



Extract Tickets Notes History from Service Provider Cockpit (SPC) and Cloud Reporting Tool (CRT)

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INTRODUCTION

Purpose

In any organization, the Service Planner or Service Manager must analyze the service data to get a complete view of the service situation. One of the steps to gain an insight on the service situation is by analyzing the customer or internal tickets raised on the service.

The Service Planner or Service Manger generates the report using the Cloud Reporting tool (CRT) and analyses the ticket notes of each ticket in the Service Provider Cockpit (SPC) tool. This is a time-consuming process.

Description

Service Provider Cockpit (SPC) is a tool that provides the user interface to perform different activities such as Service Management activities (Tickets, Change Requests(CRs), etc.), SAP Cloud Landscape activities (System, tenant, etc.), Automation Framework (Process, task, etc.), and so on.

Cloud Reporting Tool (CRT) is a Web user interface that has four elements namely Search, Dashboards, Lists, and Factsheets. Using these elements, you can get the data on the service management activities (Tickets, CRs, etc.).

Objective

The **Extracts Ticket Notes History from Service Provide Cockpit (SPC) and Cloud Reporting Tool (CRT)** template bot automates the process of fetching the required number of ticket IDs from the CRT Dashboard and extracting the ticket notes using the ticket ID as an input parameter to SPC. The bot then writes the ticket notes and CRT ticket details into an Excel file.

This is a UI-based bot that runs on the Google Chrome browser.

The output of this bot forms a repository that can be used by the Machine Learning Algorithms for various purposes like pattern recognition, quality check, and deep dive of ticket contents for root cause analysis.

Note:

This bot is by default configured for the HEC DB CRT dashboard. To customize the ticket list in the CRT dashboard, see the instructions in the [Configuration](#) section.

DISCLAIMER

General

To use this sample bot, you need to have a basic knowledge and understanding of the SAP Intelligent Robotic Process Automation tools. At the very least, you need to know how to import a project, add and modify activities, build the solution, and export a package in the tool.

Export your own Package

Do not use the export file provided in this package as it was built with data that you may not be able to use (due to restricted access rights, for instance). To create your own package, do the following:

- Follow the steps described in the [Configuration](#) section.
- In Cloud Studio, export the project.

You will then be able to upload your package to the Cloud Factory and use it.

PREREQUISITES

Software Version

This template bot is provided “as is”, with no warranty that it will work correctly with other versions. If some versions of your software are different such as the tool version or the target application version, you may need to recapture the application and/or update the workflow activities.

The following table details the versions used to develop and generate this sample bot package.

Software/Tools	Description	Version
Desktop Agent	To run the bot.	2.0.27 and above
SAP Intelligent RPA Cloud Studio	To design/customize the template bot.	-
SAP Intelligent RPA Factory	To import template bot package and perform bot configuration.	-
Cloud Reporting Tool	To fetch the ticket IDs.	-
Service Provider Cockpit	To fetch the ticket notes.	2205
Microsoft Office - Microsoft Excel	To write the output log.	2013 and above

Global Setup

SAP Intelligent Robotic Process Automation must be installed in accordance with the Installation Guide available on the [SAP Intelligent Robotic Process Automation](#) product help portal.

An SAP Intelligent RPA Factory must be available with a suitable environment and a hierarchy. For more information, refer the [SAP Intelligent RPA Factory User Guide](#).

Configuration

As mentioned in the **Introduction** section, this bot is by default configured with the HEC DB CRT filters. To customize the CRT ticket list relevant to your area, the following details need to be customized in the [SAP Intelligent RPA Cloud Studio](#):


- **crtFilters**: Contains all the filters required on the CRT dashboard. You can add or edit a new key-value pair as filters.
- **notesFilterKeywords**: Contains all the keywords to filter the ticket notes. You can add keywords as new elements in the array or make the array empty to fetch all the notes.
- **maxNotes**: Enables to provide a maximum number of notes to fetch for each ticket. You can keep it false to fetch all the notes. The default value is 15.
- **onlyInCycleDateNotes**: Enables to provide the date range to fetch the ticket notes. Keep it true to fetch the notes between Cycle Started At time and Cycle Completed At the time. Keep the value false to fetch all the notes.

In the SAP Intelligent RPA Factory tool, you need to add values to the following Environment variables. To set the values to the Environment variable in Cloud Factory, see the [Environment Variables from the Cloud Studio](#).

Variable Name	Type	Sample Value	Description
SYSTEMURL_CRT	Text	https://reporting.ondemand.com/sap/crp/cdo	Cloud Reporting Tool System URL
SYSTEMURL_SPC	Text	https://spc.ondemand.com	Service Provider Cockpit System URL
BASE_FOLDER_PATH	Text	C:\User\Desktop\Base Folder	Base folder location

BOT PROCESS

Procedure

1. Click the Desktop Agent icon  on the task bar and start the scenario **ExtractHECTicketNotes**.
 - In the Attended mode, the bot generates an input pop-up window with the following filter criteria:
 - **Date Range** – By default, the Date Range fields are set to the current date.
 - **Processing Queue** – You can provide multiple Processing Queue IDs each separated by a comma (.). For example, MCD DB L3 HANA, MCD DB L3 OTHER DB, and so on.
 - **Skip Ticket** – Based on the given skip ticket value, the bot skips fetching from the latest/top number of tickets listed in the CRT Dashboard.
 - In the Scheduled mode, the input pop-up window is not generated. The bot fetches the tickets based on the default date range, which is the current date.
2. If the Excel file is available in the BASE_FOLDER_PATH location from the previous run, then the bot opens the existing Excel file to append the ticket details from the current run. Else, the bot creates a new Excel file and saves the file in the given path.



Sample_Excel.xlsx

3. The bot opens the Cloud Reporting Tool (CRT) in the Google Chrome browser using the filters described in the [Configuration](#) section to get the required list of tickets from the dashboard.
4. The bot opens the Service Provider Cockpit (SPC) in the Google Chrome browser, and for each ticket, the bot extracts the notes along with the processor name.
5. After all the ticket notes are extracted, the bot consolidates the ticket details into the Excel file available in the given BASE_FOLDER_PATH location.
6. The Cloud Factory log is updated with the number of tickets fetched from CRT and SPC respectively.

Flow Diagram

