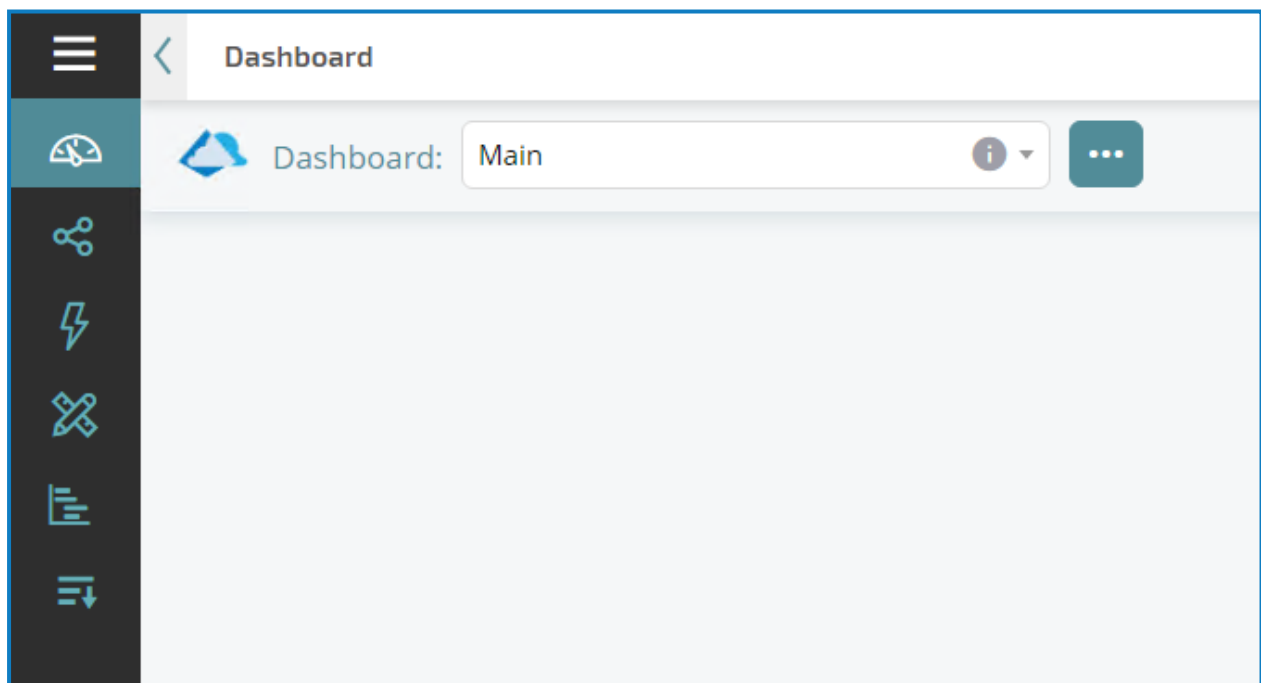
Max File Size: 30KB

Upload...

Cancel Save

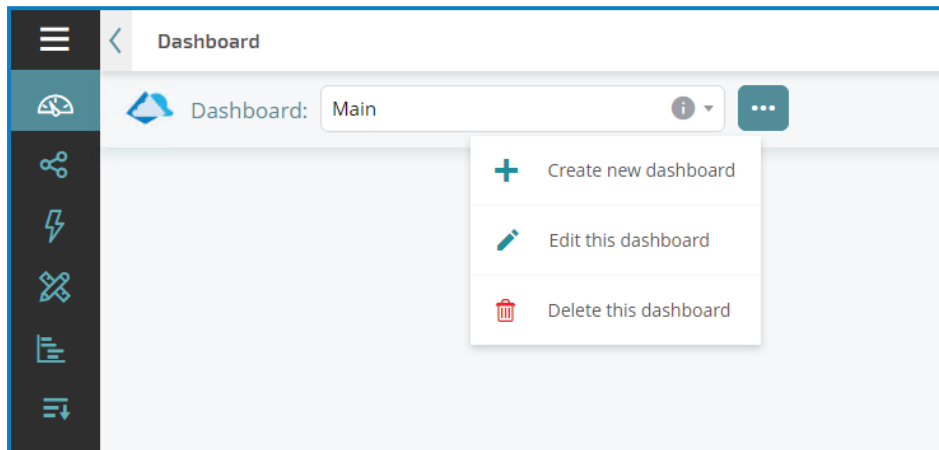
4. Click **Save**.

Your new dashboard is added to the Dashboard screen.



The ellipsis for each a dashboard gives you the following options:

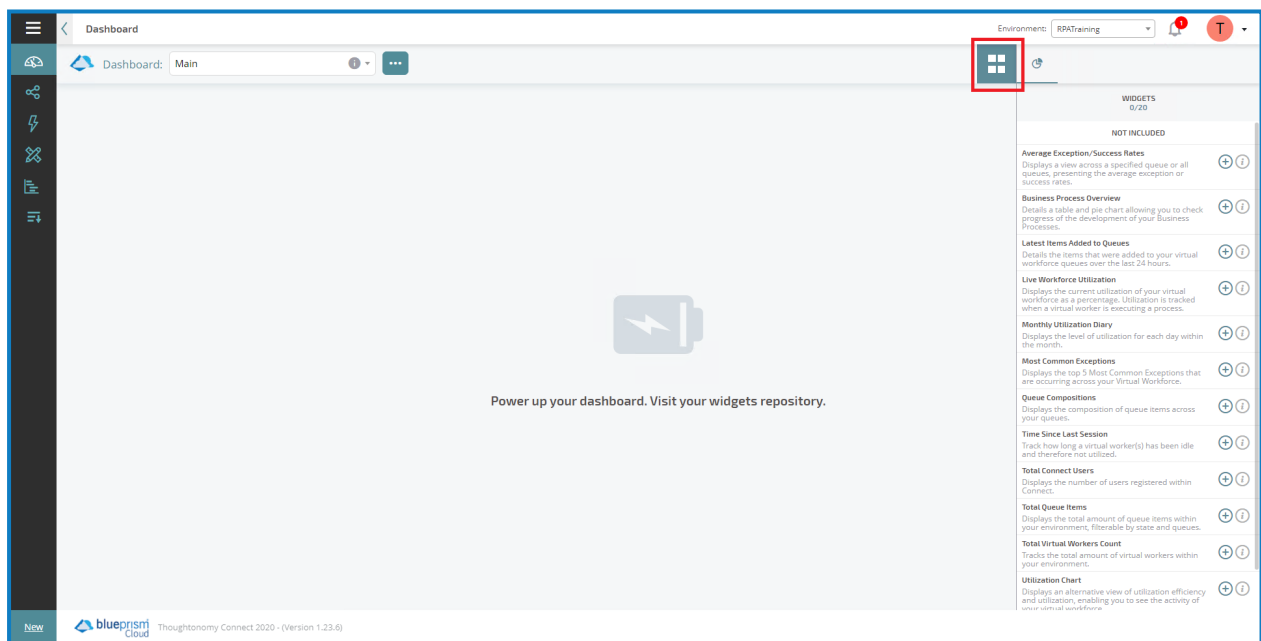
- Create a new dashboard
- Edit this dashboard
- Delete this dashboard



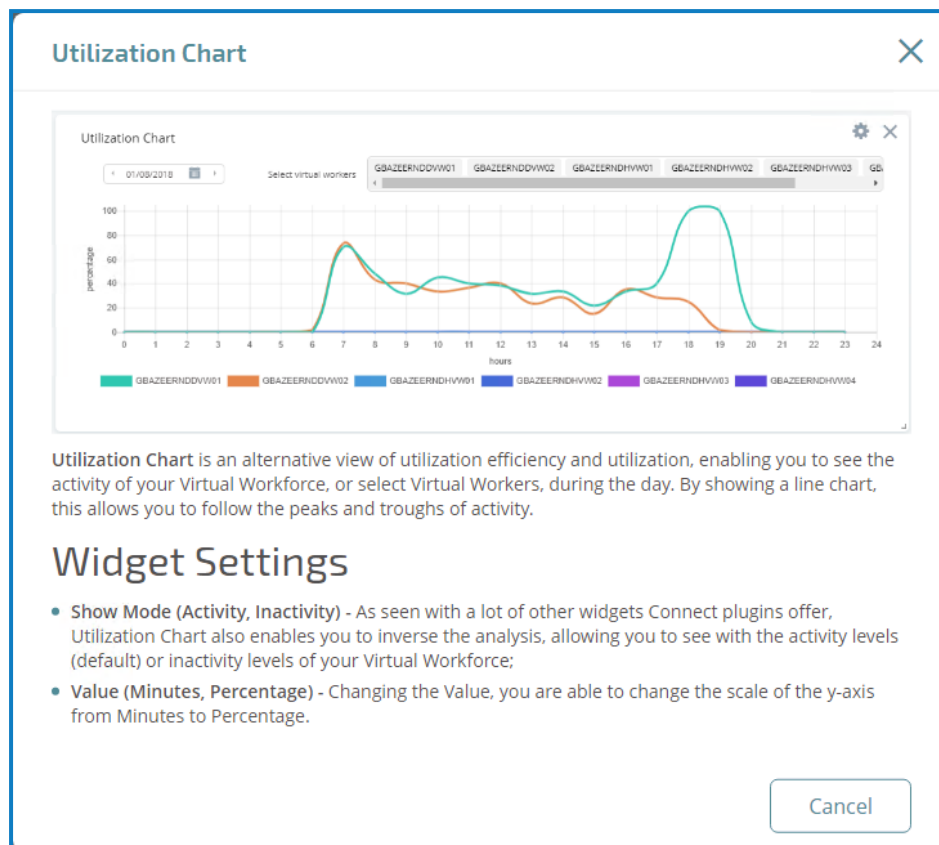
Add widgets

Widgets are the dashboard components that allow you to analyze your digital workforce. Up to 20 widgets can be added to each dashboard. Widgets can be added multiple times and configured to look at different digital workers or items.

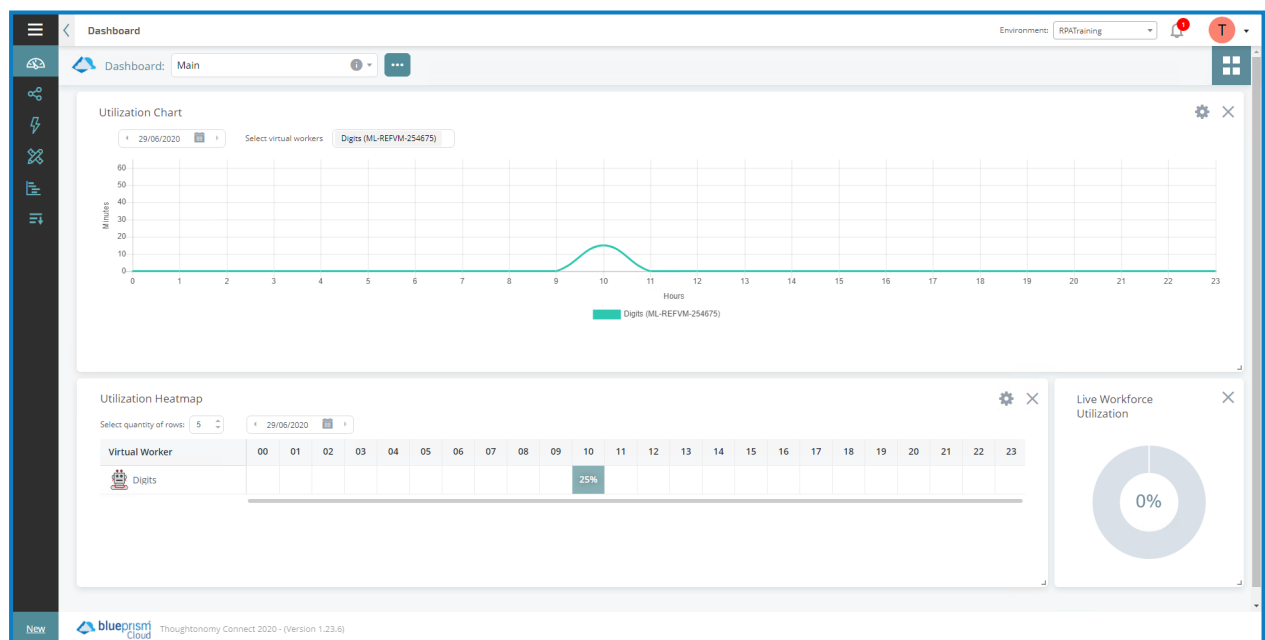
1. Click the widget button to display a list of available widgets.



- To view more details about a widget, click the related information icon.

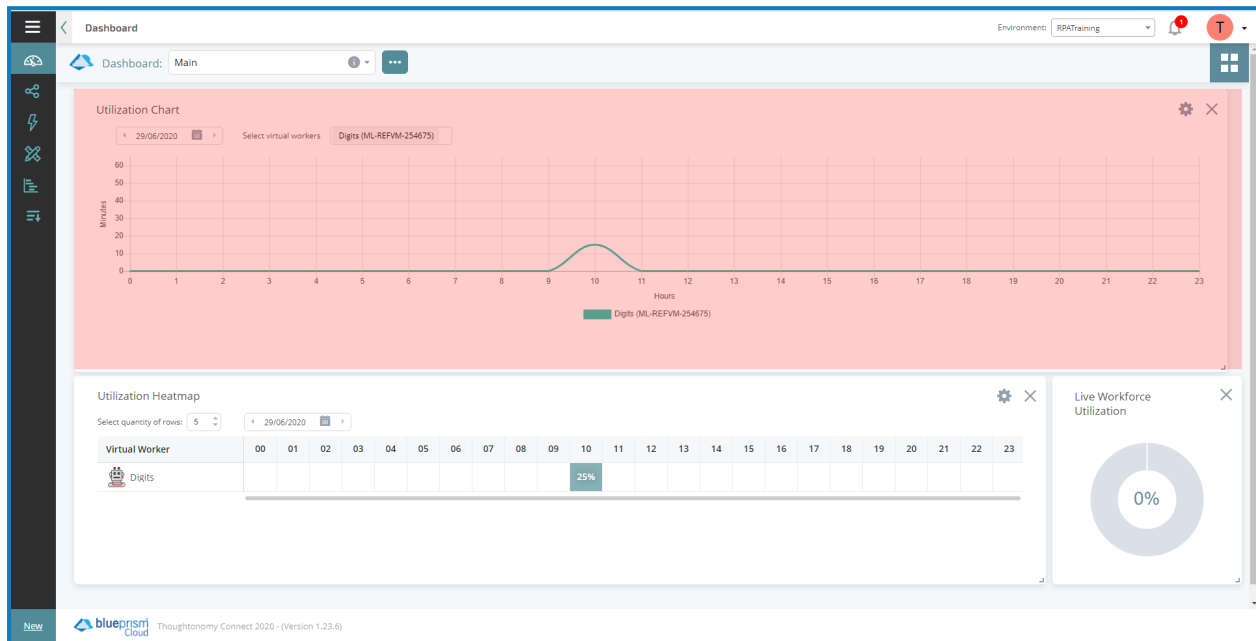


- Click the + button for a widget to add it to the dashboard.



Configure widgets

Move widgets by dragging and dropping to the required position on the dashboard. Widgets can also be resized by grabbing the bottom right corner and dragging to fit to the size required.



Many of the widgets are customizable – select the settings cog for a widget to access the settings.