



RPA Q&A

Functionality

Does the user that's running the job need to be logged into the PC and sitting at the desktop, or does the RPA log in before it runs?

Logins and/or credentials required for authentication will be part of the job configuration process and applied automatically during the replay process. It will depend on the workflow and which systems or applications are involved, but there are multiple ways to address this step of the process.

We'll be moving to EASE and only have an EASE connector. Will the RPA client be available once the move takes place?

Yes, as long as you are still an OpCon customer. RPA jobs can be configured and executed independent of EASE workflows.

Is there an audit process in place for the RPA user? Where can we see a report on which user made the change, etc.?

Yes, every change made to the job or individual task/step is tracked at the user level and available from within the RPA client. An audit history will also be built for each of these objects.

If you can run multiple workflows simultaneously on a single machine, how do you handle more than one workflow interacting with Excel at the same time since there is only one instance of Excel running in a user session? Do you have to run them as separate users? Do you prevent multiple ones from running simultaneously? Something else?

We do have multiple ways of interacting with Excel, from either directly within an RPA-specific task or independent from RPA as just an Excel-based task. The latter can be executed as a background task. For example, a task can be run to extract data from Excel into another file or as input into another step without requiring Excel to be open and running on the host system. Consideration will still need to be given to prevent problems like race conditions or similar scenarios where multiple processes are trying to transform the same data set. This should not be as much of an issue for read-only scenarios, and the Windows user required when setting up the server/client can be reused for these scenarios.

Is there, or will there be, restart-point functionality?

Currently, workflows can be restarted from the job level or task level depending on the level of granularity required. An individual task can also be manually restarted at a specific step from within the RPA client.

Can an RPA workflow pause for user input—for example, entering payments that may change daily?

It'll really depend on the mechanics of the specific scenario, but workflows can be designed to stop at a specific step in a process until a trigger is initiated to resume the remaining steps or execute an entirely different sequence of steps based on a condition. Currently, this type of workflow would require multiple jobs, but we'll be making enhancements to support this type of capability between steps within a single workflow/job. Manual wait times can also be added in between tasks or between steps within a task where needed.

Will RPA job and task logs be available?

Yes, OpCon will provide basic information about the job's status, execution history, and job output. More detailed logging and audit information about a specific RPA task will be available to the RPA client.

Does it use a specific browser to handle web-based automation in the background?

It uses an embedded version of Google Chrome with a built-in browser to execute these tasks in the background.

Can RPA interact with Remote Desktop Solutions, such as logging into a remote system and mapping network drives?

For desktop recordings, we currently only support one set of credentials for interacting on the machine it's installed on. It may be possible to leverage our web recorder if you're able to access the machine remotely through a browser-based solution.

Will it work with 5250 emulations?

While this has not been officially tested or approved, a tool like Turbosoft's 5250 emulator should be a good fit for RPA having both web and desktop client options.

Does the web browser tool need to take over the desktop UI? If I understand that correctly, that is better than other alternatives that tend to use the whole UI to perform web activities?

The web recorder will only require the UI during the job configuration/recording process. Once the configuration/recording is complete, operationally, they'll be replayed in the background without taking over the desktop.

For that desktop example, can that be an Excel list of say new employees and then a workflow to create the user accounts in a desktop or web app?

Yes, there are multiple ways to approach this scenario. Separate tasks/steps can be created or recorded to consolidate data from multiple sources into Excel, and once consolidated, a new task can be created to enter the data from Excel into a desktop or web app.

Are passwords encrypted when you build a process?

Passwords for the RPA client or machine are stored in an encrypted format. Passwords for external services stored within variables/properties are also stored in an encrypted format and presented dynamically at runtime.

Is this RPA very proficient with interacting with third-party applications, such as launching/navigating menus that may appear disabled, etc.?

We have a great foundation in terms of supporting various Windows desktop and web applications, but there can be unique issues specific to certain clients that are older or have implemented their interface in a non-standard way. Overall, we're committed to fixing any of these issues as they arise, and it'll require some discovery with the specific applications you'll use to know if there are any issues.

Installation and Setup

Does the RPA module need separate servers, or can it be hosted the same as the APP server?

For on-premises scenarios, a separate server is not required but is highly encouraged depending on the type of RPA desktop scenarios that'll be implemented and in terms of processing and memory bandwidth.

Can a self-service RPA run locally on a user's computer?

Yes, OpCon RPA can be installed and operated on a user's local computer. The primary risks will be preventing resource conflicts (e.g., CPU, memory, storage) and understanding that RPA jobs for desktop applications will require direct control of the machine during the replay. Web-based RPA jobs can be executed in the background with taking control from the user. Ultimately, it depends on what type of jobs are required. If the majority of your automation is for desktop applications, it would be ideal to have a dedicated machine for executing the replays.

Do you need one bot for each process? How many bots are included initially?

A license will be required for the RPA client/server for each machine where it's installed. Functionality within the license will limit how many installations are allowed, which will be based on your contract terms. Once activated, there are no limitations in terms of "bots" or "tasks", but the volume of daily tasks will be tracked and managed along with your OpCon subscription. To summarize, the only dynamic cost will be related to the volume of daily jobs being executed similar to OpCon along with how many servers/machines the solution will be installed on.

Can you run the bot on another Windows instance, so it doesn't take over the desktop?

Yes, we can install OpCon RPA tools on any Windows instance that you have. That said, we believe it'll be very common for sites to have a centralized "RPA Server" or group of servers.

Licenses

Is there a license needed for each desktop it runs on, or can I run an unlimited number of automations simultaneously on one license?

A single license can be generated that's able to be used across multiple server/machine installations, but to be clear, each server/machine will require a license for activation. Once activated with a license, an "unlimited" number of tasks can be run on that server/machine, but the volume of daily tasks will be tracked and managed along with your OpCon subscription.

How is the licensing for this going to work? Other options charge per "bot", but this is just going to be limited to the capacity of the server/machine it's running on?

Please reach out to your designated CSM for more information related to licensing and pricing.

Is there going to be an additional licensing cost for RPA?

Yes, please reach out to your designated CSM for more information related to licensing and pricing.

Is OpCon RPA licensed separately or included with the current OpCon license?

Yes, a new license will be required separately from your OpCon license.

Sales

Is everything shown today available at launch, or are some of these features still in development?

OpCon RPA can perform all the scenarios given during the webinar—downloading files from a vendor's website if FTP is not available, filling in web forms, pulling data out of files such as an Excel spreadsheet, recording actions and replaying, etc. The only difference in the future is that you'll be orchestrating all the RPA actions from OpCon.