IBM Cloud Pak for Business Automation Demos and Labs 2022

IBM RPA and Workflow Integration

V 1.6

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1 Introduction

IBM RPA provides a comprehensive set of Robotic Process Automation (RPA) features:

- Unattended bots Use an RPA-driven digital workforce to automate repetitive tasks without human intervention.
- Attended bots Remote Desktop Automation (RDA) enables a human workforce to augment work using bots to perform repetitive tasks on demand.
- Intelligent Virtual Agent (IVAs) chatbots Combine chat and RPA commands to create chatbots through multiple channels that can provide engaging client interactions.
- Optical Character Recognition (OCR) Process documents by extracting structured data from unstructured content.
- **Dashboards** Gain business insights into business operations.

By bringing RPA in-house, IBM can provide customers with additional benefits:

- Faster time to value Speed and simplicity of purchasing and deploying through easier licensing.
- A comprehensive platform to automate all types of use cases Tighter integrations between RPA and the rest of our platform.
- Automate business and IT processes Expand our automation mission to IT use cases.
- **Operationalize AI** Fulfill IBM's vision of operationalizing AI in every corner of the business.

You can explore the **Documentation** to understand more details about IBM RPA.

2 Overview

The objective of this lab is to learn how the bot designed in RPA Studio can easily be integrated into a business process developed with the Workflow capability in IBM Cloud Pak for Business Automation (the same applies when using the on prem IBM Business Automation Workflow (BAW)).

The integration steps between Workflow and RPA are as follows:



- 1. Workflow reaches the activity where a bot should be invoked. The activity is modelled by the designer of the process to call a service flow which uses an external service that invokes an RPA bot using the IBM RPA REST API.
- 2. The RPA server deploys the bot by passing business data to the RPA Client.
- 3. The RPA client agent performs the actual work by executing the bot script. As part of the end-to-end client onboarding solution, it will add client-onboarding information and signed services into backend applications. Once execution is finished, it will pass the output data back to Workflow process with a status code indicating if the bot script execution was successful or not.

2.1 Pre-requisites

For this lab, you need to access:

- **IBM Robotic Process Automation**: You need to reserve lab environment from IBM Technology Zone.
- **IBM Business Automation Studio**: If you are performing this lab as a part of an IBM event, access the document that lists the available systems and URLs along with login instructions.

All the pre-requisites have been pre-installed/configured in this lab template. The information below is just for information purposes.

IBM Products:

- IBM Robotic Process Automation Studio v20.12.5.
- IBM Cloud Pak for Business Automation v21.0.3.

Custom Solutions/Code:

- Client Onboarding Toolkit which contains the predefined business object definition and service flow to start the RPA bot matching the information required by the two backend systems below.
- A Java swing application simulating the backend, third-party system for the Client Management System.
- A web application simulating the backend, third-party Services Management System for managing the services a client has signed up to.

2.2 References

- 1. <u>IBM Robotic Process Automation Documentation</u>
- 2. IBM Robotic Process Automation Command Documentation

3 Accessing the Environment

If you have already reserved lab environment from IBM Technology Zone and registered your RPA account, please go to <u>Chapter 4</u> directly.

3.1 Reserve Environment

To get started with the IBM RPA lab, please follow below steps to reserve an environment:

1. Click <u>here</u> to open IBM Technology Zone Reservation portal. You need to use your IBMID to login to the portal.



2. Click **Environments** on the left panel, then click the \square icon.



3. Select **Reserve for now**, then click **Submit**.

Creat	e a res	ervation	
Select a environ Select your reservation Reserve for now Reserve for late Schedule a work	ment/infrastructure htype. Do you need this r r r kshop	Select a reservation type now or later?	Fill out your reservation
Cancel	Reset	Submit 🗈	

4. On the reservation page, make the appropriate selections as below. Once done, click **Submit**.

Purpose: Select Practice/Self-Education.

Purpose description: Enter something like Self Education.

End date and time: Select the end date and time that the environment will be deleted.

Preferred Geography: Select the geography where your environment will be created. In order to get better network connection, suggest you to select the same geography as where you located in.

Select a environment/Infrastructure	Select a reservation type	Fill out your reservation
me		
IBM Robotic Process Automation Hands-on Lab		
me this reservation. This will help identify it in your reservat	ion list.	
rpose (D)		
Practice / Self-Education		
ase select the purpose for this activity		
rpose description		
Self Education		
hat are you doing? Why do you need this? What are you trying	to accomplish?	
e case and time lect a date Select a	time	
06/17/2021 🛱 9:3	0 PM V America/Los Angeles	×
aliable for up to 2 weeks (336 hours)		
eferred Geography		
Cloud Pak for Business Automation (CP4BA) Onboar	ding - RPA (APAC-2)	
fes		
Enter any notes your would like to attach to this reser	nation	

Cancel Reset Submit 🗈

5. Once you have reserved an environment, you will receive an email with a link to access the management console for the environment including a password (**Desktop URL** and **password**). It also contains a URL to access the IBM RPA Rest Service remotely. This will be used in the Workflow and RPA integration scenario exercise.

Your environment is ready

Your environment is now available. Please use the following information to access the environment.

For guidance and support for your environment named **IBM Robotic Process** Automation Hands-on Lab, please refer to these helpful links:

Collection Name: Cloud Pak for Business Automation (CP4BA) Onboarding -RPA [US-Central] Collection URL: https://techzone.ibm.com/collection/60b804b14ca8f000189d567d • http://services-uscentral.skvtap.com:10410

- Desktop URL:
- https://cloud.skytap.com/vms/b211ab242192247f099071618165c79b/desktops
- Desktop password: s23cmi8r
 Environment ID: 121739666
- Environment name: DTE2_2051685_HOUBF_2022-03-07 02:02:38_2022-03-08 10:02:00
- 6. Click the desktop access link above to open your environment. When you are prompted to enter environment password, please enter the desktop password above. Wait a few minutes, your environment will be started as below.



3.2 Activate RPA license

Before you can start and log into IBM RPA Studio, you need to re-activate the RPA license every time the RPA agent machine (or in our case the VM 5) is restarted. This is caused by special lab infrastructure setup and configuration and only required for this lab.

- 1. Click **VM 5 RPA** to open the Windows environment in web browser.
- 2. Click Service from Windows toolbar.



3. Check and ensure that the **IBM Robotic Process Automation Agent** service is in running status through Windows Service Manager.

(+ +) 🛅 🖬 🖉	a 📑 🛛 🖬 🕨 🖛 🖬 🕩				
Services (Local)	Name	Description	Status	Startup Type	Log On As
	BM Robotic Process Automation Agent	IBM Roboti	Running	Automatic	Local Syste
	🔐 IIS Admin Service	Enables this	Running	Automatic	Local Syste

4. Start Firefox, click **IBM RPA license** from the bookmark toolbar to open IBM RPA license manager.

🗉 New Tab	× +
< → ୯ û	Q Search with Google or enter address
🜐 IBM RPA License 🏼 🕸 IBM R	Web Client

5. You will see the message **Not Licensed**. Click **Activate** button to open the License Activation window.

License	Status Configuration
Tenant: SWAT Team Computer: RPA-POC	
Edition:Not Licensed Last Error: [9400] The system could not be identified as the one to which this license was issued.	
	Activate Refresh Deactivate

6. Enter the License ID and License Password and click the **Activate** button. You can get the License ID and License Password from <u>here</u>.

License Activation	×
License Id	
License Password	
	Close Activate

When the license is activated, you should be able to see the number of licenses available for each component.



3.3 Register your user account

This lab requires two types of user accounts. One is for IBM RPA to grant you access to the IBM RPA tenant and Studio to develop, test and publish bot scripts. The second user account grants you access to IBM Cloud Pak for Business Automation components running on Red Hat OpenShift Kubernetes Service hosting on IBM Cloud.

If you are performing this lab as a part of an IBM event, access the document that lists the available systems and URLs along with login credentials. For this lab, you will need to request both accounts, and then follow below steps to activate your RPA account.

1. Check your mailbox after you request your RPA account, you should receive an email from **IBM Robotic Process Automation** as below. Click **Confirm your account** from **Step 1.**

Since IBM Robotic Process Automation Studio has been installed on the lab environment, Step 2 is not required. You could download the installer and install it on your own machine if you like.



2. Enter new password for your account. Once done, click **Reset password** which will activate your account with the password you set here.

Reset password

Enter a new user for your IBM RPA user houbfx@gmail.com					
New password					
	٢				
Confirm password					
	۲				
Reset password					

Please follow below steps to check if your account has been registered and activated successfully:

3. Start Firefox, click **IBM RPA Web Client** from the bookmark toolbar.

CP4BA Demos and Labs 2022

🍯 New Tab	×	+	
< → ℃ ŵ		Q. Search with Google or enter address	
BIM RPA License	IBM RPA Web C	lient 🕒 User Account Registra	

4. Enter the email address you used to register your account in the web client login page and click the Continue button.

IBM Robotic Process Automation						
Enter your user name						
User name						
1						
Continue						

5. Enter the password you set when activating your account, make sure to select SWAT Team tenant. Once done, click the Login button.

IBM Robotic Process Automation			
Choose a tenant and enter your password			
xyz@yourcompany.com edit			
Tenant			
SWAT Team	~		
Password			
	0		
Login Forgot password			

You should now be successfully logged into the web client. In case you can't login, please check if you entered the correct username and password. If so, please contact your lab host.

4 Build it yourself – Step-by-step instructions

IBM RPA provides a REST API for other applications to start bots. In this exercise, you will learn how a Workflow process activity can call an RPA bot to automate a swivelchair task so far performed by a human. It will take about 30 minutes to complete this exercise.

In the sequence of the scenario flow, it is assumed that the bot script is created first or is already available in the enterprise. Then you will model the business process and modify the implementation and data mapping accordingly to call the bot from the process. In this exercise, you can use your script if you have performed the **Application Automation Using IBM RPA lab**. Or you can use the **ClientManagement** script which has been published into the tenant already.

To simplify the development experience, a toolkit named Client Onboarding Toolkit has been provided and deployed on the IBM Cloud Pak for Business Automation environment running on IBM Red Hat OpenShift Kubernetes Service. The toolkit provides various functionalities including a data model that the client onboarding application uses and a service flow that calls an RPA bot using the IBM RPA REST API.

4.1.1 Explore the Client Onboarding Toolkit

1. In your browser, login to **IBM Business Automation Studio**, select authentication type as **Enterprise LDAP**.



2. Enter your IBM Cloud Pak for Business Automation username and password. Click the **Login** button to login to IBM Automation hub.



3. Click the hamburger icon ■ in the top-left corner in the IBM Automation hub and select **Design→Business Automations** in the slideout.



4. Click **Workflow** and then click **Toolkits.** You should see the **Client Onboarding Toolkit** listed on the right.

≡	IBM Automation			
	Business automations	18M Automation		040
	Create or reuse automations. An automation is a collection of		Toolkits (10)	Q #
	artifacts that fulfills a business purpose. You can publish some automation artifacts as automation services that you can call and reuse in a consistent way. Learn more	Business automations Create or mure automations. An automation is a collection of artificits that Mitflin is automation services that you can call and rease in a constant way. Lam more	Client Onboarding Toolkit Last edited 05/18/2021	Workplace Last edited 05/17/2021
	Create 🗸 Import 🛓			
		Create v Import 🛓	Dashboards Last edited 05/17/2021	Content Management Last edited 05/17/2021
	Published automation services $ ightarrow$	← All automations		
		Workflow \rightarrow	Responsive Portal Components	III
	Decision	Templates \rightarrow	Last edited 05/17/2021	Last edited 05/17/2021
	Document processing $ ightarrow$	Toolkits →		
	Workflow	Administration \rightarrow		
		Servers →	Responsive Coaches (deprecated) Last edited 05/17/2021	Coaches (deprecated) Last edited 05/17/2021
	Eutomal			

5. Click on the **Client Onboarding Toolkit** and then click the **Open** button on the right to open the toolkit in Workflow Designer.

In case you see any popup error message window, just ignore it as this is caused by slow network issue and will be closed automatically.

IBM Automation								0	¢	C
Toolkits (10) Client Onboarding Toolkit Last edited 05/18/2021	Q Open	Created by cp4b Client C This toolkit co Workflow.	admin - 05/18/2021 Dnboardir ntains utilities and	n g Too l d views requ	l kit ired for the Clien	at Onboardir	ъв . П			×
Workplace Last edited 05/17/2021		Versions	Colla	borators	Automati	ion services		Open		J
Dashboards Last edited 05/17/2021		Version	Created	Status	Notes	Q	Create		+	
		v4.6	5/18/2021							
		v4.2	5/18/2021							
Content Management										

6. The **Client Onboarding Toolkit** contains two types of services that will be used in this lab. One is a data model which is the data structure of the onboarding information which will be added into the Client Management System. Another is a service flow to start the RPA bot.

Familiarize yourself with the data model first by clicking **Data** on left panel and selecting the **OnboardingInformation** business object. As explained in exercise 1, client onboarding contains four types of information – **client**, **segment**, **servicesInfo** and **approvalStatus**. You can dig into each business object to understand more details.

≡	IBM Automation				
в	usiness automations /				
c	lient Onboarding Toolkit				
99	OnboardingInformation \checkmark \otimes				
	Client Onboarding Toolkit	~ Common		✓ Behavio	r
8	Processes	Name: OnboardingInformation Modified: cp4badmin (May 18, 2021, 6:30.01 AM)		Definition type: Shared object:	Complex type
۵	User interface	Documentation: B I <u>U</u> ≡ ≡ ≡ ⋮ ∷ ○ ∈ ◆ ≡			
Ś	Exposed Automation Services				
ŝ	Services				
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00	Teams				
Ð	Data	✓ Parameters	ĸ×		
\sim	Performance				
	Files				
4	Toolkits				
	Smart folders	e servicesinfo (Servicesinformation) e servicesFee (Integer)			
		● industry (String) ● sendres Remuster (String)			
		approvalStatus (String)			
		> Advanced Properties			

- 7. Familiarize yourself with the service flow **Call RPA Bot** by clicking **Services** from left panel and then selecting it.
 - 1. Check the input and output variables by clicking the Variables tab.

Input:

scriptName:	This is the bot script you are going to start, the script must be published to the tenant.
rpaRestEndpoint:	This is the IBM RPA REST API endpoint address. The endpoit address format is <u>https://RPAAgentHost:Port</u> . The default port for the IBM RPA REST API to start a bot on an individual agent machine is 8099. RPAAgentHost is the RPA agent machine to execute the bot on. In this lab, since the RPA agent machine runs in an isolated environment, it has been configured to be publically accessable through an "Application Service". The address of application service is included in your reservation mail.
onboardingInfo:	This is the client information and its signed services business data that will pass to bot to process.

Output:

botExecutionStatus: Indicates if the bot execution was successful or failed.

C	Client Onboarding Toolkit			
*	Call RPA Bot ∽ ⊗			
☷	Client Onboarding Toolkit	Overview Diagram Variables Decisions		
%	Processes	✓ Variables	R Type to filter	кя
Ŭ	User interface	▼ ● Input ● scriptName (String)	Û	
ŝ	Exposed Automation Services	 praRestEndpoint (String) phoardinglefor (Opboardingleformation) 	×	
ŝ	Services	Output Solutionstatus (String)	\oplus	
$\bar{\heartsuit}$	Events	Private Andersut Branadias (Bellenut)	\oplus	
00	Teams	 But put reprises (Boturput) botOutputProperties (BotOutput) P Encoded Dropes Variables 		
	Data	Localization Resources	Ð	
\sim	Performance			

- 2. Check the service flow implementation by going back to the **Diagram** tab. It has three activities:
 - **map input data**: This activity is to prepare the business data as input parameters when calling the RPA bot. It basically transforms the business object into a JSON string.
 - call RPA bot: This activity is to call an external service named IBM RPA RestServer to start a bot. Please refer to the <u>documentation</u> to learn more details about how to discover an existing REST service with an OpenAPI specification and generate an external service that you can use in a service flow.
 - **map output data**: This activity is to process the output data returned from the bot.



4.1.2 Develop a Workflow Process to start an RPA Bot

The entire end-to-end client onboarding solution involves many components including automation application, content management, automation decision service, and mobile capture. You can refer to the other labs to learn how to develop other parts of the client onboarding solution. To showcase how an activity in a Workflow process can call an RPA bot to add client onboarding information to backend applications, instead of creating a complete end-to-end client onboarding solution, we will create a simplified process to illustrate how to call the RPA bot using the **Start RPA Bot** external service introduced above.

1. Click the hamburger icon ■ in the top-left corner from Workflow Designer, select **Design→Business automations**.

	IBM Automation					0
B	usiness automations / lient Onboarding Toolkit				Last	saved 23 days ago by cp4badmin.
đ	Toolkit Settings (Read-only) $\checkmark ~\otimes$					$Q \textcircled{\tiny{\bullet}}^{\vee} \ \backsim \ \diamondsuit \ \oslash$
88	Client Onboarding Toolkit	Overview	Environment Variables	Servers	UI Conversion	
2	Processes	∽ Comm	non	 Exposed Item 		s
Ŭ	User interface	Name:	Client Onboarding Toolkit	т	he following items can b	e started by authorized users.
٢	Exposed Automation Services	Documentation		P T t	rocesses (0) he team specified in the ese processes.	Expose to start setting can launch inst:
ŝ	Services		This toolkit		<none></none>	
	Events		contains utilities and views required for the Client	H T	eritage Human Services he team specified in Exp	s (0) lose to start can view and use these se
°°•	Teams		Onboarding Workflow.	ç	<none></none>	ces (2)

2. Click the **Create** button and select **Workflow**→**Workflow automation**.

Published automation services (3)

Business autom	client_onboarding_decisions Decision	
fulfills a business purpose. You car automation services that you can c way. Learn more	Client_Onboarding_Workflows Workflow	
		Client_Onboarding_Workflows_Extern External workflow
Create ~	Import 🛃	
Decision automations		
Workflow >	Workflow automation	
External	Template	
Decision	Toolkit	

3. Leave the checkbox "Includes case features" unchecked. Enter a **name** for the workflow automation. Since you are using a shared environment where multiple users create business automations. To avoid conflicts and ensure that your workflow automation has a unique name, enter "UsrXXX BAWCallRPA" where UsrXXX is the username that got assigned to you, e.g., Usr001 BAWCallRPA in the workflow automation's name. For **Purpose**, although this is optional, it is recommended to enter some text to describe the purpose of this workflow automation. Once done, click **Create**.

Create a workflow automation

Includes case features	
Name	
UsrXXX BAWCallRPA	
Purpose (optional)	
RPA REST API.	
	Create

×

4. In order to use the data model and external service from the Client Onboarding toolkit, the toolkit needs to be added as a dependency. Click the ⊕ icon on the right next to the **Toolkits** label. Then click on the latest version of the Client Onboarding Toolkit to add it as a dependency.

Notes: The version number may be different, please always select the latest version/version with the highest version number.

B	Business automations / BAWCaIIRPA								
đ	Process App Settings 🗸 🛞		_						
	BAWCalIRPA	Add dependency	St						
2	Processes	Client Onboarding Toolkit	2						
Ì	User interface	© v4.2 © v4.6							
ŝ	Exposed Automation Services	Content Management	1						
چ چ	Services	E2 8.6.0.0_TC Dashboards 8.6.0.0_TC	1						
Ō	Events	Responsive Coaches (deprecated)	1						
00	Teams	8.6.0.0	1						
	Data	Responsive Portal Components	1						
\sim	Performance	8.6.0.0	1						
D	Files								
=	Toolkits								

5. Click the 🕒 icon on the right of the **Processes** label and then click **Process**.

B	usiness automations / SAWCaIIRPA		
Ø	Process App Settings 🗸 🛞		
	BAWCallRPA	Overview Environment Variables Servers	
2		New	
۵	User interface	Et Process	
3	Exposed Automation Services	showcase how BAW process to start RPA bot using IBM RPA REST API.	
ŝ	Senices		
Ş	Events		
00	Teams		
Ð	Data	✓ Authorization Settings	
~	Performance	Process application administrators: <nons> Select. New. ></nons>	ţ

6. Enter a name for the new process, for example – ProcessCallRPA, then click Finish.

New Process			
A process captures a set of a the activities. These activities activities that are not part of a	ctivities and the data an can be part of a structur structured flow, or a cor	d content to support red flow, ad-hoc mbination of the two.	+[*
Name: ProcessCallRPA			
		Finish	Cancel

The newly created ProcessCallRPA process is opened in Workflow Designer. It initially contains one inline user task. We will change its implementation to call the RPA bot through a service flow provided in the Client Onboarding Toolkit.

B	BAWCalIRPA									
2	ReprocessCallRPA V (s)									
	BAWCallRPA	c	verview	Definition	Variables	Folders	Views	Tracking		
*	Processes									
	User interface					12				
3	Exposed Automation Services	Team	Start			→ Inline Ta	User Isk		► O End	
ŝ	Services									
Š	Events									
000	Teams									
_	Data									

7. Click on the Variables tab to switch to Variables view.

Overview	Definition	Variables	Folders	Views	Tracking		
✓ Varial	oles				Q Type to filter		кя
 Input Output Private Expose 	ed Process Var	iables				 ⊕ ⊕ × ⊕ ↓ 	

8. Click the 🕣 icon next to the **Input** label to add the first input variable. Change its name to **scriptName**, keep its type as **String**. Check **Has default** and **set** the **value** to the script name you published to the tenant if you have performed the **Application Automation using IBM RPA lab**, or set the value to **ClientManagement** which is a pre-deployed script in the tenant.

Valiabica	- 1/10-10-10101	Detans	
	 	Name: Documentation:	scaphtame B / U F S 3 ■ ½ % ≪E ≪E
		Variable type: List: Visible in Process Portal:	String system Data Select. New
		Track this variable: Short name:	
✓ Visible Variables		Process Instance Identifier.	U

9. Go back to your mail box and find the reservation email your received after reserved the environment from IBM Technology Zone, **Copy** the address of application service from your reservation mail as below.



- https://cloud.skytap.com/vms/b211ab242192247f099071618165c79b/desktops
- Desktop password: s23cmi8r
 Environment ID: 121739666
- Environment name: DTE2_2051685_HOUBF_2022-03-07 02:02:38_2022-03-08 10:02:00
- 10. Switch to Workflow designer window, click the ⊕ icon again to add the second **input** variable. Change its name to **rpaRestEndpoint** and keep its type as **String**. Check **Has default** and set the default value to Application Service address you copied above, make sure to change **HTTP** to **HTTPS**.

variables	C Type to filter	Contraction Details			
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		Visible in Process Portal: Alias: Track this variable: Short name: Process Instance Identifier;			

 Click the ⊕ icon again to add the third input variable. Change its name to onboardingInfo and change its type to OnboardingInformation. Check Has default which will automatically generate JavaScript to construct the business object and set the default values.

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Variables	JUST	✓ Details	
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The auto-generated JavaScript only constructs the business object structure and sets the default values to blank, we need change its default value. Please replace the auto-generated JavaScript code with the code from **SetDefaulValue_OnboardingInfo.js**.

You can find the **SetDefaulValue_OnboardingInfo.js** from lab materials page in **Lab Data** folder.

12. Click the ⊕ icon next to the Output label to add an **Output** variable. Change its name to **botExecutionStatus** and keep its type as **String**.

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13. Click the **Definition** tab to switch back to the process diagram view.



14. Select the **Inline User Task**, go to **General** tab at the bottom and configure the task as below,

Name: Change the name to Call RPA Bot.

Type:Select System Task.

Implementation: Click the **Select** button and select **Call RPA Bot** which is a service flow provided in the Client Onboarding Toolkit.

Overview	Definition Variables Folders Views Tracking		
E Start	Call RPA Bot	End	^ ^
Gene Data Mappi Pre & Po Tracki Conditio Documentati	al Activity Name: Call RPA Bot Type: Delete task on completion: Nmplementation Implementation: W* Call RPA Bot Delete task on completion: Edit the data mapping.	> > >	Priority Settings Task Header Loop

15. Switch to the **Data Mapping** tab of the activity. Click the \leq icon for both the Input and Output Mapping. It will automatically map the input and output variable as below.

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16. Click the 💁 icon in the top-right corner in Workflow Designer to save your changes.

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You have successfully created a process in Workflow, changed its implementation from an initial Inline User Task that needs to be manually performed by a human to calling a service flow that calls an RPA bot to automatically add the client and signed services to two backend systems.

4.1.3 Verification Instructions

Using the Playback and Inspector capabilities you can quickly test the process directly from the development environment without publishing it to a Workflow server. We will use it to validate if the Workflow process authored above can successfully start the bot.

1. Click the [●]icon in the top-right corner in the Workflow Designer window. It will start a new process and show it in the Inspector.



If you see warning message indicating Firefox prevented this site from opening a pop-up window, click the **Options** and then select "Allow pop-ups for..." to allow Firefox to open a pop-up window.

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2. A new process instance will be started as below. It will call the service flow which will call the external service to start the bot execution on VM 5.



 Watch the Windows desktop on VM 5 – RPA, but don't touch the keyboard or mouse. The bot will be started. It will first start the Client Management System Java application to add the client information and grab the client ID. Next it will start the Service Management System web application to add the signed services for the client. Once the bot execution finishes, close the Firefox pop-up window and return back to Inspector. 4. Check the bot execution status by reviewing the value of the output variable **botExecutionStatus**, As assigned in the bot script, its value is "success" indicating the bot has been executed successfully.



Summary

In this exercise, you have learned:

- How to publish a bot script to a tenant.
- How to implement an activity to call a service flow which will use an external service to invoke a bot.
- How to invoke an RPA bot script through the IBM RPA REST API.

Congratulations, you have successfully completed this Lab!!!