

Extracts Ticket Notes History from Service Provide Cockpit (SPC) to Cloud Reporting Tool (CRT)

Bot Capability and Feature Highlights

THE PROBLEM

The Enterprise Cloud Services (ECS) TechOps team wants to categorize the customer incident into the right bucket. For this, the team wants to analyze the comments in the ticket for each cycle and do the categorization. Extracting the ticket notes was a tedious task and manual process was taking lots of human efforts.

BOT SKILL DESCRIPTION

- Bot Input: Users provide the date and processing queue for which ticket notes have to be extracted.
- Bot reads the input data and accesses the cloud report to get the ticket details based on selection.
- Bot downloads all the tickets from CRT report in the Excel output file.
- Bot then loops through the output Excel per ticket, opens the SPC tool and captures the relevant notes and writes the data in the same Excel file.
- Bot's log report is compiled and stored in the success and error folders in the base folder based on the status.

BUSINESS VALUE – BENEFITS

- Reduce manual effort to extract tickets notes from SPC.
- Reduce the scope of human errors.

Bot Process Overview

