

The South Indian Association,
The S.I.A. College of Higher Education
Affiliated to University of Mumbai
Accredited B+ by NAAC
P-88, MIDC Residential Area, Dombivili Gymkhana Road,
Near Balaji Mandir, Dombivili (East), 421 203.

Department of Banking & Insurance

Notice

Date: 10/04/2020

The Project Viva for TY B&I SEM 6 will be held on 15TH April,2020 . All the students are requested to be ready with their Projects e copy.

All the guides are here by informed to schedule and the Viva and send the same to students under respective guides.



Convenor

Ranjana Mhalgi






Principal

Dr Padmaja Arvind

PRINCIPAL
The S.I.A. College of Higher Education
DOMBIVLI (E)

The S.I.A. College of Higher Education, Dombivili - East
 Department of Banking & Insurance
 Project Guide List 2020-21
 TY B.Com (Banking & Insurance)
 SEMESTER VI
 Project Guide List 2020-21

Sr No	Roll No.	Name of the student	Name of Project Guide & Sign
1	BF18001	PADMAPRIYA JAGANATH	<p>Ranjana Mhalgi</p> 
2	BF18003	MEGHNA RAJENDRAN	
3	BF18004	APANKAR RUTUJA GANESH	
4	BF18005	BANDADE NIRANJAN DATTARAM	
5	BF18006	BANDODKAR ANUJA ANIL	
6	BF18007	BHATT CHETAN ARVIND	
7	BF18008	CHAUDHARY NISHA BABULAL	
8	BF18009	CHAUDHARY JUHI SUBODH	
9	BF18010	CHAVAN AISHWARYA VIKAS	
10	BF18011	CHAVAN LAXMI ANIL	
11	BF18012	CHOUDHARI NAMRATA ARUN	
12	BF18013	GAIKAR SHRADDHA SANJAY	
13	BF18014	GOWDA KOMAL DEVANNA	
14	BF18015	GUPTA ANJALI BALBADRA	
15	BF18016	GUPTA KUMARI SHILPA MOTILAL	
16	BF18017	JAT MANISHA LEHRULAL	
17	BF18018	JATOLIYA BARKHA RAJESH	
18	BF18019	JETHVA HEMAL BHARATBHAI	
19	BF18021	JOSHI PAYAL SHAILESH	
20	BF18022	KAPSE RUTHIK ASHOK	
21	BF18023	KEER NIKITA VASUDEV	
22	BF18024	KHAN ARBUNNISHA ISTIYAK AHMED	
23	BF18025	KOLEY PRIYANKA PRADIP	
24	BF18026	KOTHARI VARSHA NANDLAL	
25	BF18028	PARIYAR KARPAGAVALLI SWAMIDURAI	
26	BF18029	PATEL KAVITAKUMARI SHIWAILAL	
27	BF18030	PATIL YOGINI DNYANESHWAR	
28	BF18031	PATIL SAYLI RAJU	
29	BF18032	PATIL PALLAVI GANGARAM	
30	BF18033	RAJPUT SANGEETA DALUSINGH	



31	BF18034	SAHU KOMAL PRADEEP
32	BF18035	SARODE NISHA RAMDAS
33	BF18036	SAWANT MAKARAND RANJIT
34	BF18037	SAWANT TUSHAR CHANDRAKANT
35	BF18038	SAWANT SIDDHI SATYAWAN
36	BF18039	SHELKE RENUKA BABASAHEB
37	BF18040	SHETTY TRISHIKA SADASHIV
38	BF18041	SINGH SHALINI RAJESH
39	BF18042	SINGH ANKITA RAJESH
40	BF18043	SUTAR SHRUTI SHANKAR
41	BF18045	TATKARE PRANIYA CHANDRAKANT
42	BF18046	VICHARE VAISHNAVI MAKARAND
43	BF18047	YADAV PRIYA VIRENDRA
44	BF18048	PAWAR BHARAT CHANDRAKANT
45	BF18101	PRIYADARSHINI MATHI
46	BF18102	BHOIR HEENA SOMNATH
47	BF18103	DEVADIGA NAVAMI NARSIMHA
48	BF18105	DSOUZA MARITA MAXIM
49	BF18106	DUBEY KAJAL BRIJESH
50	BF18107	GANGURDE KAJAL RAJU
51	BF18109	IYENGAR VIJAY DILEEP
52	BF18111	KADAM MANSI SUNIL
53	BF18113	MEDHE SAKSHI SURESH
54	BF18116	PANDEY ANJALI JHARKHANDE
55	BF18118	PATIL RUTUJA MADHUKAR
56	BF18119	PAWAR PRANAV PRAKASH
57	BF18120	PUTHRAN ABHISHEK BALAKRISHNA
58	BF18121	RASAL TANUJA VALMIK
59	BF18122	SAKPAL SHWETA SUDEEN
60	BF18125	SHARMA VIKAS SURENDRA
61	BF18126	SHELAR SONAL PRAKASH
62	BF18127	SHIGVAN AMISHA ARVIND
63	BF18128	SHINDE SALONI DILIP
64	BF18129	SHIYAL KAJAL KAMLESH
65	BF18130	SHUKLA RIYA RAJESH
66	BF18132	SUTAR DIPIKA MANIK
67	BF18133	TELGOTE VAISHNAVI PRAKASH
68	BF18134	THEVAR KARTHIK NAGRAJAN
69	BF18135	THORAT RONEEL RAJESH
70	BF18136	VARMA AASANI AJAY
71	BF18138	YADAV USHA TILBAHADUR
72	BS19139	PANDHARE AJAY BABAN

Mahesh Kandalkar

Mahesh

Renu Verma

Renu

Hasitkumar Nagariya

Hasit



73	BF17032	MISHRA RAJENDRA NANDKUMAR	
74	BF16009	CHAUGULE YASHASWI UMESH	
75	BF17018	GHADIGAONKAR ASHISH PRAMOD	

Rehalgi
Convener

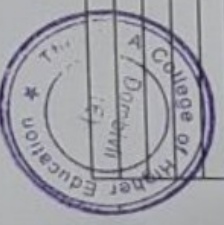


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Program Name Bachelor of Management Studies
 Course in which project is compulsory Project work
 Sem VI
 Year 2020-21

SNO	Name	Roll no	Specialisation	Title of the Project
1	Akash Mamdapur	MF15031	Marketing	Internship in Hindustan Unilever
2	Tanvi Rane	MF17037	HR	The Role & Significance of HR in Change Management w.r.t. Attradus India
3	Aishwarya Gadhave	MF17109	HR	Employee Satisfaction
4	Abhishek Gupta	MF17115	Marketing	Project on stock market or financial market
5	Vaishali laxman goity	mf17114	HR	Recruitment and selection of meera enterprise
6	Sanket wable	MF17156	Marketing	To study marketing strategy of nike vs adidas
7	Aathira Ramesh	MF18001	Finance	Internship report on Birla sunlife insurance
8	Phlominai Visuvasam	MF18002	HR	A report on Internship at Future Generali Organization
9	Velladurai Chitra	MF18005	HR	Stress Management in working women
10	Rema Hemanto Ash	MF18006	Finance	Aditya birla sunlife insurance
11	Suraj Narsingh Bai	MF18007	HR	Employee job satisfaction w.r.t Tata AIG
12	Pratiksha ravindra bawkar	MF18008	Marketing	Market analysis on cosmetics
13	Nikki Rohit Bheda	MF18009	Marketing	Internship on Aditya Birla SunLife Insurance
14	Divya Azad Bohat	MF18011	HR	An internship report on future Generali
15	Sheryl Cabral	MF18012	Finance	A report on product portfolio Birla Life Insurance Co Ltd
16	Akshata Shashikant Chorge	MF18013	Finance	Study on Paytm services promoting cashless economy
17	Rahul Dangar	MF18015		Survey on Bajaj Auto Ltd.
18	Mithir M. Dhamankar	MF18017	Finance	Comparative Study of Investment of Mutual Fund Nid Fixed Deposit
19	Bhagyashri Gangaram Ghadigaon	MF18019	Marketing	Understanding consumer attitude towards green consumerism
20	Swati.D.Gupta	MF18020	HR	Project on Future Generali
21	Gyanendra Gupta	MF18021	Finance	Survey of GST
22	Hardik Vinit Jain	MF18022	Marketing	A study on marketing strategies in event management sector towards consumers with reference to Kalyan-Dombivli city.
23	Shalu ashok jaiswal	MF18023	Marketing	Amul milk
24	Pratik kanoujiya	MF18024	Marketing	Sales promotion of Cadbury dairy milk
25	Divya Chandrakant kshirsagar	MF18025	Finance	Survey / UPI Reference To Axis Bank
26	Kaushiki Kulkarni	MF18026	Finance	Perception and attitude towards digital payment among urban society
27	Shubham Ganpat Manjrekar	MF18027	Marketing	INTERNSHIP REPORT ON A SALES,MARKETING STRATEGY ADITYA BIRLA CAPITAL& A
28	Chaitra mayekar	MF18029	HR	Internship black book
29	Maghashree Kathirvelu Mudaliyar	MF18031	Finance	A Report on internship with Birla Sun Life Insurance on comparative equity research analysis
30	Kavya Sadanand Mulya	MF18032	Finance	Study on services provided by Punjab National Bank through internet.
31	NADAR JEBESH REO ARUL RAJAN	MF18033	Marketing	áCoca Study On Customer Perception On Service Quality With Reference To Life Insurance Company&c
32	Jesinith Selvarajamani Nadar	MF18034	Marketing	Supply chain management and Distribution Channel
33	Swetha Jayaseelan Nadar	MF18035	HR	Challenges faced by working women w.r.t.kalyan Dombivli.
34	Karthik Kannan Naidu	MF18037	Marketing	Study on Netflix's Market Penetration In India
35	Devika NAIR	MF18038	Finance	A comparative Analysis on Insurance Product on Aditya Birla Company.



36	Krutika Nalawade	MF18040	Marketing	Effect of Mobile marketing on youngsters
37	Padgaonkar Dhanashree Shrirang	MF18041	Marketing	A Study Report On Customer Satisfaction With Reference To Suzuki Motors
38	Nanhe rajnath pal	MF18042	Marketing	Event management
39	Adwait Phadke	MF18043	Finance	Comaprison of Aditya Birla Health Insurance
40	Saraswati Murugan pillai	MF18044	Finance	To study on investors' perception towards various investment products. (Internship project)
41	Poolary Varsha Ravi	MF18045	Finance	A Report on Insurance Products with reference to Aditya Birla SunLife Insurance
42	SAMITH GANESH RAI	MF18046	Marketing	Report on Internship in future genrali
43	Shridar krishna rao	MF18047	Finance	Perception of customer for systematic investment plan (SIP?)
44	Rahul Rathod	MF18048	HR	Investors in mutual fund
45	Jugal Parresh Sampat	MF18050	Marketing	Consumer Perception Towards Bewakoof.com Online Shopping Site
46	Shabana Shaikh	MF18053	Finance	UPI payment
47	Dimple hitesh sharma	MF18054	HR	A study on employee engagement with respect to BHARTIAXA insurance company.
48	Chaitali Shettigar	MF18055	Marketing	Internship Report on "Marketing Strategies and Marketing mix of insurance Sector"
49	SHETTY RAMYA SHANKAR	MF18056	HR	An Internship Report on training and development of EMBCL Company
50	Neha sampat shinde	MF18057	Finance	A Report on overview of future General Insurance company
51	Aanchal Shrivast	MF18058	Finance	Investment pattern of the salaried individuals
52	Priya Gyan Singh	MF18059	Finance	An Internship Report on future General Insurance company
53	Yash Singh	MF18060	Marketing	A Study on Online Shopping and Consumer Buying Behavior on Mynta.com
54	Sonu solanki	MF18061	HR	HR issue in merger and acquisition in banking sector
55	Sonal Sonawane	MF18062	Finance	The Study of Recruitment and Selection Practices in Axis bank
56	karshma u thakker.	MF18063	HR	INTERNSHIP- H & R JOHNSON LTD.
57	Alash Santosh Tiwari	MF18064	Finance	Internship project report on Customers perception and attitude towards Health Insurance at Aditya Birla Capital
58	Tanaya vichare	MF18065	HR	Work-life balance of employees during covid19
59	Sneha Yadav	MF18066	Finance	Consumer feedback
60	Nandkishor Bhat	mf18101	Finance	Cryptocurrency
61	Pavan Ravi Chama	MF18104	Finance	Application of IT in stock market
62	Prachi pramod chaudhari	MF18105	Marketing	Consumer Behaviour towards different toothpaste brands
63	Tanushree Chavan	MF18106	Marketing	Comparative study on consumer behaviour of online and offline shopping.
64	Divya sambhaji chavan	MF18107	HR	A study on various employee welfare facilities provided bt Tata consultancy services mumbai
65	Shrutesh Dharan	MF18109	Marketing	Marketing strategies of D-Mart
66	Shrikant Suhast Dharmadhikari	MF18110	Marketing	Business process of Outsourcing
67	Rahul Rajendra Gaud	MF18111	Marketing	About Aditya Birla Group
68	Rahul Tukaram Harale	MF18114	Marketing	Sale on health insurance in Aditya birla group
69	RUTUJA SURESH HAASHE	MF18115	HR	A study on recruitment and selection in Yaashakrishni Food Science Ltd.
70	Gayatri jawaharlal kanojiya	MF18116	Marketing	Internship project Aditya birla capital
71	Chinmay Khardam	MF18117	Marketing	Marketing strategies of McDonald's
72	Atharva khot	MF18119	HR	Work life balance among teacher/bank employees/BPO/KPO employees/ women professionals
73	Abhishek Kulkarni	MF18121	Marketing	STUDY OF TRADITIONAL AND DIGITAL MARKETING
74	Shivani Mukund Lokhande	MF18122	Marketing	Internship project on future general life insurance company
75	SONIICA MAANDIKAR	MF18123	HR	A STUDY ON ABSENTEEISM OF WORKERS WITH RESPECT TO ARMADA DISTRIBUTION COMPANY.
76	KEVAL MOTTA	MF18126	Marketing	COMPETITIVE ANALYSIS of FROOTTI and its COMPETITORS
77	Abhinav Jagannath Nilgade	MF18129	Finance	Needs & Benefits of insurance policy
78	Poonam Pasi	MF18131	HR	Internship in Digital Marketing
79	Mahendra patel	mf18132	Finance	Study on bombay stock exchange
80	Shubham Shivdhari Patel	MF18133	Marketing	A study on Sales and Marketing strategy of Amara Raja Batteries Ltd
81	Aditya Poidar	MF18136	Finance	Consumer Feedback
82	Sapna Rajesh Prajapati	MF18137	HR	Performance management system
83	Kalpesh Salunkhe	MF18139	Finance	Awareness of health insurance among people



84	Disha Arun sangoi	MF18141	HR	A INTERNSHIP REPORT ON RECRUITMENT AND SELECTION IN CONSULTANCY. ECG HR SOLUTIONS PVT LTD.
85	Kaveri Narasappa Shirakanahalli	MF18147	Finance	Internship report on Aditya Birla Sun Life Insurance
86	Neeraj Solanki	MF18148	Marketing	Consumer Feedback
87	Thevar Bhanumathi selvam	MF18150	HR	Work life balance of employees residing kalyan -dombivli area
88	Manisha Upadhyay	MF18152	Marketing	Black Book
89	Shubham Yadav	MF18153	Finance	Aditya Birla sunlife insurance
90	Yash zare	MF18154	Finance	ECOMMERCE IN INDIA
91	Ajinkya Dhuri	MF18155	Finance	A study on Good Service and taxes
92	Pranjal Arun Nandgaonkar.	MF18157	Finance	Study on customer satisfaction from HDFC E-Banking services.
93	Suman sahu	MF18158	Marketing	Study on insurance in detail
94	VANAPNOOR STELLA BHANMITRA	MF18159	HR	"Suditi Industries" "Training And Health & Safety Of The Employee"
95	Jayesh Shridhar Barve	Ms19160	HR	Recruitment in organization

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TYB.SC.IT PROJECT DETAILS 2020-2021

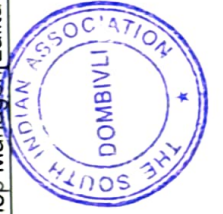
Timestamp	Roll no:	Name of the Student:	Title of the project:	Project Guide:	Description of project 4-5 lines
5-16-2021 16:31:38	IF18104	Suman Radheshyam Chal	Anti-collision Device	Lalita Singh	An ACD detects the another vehicle or train to avoid the collision. This device must be implemented to all Automobile to limit the road accidents and to warn regarding other vehicle to warn regarding other vehicle 1)Line follower is a machine that can follow a path. 2)The path can be visible like a black line on a white surface. 3)Sensing a line and maneuvering the robot to stay on course, while Constantly correcting wrong moves using feedback from the sensor forms a simple yet effective system. 4) It can be used in automobile, industrial automations, guidance, etc.
5-16-2021 18:22:14	IF15012	Iyer Shankaran	Line Following Robot	Lalita Singh	This project Online Food Ordering System has been developed on PHP and MySQL.
5-17-2021 9:18:40	IF17016	Bablu gupta	online food ordering system	Sai Sree mam	Online shopping is a form of electronic commerce which allows consumers to directly buy goods from a seller over
4-5-2021 16:36:25	IF17023	Rajesh Shankar Machha	Online Shopping	Nandini kadam	



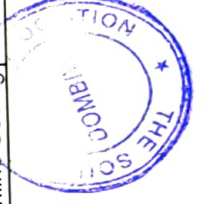
5-16-2021 16:41:31	IF17036	Roshan Dilip Patil	Grocery Management Sys	Miss. Lalita Singh	Wheat, rice, pulses, oil, cosmetics, etc. are the part of the life such that they can not be seen as different from life. These products are available quickly and frequently at any store, every store has their set electronic commerce which allows consumers to directly buy goods from a seller over the internet. If you plan to establish an online presence for your business or company and create the first web page, you must consider the objectives and the main purpose of your new website.
5-17-2021 9:18:40	IF17057	Sawan Sharma	Online Shopping	Nandini kadam	The line follower robot is a mobile machine that can detect and follow the line drawn on the floor. Generally, the path is predefined and can be either visible like a black line on a white surface with a high contrasted color or it can be invisible like a magnetic filed
5-16-2021 18:02:53	IF17064	Mukesh Deepak Tak	Line following robot	Lalita mam	



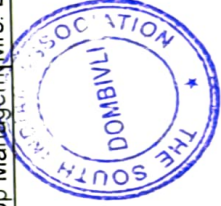
4-5-2021 21:47:44	IF17074	Tanay Waghmare	Rider's Nation	Lalita Singh	The project is on web based shopping site. Online shopping is the process whereby consumers directly buy goods or services from a seller in real-time, without an intermediary service, over the Internet. It is a form of electronic commerce This project is an attempt to provide the advantages of online shopping to customers in order to save time and This project Online Food Ordering System has been developed on PHP and MySQL. The main objective for developing this project was to sell food online order. This project intends different shopping site. Online shopping is the process whereby consumers directly buy goods or services from a seller in real-time, without an intermediary service, over the Internet. It is a form of electronic commerce This project is an attempt to provide the advantages of online shopping to customers in order to save time and
4-5-2021 16:36:25	IF17077	ARJUN YADAV	online food ordering system	Sai Sree mam	Customized website for pet owners / individuals to adopt pets, consult veterinary doctors and buy healthy meal for pets.
5-17-2021 0:27:20	IF17086	Navin Santosh Jayasawal	Rider's Nation	Lalita Singh	
5-16-2021 17:02:53	IF18001	Srikanth Shankar	Online Pet Shop Management	Lalita Singh	



5-16-2021 19:23:30	IF18002	Dikshita Sitaram Amin	SIA Management Information	Nandini kadam	We have made a dynamic management information system for SIA college. It makes easy to store, view and maintain up to date data etc dynamically. Information could be also extracted in excel format whenever needed with use of given password and id to
5-16-2021 23:19:34	IF18003	Virendrakumar Baburam	FriendsBook	Nandini Kadam	This project is networking web site use for making Friends in campus. In this web site Teachers, graduates and current students share information. In this project we have a news feed section which can be daily updates about college/campus events. The Friendsbook has
5-17-2021 9:18:40	IF18005	Rutik Uttam Jaitapkar	Student Result management	Lalita singh mam, Nandini	We know the highest challenge of a school & college is to manage each and every student detail and their marks effectively. Many time data loss is biggest problem occurs, to overcome this problem we develop a software STUDENT REPORT MANAGEMENT
5-17-2021 9:18:40	IF18006	Nishant Krishna Ghadigao	Online Coding	Sandhya Pandey	The project is a web application which provides various information and knowledge regarding programming technologies. It is specially made for students who are aspired towards programming languages.



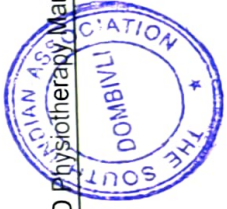
4-5-2021 14:34:26	IF18007	Aakash virendra gupta	CHAT APPLICATION	Sandhya pandey	Chat application is a website.in this website the current college students,graduated students and teachers can connect with each other.the features like newsfeed they can share their ideas and thought.new students can connect with teachers via friendsbook
5-17-2021 9:18:40	IF18008	Suraj Rajesh Gupta	INTER COLLEGE EVENT	Sandhya pandey	The project is a web application which provides various information and knowledge regarding the college event . we know the biggest challenge of a school & college is to manage each and every student detail and their marks effectively . Many time data loss is biggest problem occurs , to overcome this problem we develop a software STUDENT REPORT MANAGEMENT SYSTEM . main purpose of our project is to helping an educational institutions.
5-16-2021 17:41:12	IF18010	Rutik Uttam Jaitapkar	Student Result managemen	Lalita singh mam,Nandini	
5-16-2021 17:03:32	IF18011	Satish Pradeep Jha	Online Petshop Management	Mrs. Lalita Singh	Customized website for pet owners / individuals to adopt pets, consult veterinary doctors and buy healthy meal for pets.



5-16-2021 17:12:38	IF18012	Pratik Vijay Karania	Online Petshop Management	Mrs. Lalita Singh	Customized website for pet owners / individuals to adopt pets, consult veterinary doctors and buy healthy meal for pets.
5-16-2021 16:35:20	IF18013	Nachiket Kulawade	Bikers world(online bike a	Lalita Singh	BIKERS WORLD (ONLINE BIKE ACCESSORIES) ,it is capable to order online bike, riders accessories . we have produced the online system that is
5-17-2021 9:18:40	IF18014	Chaitanya Rajendra Kulka	Codetech - Online Coding	Sandhya Pandey	The project is a web application which provides various information and knowledge regarding programming technologies. It is specially made for students who are aspired towards programming languages.
5-17-2021 10:42:01	IF18015	Prasad Arun Kuvare	Coffee and food billing sys	Nandini mam	It's handle any hotel billing system
5-16-2021 16:27:46	IF18018	Tushar Tulashidas Naik	Grocery Management Sys	Lalita Singh	Project is based on the grocery system which can be managed through online process without any human interaction and online grocery buying makes life easy and comfortable.
4-16-2021 14:34:26	IF18019	Roshan Panada	CHAT APPLICATION	Sandhya pandey	Chat application is a website in this website the current college students,graduated students and teachers can connect with each other.the features like newsfeed they can share their



4-5-2021 13:59:41	IF18020	Shamika Poojary	SIA Management Informat	Nandini Kadam	The SIA MIS is capable to insert, view and extract data related to activities attended or performed by particular committee or teacher and faculty members. Committee data and teachers data are two basic modules. This manages data very quickly and efficiently.
5-16-2021 20:33:10	IF18021	Shreyas Poojary	QB - Create Your Own Qu	Mrs. Nandini Kadam	QB is a software which is helpful for teachers. In this project the teachers are facilitated by online system for creating a question bank. QB will make the whole process of creating a question bank automated.
5-17-2021 12:29:00	If18022	Sugumaran Reddiar chenn	Safelock	Sandhya Pandey	Safe lock is used to store files and documents and access whenever required the idea of this project is digital transformation i.e paperless the idea is inspired from the DigiLocker initiative quickly and easily. Previously doctors used to collect patient records hand written on paper. It was difficult to manage such patient records and the patients were keeping on increasing day by day. So a online solution was needed in order manage such huge data and to be accessible from anywhere.
5-16-2021 21:48:19	IF18024	Manas Dattatray Samant	OPD Physiotherapy Manag	Mrs. Sandhya Thakkar	



4-5-2021 13:59:40	IF18025	Neha Satra	SIA -Management Informa	Nandini Kadam	<p>The SIA-MIS system is capable to Insert, View and extract data related to Activities attended or performed by particular Committee or Teacher and faculty members. Committee Data and Teachers Data are two basic module. This system manages data very quickly and efficiently.</p> <p>enabled application developed in PHP and powerful MYSQL database backend.</p> <p>2. A E-School is a platform independent system that virtually any user can access from anywhere through a standard internet accessible system.</p> <p>3. School Management Systems helps input class notes, create lesson plans and</p>
5-16-2021 20:16:28	IF18026	abhishek shah	E-SCHOOL (SCHOOL MA	Miss. Lalita Singh	<p>enabled application developed in PHP and powerful MYSQL database backend.</p> <p>2. A E-School is a platform independent system that virtually any user can access from anywhere through a standard internet accessible system.</p> <p>3. School Management Systems helps input class notes, create lesson plans and</p>
5-16-2021 19:56:18	IF18027	Shanikumar Sharma	E-SCHOOL (SCHOOL MA	Miss. Lalita Singh	<p>enabled application developed in PHP and powerful MYSQL database backend.</p> <p>2. A E-School is a platform independent system that virtually any user can access from anywhere through a standard internet accessible system.</p> <p>3. School Management Systems helps input class notes, create lesson plans and</p>



5-16-2021 17:53:39	IF18126	Malati Vishwas Pagare	Online lawyer application	Sandhya pandey	1. Registration for customer as well as Lawyers. 2. Panel for Lawyers showcasing their details. Payment integration (for live application in future). Google map integration to track lawyer office location for customers. Search by lawyer location, lawyer services like criminal, divorce, affidavit, civil, and then schedule a meeting with the same.
5-17-2021 11:29:07	IF18017	SANDEEP MAURYA	Gym management system	Miss.Lalita Singh	This project "Gym Management System" is solution fitness centres to manage the customers in an easier and more convenient way.
5-16-2021 23:26:53	IF18117	Rahul Pradeep Kanojiya	BUS PASS SYSTEM	Nandini kadam	This project focus on the bus ticketing monthly pass, quarterly pass, yearly pass
5-16-2021 20:04:53	IF17004	Diksha Devendra Bade	FRANCHISEE MANAGEMENT	Nandini kadam	this project focus on franchise management system
4-5-2021 14:34:26	IF17033	Ashutosh Pandey	FRANCHISEE MANAGEMENT	Nandini kadam	this project focus on franchise management system
5-16-2021 17:53:39	IF18034	Deepak Mishra	BMS BOOKSHOP MANAGEMENT	Miss.Lalita Singh	The project is a web application which provides various information and knowledge regarding books. It is specially made for students who are aspired to learn.



5-17-2021 9 18 40	IF18028	Shubham Sunil Tambitkar	Codetech - Online Coding	Sandhya Pandey	<p>The project is a web application which provides various information and knowledge regarding programming technologies. It is specially made for students who are aspired towards programming languages.</p> <p>Android Health Monitoring Application That tells you about your daily calories count, Diet and nutritional foods for good Immune, pulse rate and Covid patients tracker it also has a scheduler where you can schedule your daily activities and plan as per your convenience. There are various video's and information available about weight gain and</p>
5-16-2021 16:20:29	IF18029	Tawde Vaishnavi Nitin	BOOSTLIFE(An Android H	Sai Sree mam	<p>enabled application developed in PHP and powerful MYSQL database backend</p> <p>2. A E-School is a platform independent system that virtually any user can access from anywhere through a standard internet accessible system</p> <p>3. School Management Systems helps input class notes, create lesson plans and</p>
5-16-2021 20 08 00	IF18030	Varma Ritik Ajay Kumar	E-SCHOOL (SCHOOL MA	Miss Lalita Singh	



5-16-2021 16:25:40	IF18031	Anushka Ravindra Wanjal	BOOSTLIFE(An Health Mc	Android Health Monitoring Application That tells you about your daily calories count, Diet and nutritional foods for good Immune, pulse rate and Covid patients tracker it also has a scheduler where you can schedule your daily activities and plan as per your convenience. There are various video's and information available about weight gain and
5-16-2021 16:33:50	IF18032	Jyoti Nandraj Bavdekar	Centerlized Illness Manage	In this system the user can directly book the appointment in any department of the specialist those are available and consult the doctor at any time and any where from your mobile phones or laptop.
5-16-2021 16:19:45	IF18102	Sudarshan Shashikant Ba	Poorman (online buying a	1 It's mainly based on farming related products and land 2 its use as basic website to use every farmer. 3 poorman is free and secure website. 4 poorman website easily understandable.
4-5-2021 13:59:42	IF18103	Akshata Chandorkar	SIA Management Informal	The Sia MIS is capable to insert view and to extract data related to activity attend Or performed by particular committee teacher and faculty member. Committee data and Teacher data are two basic module. This system manages data vert quickly and efficiently



4-5-2021 15:43:11	IF18107	Ankita Keshav Dhadave	Gym management system	Nandini mam	<p>This project "Gym Management System" is solution fitness centres to manage the customers in an easier and more convenient way.</p> <p>This project is networking web site use for making friends in campus. In this website teachers, graduates and current student share information. In this project we have new feed section which can be daily updates about collages/campus events Which can be update by the respected teachers and the site admin.</p>
5-17-2021 0:10:53	IF18108	E Prafull Kumar E Madhaya	FriendsBook	Ms. Nandani Kadam	<p>1) Line Follower is a machine that can follow a path.</p> <p>2) The path can be visible like a black line on a white surface.</p> <p>3) Sensing a line and maneuvering the robot to stay on course, while constantly correcting wrong moves using feedback from the sensor forms a simple yet effective system.</p> <p>4) It can be used in automobile, industrial automations, guidance, etc.</p>
5-16-2021 18:14:02	IF18111	Chandan Gupta	LINE FOLLOWER ROBOT	Lalita Singh	



5-16-2021 16:28:39	IF18112	Hande Omkar Shamrao	Online Bike Accessories	Lalita Singh	BIKE ACCESSORIES) ,it is capable to order online bike, riders accessories .we have produced the online system that is capable to manage the data of the all type `of the bike accessories . User of this system can able to operate this system any where in country, and booking i.e ordering of the accessories of
4-5-2021 14:20:23	IF18114	Mahatty Iyer	Online Shopping	Lalita Singh	Online shopping is a form of electronic commerce which allows consumers to directly buy goods from a seller over the internet. If you plan to establish an online presence for your business or company and create the first web page, you must consider the objectives and the main purpose of your new website.
5-16-2021 16:22:21	IF18115	Diksha J asal	ShakeIT Dictionary	Ms.Lalita singh	This project contains 3 different types of dictionaries. Technical, normal n programming dictionary It will help user to find the meaning of particular word , which they are not able understand



4-6-2021 0:49:40	IF18116	Sheha Arvind Kadam	ONLINE MOBILE SHOPP	Sandhya Pandey mam	The Online mobile shopping project has been developed to allow business grows larger and faster. This site will let consumer to view and order products online from any part of the world. The site sells different types of. Under this website many products and services can be ordered
5-16-2021 22:37:05	IF18118	Hrithiket Hiraji Khedekar	Poorman	Sandhya Pandey	Poorman is a secure and free website. It is easy to use. It is a buying and selling platform which is related to farming.
12-16-2020 13:00:22	IF18119	Kavya kotian	Web scrapping and data mi	Sandhya Pandey mam	I am trying to bring cleaned and processed data just by pasting the simple link where we have to fetch data from that link.
4-5-2021 16:30:20	if18122	shivangi girjashankar mish	sport mangement	Sai Sree mam	sport mangement website is easily available for all. its contain all types of sports information.in the sport all the facilities provide for staing outside of country by sports our knowledge ,skill ,fitness ext
5-16-2021 21:31:01	IF18124	Kshiteej Deepak More	Safelock	Sandhya Pandey	Safe lock is used to store files and documents and access whenever required the idea of this project is digital transformation i.e paperless the idea is inspired from the Digilocker initiative



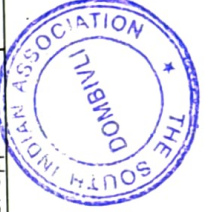
5-16-2021 21:17:53	IF18125	Ramkumar Nadar Arumugam	Safelock	Sandhya pandey	Safe lock is used to store files and documents and access whenever required the idea of this project is digital transformation i.e paperless the idea is inspired from the DigiLocker initiative . IOT car parking system allows customers to reserve a car parking slot online by accessing it on web platform ,it also reduces the wasting of time and increases the safety of the car since the parking lot is numbering.
5-16-2021 17:33:46	IF18128	Nilesh Sunil Parab	IOT CAR PARKING SYST	Lalita Singh	This project Online Food Ordering System has been developed on PHP and MySQL. The main objective for developing this project was to sell food online order. This project Intends different types of forms with different of food varieties provides to user to buy online.
4-5-2021 16:42:30	IF18131	Suyash Patil	Food Express	Sandhya Pandey	of a school & college is to manage each and every student detail and their marks effectively . Many time data loss is biggest problem occurs , to overcome this problem we develop a software STUDENT REPORT MANAGEMENT SYSTEM . main purpose of our project is to helping an educational institutions.
5-16-2021 17:38:59	IF18132	Chinmay Prashant Patil	Student report managemen	Nandini mam	



4-16-2021 14:34:26 IF18133	Vidya Vilas Pawar	Online Shopping	Lalita Singh	Online shopping is a form of electronic commerce which allows consumers to directly buy goods from a seller over the internet. If you plan to establish an online presence for your business or company and create the first web page, you must consider the objectives and the main purpose of your new website. It's a website which can take online food order from customer of restaurant. Customers can view food image, price and etc
5-16-2021 21:40:47 IF18134	Anush poojary	Food Express	Sandhya pandey	This project Online Food Ordering System has been developed on PHP and MySQL. The main objective for developing this project was to sell food online order. This project intends different types of forms with different of food varieties provides to user to buy online.
5-17-2021 9:18:40 IF18135	Rahul Rai	online food ordering system	Sai Sree mam	Customized website for pet owners / individuals to adopt pets, consult veterinary doctors and buy healthy meal for pets.
5-16-2021 17:42:46 IF18136	Shivam Dharmendra Rai	Online petshop management	Mrs. Lalita singh	



<p>QB is a software which is helpful for teachers. In this project the teachers are facilitated by online system for creating a question bank. Currently teachers are creating question banks manually by using word or sometimes even on paper. QB will make the whole process of creating a question bank automated.</p>					
<p>enabled application developed in PHP and powerful MYSQL database backend. 2. A E-School is a platform independent system that virtually any user can access from anywhere through a standard internet accessible system. 3. School Management Systems helps input class notes, create lesson plans and well as Lawyers. 2. Panel for Lawyers showcasing their details. Payment integration (for live application in future). Google map integration to track lawyer office location for customers. Search by lawyer location, lawyer services like criminal, divorce, affidavit, civil, and then schedule a meeting with the same.</p>	<p>OMKAR BANDU SHINDE</p>	<p>QB (Create your own QUE</p>	<p>Mrs. Nandini Kadam</p>	<p>4-5-2021 14:01:04 IF18139</p>	
	<p>E-SCHOOL (SCHOOL MA</p>	<p>Miss Lalita Singh</p>		<p>5-16-2021 20:04:53 IF18140</p>	
	<p>Online lawyer application</p>	<p>Sandhya Varma</p>	<p>Sandhya Varma</p>	<p>5-16-2021 17:53:39 If18141</p>	



4-5-2021 16:38:27	IF18142	Mangesh Vishwakarma	Food Express	Sandhya pandey	It's an express for the foody and an customer to grab there attention towards our website for ordering food online. Basically it's an website for user to order food online at any time, they can get it delivered to there step door or can take away, it also provide them a menu to explore food
4-5-2021 16:36:25	IF18143	VINAY VISHWAKARMA	FOOD EXPRESS	SANDHYA PANDEY	It's an express for the foody and an customer to grab there attention towards our website for ordering food online. Basically it's an website for user to order food online at any time, they can get it delivered to there step door or can take away, it also provide them a menu to explore food near there locality.
4-5-2021 16:36:25	IF18144	Shubham yadav	INTER COLLEGE EVENT	Sandhya pandey	The project is a web application which provides various information and knowledge regarding the college event . Reservation System (OVPRS) is a system that enables customers/drivers to reserve a parking space. It also allows the customers/drivers to view the parking status at kyebando people's park. It was developed because the congestion and collision of the vehicle, the system was developed for Kyebando People's Park located in Kyebando Therefore
5-17-2021 11:09:07	If18145	Pankaj Dushyant Yadav	lot car parking system	Lalita singh madam	



5-16-2021 23:26:53	IF18146	Vishwjeet ramhit yadav	Friendsbook	Nandini kadam	<p>Friendsbook is a college networking website in this website the current college students, graduated students and teachers can connect with each other. the features like newsfeed they can share their ideas and thought. new students can connect with teachers via friendsbook</p> <p>The Online mobile shopping project has been developed to allow business grows larger and faster. This site will let consumer to view and order products online from any part of the world. The site sells different types of. Under this website many products and services can be ordered</p>
5-16-2021 20:04:53	IS19087	Pragya kishanji Pawar	ONLINE MOBILE SHOPP	Sandhya Pandey mam	<p>This software is use for handling the patient records like personal details, complaints, pain history, etc. Create and find appointments quickly</p> <p>Manage patients by handling their details and scheduling appointments</p> <p>Generate patient reports</p>
4-5-2021 14:34:26	IS19088	Sameer Sanjeev Bidi	OPD Physiotherapy Manag	Mrs. Sandhya Thakkar	



5-17-2021 11:29:07	IF18148	Pratik khade	BMS BOOKSHOP MANA	Miss.Lalita Singh	The project is a web application which provides various information and knowledge regarding books. It is specially made for students who are aspired to learn.
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CLASS TEACHER


PRINCIPAL
The S.I.A. Dombivli
PRINCIPAL
College of Higher Educa



NOVA – HELP DESK AGENT

“A Simple Help Desk Ticket Automation Agent in UiPath”

A Project Report

Submitted in partial fulfillment of the
Requirements for the award of the degree of

MASTER OF SCIENCE (INFORMATION TECHNOLOGY)

By

Harshad Triveni Gupta

PI19007

Under the esteemed guidance of

Mrs. S. Saisree Rangarajan

Designation Professor



**DEPARTMENT OF INFORMATION TECHNOLOGY
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MAHARASHTRA

YEAR 2020-2021

DEPARTMENT OF INFORMATION TECHNOLOGY



PROFORMA FOR THE APPROVAL OF PROJECT PROPOSAL

(Note: All entries of the proforma of approval should be filled up with appropriate and complete information. Incomplete proforma of approval in any respect will be summarily rejected.)

PRN No.: _____

Roll No.: _____

1) Name of the Student

2) Title of the Project

3) Name of the Guide

4) Teaching experience of the Guide

5) Is this your first submission?

Yes

No

Signature of the Student

Signature of the Guide

Date: _____

Date: _____

Signature of the Coordinator

CERTIFICATE

This is to certify that the project entitled, “**NOVA – Help Desk Agent**” is benefitted work of **HARSHAD TRIVENI GUPTA** bearing Seat No: PI19007 submitted in partial fulfillment of the requirement for the award of degree of BACHELOR OF SCIENCE in INFORMATION TECHNOLOGY from University of Mumbai.

Internal Guide

Coordinator

External Examiner

Date

College Seal

Abstract

The success of any business or organization will depend on how skillfully and fastly you handle your customer problems. Remember, if you can resolve the customer issues successfully, then you would have won a customer's trust and heart for their lifetime. They will stay connected with your organization hence, boosting revenue and profits. On the other hand, if you are not able to handle these issues, then you will likely to lose your customer and their trust as well.

Generally, in any organization there is a support team who is responsible to manage issues raised by the customer associated with that organization and maintain the relationship between the customer and organization. The support team is responsible for improving customer service standards by addressing and solving that problems.

Support team must deal with large number of customer tickets generated daily. These tickets could be raised on various issues related to services provided by the organization, password resetting, product owned and many more.

But the question remains that why is it so hard to deliver customer service consistently for any organization? So, the answer is, obviously a manual employee of any organization cannot reply to all those tickets alone. This would be quite tedious and will require enough cost and a more resources in terms of cost and labors to work on. Everyone knows that customer service ticket jobs are really challenging.

Our solution will help the organization to manage the inputs from a variety of channels and update support tickets on ZOHOO Desk application. Support tickets are the requests that any customer raise by calling help desk agent of any organization to get your issues resolved for better customer satisfaction.

Acknowledgement

The presented project, as a part of the curriculum was a first experienced for me. I have looked upon this project not merely as a syllabus to be completed but as an aim to know, study, develop and experience the commercial software technologies.

I would like to thank and appreciate the support of my guidance, who served a helping hand physically, mentally, and intellectually during this project.

Foremost regards to my guide **Prof. Saisree Rangarajan** as well as H.O.D. **Prof. Sreekala Nair** who were the guiding lights throughout the project.

I would like to thank our Principle, **Dr. Padmaja Ma'am**, who made available the facilities required for this project.

I also wish to mention the unsaid support of my parents who, as always helped me in every possible way to make this work of mine, as a success.

The contribution made by my friends and my classmates, directly or indirectly was indispensable and will always be remembered.

This opportunity has given me the valuable experience about software development.

I am glad to say that I have satisfactorily reached my aims and intentions, to make this project a success.

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Introduction:

Generally, in any organization there is a support team who is responsible to manage issues raised by the customer associated with that organization and maintain the relationship between the customer and organization. The support team is responsible for improving customer service standards by addressing and resolving their issue.

Support team must deal with humongous number of tickets generated daily. These tickets could be raised on various issues related to services provided by the organization, password resetting, product owned and many more. Obviously, a manual employee cannot reply to all those emails on daily basis. This would be quite difficult task and will require enough cost.

Instead of processing all these tasks manually, you can just automate this task. Below in this solution, I am going to show you, how to automate this task using UiPath.

Help desk agent gets input from a variety of channels, including phone, email, and spreadsheets, to create and update support tickets. Support tickets are the requests that you raise by calling help desk agents to get your issues resolved; for example, your laptop is not working, or you have internet issues.

For this project, we will only be covering the automation of inputting tickets from spreadsheets that a requester places in a certain folder. We are assuming a very simple use case of ticket creation for this first project. All you must do in this project is to input support ticket data in a spreadsheet and place it in a folder. The bot, once invoked, automatically creates a support ticket within the help desk system for you.

If you noticed, we are invoking this bot. This means that we will be building an attended automation that behaves like an assistant – an assistant that raises tickets automatically!

Automation:

Nowadays, there is almost no aspect of our lives that is unaffected by automation. Some examples include washing machines, microwave ovens, autopilot mode for automobiles and airplanes, Nestlé using Robots to sell coffee pods in stores in Japan, Walmart testing drones to deliver products in the US, our bank checks being sorted using Optical Character Recognition (OCR), and ATMs.

The term automation is derived from the Greek word autos meaning self, and motos, meaning moving. Automation, in simple words, is technology that deals with the application of machines and computers to the production of goods and services. This helps in getting work done with little or no human assistance.

With the advent of computers, many software systems were developed to accomplish tasks that were previously done on paper to manage businesses, or not being done at all due to the lack of tools. Some of these are bookkeeping, inventory management, and communications management.

There is also a type of software that ties these systems and people together in workflows, known as Business Process Management (BPM) tools. This software has been developed for areas such as record systems, engagement systems, insight systems, and innovation systems. These mostly replicate processes in real-life scenarios.

In the digital world, automation and software development are two different terms. Very often, however, one is confused with the other. If some portion of a workflow can be programmed to be done without human intervention, it can be called automation. For example, in order to pass any invoice in a payment system, Ms. Julia at ABC organization needs to check that goods have been delivered and recorded in an inventory management system. This is a cumbersome job, as it has to be done for each and every invoice. Also, for larger organizations, more people are needed to do this check on computers. However, Jack, an application developer, proposes that he can integrate those two systems using database integration techniques. He will write a procedure that will fetch data from the inventory management system and automate the check of receivables. Developing an inventory management software system is called software development, while programming a step so that no more human intervention is required is called automation.

There are various techniques used and available to automate steps and processes in an organization where software systems are being used to accomplish certain tasks. Before we look at these techniques however, let us see what can be automated and what should be automated.

There are a few aspects that have to be taken into consideration for choosing automation candidates. The following processes should be automated:

- Repetitive steps
- Time-consuming steps
- High-risk tasks
- Tasks with a low-quality yield
- Tasks involving multiple people and multiple steps.
- And everything else!

We have found out what should be automated. Now the question arises what can be automated?

To automate something, it needs to have the following characteristics.

- Well defined and rule-based steps
- Logical
- An input to the task can be diverted to the software system.
- Input can be deciphered by software systems with available techniques.
- The output system is accessible.
- Benefits are more than the cost.

Robotic Process Automation:

Today, automation has reached a stage of maturity where several other technologies have developed from it. Robotic process automation (RPA) is one such transformational burgeoning area. Robot in Robotic process automation means software programs that mimic human actions. In simple words, RPA involves the use of software that mimics human actions while interacting with applications in a computer and accomplishing rule-based tasks. This often requires reading from and typing or clicking on existing applications that are used to perform the given tasks.

In addition, these software Robots also perform complex calculations and decision making on the basis of the data and predefined rules. With the rapid progress of technology and renewed efforts in the area of artificial intelligence, it has become possible to use State activity: Transitions contain three sections - Trigger, Condition, and Action, which enable you to add a trigger for the next state or a condition under which an activity is to be executed. with RPA to accomplish tasks that were not possible earlier. Some of the technologies being adopted with RPA are as follows:

- Machine learning
- Natural language processing
- Natural language generation
- Computer vision

With the inclusion of the preceding technologies, sometimes it is also referred to as intelligent automation.

With the advent of RPA, it has become much easier to automate tasks. Now, we need to know only the steps taken by humans and make the Robots mimic the action on a computer screen using mouse and keyboard. This is a big deal because in most cases, the process is already defined and the steps documented. Humans also follow the same operating procedures, which define the steps taken to accomplish the task. Business logic, validation of data, transformation, and use of data is already coded in existing systems that humans use to accomplish a task, a simple example being invoice data entry.

RPA platforms allow the program, called Robots, to interact with any application in the same way a human would do, hence, automating rule-based work by recording those steps for later playback.

An important point that distinguishes RPA from traditional automation is that the software Robot is trained using steps that are illustrative rather than using instructions based on code. Thus, a person with little programming experience can be trained on these platforms to automate simple to complex processes.

RPA comprised of three main components which are Robots, Processes and Automation. Let us discuss all of them one by one:

Robots: A robot is an electromechanically designed machine, programmable of computer and trying to be carrying out a complex series of actions automatically without any human intervention. A robot accomplishes tasks by moving into the real world.

Process: The 'Process is the well-known term to everybody and even associated in the day-to-day life of people and spread across the sectors. It is an essential part of any system and firm and is the activity to accomplish a task completion. A process is a well-defined step which takes input form different devices and people and is completed as per the predefined rules to produce desired output.

Automation: "Automation" is the technique of making an apparatus, a process, or a system which operate automatically. However, peoples are already reaping the automation application in day-to-day life. Automation includes processing capability of any system. Integrating people and system to achieve automation is not a simple task.

Types of RPA:

We have two kinds of RPA automation that are based on how the RPA tool helps you automate. One of them is like an assistant that you call upon to help you complete the tasks, while the other is a kind of automation that is mostly used for back-office work.

Attended Automation: These are the assistants that run on your computer and help you complete parts of the tasks that you are performing. For example, if you usually copy and paste data from one application to multiple applications, you can invoke an attended RPA to take over just these sets of activities. The control is then returned to you by RPA to carry out the next set of tasks. This type of automation is popular with agents at call centers. With this, the long, repetitive processes that an agent does are replaced with single clicks! This greatly reduces the time it takes to train your representatives. Therefore, attended RPA can reduce the average handling times, improving your customer experience.

You would use attended bots for the following reasons:

- Tasks that need real-time human-system interaction
- To augment your employee's day-to-day work, enabling them to do it faster and better.
- To help your employees understand and embrace automation.

Unattended Automation: If you don't need a representative or worker interaction to execute a process, you can usually run the process on a backend server. This is known as unattended automation, which can be used to automate back-office work. In unattended automation, workflows are self-triggered and run-on servers. They usually run to a predetermined schedule and are available 24/7. For example, you can batch your invoices and process them at certain times during the day. The bot would later send you a report, indicating the invoices that could not be processed automatically. You can review the report and only work on the invoices that need your intervention. These automated tasks can be scheduled or started through control rooms. You can

allocate tasks, adjust priorities, manage queues, and intervene, in the case of performance issues, through the control room.

Usually, unattended automation gives you more control over the automation process. It follows your rules to complete a process automatically. You would use unattended automation for the following reasons:

- Tasks that are structured and can be fully mapped.
- To replace entire roles where possible
- To gather, sort, analyze, and distribute large amounts of data.

Literature Review:

The changes happening in the global world driven by the development of new technologies require businesses to become more agile and quickly respond to the needs, wishes, and demands from their customers. Moreover, competitive, and financial pressures force organization to be more efficient, this constantly seeking for new technologies and methodologies that would help them become more productive, save costs, and add value to their business.

One of the solutions which is emerging as a new technology is Robotic Process Automation (RPA) which can replace employees to be involved in more complicated tasks which can bring organization more value. According to the reports of consulting companies RPA is recognized as an emerging and disruptive technology that is already delivering value.

Although there is number of authors reporting various benefits of implementing RPA within an organization according to author's best knowledge, RPA is at, more often implemented in practice than it is investigated by the research. Thus, it is very important to discuss differences, similarities, and complementarities between RPA and similar technologies and approaches, one of which is business process management (BPM).

According to the findings of preliminary literature overview, RPA is defined as the application of specific technology and methodologies which is based on software and algorithms aiming to automate repetitive human tasks.

Recently, RPA definition is extended towards its conjunction with artificial intelligence (AI), cognitive computing, process mining, and data analytics. The introduction of advanced digital technologies allows RPA to be reallocated from performing repetitive and error-prone routines in business processes towards more complex knowledge-intensive and value-adding tasks.

Background Study:

Any strong business will look to **harness the power of customer service to develop positive relationships with the clients**. But if you are a proactive company, you will keep asking the questions, “**What is good customer service?**”

Your customers are interacting with your business pretty much every day. At some stage, your team will encounter roadblocks and challenges. Remember, if you can resolve these issues successfully and fast, you would have won a customer’s trust for their lifetime. They will return to you again, hence, boosting your organization’s revenue and profits. On the other hand, if the handling is poor, expect your customers to bolt to your closest competitor. And with it goes your revenue too.

Earlier all these tasks are done manually by the people on daily basis. Hence these tasks were really time consuming and required more people to process.

In this solution, we will only be covering the automation of inputting tickets from spreadsheets that a requester places in a certain folder. We are assuming a very simple use case of ticket creation for this first project. All you must do in this project is to input support ticket data in a spreadsheet and place it in a folder. The bot, once invoked, automatically creates a support ticket within the help desk system for you.

To create this solution, we are considering RPA i.e., Robotic Process Automation. It is an exciting technology that is being the first step to using new and advancing technologies to automate enterprise processes.

RPA is advancing rapidly and is part of a bigger movement to low code and no-code tools. Compared to traditional coding, these tools are easier to use and faster to deploy. Organizations are now using these rapid development tools with emerging technologies such as process mining, artificial intelligence (AI), and analytics to enable end-to-end process automation.

RPA allows software robots to carry out tasks on a computer just like a human would. Robotic Process Automation (RPA) excels at automating manual and repetitive tasks. RPA, therefore, gives us a tool that we can use to automate all the unexciting work you may have been doing so you can do some exciting work! With this tool, you have more time to spend on unique human activities such as delighting your team, boss, and customers.

Objectives:

Customer support team plays a very important role in organization to manage their customer's problems and in resolving them. But it is difficult for any employee who is working in any XYZ organization's customer support team to handle all the customer's problem on daily basis.

The main objective of these project is to provide such a solution for organization so that they can manage their customer support department to an extent. In general, this solution gets input from spreadsheet and create support ticket on ZOHO Desk application.

This solution gets the inputs stored in spreadsheet and then create a support ticket on Zoho desk application. This solution is a trigger based attended robot, so the user must trigger the event as shown in the prompted message box. Once the user triggers the event the automation will get started. And will create the support ticket, then it will move the request excel sheet to process folder.

Different RPA Platforms or Tools:

RPA tools help you automate business processes using multiple technologies. It all started with screen scrapping and workflow configurations to automate BPO processes. The emergence of AI technologies has helped the RPA tools include cognitive aspects. RPA, along with AI, is now being called "Intelligent Automation."

There are various RPA platforms available in the market some of them are:

- Automation Anywhere
- UiPath
- Blue Prism
- WorkFusion
- Thoughtonomy
- KOFAX

UiPath and Automation Anywhere are two of the top RPA platform vendors, as per the rankings from respected analysts such as Forrester and Gartner. They have taken different paths, as we will see, and have evolved into the top RPA platforms that we see today.

UiPath:

UiPath is a top RPA platform by many measures. The company is one of the most funded in this space and gives you a sense of what investors consider the best RPA tool in the long run.

It is quite popular and has a big community. The secret to this is that UiPath made the platform easily accessible quite early. It is also one of the easiest RPA platforms with a comparatively low learning curve. Therefore, I have selected UiPath as one of the platforms for our projects.

Fast forward to today, and UiPath is a top enterprise RPA platform. The UiPath platform helps you develop automation rapidly while being secure and scalable.

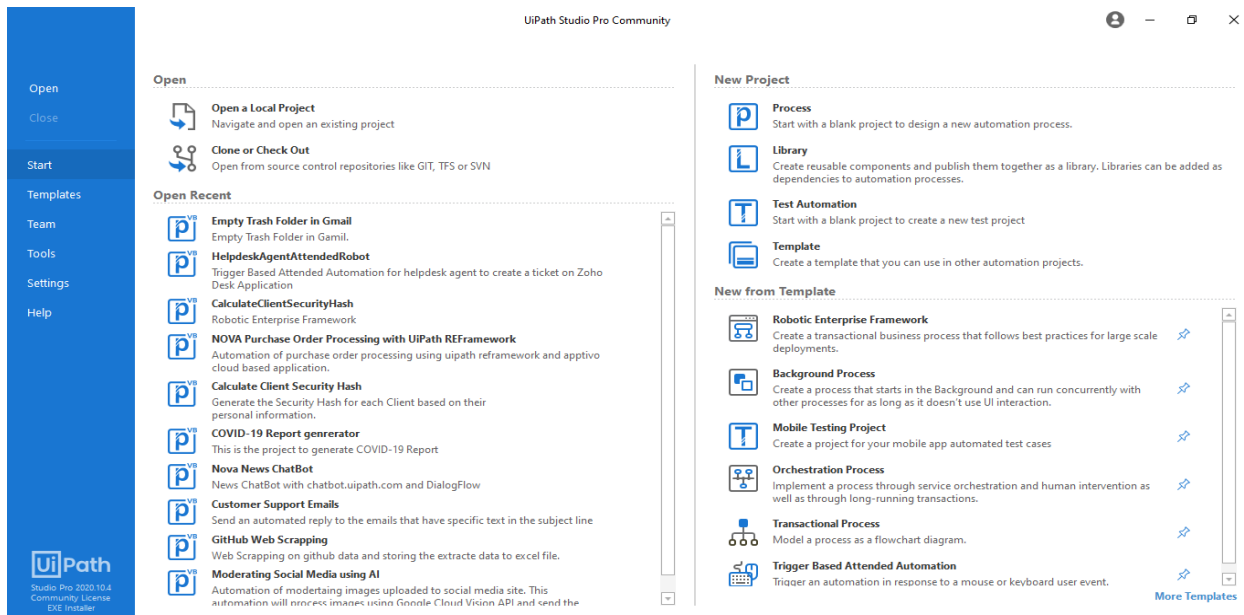
The platform has three main components:

- UiPath Studio
- UiPath Orchestrator
- UiPath Robot

Let us discuss all of them one by one:

UiPath Studio:

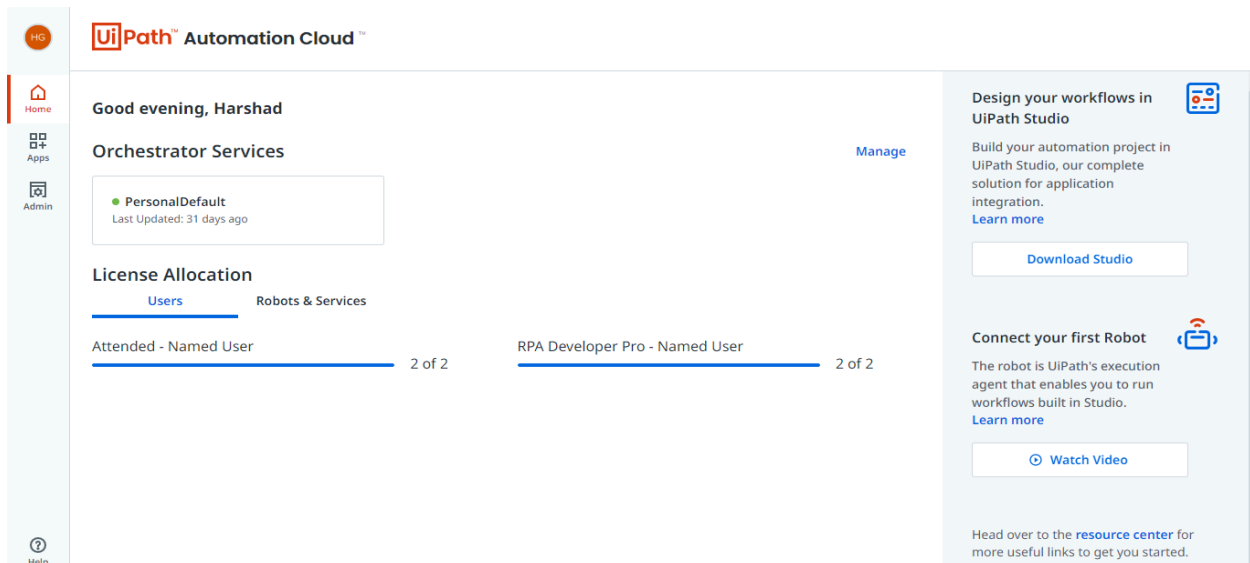
You design and configure your process workflows in UiPath studio. It is a low-code environment where you drag and drop prebuilt components. These components are provided by UiPath and are called Activities. The following is a screenshot of UiPath Studio:

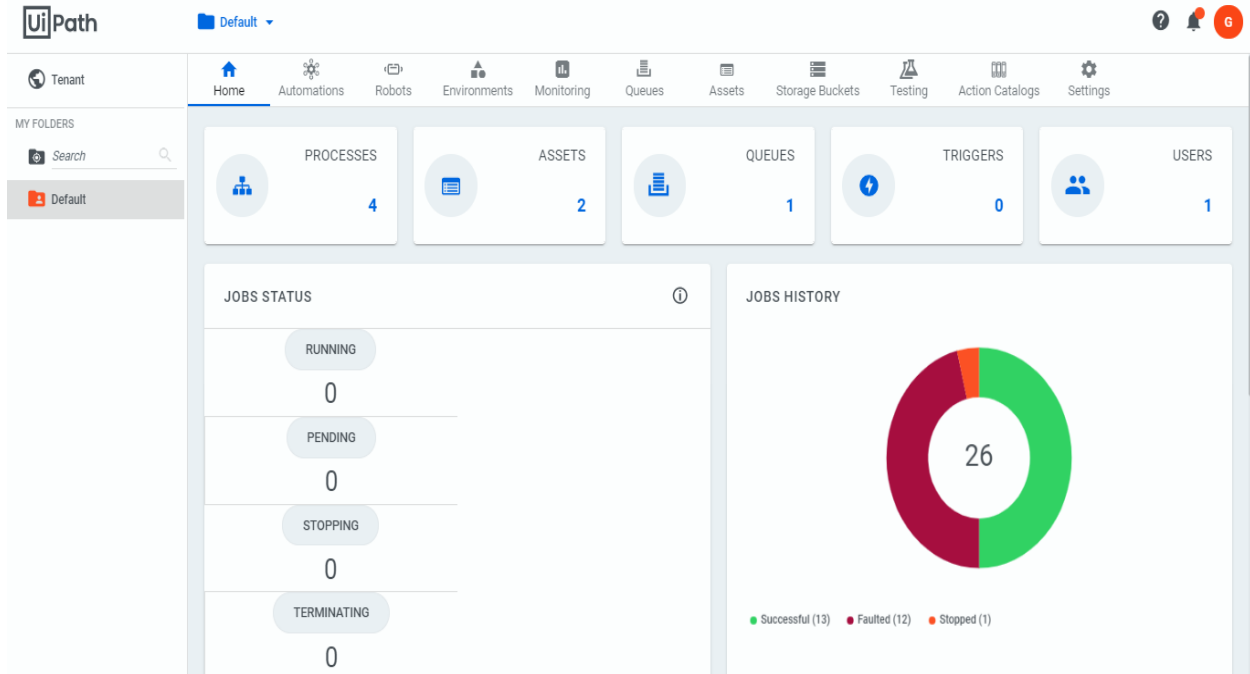


You can also create your custom components if the Activity that you need is not available. All these Activities enable you to create bots that automate processes. When you have many bots, you can manage them with an Orchestrator.

UiPath Orchestrator:

Orchestrator, as the name suggests, is the central place where you manage the UiPath bots. You can deploy and keep track of all your bots from this interface:





The Orchestrator is conveniently accessible through your browser and also through mobile apps.

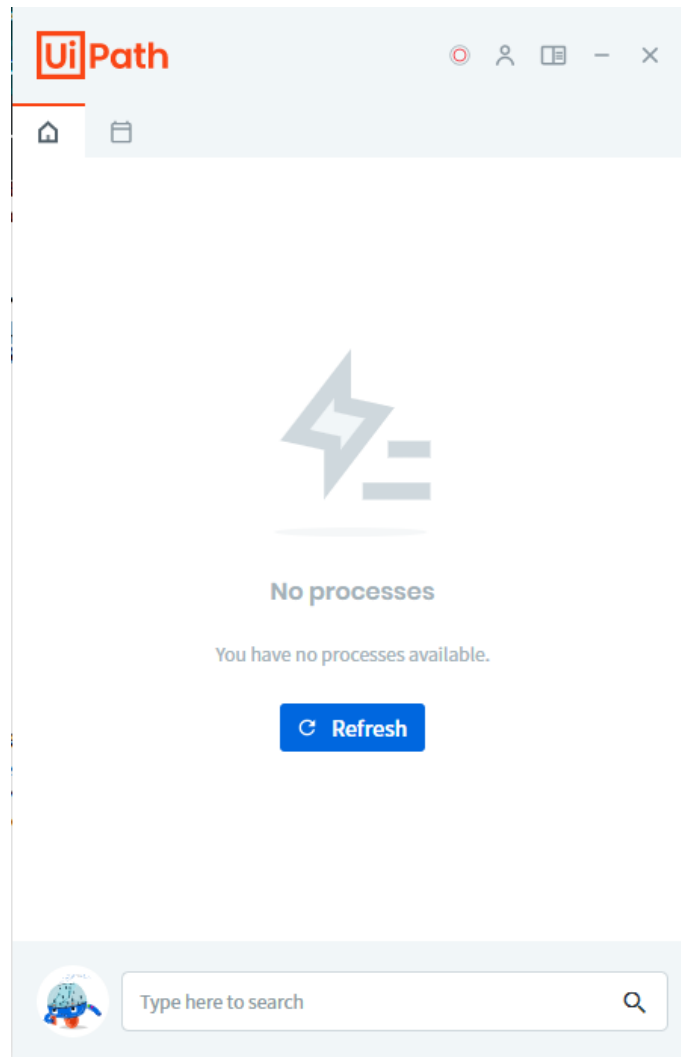
The Orchestrator allows multi-tenancy, allowing you to scale easily and enable discrete departmental RPA initiatives. The bottom line is that you can build your first bot and scale up to thousands of bots with this architecture.

UiPath Robot:

UiPath Robot is your runtime executable and allows you to run workflows built using Studio. It runs on your local machines and can be accessed from the Windows Tray:

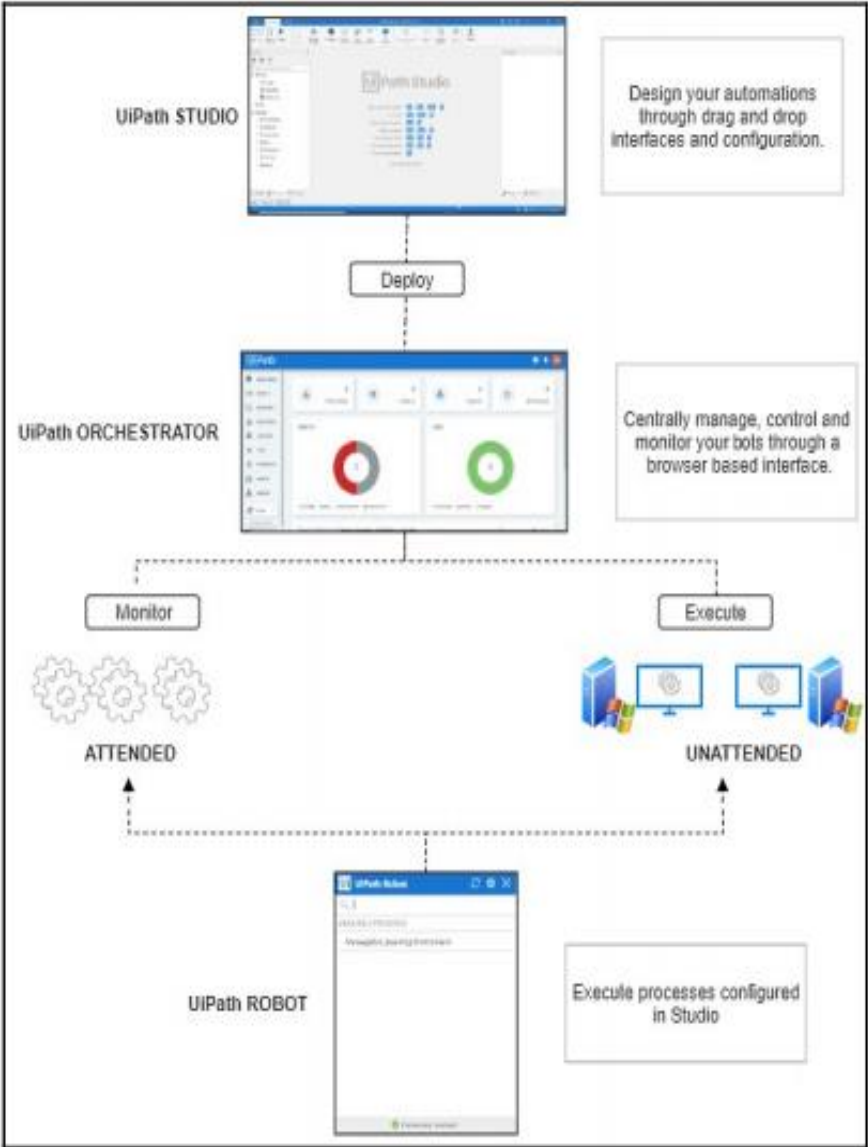
Robot can be run with or without people's supervision – attended or unattended, as we saw earlier. These robots need to be connected to UiPath Orchestrator to execute processes or you have to license them locally. The license you choose determines the capabilities of the robot.

In UiPath Automation all these three components work together to complete a task and perform automation of different robots like, attended or unattended robot. This all components provide you with a rapid development of environment where you can create your automation projects.



UiPath – an integrated view

The UiPath components we described previously work together to provide you with a rapid development environment where you can create your automation projects. Here is an integrated view of how these components work together to build, deploy, execute, and monitor both attended and unattended automation:



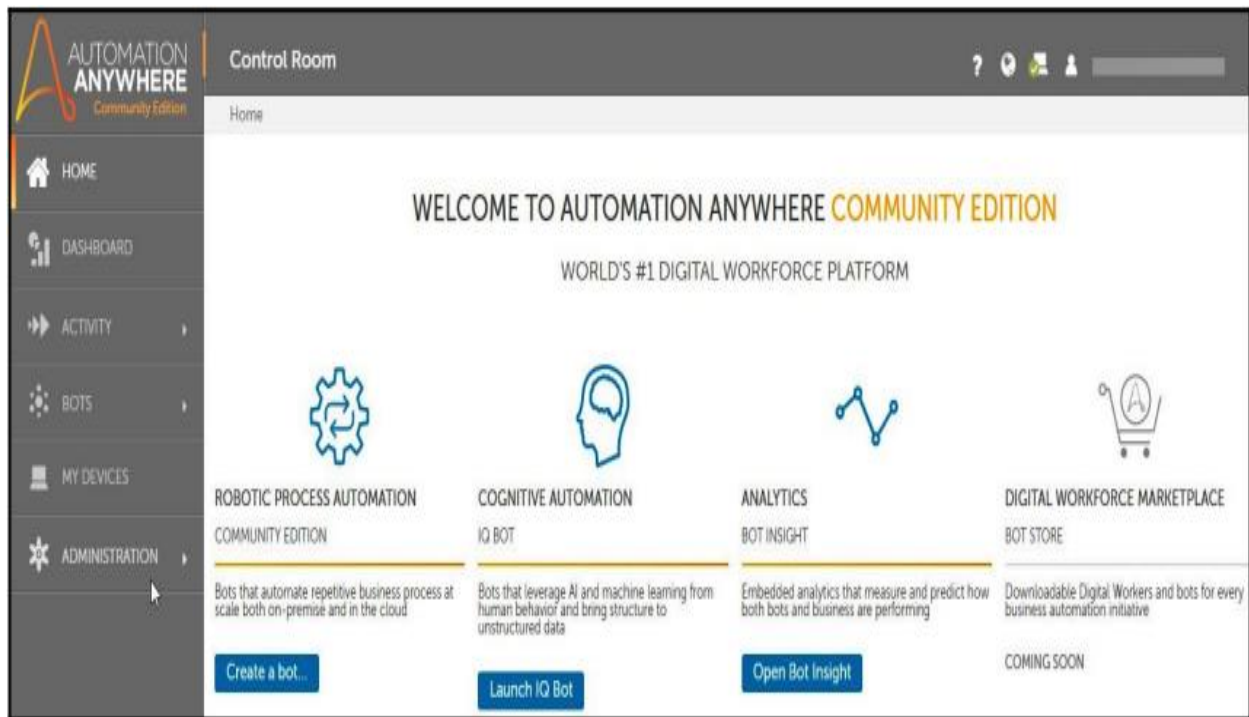
Automation Anywhere:

Automation Anywhere is another top RPA tool. It has a good depth of functionality and features while being mostly user-friendly. You can get started quickly and scale easily with this decently robust tool.

Automation Anywhere started in 2003 with a vision to replace manual scripting applications with process automation that could be designed by the user. Their focus was to support all aspects of automating business processes, including end-to-end processes. Fast forward to today, and the current version of Automation Anywhere, known as A2019, can be deployed on the cloud or on-premises. It has a web-based Control Room where you can develop and deploy bots. The Control Room connects to a bot agent on your Windows desktop to execute the automation process.

Enterprise Control Room:

Automation Anywhere's Control Room is a central place where you can develop, configure, and monitor your bots using a collection of specialized web-based services. Here is a screenshot of the Community Edition Control Room:



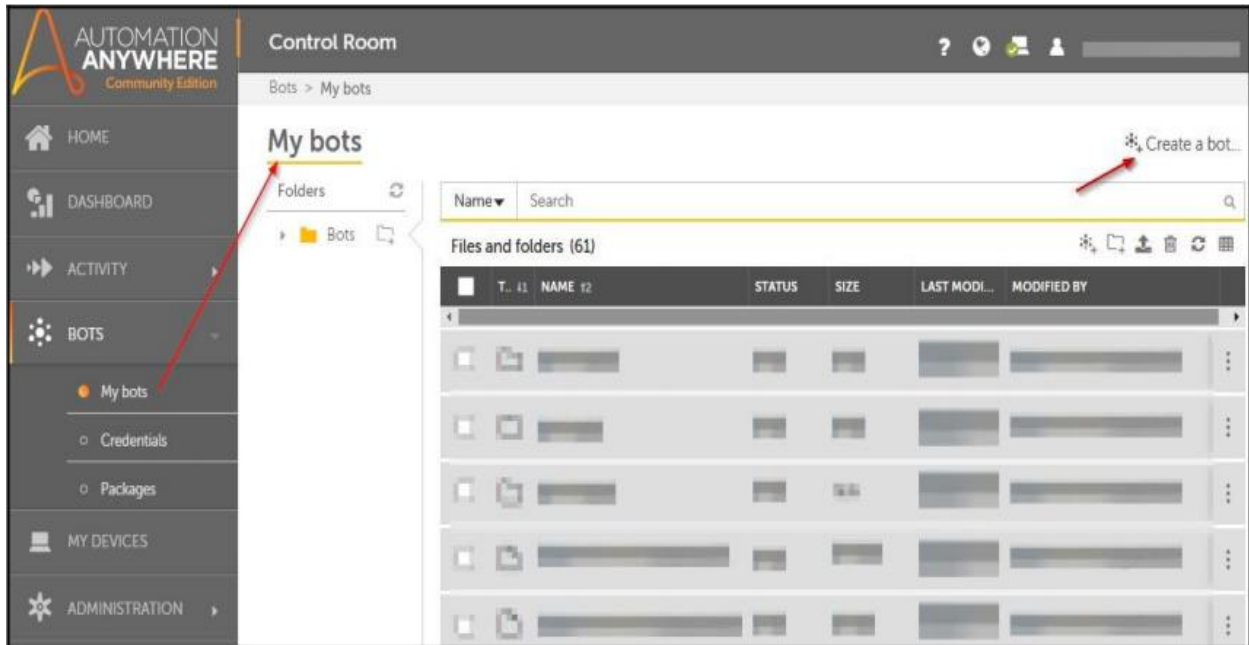
The Control Room connects to a local bot agent to run your bots. It is a plugin that can be installed on your computer that accesses the Control Room.

The Control Room provides us with the ability to build, manage, and analyze bots. Let's look at each of these aspects.

Build:

Automation Anywhere's web-based Control Room can be used to create and edit bots from anywhere you have access to a web browser. You can access the bot editor from the Control Room by navigating to the My bots' section, as shown in the following screenshot:

You can also manage your usernames and passwords securely using the Credentials option. The packages that you can use to develop your automation are listed under the Packages option.

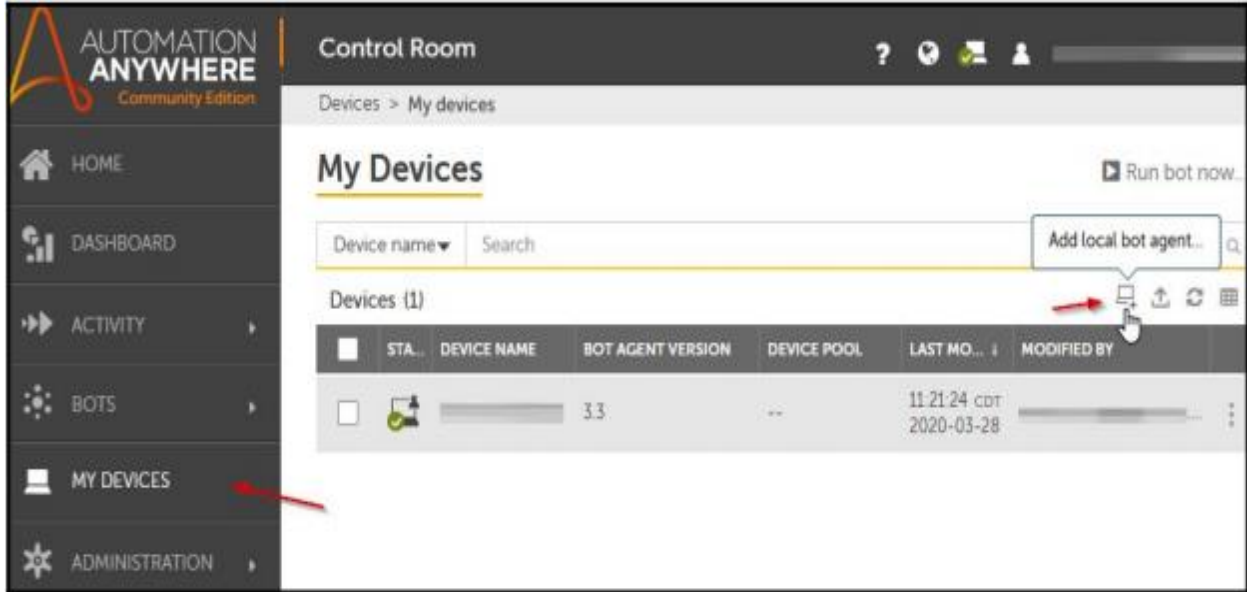


Next, let us explore the My Devices and Administration tabs.

Manage:

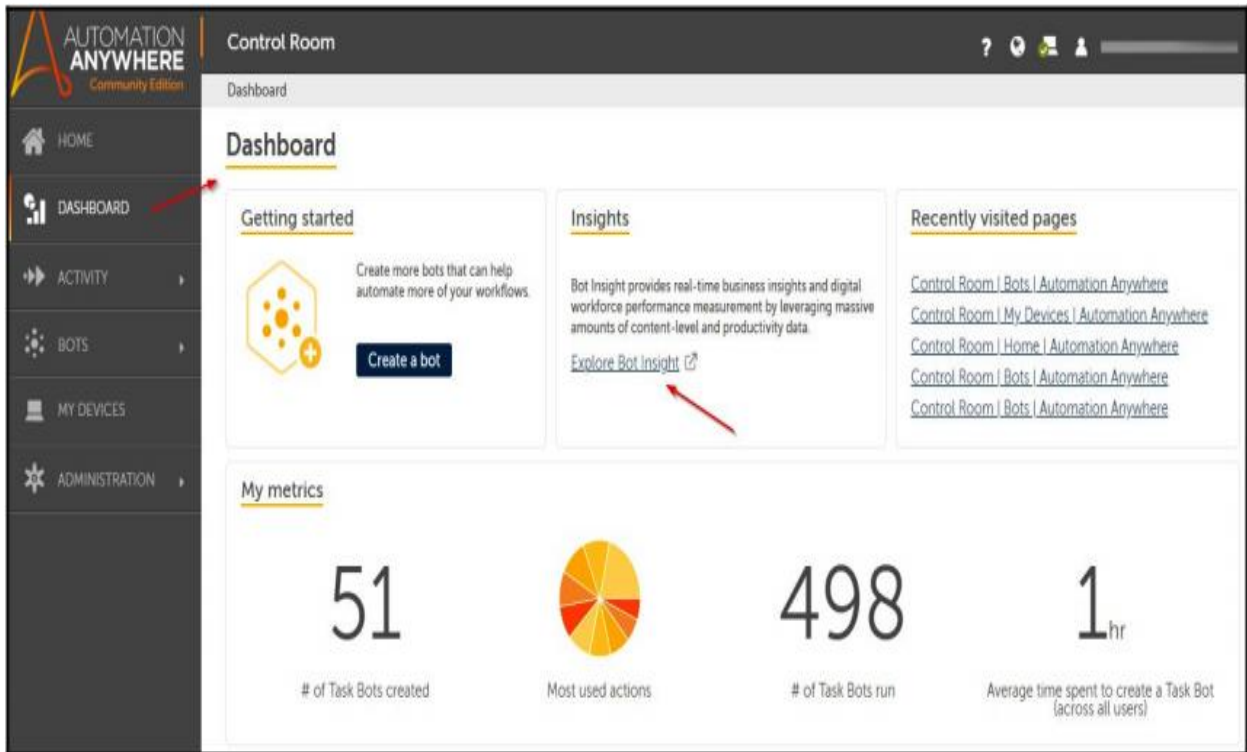
You can also configure your client machine and users using the Control Room. The client machine that you use to connect to the Control Room to create or run your bots is called Devices. You can manage these devices from the My Devices option. In the Community Edition that we are using, we can run one bot agent, as shown in the following screenshot:

Enterprise administrators can manage various aspects such as databases, the credential vault, users, roles, packages, licensing, and so on using the Control Room. In the Community Edition that we will be using, we can only view registered users.



Analyze:

You can analyze the performance of your bots with the help of Automation Anywhere Bot Insights. This option, which can be found in the Control Room, provides real-time and interactive insights into your automated business processes:



Automation Anywhere also offers an AI-based bot option called IQ Bot. Let's have a quick look at that.

IQ Bot:

Automation Anywhere's IQ Bot uses different AI techniques such as computer vision, natural language processing (NLP), and machine learning (ML) to digitize semi structured or unstructured data. This means it can help us extract data from documents, forms, images, and emails.

Technical Requirements:

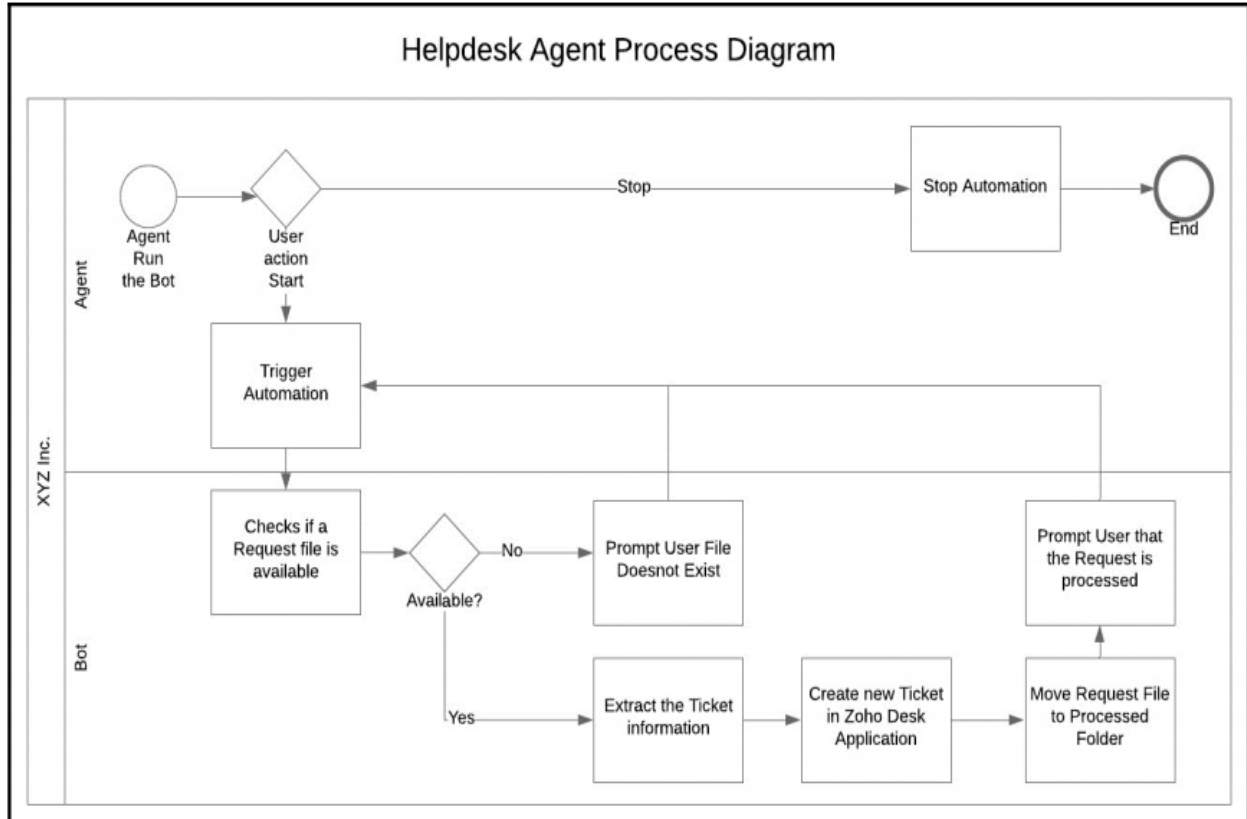
The hardware and software that will be required for this project are as follows:

- A PC with UiPath Community edition version 19+ installed.
- A Chrome browser with a UiPath add-on
- A Zoho Desk SaaS application. You can sign up for free at <https://desk.zoho.com>.
- Microsoft Excel 2007 and later

Project Overview:

We will automate the creation of help desk tickets using data from an Excel sheet. In this project, once the bot is invoked, it will check whether there are new request files available to process. If available, the bot will read the ticket data from this spreadsheet. The data is then used to create support tickets in the Zoho Desk application.

Here is the high-level workflow for the project:



Project Details:

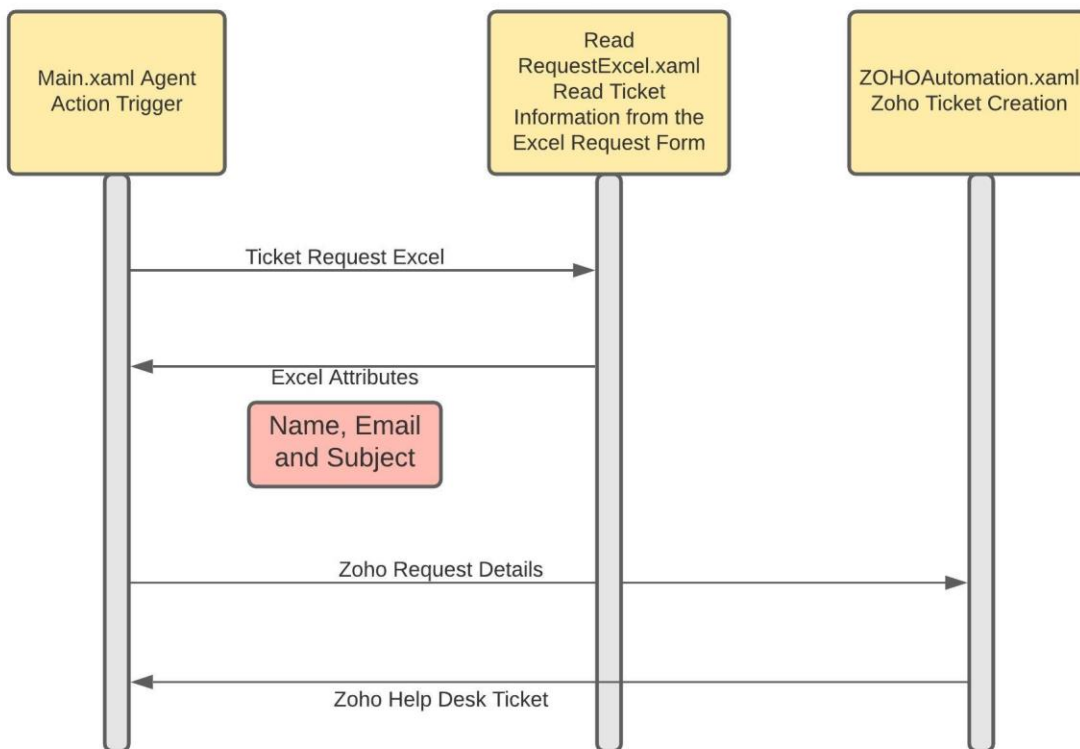
Let's now look at the overall flow for this project in terms of the components we will be building and their interaction.

We will have a main workflow called `Main.xaml`, which will invoke other workflows and orchestrate the automation. Within this workflow, we will keep checking for the trigger `Alt + S`. Once triggered, we will check whether the `Request.xlsx` file is available. If the file is available, then we will invoke `ReadRequestExcel.xaml` from `Main.xaml`.

Within `ReadRequestExcel.xaml`, we will use the file path as an input argument to open the Excel file, read the content, and store it in three output arguments – Name, Email, and Subject. Next, `Main.xaml` invokes `ZohoAutomation.xaml` with these three arguments (Name, Email, and Subject) to create the ticket in the Zoho desk. If all goes well, a Successful message is returned.

Finally, once the Successful message is received, `request.xlsx` is moved to the Processed folder and the bot is ready to process new requests:

Here is the sequence flow diagram of the project:



This was an overall flow to give you a high-level view of what we will be doing to create this automation. Before we configure our main workflow, let's undertake some groundwork that is required for the project.

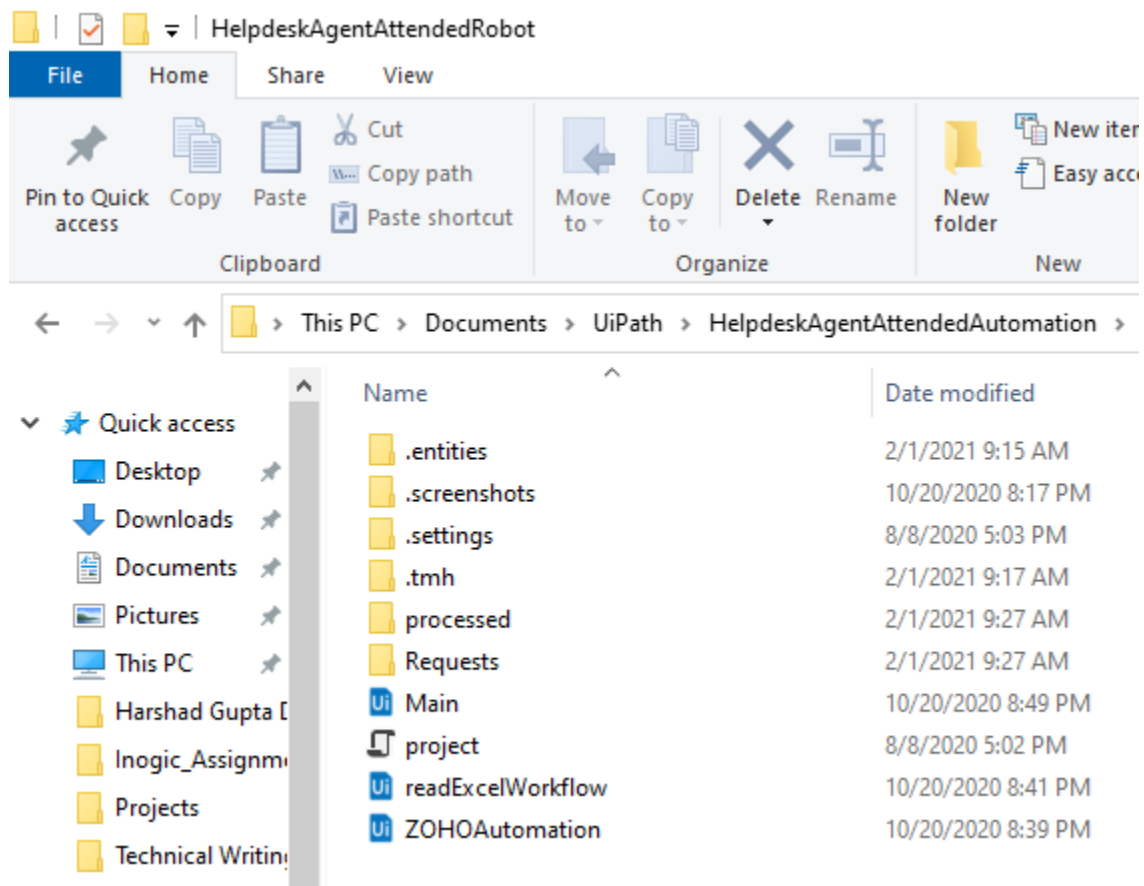
Project Groundwork:

As part of the project groundwork, we will create the project folders, along with a spreadsheet for the ticket data, and also log in to the Zoho SaaS application.

Creating Project Folder:

Let's create two folders, one to accommodate the spreadsheet containing the data to process, and the other to accommodate the processed spreadsheets:

- 1) Open Windows Explorer on your machine and create a folder for the project.
- 2) Within this project folder, create two folders, called `Requests` and `Processed`, as shown in the following screenshot:



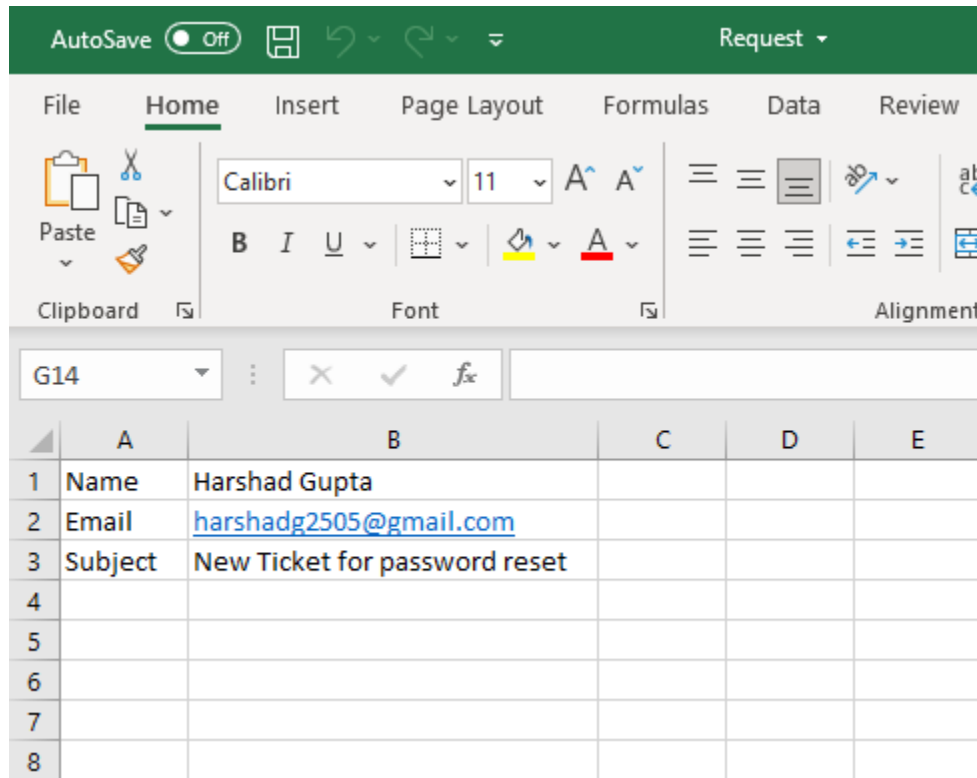
We will place the spreadsheet in `Requests`, and then the bot will move the processed sheets to the `Processed` folder.

Next, let's create the requests spreadsheet.

Creating an Excel Sheet with Ticket Data:

Now, let's create a simple spreadsheet with ticket data:

- 1) Open Excel and create a sheet with three rows and two columns, as shown in the following screenshot:



The first column contains the data labels, and the second column contains the data you like for your support ticket.

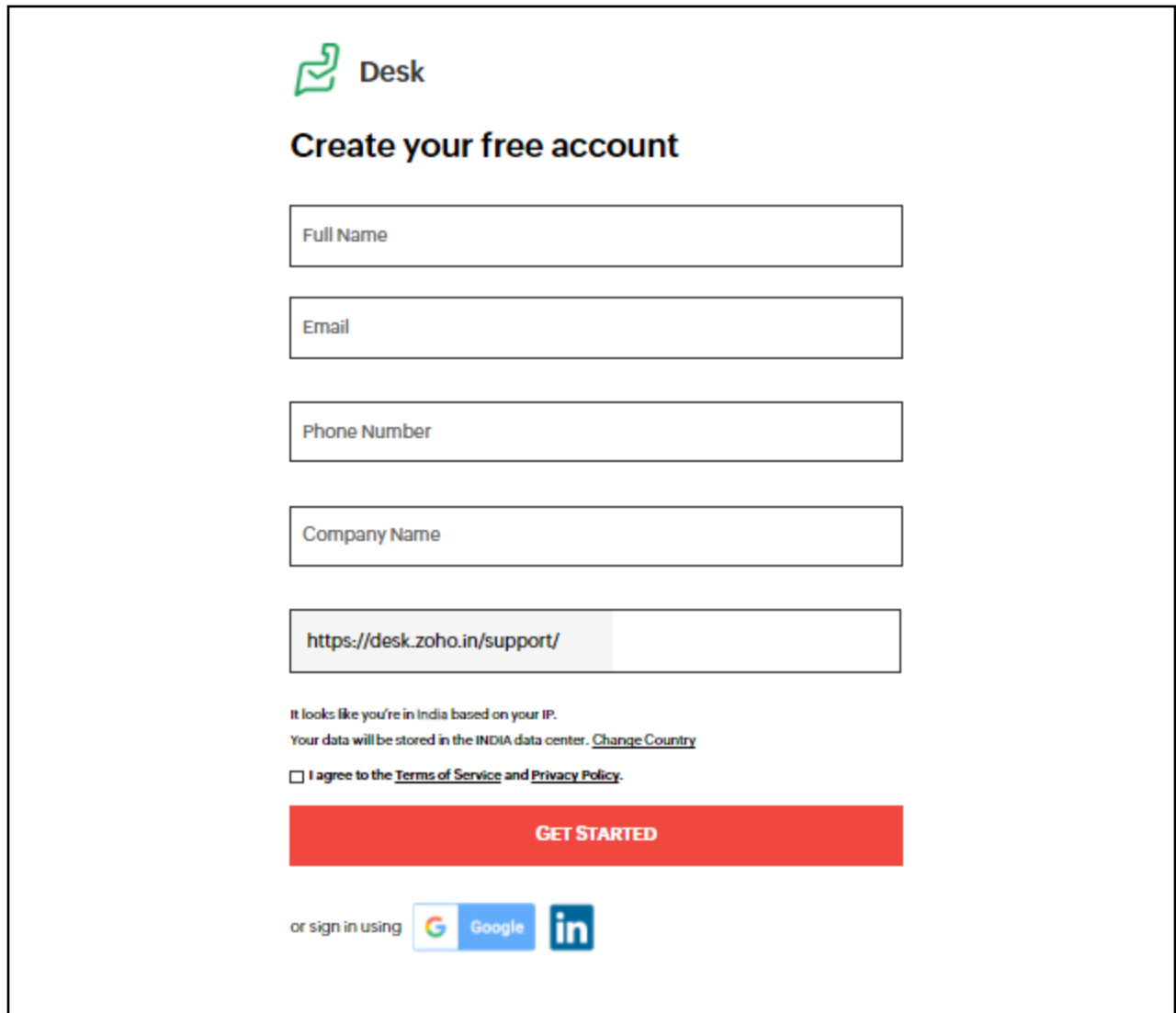
- 2) Save this file as Request.xlsx in the Requests folder that we created in the previous section.

Let's now log in to the Zoho application.

Registering and Logging in to Zoho Desk:

Perform the following steps:

- 1) Go to desk.zoho.com and choose the option to log in. You should be directed to a page to log in or sign up if you do not have an ID. Create a free desk account by filling in the details if you do not have one:

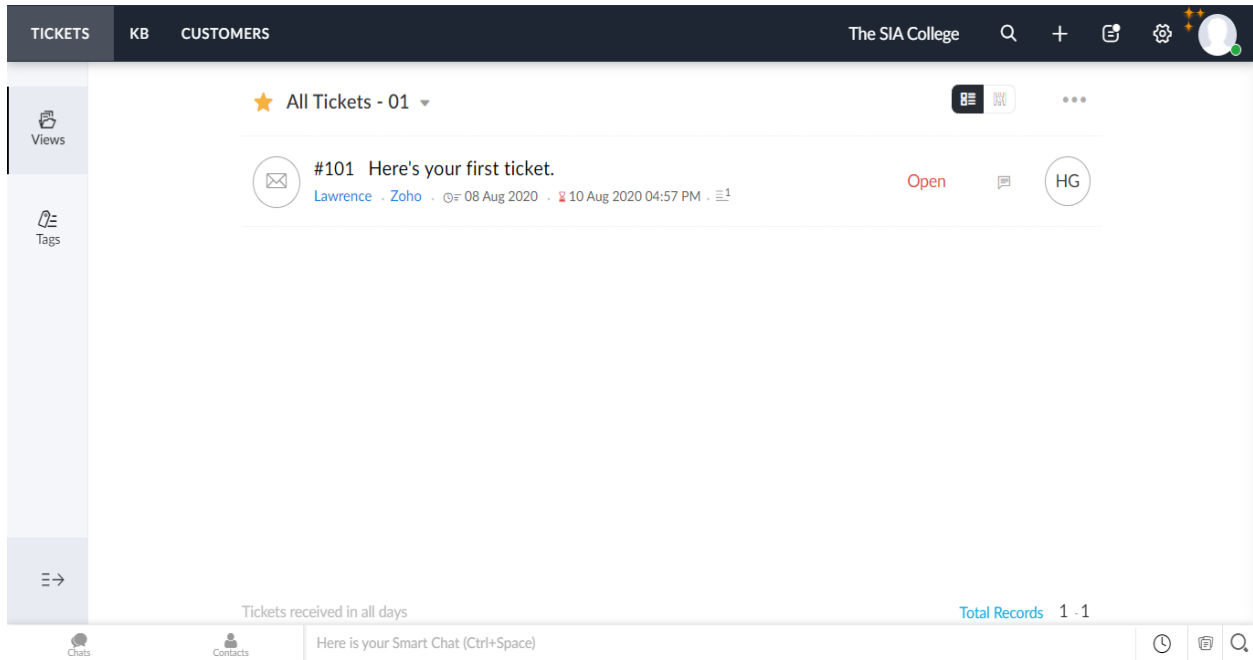


The image shows the Zoho Desk registration page. At the top left is the Zoho Desk logo, which consists of a green icon of a hand holding a pencil and the word "Desk" in a bold, sans-serif font. Below the logo is the heading "Create your free account" in a bold, black font. The registration form consists of five input fields stacked vertically: "Full Name", "Email", "Phone Number", "Company Name", and a URL field containing "https://desk.zoho.in/support/". Below the URL field, there is a line of text: "It looks like you're in India based on your IP. Your data will be stored in the INDIA data center. [Change Country](#)". Below this is a checkbox with the text "I agree to the [Terms of Service](#) and [Privacy Policy](#)". At the bottom of the form is a large red button with the text "GET STARTED" in white, uppercase letters. Below the button, there is a link "or sign in using" followed by two icons: the Google logo and the LinkedIn logo.

2) Once you register with your details and company name, you will be walked through the steps to get started. You should eventually end up on the Zoho Desk view with the current tickets:

You will see the following screen with your first ticket created on Zoho desk.

Leave the tab open with the application logged in for the automation.



Now, as mentioned in the Project detail section, we will create the workflows for the automation. Let's start with the main workflow.

Project Implementation:

This section all the details regarding how to implement and develop the following automation helpdesk agent.

Main Workflow:

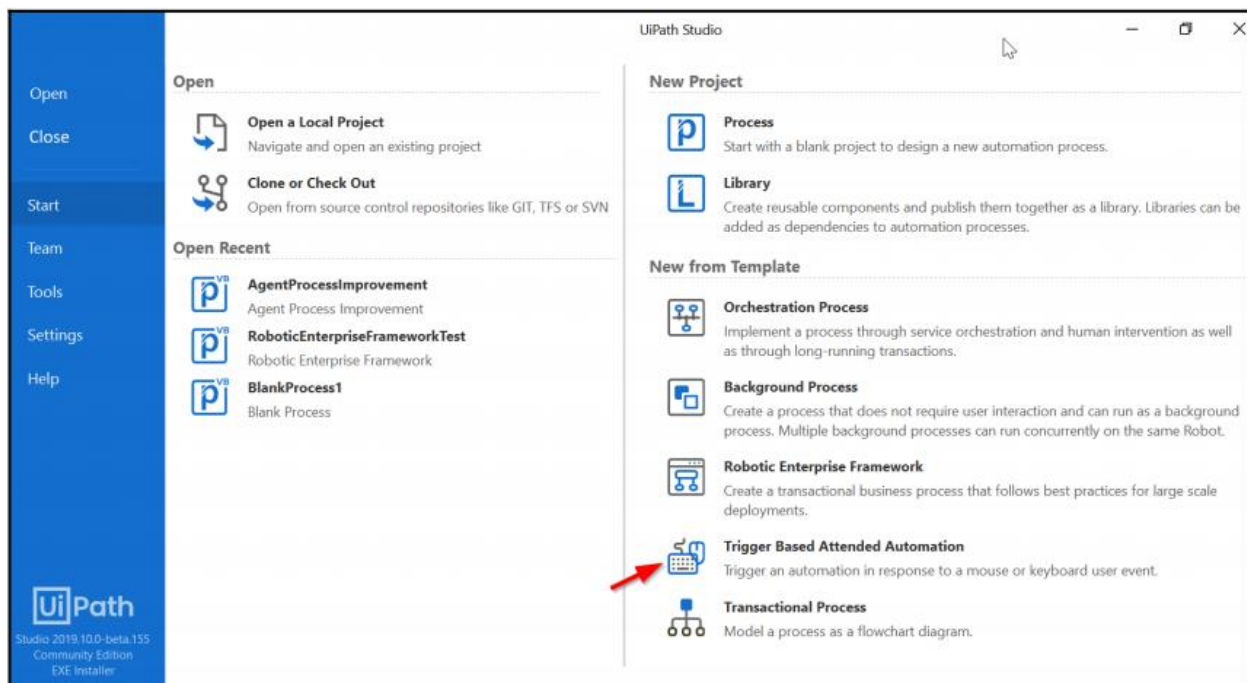
Let's start by opening the UiPath Studio. This is one of the UiPath components of UiPath Platform which we need to install on our machine for creating automation workflow.

On your Windows machine, you can go to Start and then select UiPath Studio.

Project Setup:

Let's create a new project for our automation using the UiPath template:

- 1) On the first UiPath studio screen that pops up, select the project called Trigger Based Attended Automation. This will use a predefined UiPath template to create an attended automation project:

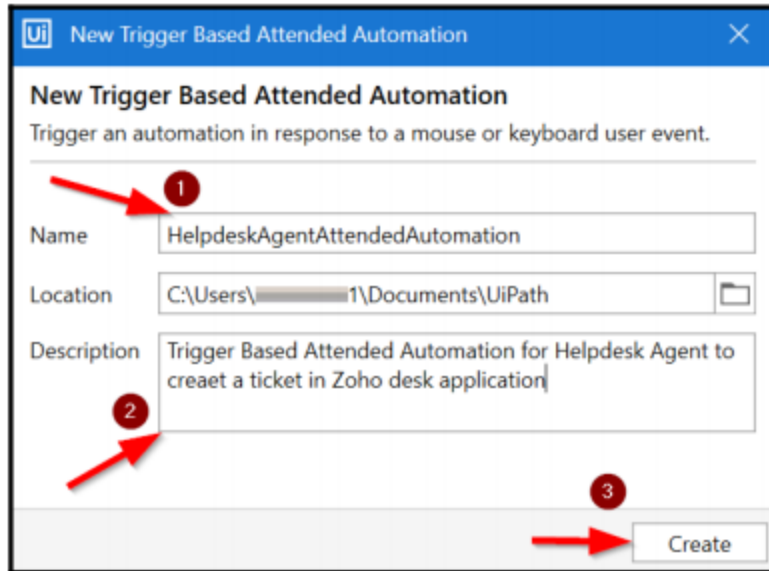


- 2) Next up, provide a name for your project and an optional description and click on Create:

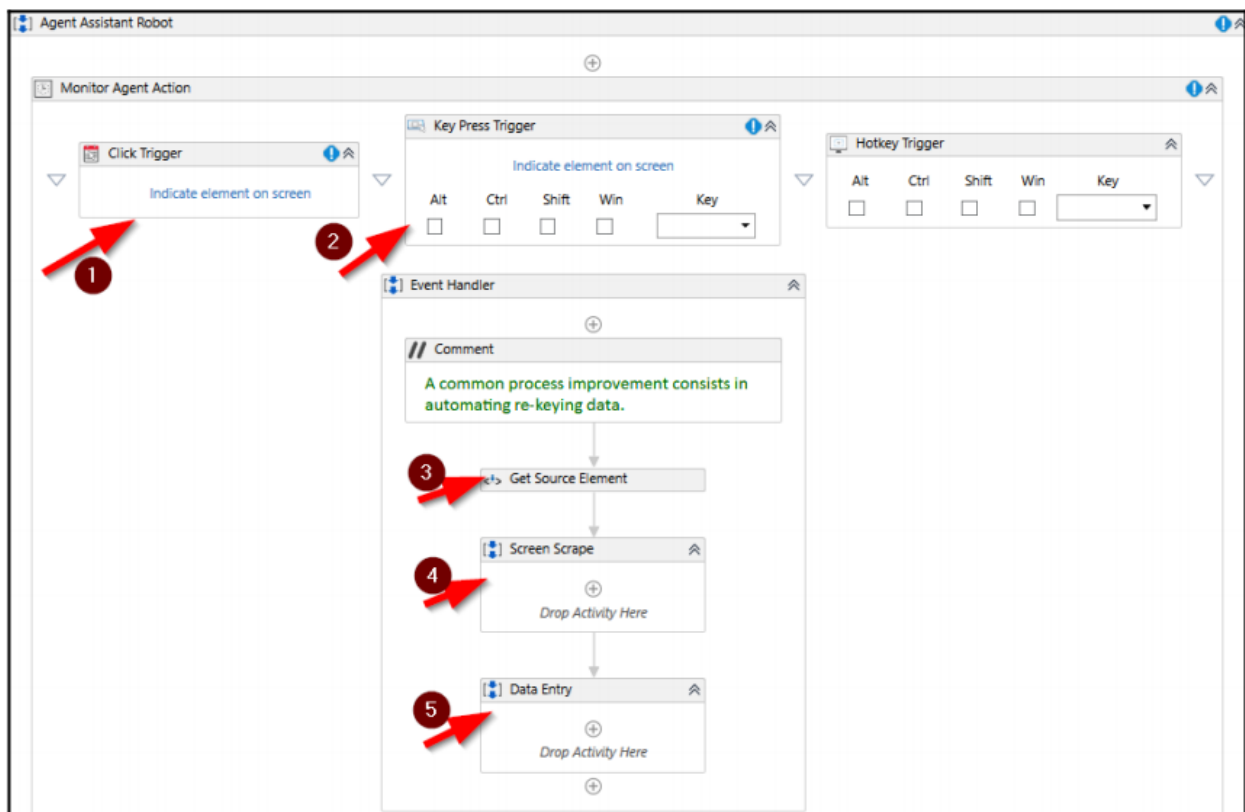
You can give project name as per your choice, but it is important to provide a useful and insightful project name for easy reference.

Then you need to select the location where you have created the project folder in the project groundwork step.

You can also add a description for you project as shown in below screenshot.



- 3) On the Studio main screen, click Open Main Workflow to get to the main workflow.
- 4) Your initial workflow should look like the following. Go ahead and remove the five unwanted activities highlighted in the following screenshot by right-clicking and selecting Delete:



5) Once done, ensure that you save the project and keep doing so periodically.

The project is now set up. We are now ready to configure the initial part of the automation.

Configuring initial part of Main workflow:

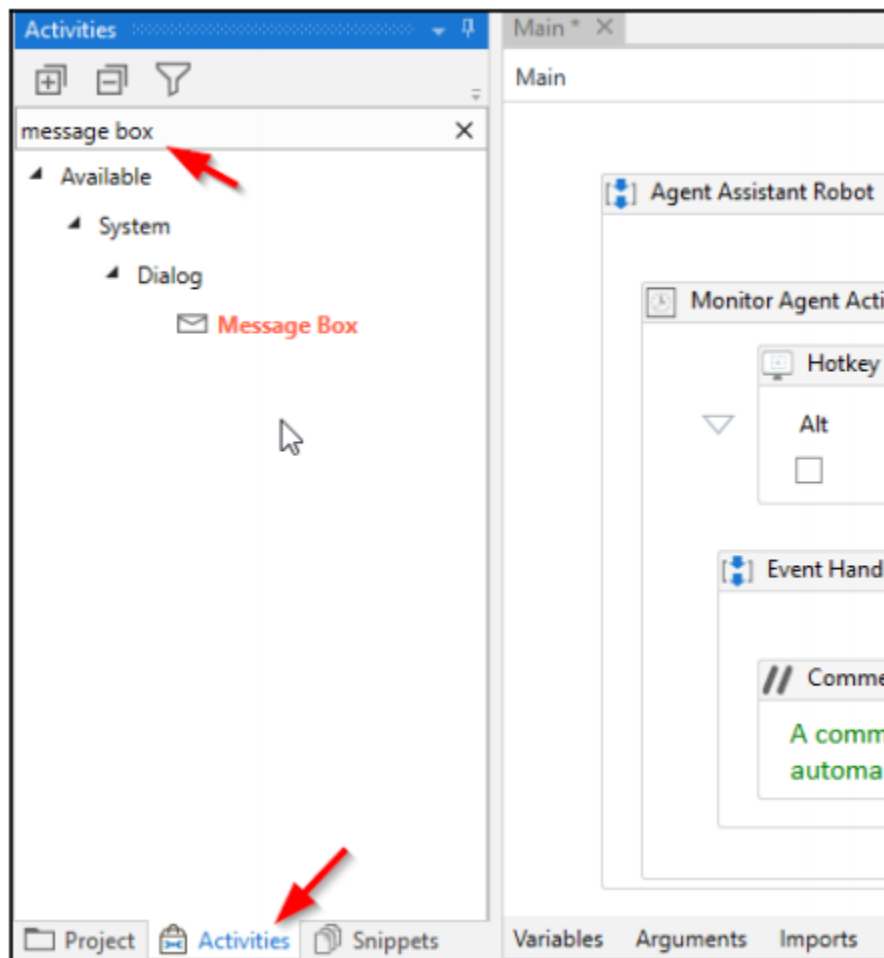
We will add a few UiPath activities to initiate the attended automation.



UiPath activities are puzzle pieces that we use to create any UiPath automation. The activities are automation actions, such as clicking, typing, and message box. We can use these activities to create with Excel, email, and the web.

Let's now look at the steps to add the activities:

- 1) We'll start by adding a message box. To do this, go to the Activities panel and search for message box:



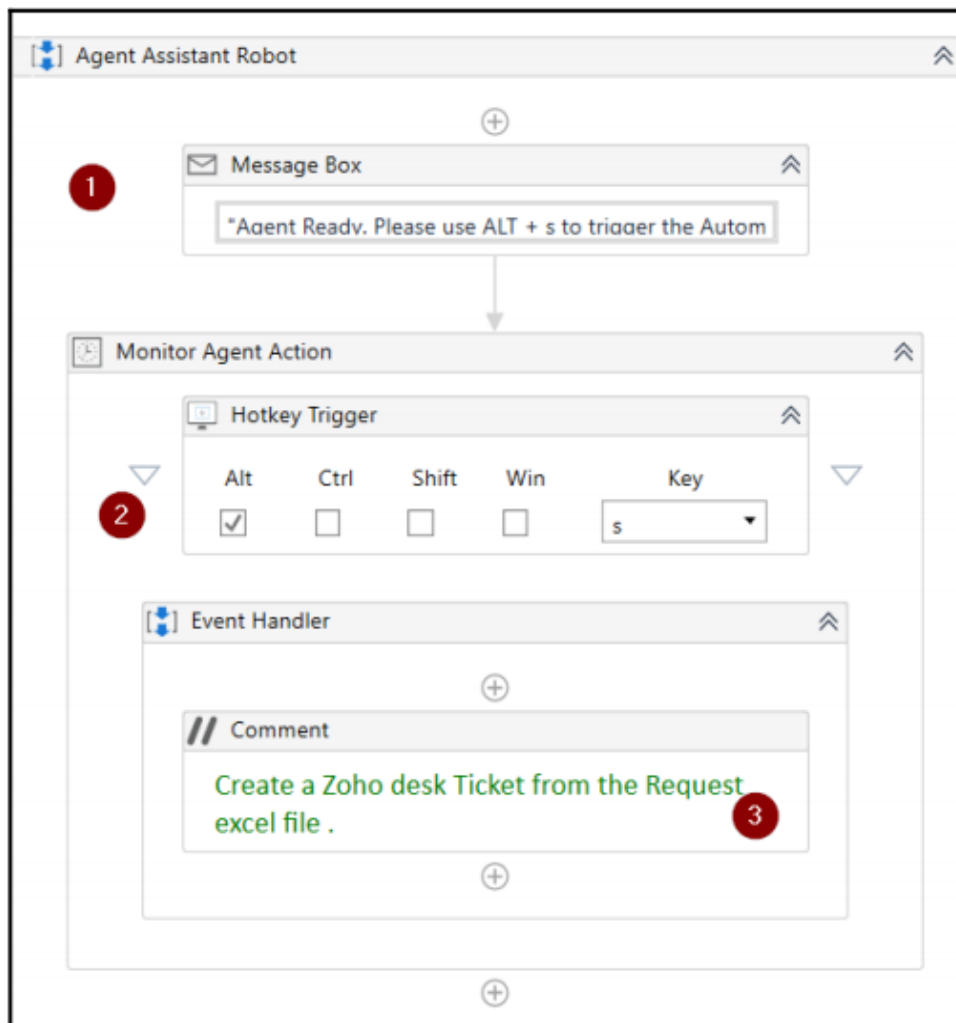
Message Box activity is used to display message to user with the given text. It takes a string as an input and displays that string to the user as a message in a message box.

You can then drag and drop the activity to where you want it in the workflow.

- 2) Once added, click on the box for the message and type "Agent Ready. Please use ALT + s to trigger the Automation". Note that you must keep the quotes as you input the message. Please refer to the image in step 4.
- 3) Next, let's tell UiPath which hotkey we will use to trigger the automation. Luckily, UiPath has provided the activity within the template to do just that. In the **Hotkey Trigger** activity, choose Alt and type in s for the key, as shown in the screenshot in step 4.

Hotkey Trigger activity is used to specify which keyboard hotkey is used as a trigger to start the automation. In our project we will use the **Alt** and **s** keyword to start our automation.

- 4) It is always a good idea to add adequate comments for people to facilitate understanding of your workflow "code". Within Event Handler, let's start by adding a Comment to say Create a Zoho desk Ticket from the Request excel file.:



Comments are added in your automation for easy understanding of our automation. Comments are not executed by the automation. It is just for the sake of understanding that what exactly our workflow is going to do.

- 5) As the first activity in **Event Handler**, we will be checking the Requests folder to see whether there are any new requests. For that, we will use the **Path Exists** activity. Follow the same steps as before to find the activity in the left-hand panel and drag and drop to the main workflow.

Path Exists activity in UiPath is used to check whether the specified file in exists on not. If the file is present, then it return the true value else false.

- 6) Now, for this and all activities, there are UiPath properties that are displayed on the right pane. Let's use the following Properties for the Path Exists activity we added:
 - **Path:** `Environment.CurrentDirectory+"\\Requests\\Request.xlsx"`
 - **PathType:** File
 - **Exists:** Create a boolean variable (use Ctrl + K or right-click) and create a new variable called `boolFileExists`.



UiPath properties are the parameters and settings for the selected activity. The properties pop up on the right panel of your Studio interface. You can go to the panel and add or update properties for the selected activity.

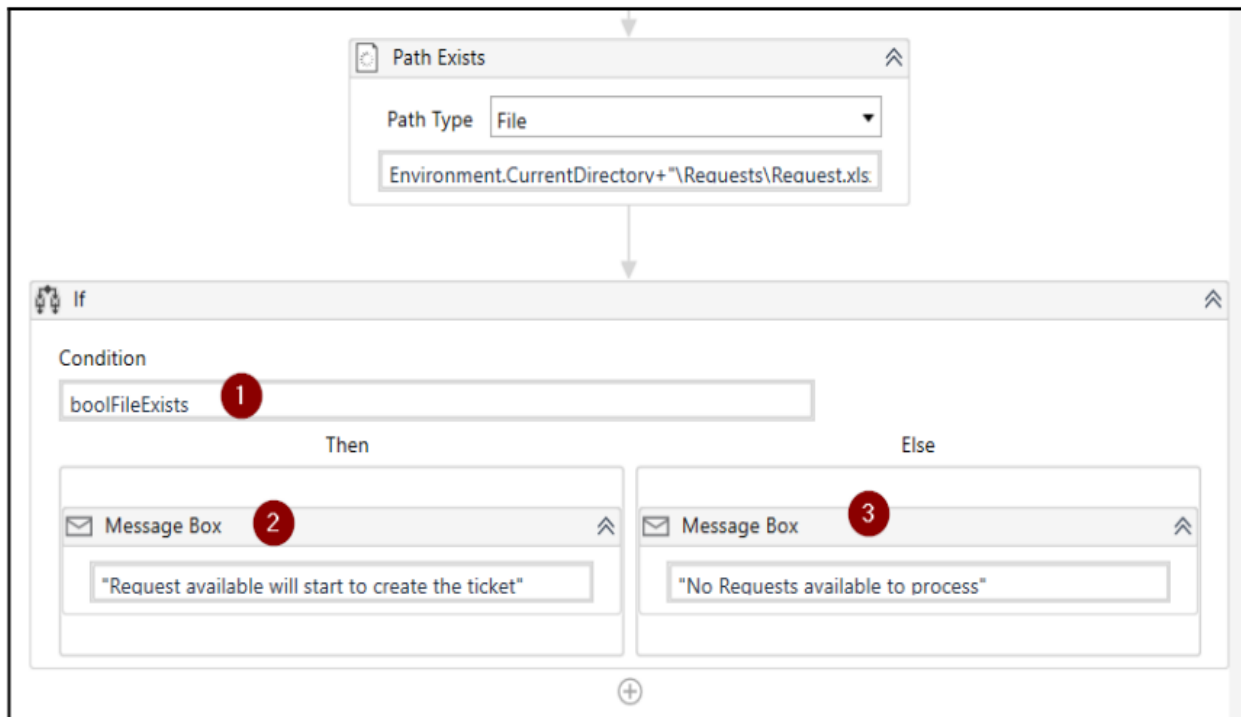
After implementing the above steps your sequence and properties should look like this:

The screenshot displays the UiPath Studio interface. On the left, the 'Main' workflow is visible, containing a 'Monitor Agent Action' with a 'Hotkey Trigger' (Alt, Ctrl, Shift, Win, Key: s) and an 'Event Handler'. Inside the 'Event Handler', there is a comment: 'Create a Zoho desk Ticket from the Request excel file.' Below the comment is a 'Path Exists' activity. The 'Path Type' is set to 'File' and the 'Path' is set to 'Environment.CurrentDirectory+"\\Requests\\Request.xls"'. On the right, the 'Properties' panel for 'UiPath.Core.Activities.PathExists' is shown. It has four red circles highlighting specific properties: 1. 'Path Type' (File), 2. 'Path' (Environment.Curren...), 3. 'PathType' (File), and 4. 'Exists' (boolFileExists).

7) Next, let's display a message to let the user know whether the bot found a request and whether it will process this request. We will use an **If activity** from the activities panel to do that. Add the **If** activity below the **Path Exists** activity.

If activity is used to perform task base on specifies condition. If the condition is true, then it will go to **then** part otherwise it will execute the **else** part.

8) Let's use `boolFileExists`, which we created in the earlier step as the condition to check. Within this **If** control, add two message boxes with messages as per the following screenshot to display an appropriate message to the agent:

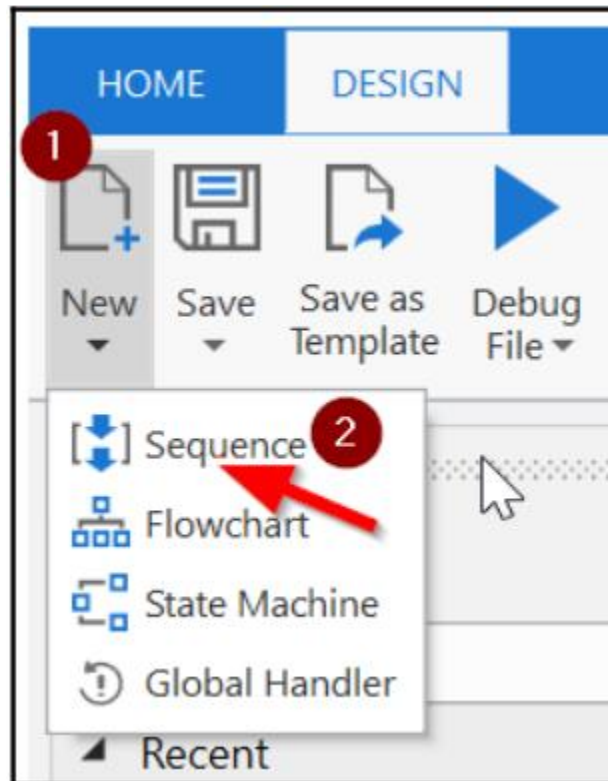


This is all for the main workflow for now. We will revisit the workflow later to call the `ReadExcelRequest` and `ZOHOAutomation` workflows, which we will create in the next two sections.

Reading from Excel File:

In this next workflow, we will pick up the Request Excel file from the folder we created, read the ticket data, and incorporate them in variables for the next workflow to process. This will help you get your feet wet with Excel-based automation:

- 1) Let's start by creating a new Sequence in the project. This will create a new workflow for us to work on:

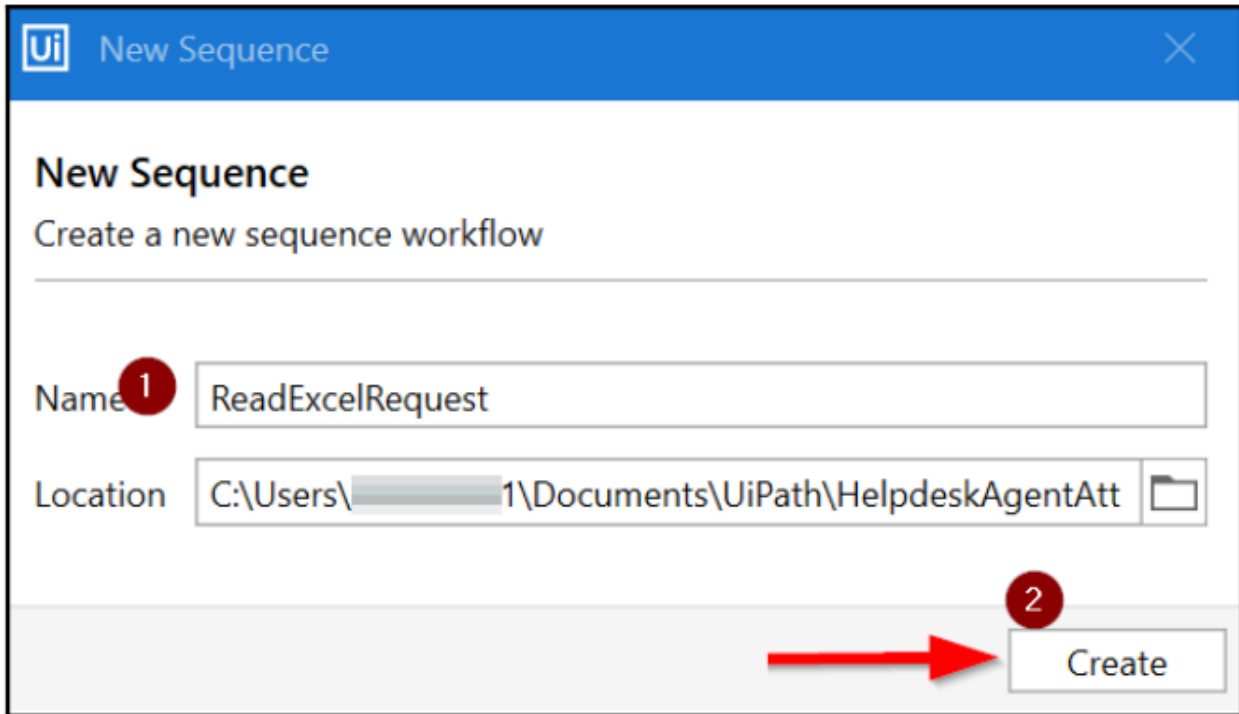


- 2) Let's name it ReadExcelRequest and click Create. The studio will create a default sequence for you:

You can provide the name of sequence as per you need. It is necessary to provide some useful name of your sequence for easy reference.

Then you need to select the location of project which you have created in windows explorer.

After provide all the details click on create button it will create the sequence in your UiPath studio.



- 3) Within the workflow, let's first add the arguments using the **Arguments** tab at the bottom of Studio (refer to the following information box). **Arguments** will enable us to input and output data from this workflow to the main workflow. Proceed and create four arguments, as shown in the following screenshot:

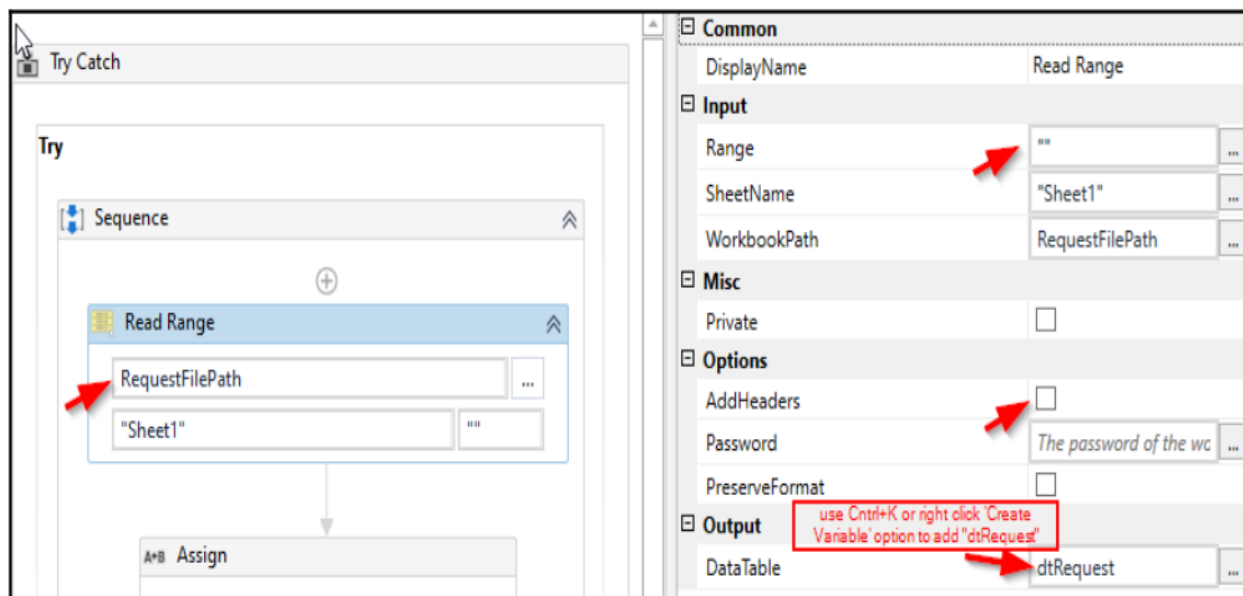
Name	Direction	Argument type	Default value
RequestFilePath 1	In	String	<i>Enter a VB expression</i>
ContactName 2	Out	String	<i>Default value not supported</i>
Email 3	Out	String	<i>Default value not supported</i>
Subject 4	Out	String	<i>Default value not supported</i>
<i>Create Argument</i>			
Variables Arguments Imports 👤 🔍 100%			

Note **Direction** and **Argument type**.



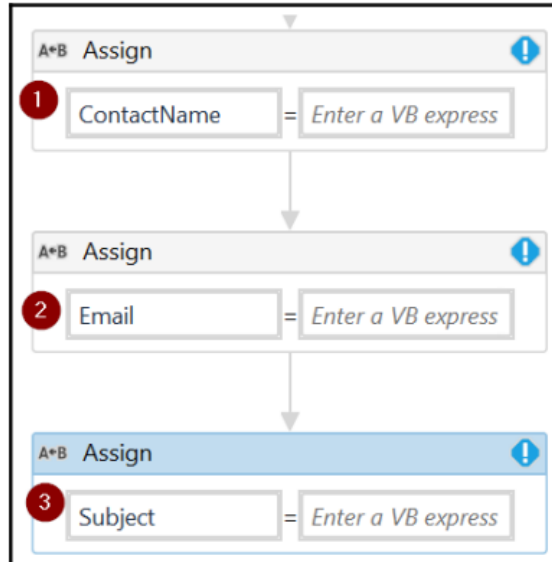
The difference between a variable and an argument is that variables pass data to other activities, while arguments pass data to other workflows. The Arguments tab is next to the Variables tab at the bottom of the Studio screen.

- 4) We will always use a **Try-Catch** block to handle any exceptions gracefully. So, let's add the **Try Catch** activity to this sequence. Then, within the **Try** block, add the **Read Range** activity under Workbook to read the specified Excel file. The **Read Range** activity reads the value of a specified Excel range and stores it in a **DataTable** variable.
- 5) For the **WorkbookPath**, specify the `RequestFilePath` argument that we added in step 2. This argument should be populated with the path to `Requests.xlsx` when we invoke this workflow from **Main**. Your sequence and properties should look like this:



In the properties for the **Read Range** activities, perform the following steps:

- Remove the range to cover the entire sheet. To do that, add “” to the **Range** property on the right pane.
 - While there, uncheck the **AddHeaders** property as we don't have header in our input file.
 - Add an **Output** variable to store the data table. Use `Ctrl + K` to add the `dtRequest` variable within the **DataTable** property.
- 6) Next, we will use three **Assign** activities in the workflow to read from Excel and store the data for `ContactName`, `Email`, and `Subject` in respective arguments.
 - 7) Use the arguments we just created on the left-hand side of the activity. You can start typing the argument names and the argument names should pop up for you to select:



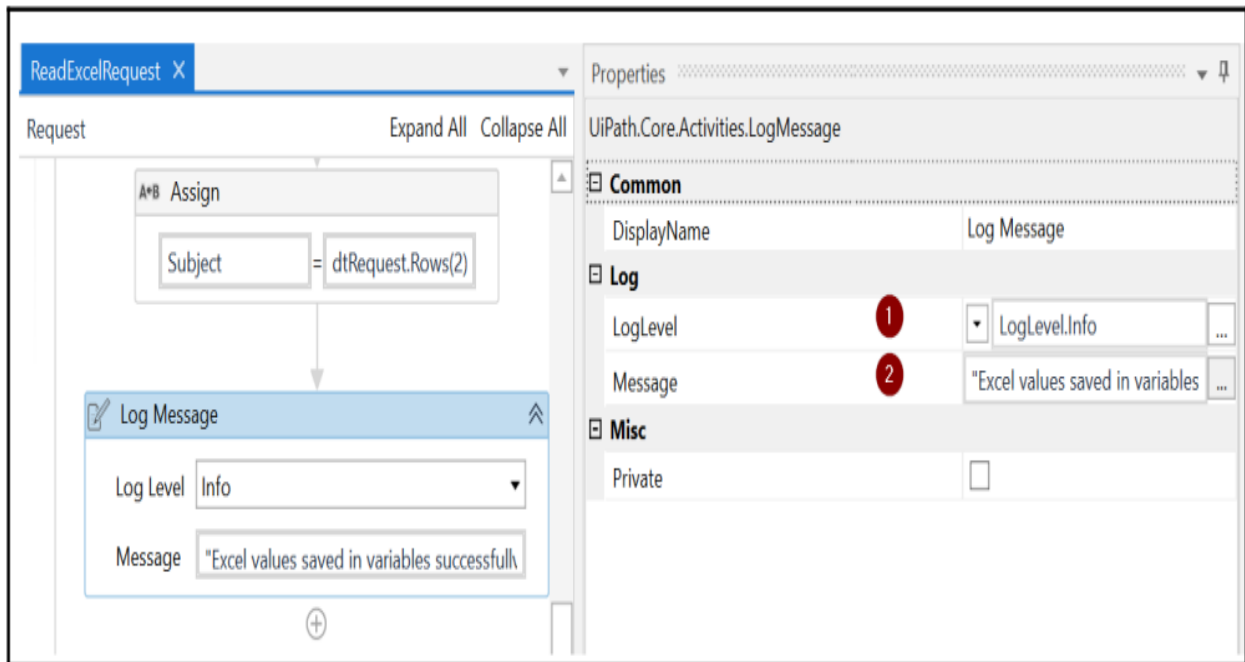
8) We will use the `dtRequest.Rows(row)(column)` data table to read Excel values and map them to the arguments. For example, **`dtRequest.Rows(0)(1)`** means the first row and second column value in Excel. Since the output variable only accepts the values of the String type, we have to add `.ToString` at the end of this formula; for example, `dtRequest.Rows(0)(1).ToString`:

`.ToString` method is used to get the input as a string type.

`dtRequest.Rows(row)(column)` is used to specify the specific row and column of data table.

the below screen shot show how to use `dtRequest.Rows(row)(column)` property to specify the data table row.

- 9) After the **Assign** activities, add a **Log Message** activity to update the Excel read options in the system logs. This will help us to debug the workflow if needed:

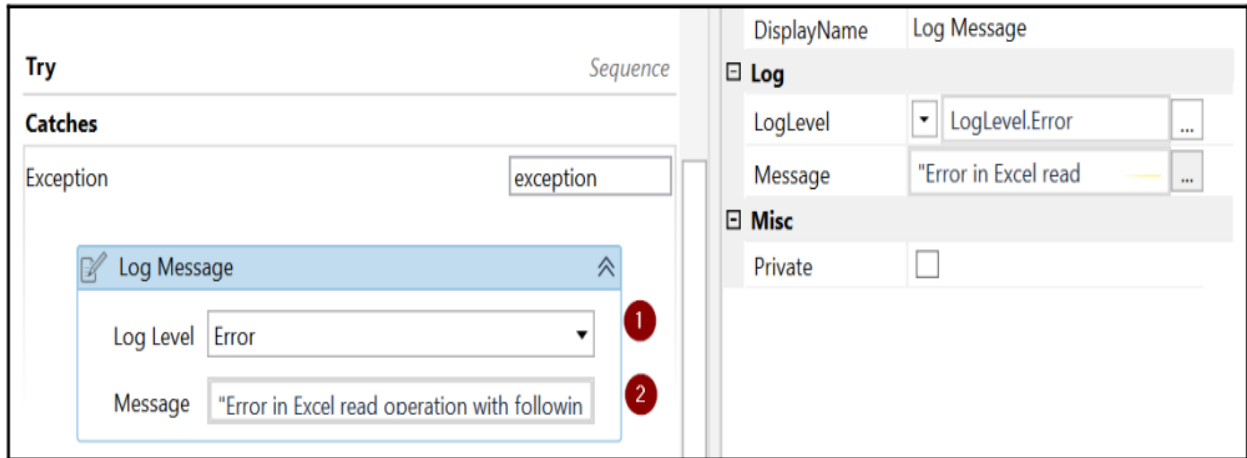


That completes our Try block sequence. We will now add exception handling to the Catches block.

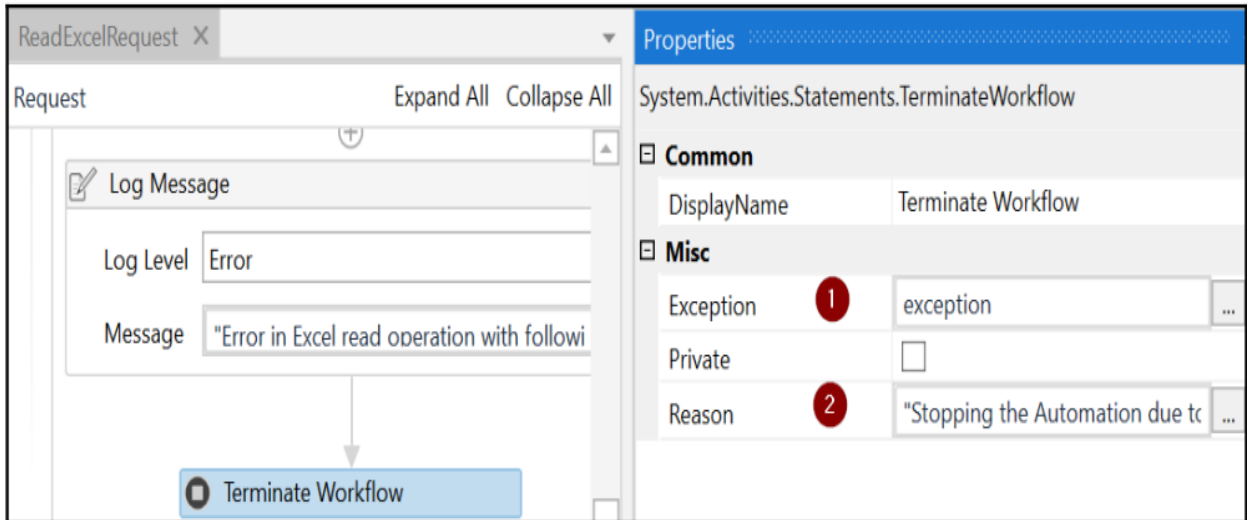
Exception Handling:

Let's handle any exceptions for this Excel automation:

- 1) For this, click on Add a new Catch in the Catches block beneath the Try block.
- 2) Choose exception as System.Exception and click the box next to it.
- 3) Also, add a Log Message activity to the catch block and add the following:
 - Error as the Log Level
 - "Error in Excel read operation with following exception: "+exception.Message" as the Message:



4) Finally, within the Catches block, add a Terminate Workflow activity to stop the automation if there are any exceptions:

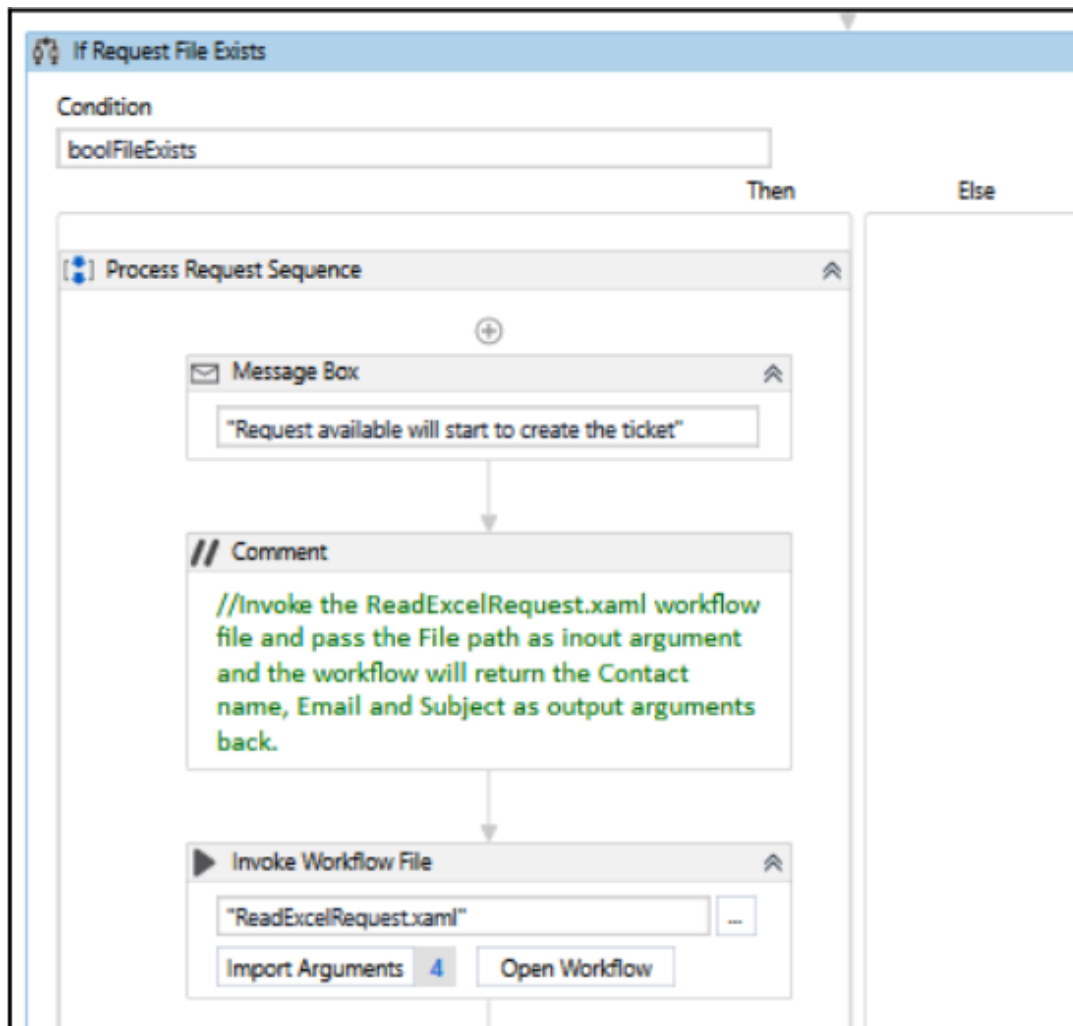


Great! This completes the ReadExcelRequest workflow where we read the Excel and stored the request data as arguments. Now, we will invoke this from the main workflow.

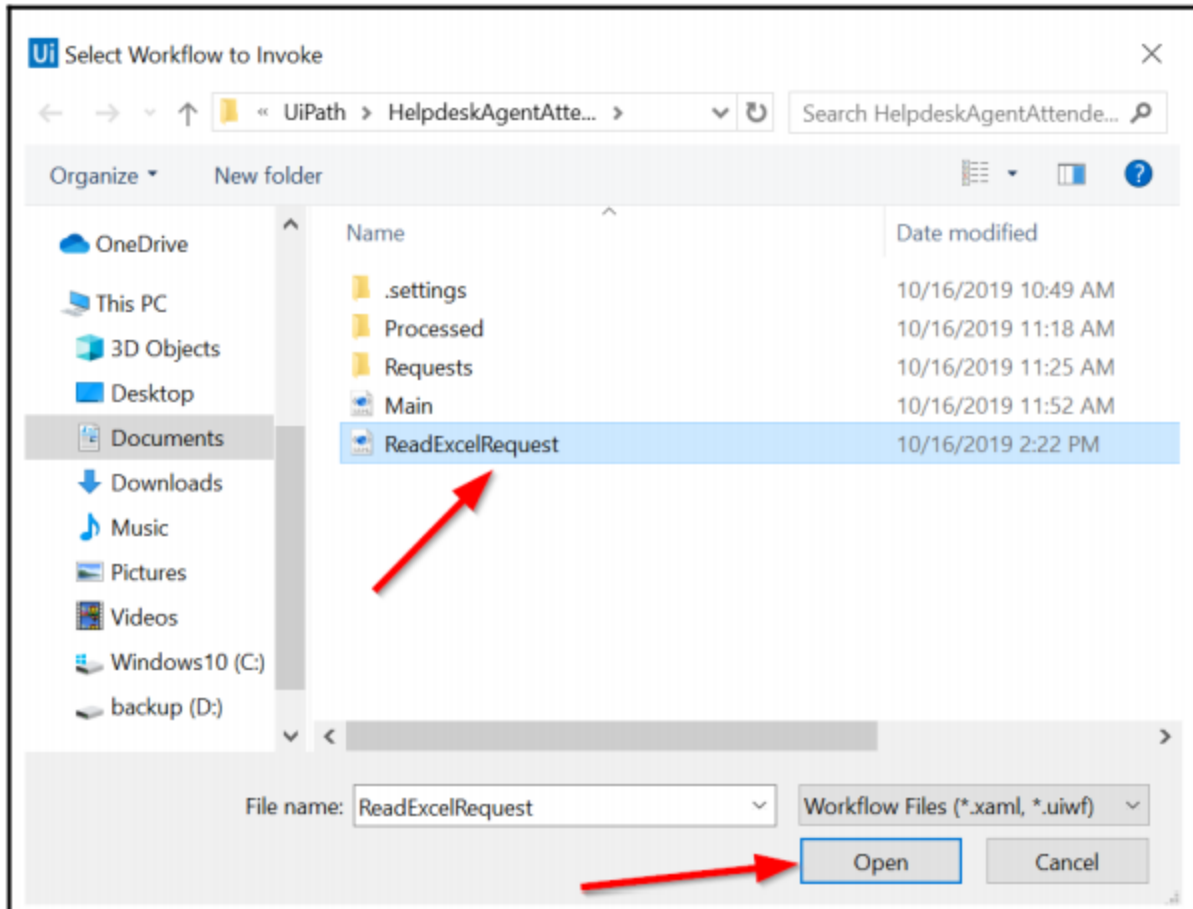
Invoking the Excel Workflow from Main:

Let's now go back to the Main sequence to invoke this newly created ReadExcelRequest workflow. If you recall, we added a message within the main workflow if there are requests available to process. Let's invoke the read Excel workflow right after that:

- 1) Let's add the Invoke Workflow File UiPath activity in the Then block of the If control:



- 2) Let's populate this new activity with the ReadExcelRequest workflow path. To do that, click on the three dots on the right of the first parameter. Select the ReadExcelRequest.xaml file in your project folder:



- 3) Now, let's create three new variables to store the data that we would get from the ReadExcelRequest workflow. Go to the Variables pane at the bottom of Studio and add variables for contact name, email, and subject, as shown in the following screenshot:

Name	Variable type	Scope
EditableText	UiElement	Event Handler
boolFileExists	Boolean	Event Handler
strContactName	String	Sequence
strEmail	String	Sequence
strSubject	String	Sequence

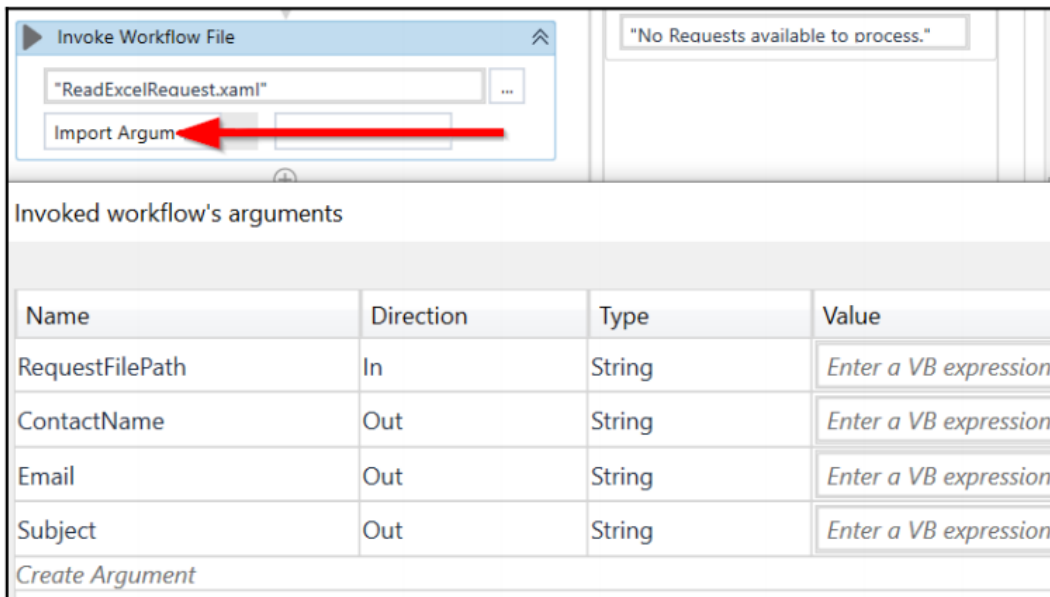
Note **Variable type** and **Scope** and ensure that you match what is shown.



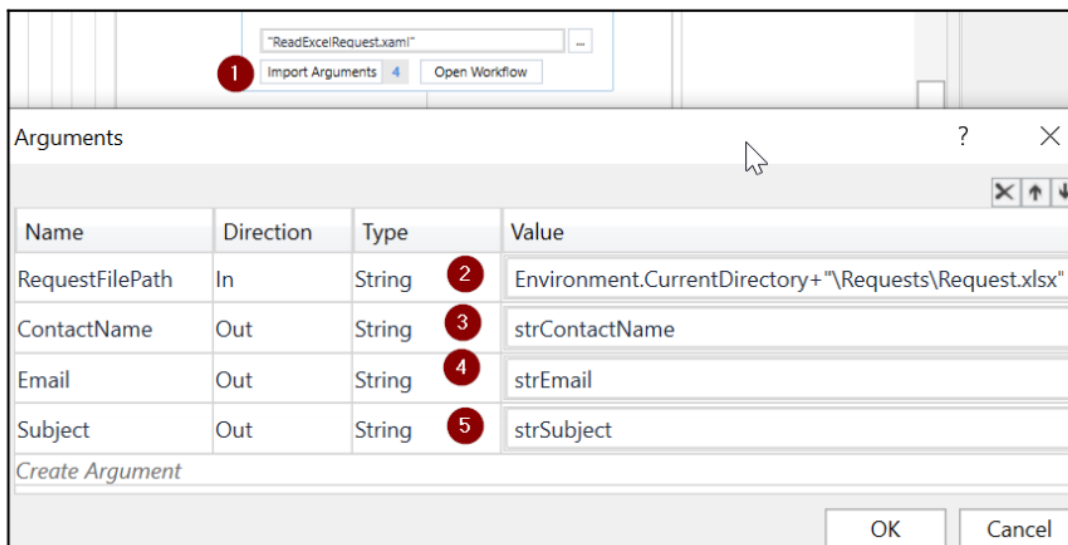
Naming convention: Please use descriptive names for variables and arguments to enable easy understanding. We recommend that variables follow camel case, with the standard prefixed with the type of variable, for example, `boolFileExists`. Arguments can follow Pascal case; for example, `ContactName`.

- 4) If you recall, we had a few arguments in the `ReadExcelRequest` workflow to pass data back to **Main**. Let's now pass data by clicking on **Import Arguments** and mapping the data. For that, within the **Invoked workflow's arguments** window, let's perform the following steps:

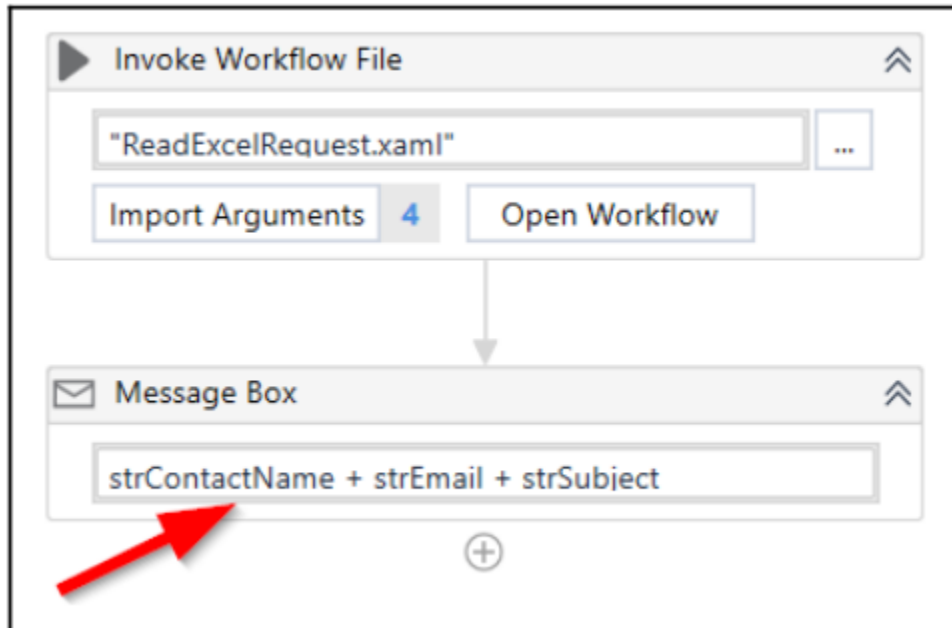
- Populate `RequestFilePath` with the path to the file: `Environment.CurrentDirectory+"\Requests\Request.xls x"`:



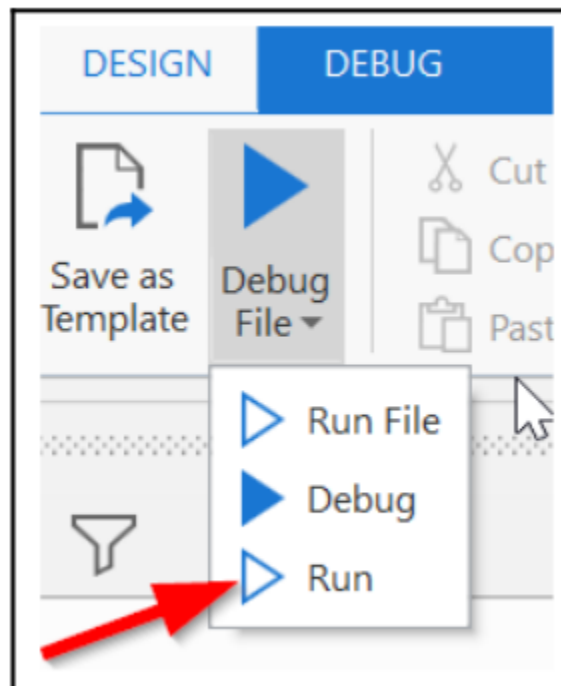
- Map the new Variables we added previously to the respective argument value:



- 5) Since this is a learning exercise, let's add a message box to display **ContactName**, **Email**, and **Subject** for us to establish whether the bot got it right:



- 6) Let's now perform a quick test of the workflow so far. Click on **Run** to run this main workflow. Please ensure that your Excel file is closed before you run the workflow:



You should get the initial message that we added: *Agent Ready*. Press **Alt + s** to trigger *Automation*. Click **OK** on this message box to acknowledge and press **Alt + S** to start the bot. Next, you should get the second message that there is a *Request* file to process and so to proceed with ticket creation. Finally, when it runs successfully, we can expect the message box with the name, email, and subject content that we added in the steps we just completed.

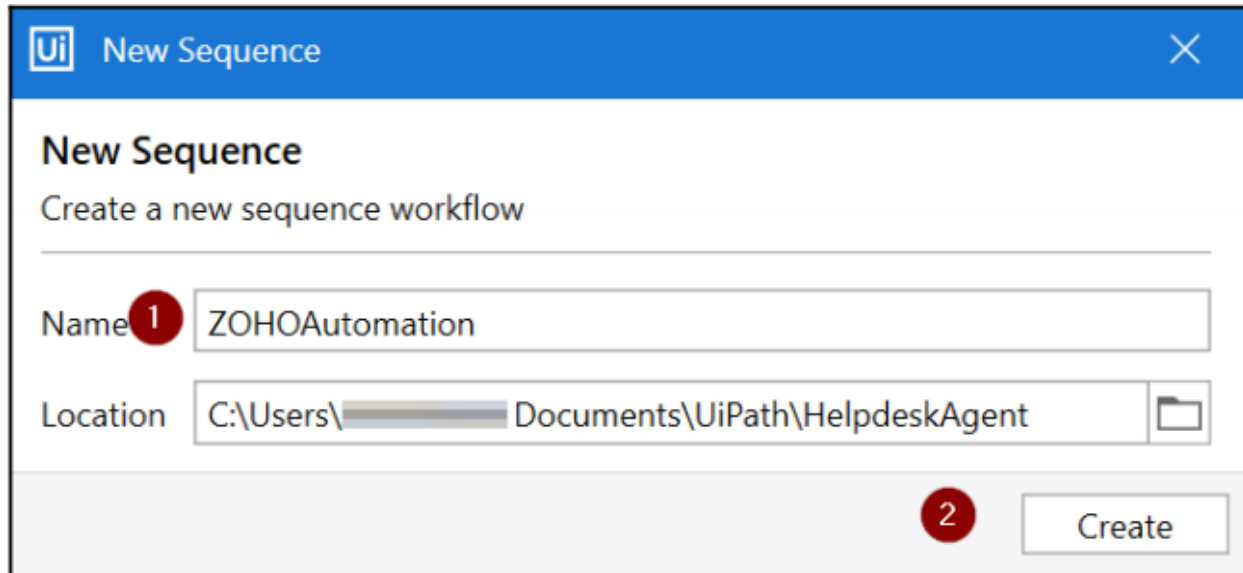
Automation will always continue to run by default. Therefore, please click on the Studio **Stop** button to stop the bot.

We have now completed the part where we read the data from the *Request* spreadsheet and are now ready to take this data and create our support ticket.

Creating a support ticket in the Zoho Desk ticketing system:

In this final workflow that we will create for this project, we will use the data read from the Requests file to create the support ticket within Zoho Desk. This will help us understand how we can automatically input data into web applications through web application screens. Let's perform the following steps:

- 1) We'll start by creating another sequence for Zoho web app automation. You can call it ZOHOAutomation:



- 2) Within the UiPath default workflow, let's add a **Try Catch** activity. Let's also add four arguments, as shown in the following screenshot, to pass the data around:

Name	Direction	Argument type
ContactName	In	String
Email	In	String
Subject	In	String
Successful	Out	Boolean

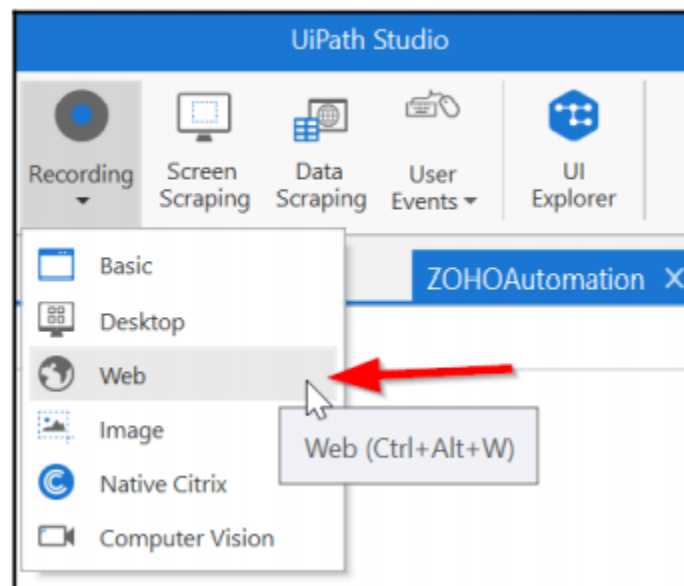
Ensure that you match **Direction** and **Argument type**.

- 3) Next, we will use the UiPath web recorder to record the steps to enter the Ticket data in Zoho and create a new ticket. First, go to your Chrome browser and ensure that the Zoho Desk home page is open in one of the tabs. Also, ensure that you have installed the UiPath add-on for Chrome in your Chrome browser. It is available on the Chrome App store.

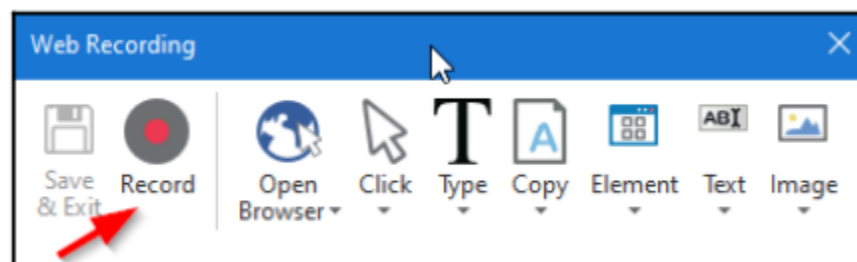


UiPath has a recorder that allows you to record mouse clicks and keyboard sequences to automatically generate UiPath scripts. You can also add these activities by yourself, but the recorder is a much faster way to create these sequences. Hence, we like to show you how you can do it.

- 4) Click within the **Try** block and activate the web recorder by clicking on the **Web** recorder option within **Recording**:



- 5) UiPath opens a web recording panel to control the recording. Click on the Record button with the Zoho Desk browser tab open:

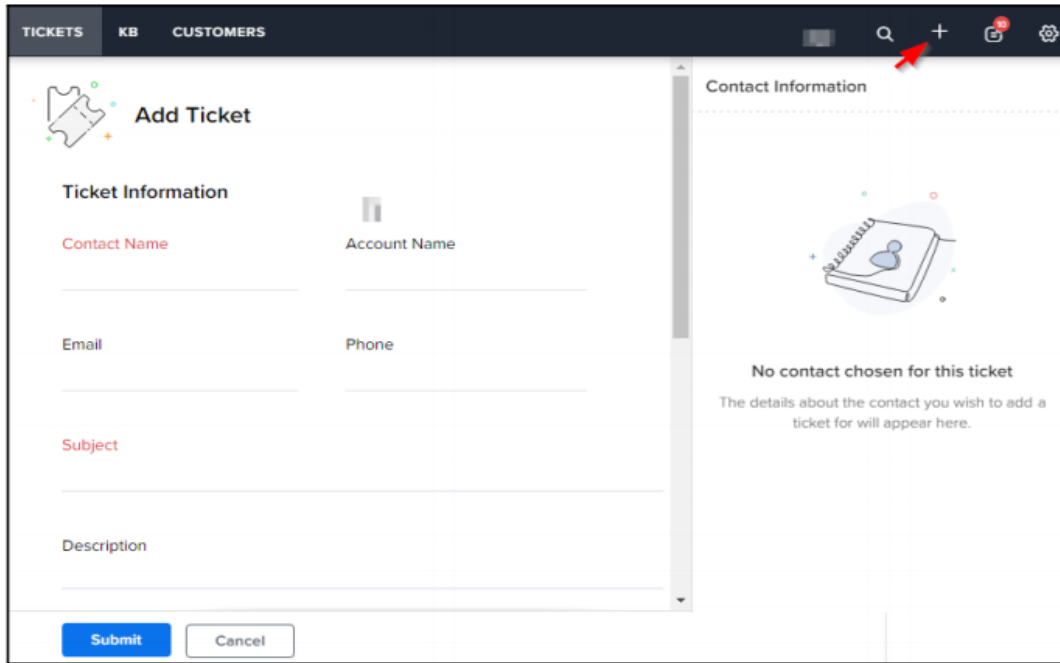


Now that we have the recording set up and ready, let's record the actions to create a ticket in Zoho.

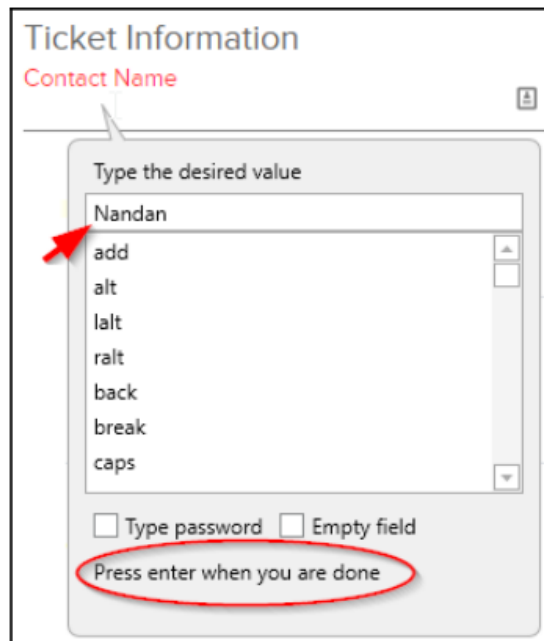
Recording ticket creation activities:

On the Zoho desk browser tab, perform the following actions to enable the UiPath recorder to record:

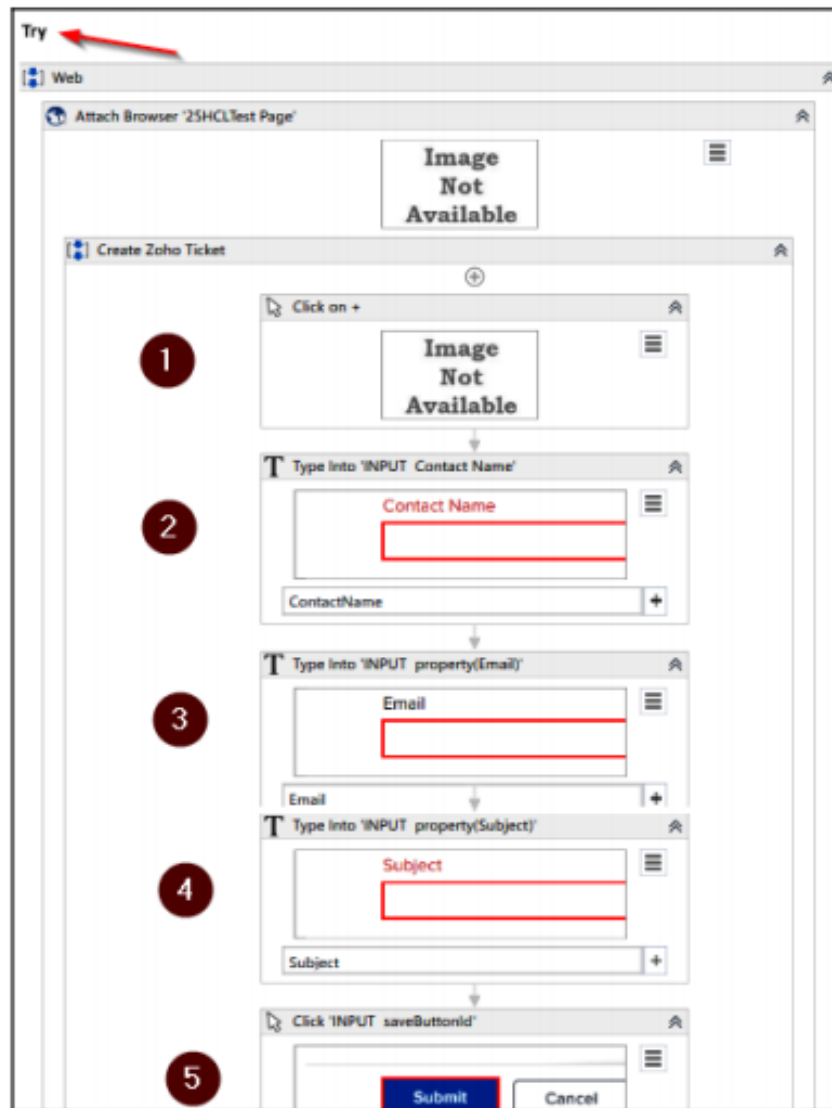
- 1) Click on the + symbol to create a new ticket (at the top right of the Zoho desk screen):



- 2) On the new TICKETS screen, type a contact name followed by the Enter key on your keyboard.



- 3) Similarly, type an email followed by the Enter key.
- 4) Type a subject followed by the Enter key.
- 5) Click on the **Submit** button on the Zoho **Add Ticket** screen.
- 6) Once you perform all the preceding steps, use the Windows Esc key to stop the recording. Then, click on **Save & Exit** on the UiPath web recording panel.
- 7) You may occasionally find the recorded steps outside the **Try** block. Move the recorded activity into the **Try** block if that is the case. Your workflow should look like the following:



Now that we have the recorded activities, let's configure them for our automation.

Configuring the recorded activities:

We will now update the recorded activities as required to complete the ticket data input. Let's start with the browser title name:

- 1) You can see that the recorder has created an **Attach Browser** activity. This uses the browser title to attach to the browser tab and perform the recorded actions.

In our case here, the browser title is dynamic because there is a ticket number in it. So, we will need to use wildcards to attach to the browser tab. If your browser tab for the Zoho desk is "123zyx", we will just use "*xyz*" with wildcards on both sides.

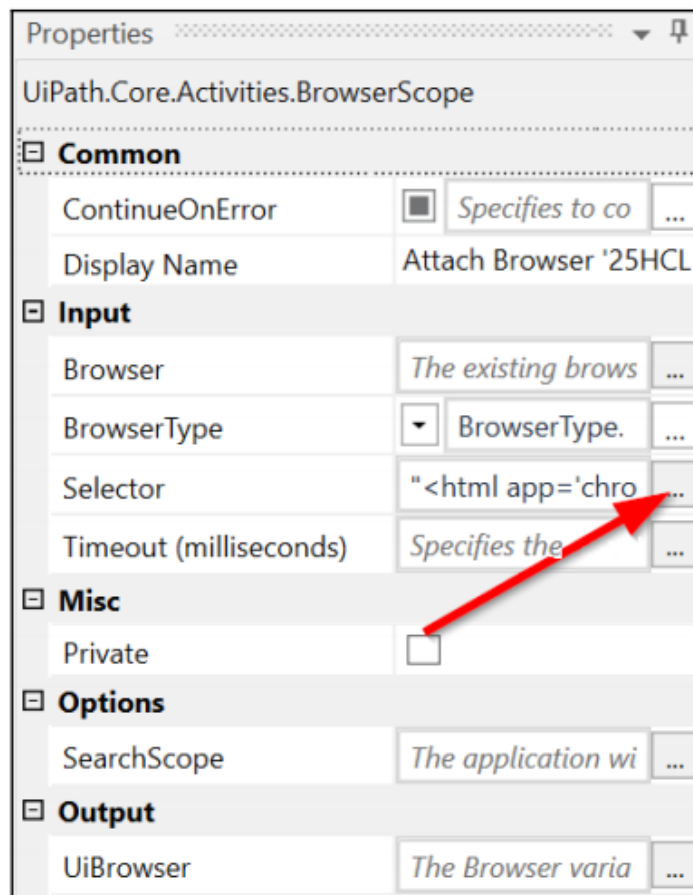


Wild characters: It is good practice to use wild characters such as * (one or more characters) or ? (any single character) in the browser selectors if we know that the index, prefix, or postfix will dynamically change during execution.

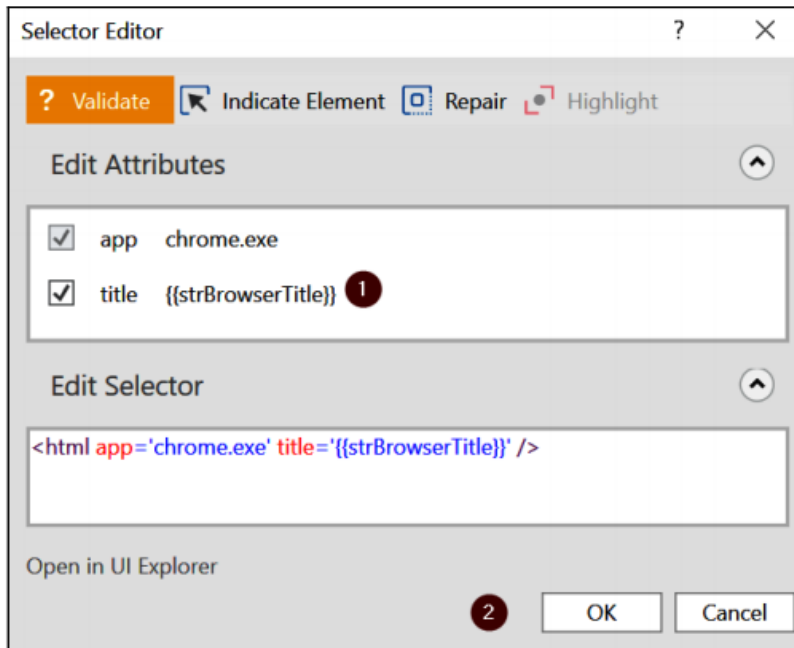
Since we may need the browser title in other activities, let's define a variable called `strBrowserTitle` and add this as a default value, as shown in the following screenshot:

Name	Variable type	Scope	Default
<code>strBrowserTitle</code> 1	String 2	ZOHOAutomation 3	"*xyz*" 4

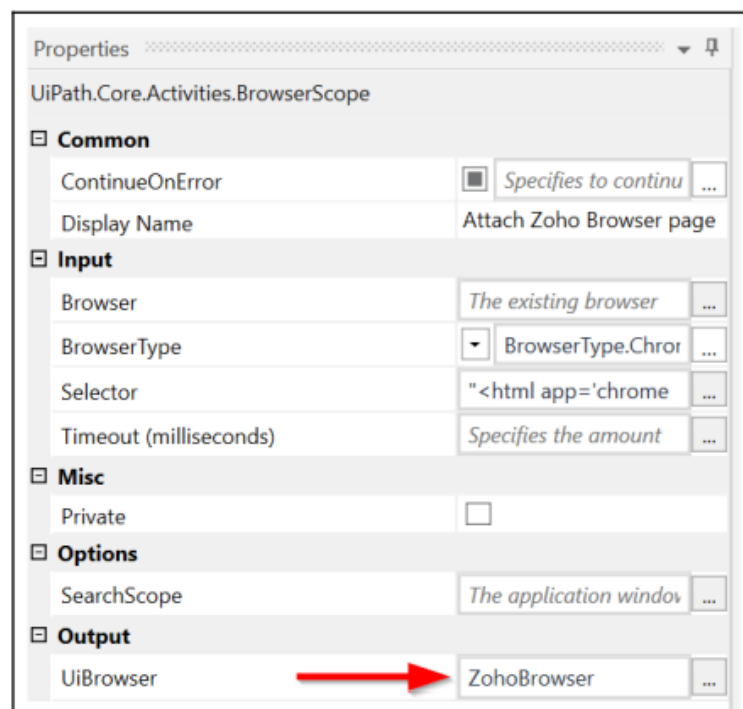
- 2) Now, let's update the Attach Browser activity that the recorder added for us with the browser title variable. Click on the Attach Browser activity within the Try block. In the properties panel on the right, click on the option to update the Selector:



- 3) In the Selector Editor window that pops up, click on title to update with the newly created strBrowserTitle variable, as shown in the following screenshot:



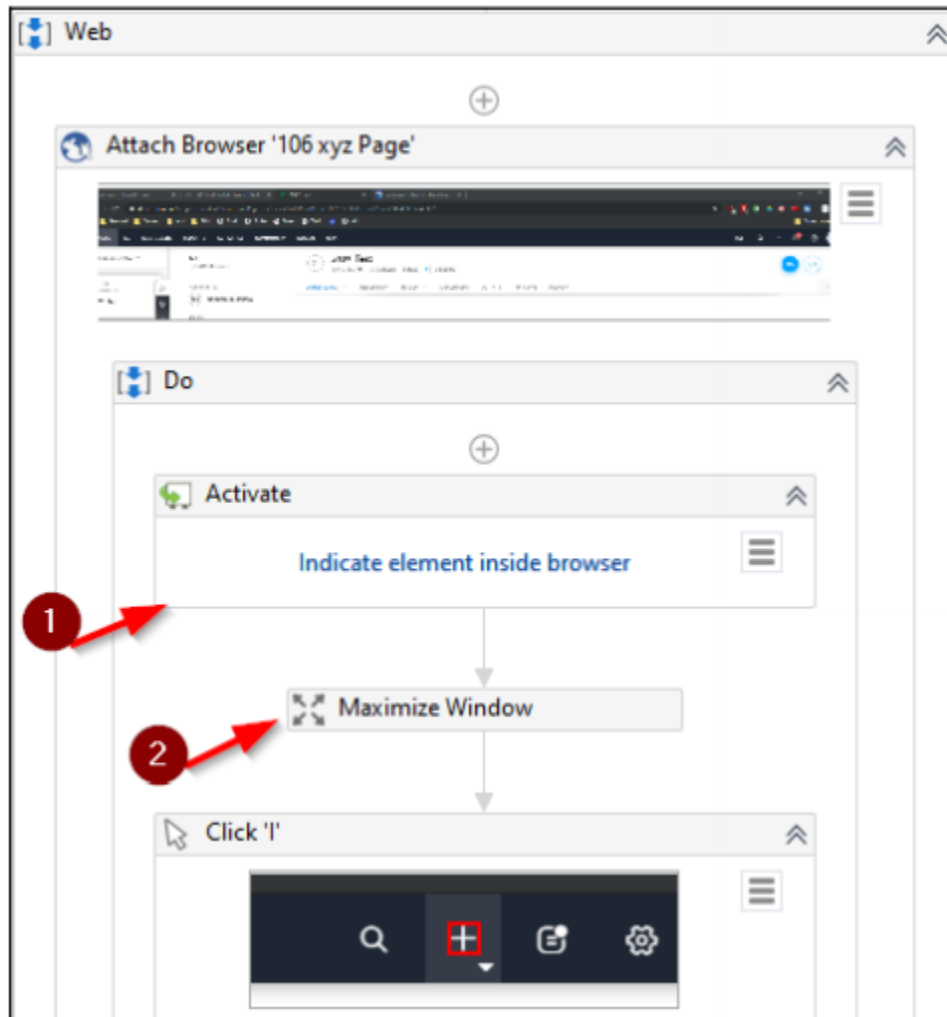
- 4) Let's also add a new variable within the **UiBrowser** output property for the **Attach Browser** activity. We will call it **ZohoBrowser** and set its scope to **ZOHOAutomation**. We will use this variable to handle exceptions later in the workflow. You can use Ctrl + K to add the variable and set the scope, or you can add it directly to the variables pane in Studio:



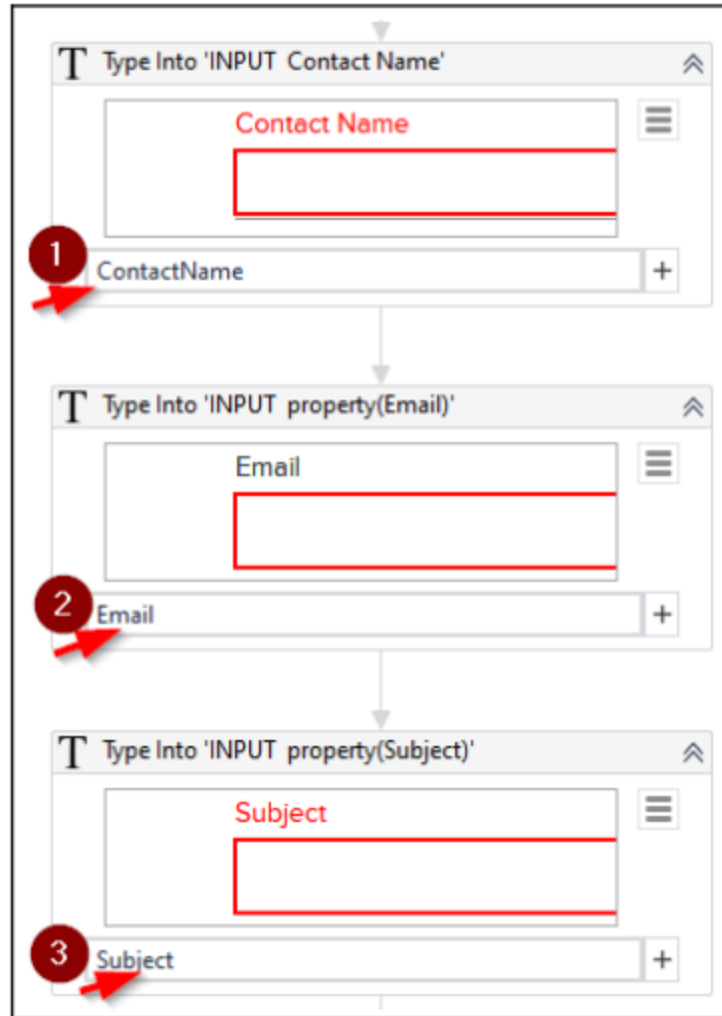


It is best practice to use a Browser variable when you attach the browser, so as to pass the control around during web automation. In our case, we will use this variable in the error handling sequence, as we will use the same browser session to perform error handling.

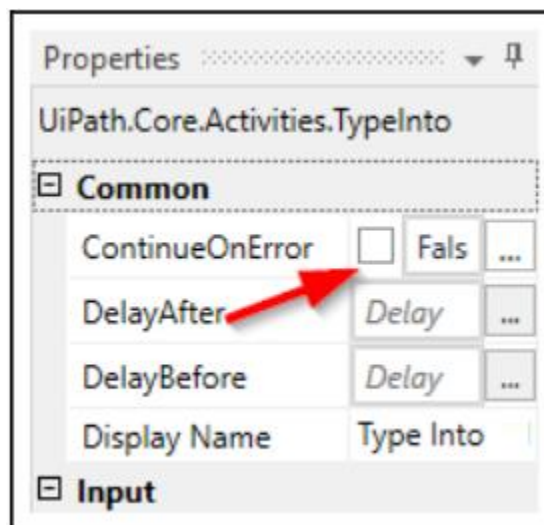
- 5) Next, let's activate the specific browser window by using the Activate UiPath activity. Add the Activate activity, click on Indicate element inside browser, and then click on the Chrome browser title. Let's also maximize the browser window if it's not already maximized. For that, let's use the Maximize Window UiPath activity:



- 6) To pass the ticket data to the Zoho desk fields that we recorded, let's replace the recorded text here with argument variables for Contact Name, Email, and Subject:



- 7) Let's also set the **ContinueOnError** flag to `False` in the Properties panel for these three activities so that we can stop execution and handle them if there are errors:

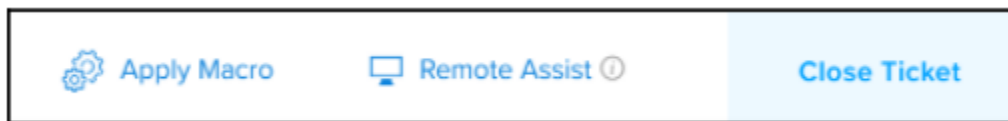


That is all the updates we require in order to make to the recording. Let's now check whether the ticket was created successfully.

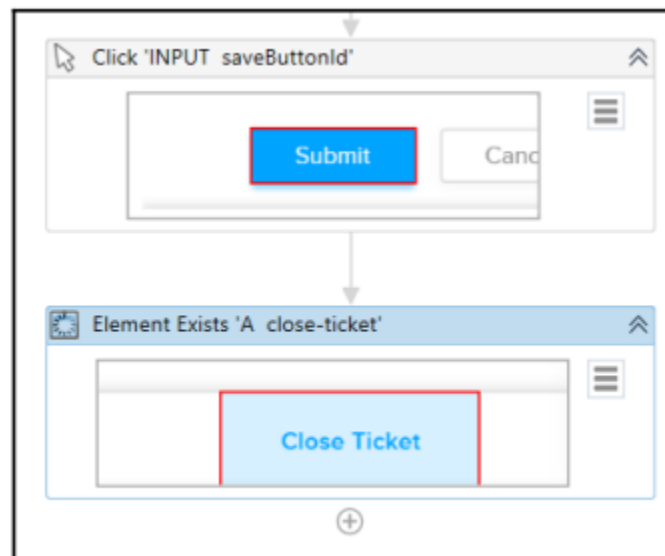
Validating successful ticket creation:

By way of a final step in this ticket creation automation, let's ensure that the ticket was added successfully:

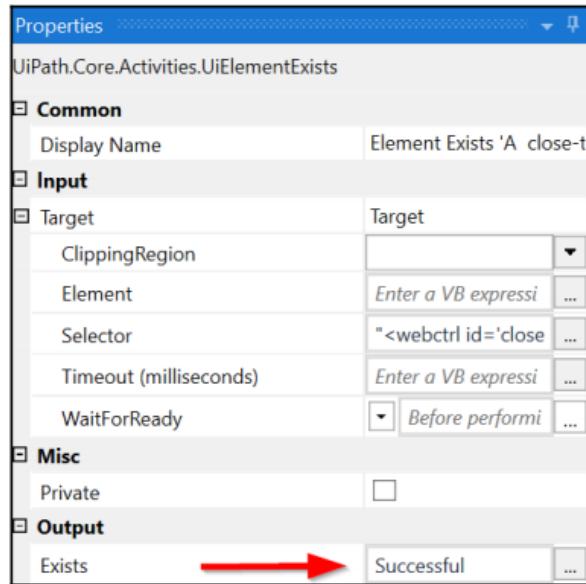
- 1) To do this, let's check whether Zoho Desk moved to the next page by checking whether the **Close Ticket** option is on screen.
- 2) Since our ticket is already created (during our record sequence), go back to the Zoho ticket application in Chrome and click on the newly created ticket. You should now see the Close Ticket option at the bottom of the screen:



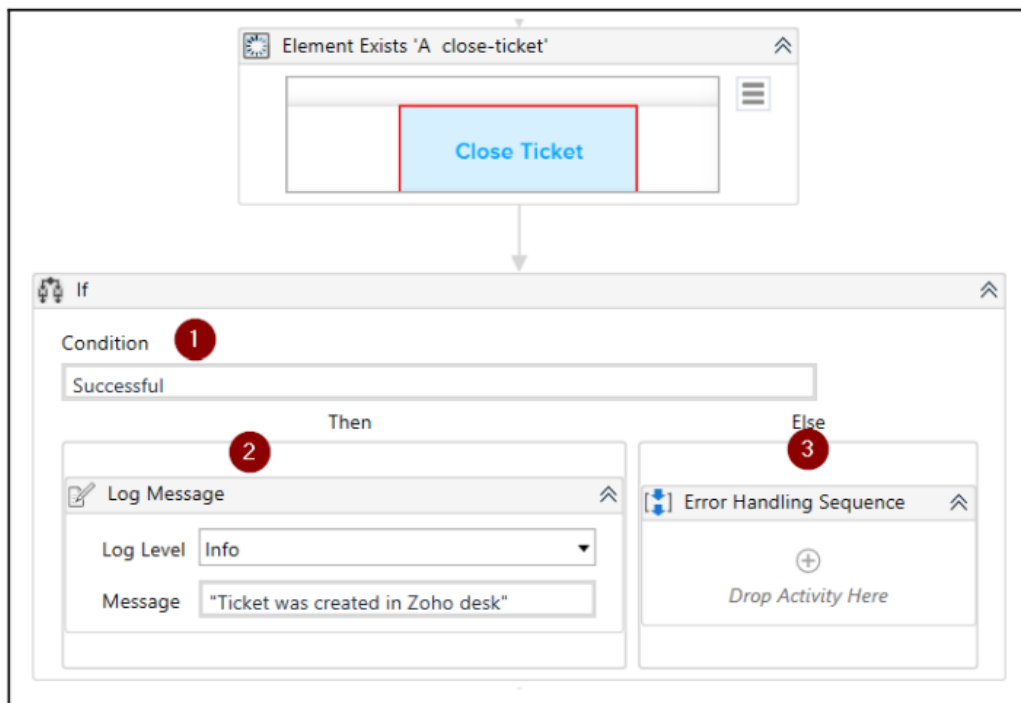
- 3) To check for the element, let's add an **Element Exists** activity within the **ZohoAutomation** workflow. Within the added activity, click on **Indicate element in the browser** and choose **Close Ticket** in the bottom-right corner of the Zoho ticket details screen:



- 4) Also, go to the **Properties** window (on the right pane) of this **Element Exists** activity and add the Successful argument as output:



- 5) Let's now check whether the ticket was added successfully. Let's add an **If** activity to check for the **Close Ticket** element.
- 6) If the element exists, we will log a message to say Ticket was created in Zoho desk. Use the **Log Message** activity for that.
- 7) If the element does not exist, this means that we have a functional error (for example, there was no data in the sheet) and the ticket could not be created. In this scenario, let's log an error message indicating that the ticket could not be created. For that, add a new **Sequence** activity within the **Else** part. Within Sequence, add a **Log Message** activity with the **Log Level** Error and a **Message box** with a "Ticket Not created in Zoho desk" message:

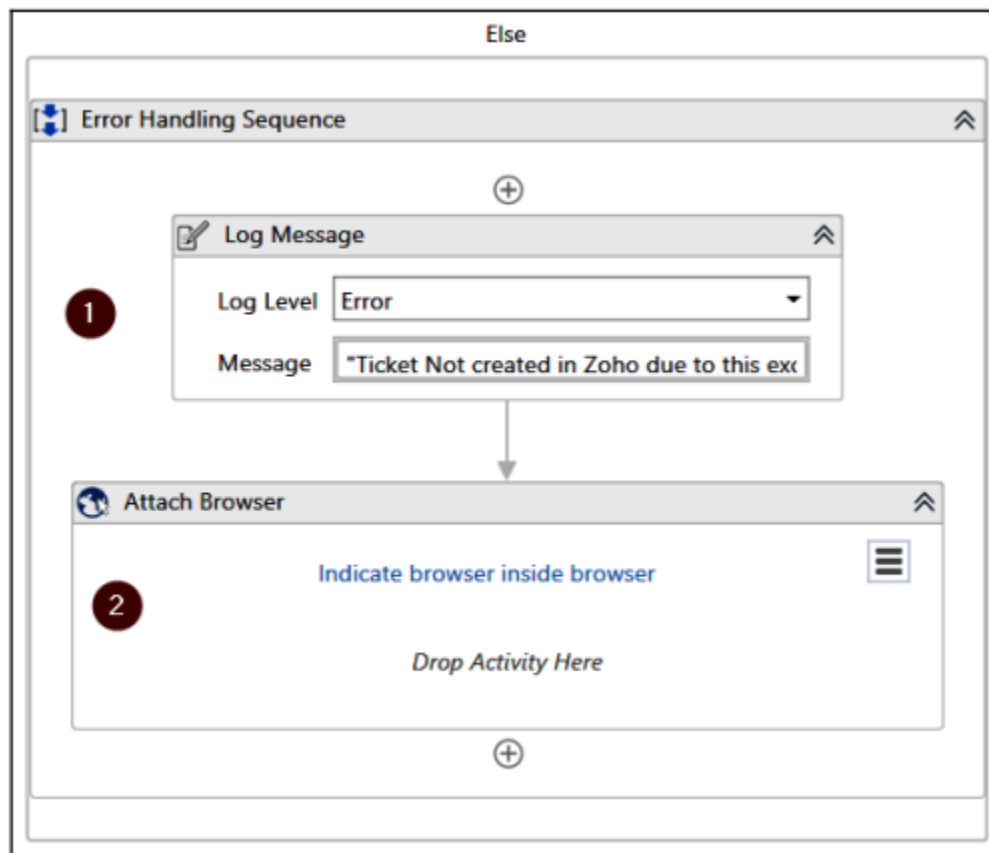


We checked for the successful creation of the ticket. Let's now handle any exception scenarios.

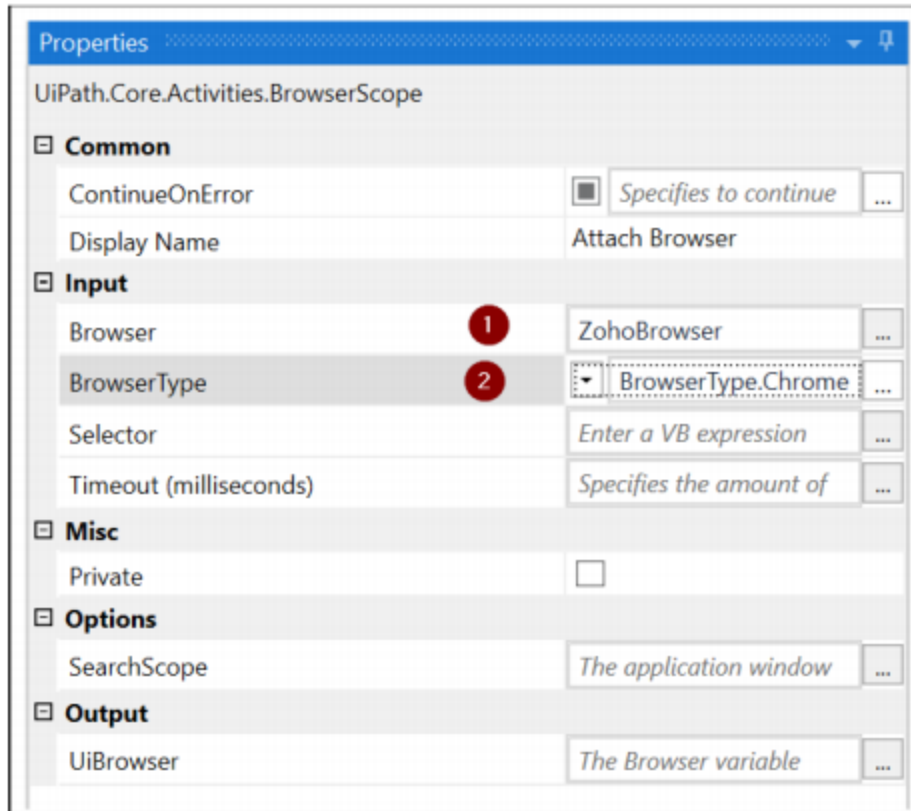
Handling exceptions:

If there is an unexpected exception or error, then the bot should ensure that we bring the target application to a stable state where it can proceed with the next transactions. The following few steps guarantee this:

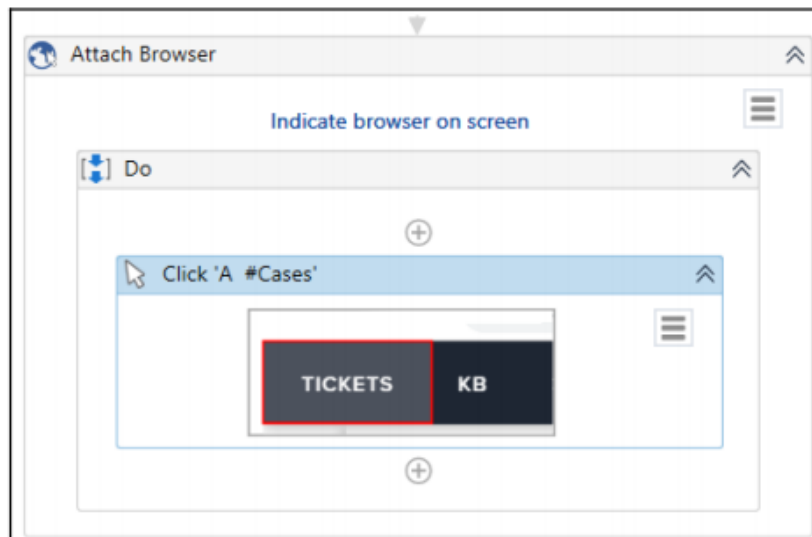
- 1) Within the **Else** block, to ensure that the target application is in a stable state, we will attach an element on the screen to the browser. Let's add a new **Attach Browser** activity to handle the error handling activity in the already opened Chrome browser:



- 2) On the properties side of Attach Browser, update Browser with the ZohoBrowser variable and set the BrowserType as Chrome to continue to use the same browser session:



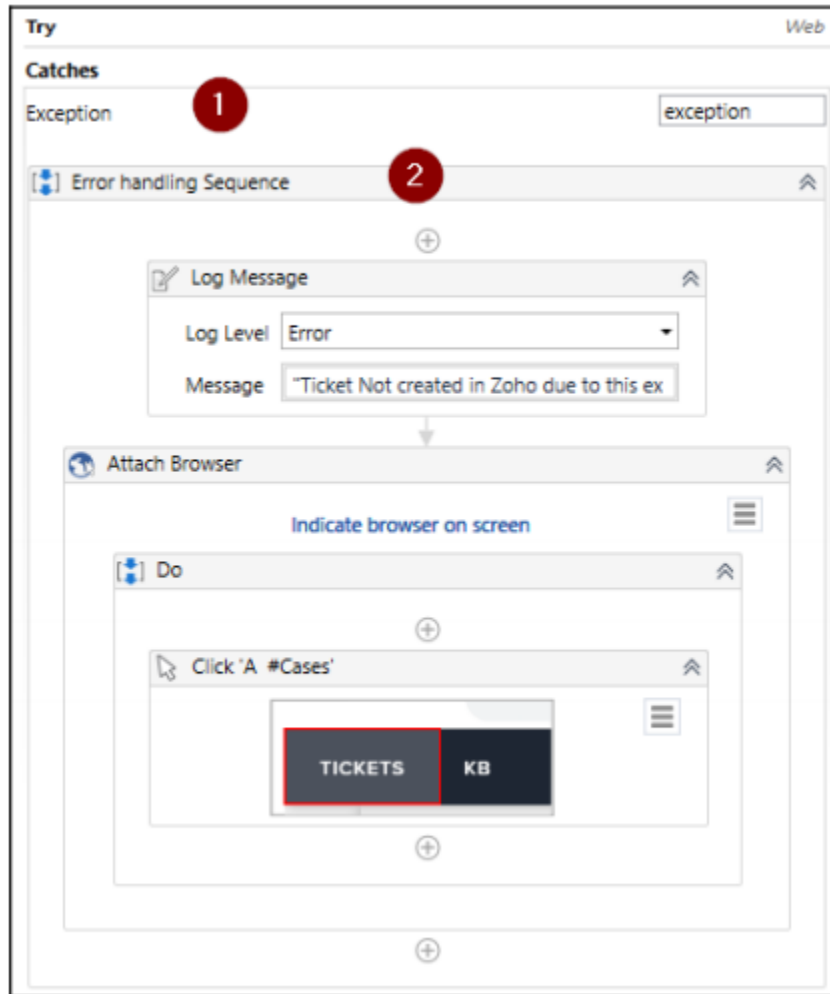
- 3) Add a Mouse Click activity to the newly created sequence and click on Indicate element inside the browser. Then, go to the browser, and click on the TICKETS menu option in the top left-hand corner of the Zoho desk screen:



This step will enable automation to get control of the home page of the web application if a ticket has not been created.

This completes the Try block. Now, let's handle any system exceptions.

- 4) Moving out of the overall **Try** block, let's update the **Catches** block. Add a new catch of the `System.exception` type to the Catches block. Copy the error handling sequence that we added in the **Else** block and paste it into this **Catches** block:



So we have now completed the web (Zoho Desk) automation as well. Here, we took the request data and incorporated it into Zoho Desk. Finally, we will go to the main workflow, invoke this workflow, and finalize the automation.

Putting it all together:

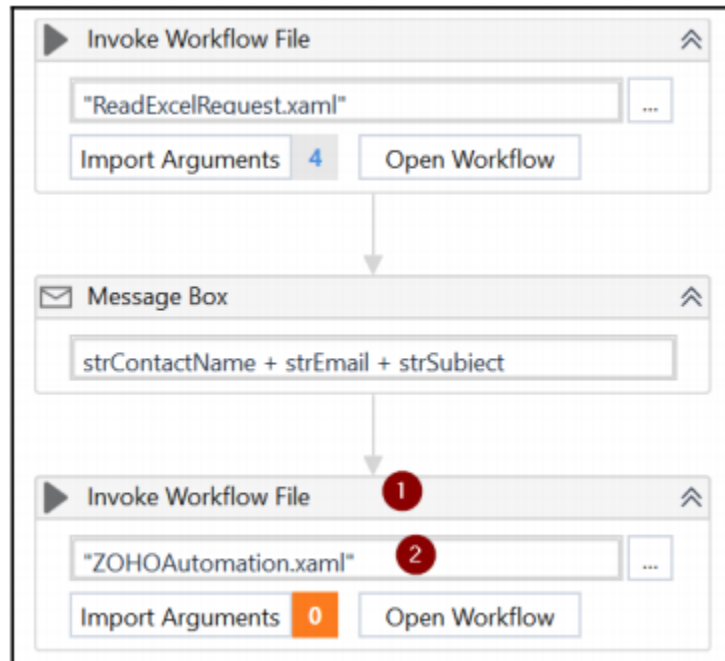
It is time to finish up the main workflow so that it reads the requests, creates the tickets, and then moves the Request spreadsheet out once processed. In order to do this, perform the following steps:

- 1) Go back to `Main.xaml`, create a new variable called `boolTicketCreated` of the Boolean type, set the scope to Event Handler sequence, and set the default value as `False`:

Name	Variable type	Scope	Default
<code>strEmail</code>	String	Sequence	<code>Enter</code>
<code>strSubject</code>	String	Sequence	<code>Enter</code>
<code>EditableText</code>	UiElement	Event Handler	<code>Enter</code>
<code>boolFileExists</code>	Boolean	Event Handler	<code>Enter</code>
<code>boolTicketCreated</code>	Boolean	Event Handler	<code>False</code>

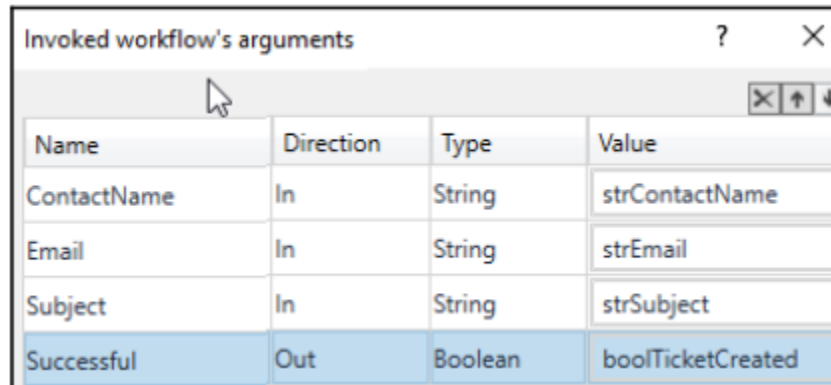
We will use this to check whether the ticket was created successfully.

- 2) To invoke the Zoho Desk workflow that we just added, let's add a new **Invoke Workflow File** activity and browse to the `ZOHOAutomation.xaml` file:



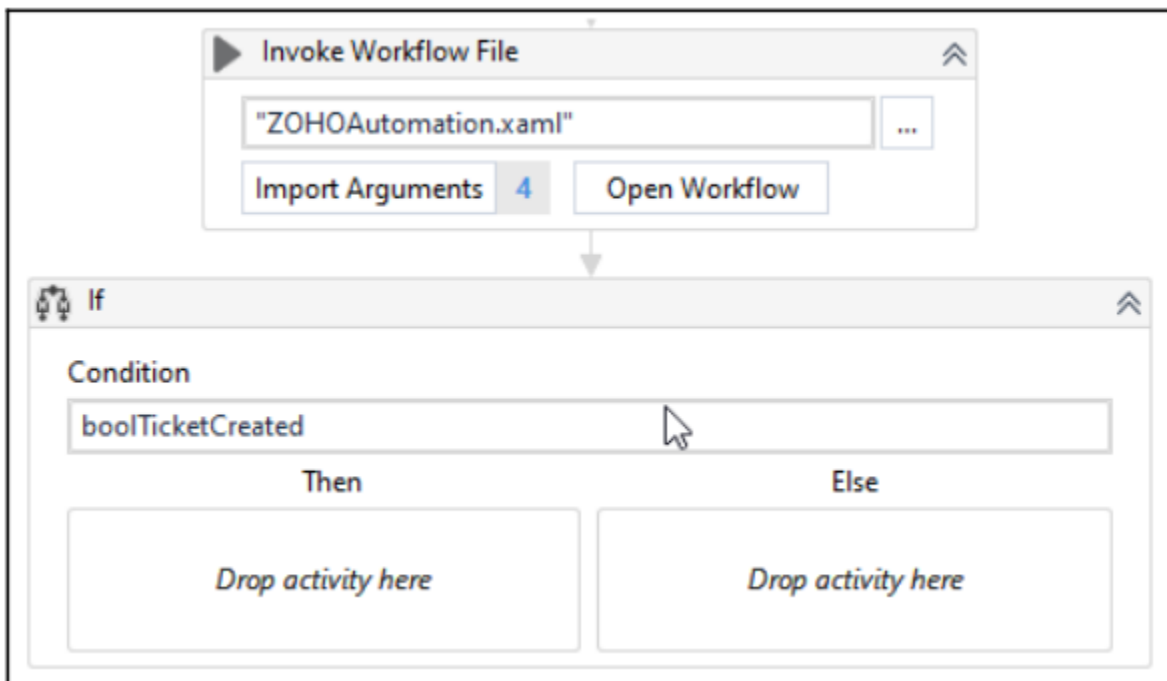
Note that we are adding this to the **Then** part of the **If** control we last added in **Main**.

- 3) Let's import the arguments by clicking on **Import Arguments** within the Invoke activity. On the popup, map the arguments to the `strContactName`, `strEmail`, `strSubject`, and `boolTicketCreated` variables:



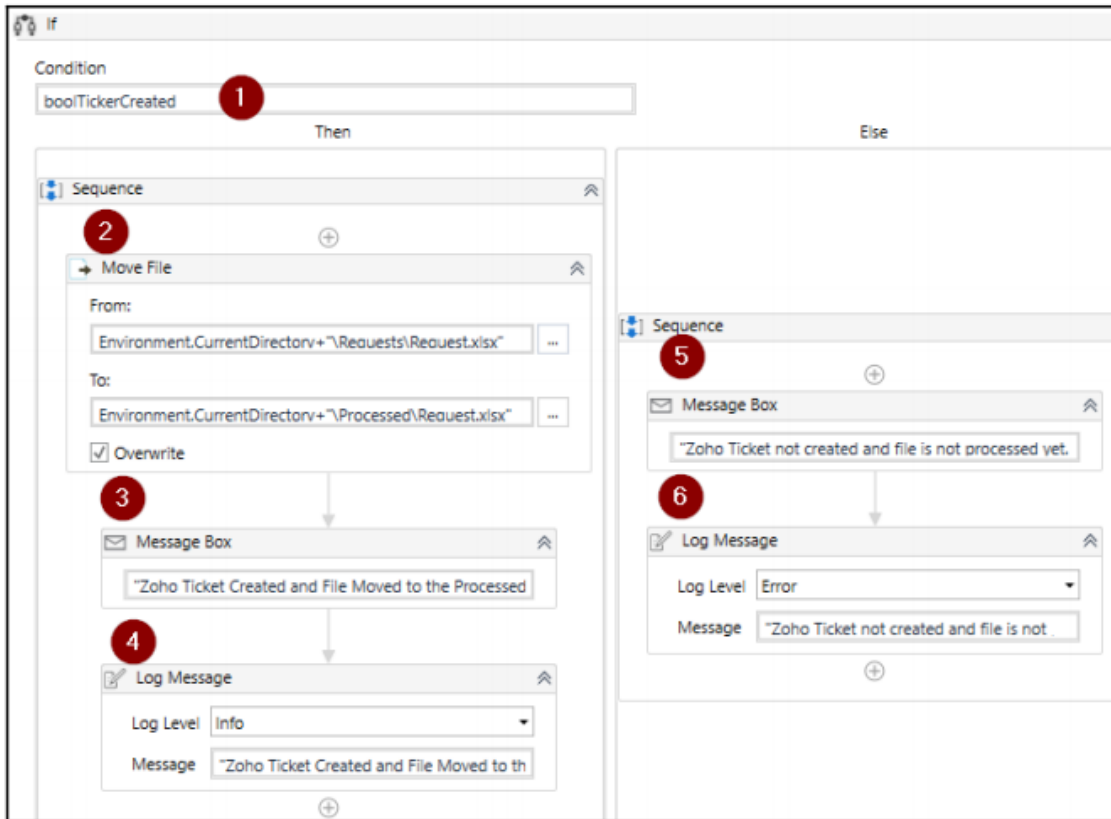
Name	Direction	Type	Value
ContactName	In	String	strContactName
Email	In	String	strEmail
Subject	In	String	strSubject
Successful	Out	Boolean	boolTicketCreated

- 4) Next, let's use this last variable, `boolTicketCreated`, and add an **If** control:

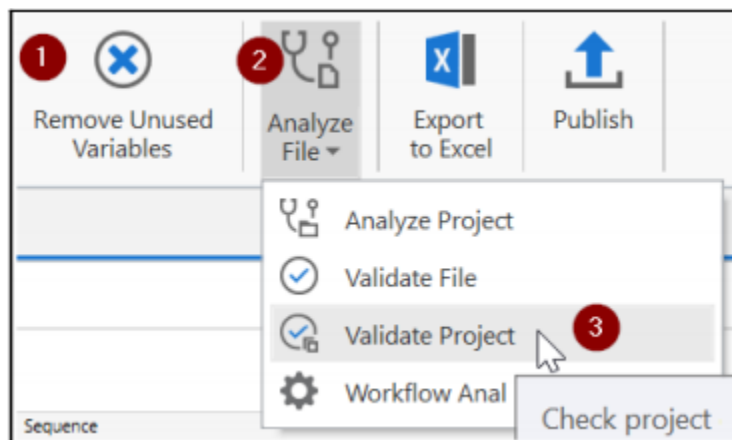


- 5) If the ticket was created, then we will move `Request.xlsx` from the `Requests` folder to the `Processed` folder. For that, let's add a `Move File` activity within the `Then` block with the following inputs:
- From: `Environment.CurrentDirectory+"\Requests\Request.xlsx"`.
 - To: `Environment.CurrentDirectory+"\Processed\Request.xlsx"`.
 - Check the `Overwrite` checkbox.

- 6) Finally, add a **Message Box** with the message "Zoho Ticket Created and File Moved to the Processed Folder. Use ALT+S to check for new requests to process.". Also, add a **Log Message** activity with the same message and a Log Level of Info.
- 7) Next, in the Else branch, let's add a Message Box saying "Zoho Ticket not created and file is not processed yet. Please check the input request file and Use ALT+s to reprocess the same request". Also, add a Log Message activity with the same message and a Log Level of Error:



- 8) Let's save the project. Go to Remove Unused Variables in Studio and click on Validate Project:

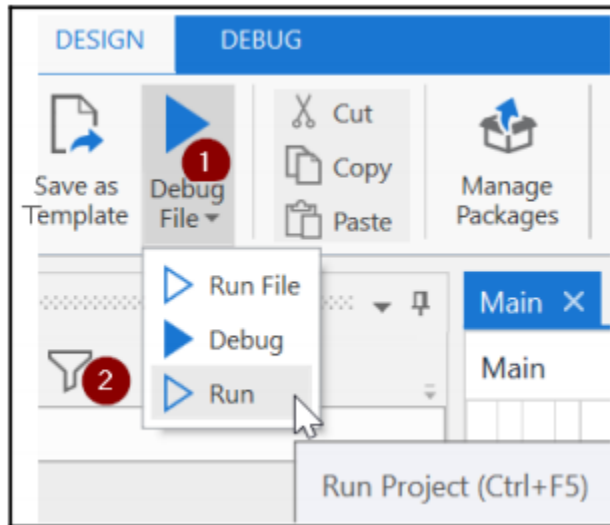


You should get a message from Studio saying No errors found. Now, we are ready to test the project.

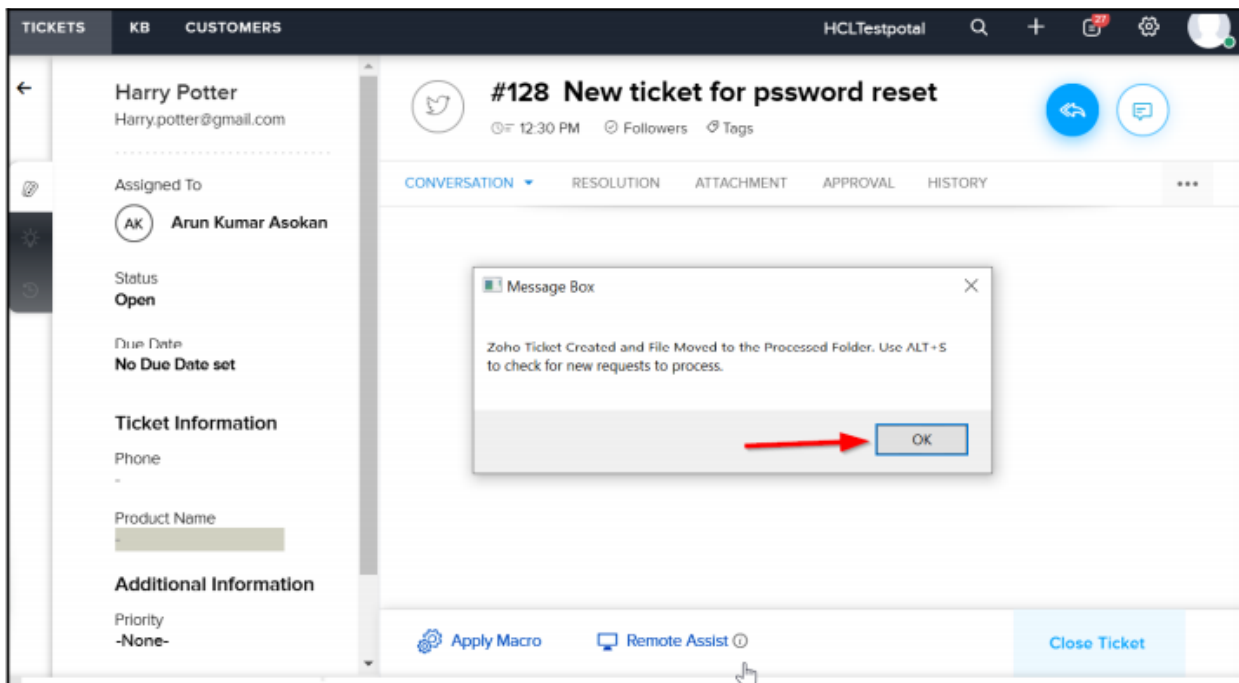
Testing the Automation:

Let's now test the automation with all the workflows end to end:

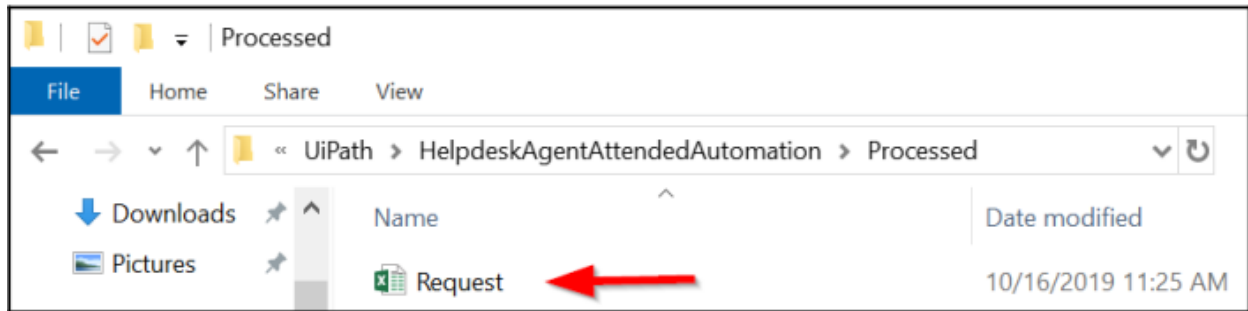
- 1) Go to the main workflow and click on Run, as shown in the following screenshot:



- 2) Once you get the first message box, click OK and then use ALT + S to trigger the automation. Click OK on the next few message box prompts. Remember that we added these message boxes to bring visibility to the workflow execution:



3) Go to the Processed folder and check whether the Request.xlsx file has been moved there:



If you encounter issues, you can use the Debug option to run through the steps and ascertain where the issues are.

4) Before you go, do not forget to stop the automation by clicking on the STOP button on UiPath Studio.

That's it! We have completed our first project in UiPath that automated the process of creating a support ticket.

We can implement a few enhancements and make things a little more interesting by trying out the following suggested enhancements.

Future Scope of Project:

Here are a few simple, but interesting, things you can try out to enhance the project and learn more:

- 1) After processing, try to rename the Request file as Request + Date Timestamp before moving it to the Requests folders.
- 2) Try to capture all the fields (not just the mandatory three) to create the ticket in Zoho.
- 3) Enhance attended automation to include the option to Stop Automation by using a hotkey.

Reference and Bibliography:

Web References:

- <https://academy.uipath.com/static-page/5>
- <https://cloud.uipath.com/persojszopti/portal/home>
- <https://docs.uipath.com>
- www.google.com
- www.youtube.com
- www.stackoverflow.com
- <https://www.pwc.ch/en/insights/digital/rpa-data-analytics-an-unprecedented-force-for-digital-transformation.html>
- https://www.researchgate.net/publication/335400552_Robotic_Process_Automation_Systematic_Literature_Review
- <http://www.udaipur-icai.org/wp-content/uploads/2019/08/AI-Data-Analytics-RPA.pdf>
- <https://www.scielo.br/j/jistm/a/m7cqFWJPsWSk8ZnWRN6fR5m/?lang=en>
- <https://www.edureka.co/blog/rpa-projects>
- <https://forum.uipath.com>
- <https://www.rpaforum.net/forums/uipath.10>

Book References:

- Build real-world RPA solutions using UiPath and Automation Anywhere
- Learning Robotic Process Automation
- The Robotic Process Automation Handbook

CERTIFICATE OF INTERNSHIP

This is to Certify that Joel Saji, of college The SIA College of higher education, has been a part of MyCaptain Campus Ambassador Program from 17th January 2021 to 16th February 2021.

During the internship, Joel Saji has gained experience in Business Development, Marketing and Sales along with a focus on Community building for creating an impact.

We wish Joel Saji all the very best for their future endeavours and thank them for all their contributions.



Anush Ramachandran
(Operations and HR Manager)

Certificate Reference ID: MCAP282452

CERTIFICATE OF INTERNSHIP

This is to Certify that Aum Shinde, of college The SIA College of higher education, has been a part of MyCaptain Campus Ambassador Program from 15th January 2021 to 14th February 2021.

During the internship, Aum Shinde has gained experience in Business Development, Marketing and Sales along with a focus on Community building for creating an impact.

We wish Aum Shinde all the very best for their future endeavours and thank them for all their contributions.



Anush Ramachandran
(Operations and HR Manager)

Certificate Reference ID: MCAP360917

Date: 19 NOVEMBER 2020

WEGROW SELECTION LETTER

Dear NEERAJ BHANDARI

We are happy to inform you that, you've been selected as Young Leader/**Intern** under the *Wegrow Leadership Program* at **Homeflic Wegrow**. Your Internship period starts from the day of receiving this document and shall last for atleast 1 month (Subject to extension based on performance).

Welcome to **Homeflic Wegrow Community Pvt Ltd**. Hope this tenure of yours at Wegrow turns out to be as best experience of your life and opens up new ways of growth and learning for you, while achieving the common goals and succeeding in all future endeavours.

Hoping you'll give your best and put all your efforts to complete the given tasks/projects on time. Again congratulations and let me tell you that all of us at Wegrow very excited about this, and having you on board.

Welcome once again.

Epic Stuff is in order, my friend

Thanks & Regards

For Homeflic Wegrow Community Pvt Ltd



Kunal Kapoor

Co-Founder & Vice President
Homeflic Wegrow



Homeflic Wegrow Community Pvt Ltd

22nd February,2021

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Karishma Udaykumar Thakker.** has undergone summer internship in our organization from **22nd February,2021 to 22ndApril 2021.**

She has successfully completed her project “**RECRUITMENT & SELECTION**”,at **H & R Johnson (India** under the guidance of Mrs Hema .Menon, Senior Manager HR

She completed the two months of her internship successfully and her efforts have been appraised and appreciated by the entire HR team. She completed every task assigned and delivered on time. Her academic training and understanding of HR principles is exceptional. The dedication and hard work shown by her is highly appreciated.

We wish her success in her future endeavors.

With Regards,
For **Prism Johnson Limited**
(Formerly **Prism Cement Limited**)
H & R Johnson (India) Division

Sandeep Banerjee
Senior Vice President & Head HR

REF : PJJ/SB/LTR/MD/2018



AdarshVikas No. 2, Opp Mega Mall, Lokhandwala Road,
Anand Nagar, Andheri (W), Mumbai-400102
Ph:7559134364, Email- info@cnrinfotech.com

TO WHOM IT MAY CONCERN

Mr. Jayesh Shridhar Barve

This is to certify that Mr. Jayesh Shridhar Barve student of B.M.S. "S.I.A" College" has successfully completed his internship program from 11 January 2021 to 07 April 2021. He was working with HR Department and was actively and diligently involved in projects and task assigned to him. During period of his internship program with us he was found punctual, hardworking and inquisitive.

Yours Sincerely

CNR TECHNOLOGIES PVT. Ltd

Received and Accepted

Name:

Date:

Certificate

— Of Excellence —

This Is To Certify That

Madhura Palkar

of Sia collage has been a part of the Internshala Student Partner 19 program and participated in Talk-a-thon competition. In this, an Internshala Online Internship Talk was conducted to help their peers excel in their careers. Madhura, successfully hosted this talk demonstrating a wide variety of managerial skills: leadership, communication, and creativity.

We appreciate the efforts put in and wish the ISP all the best for future endeavours.



Date of certification: 27/11/2020

Manager
Designation



CERTIFICATE OF COMPLETION

THIS CERTIFICATE IS PROUDLY PRESENTED TO:

Madhura Palhar

FROM INTERNATIONAL MANAGEMENT INSTITUTE, KOLKATA,
HAS SUCCESSFULLY COMPLETED 30 DAYS INTERNSHIP PROGRAMME ON Human Resource
WITH US FOR A PERIOD OF 09/02/2021 to 09/03/2021

Meghina Bhowmik

GROUP CEO



IFAS Edutech Private Limited

TO WHOM IT MAY CONCERN

This is to certify that **Mr. Ujval Rajpurohit** worked for **IFAS Publication** from 01st Nov 2020 to 31st June 2021.

During his tenure we found him hardworking and sincere. He fulfilled all the work responsibilities on time. We wish him good luck for his future endeavours.

Name: Mr. Ujval Rajpurohit


Employee Code: 51

Resigned As: Content Writer

Location: Jodhpur

Sincerely,

Authorized Signatory

Signed by : 

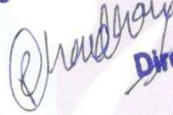
Name : Romila Tutoo

Date : 10-08-2021 12:44:23

Location: Pune

Reason: Experience Letter

IFAS EDUTECH PVT. LTD. TM


Director



Registered Add - NL-5, Building – 7/16, Sec -11, Nerul, Navi Mumbai. 400706

www.embcl.com contactus@embcl.com

Internship Completion Letter

To Whom so ever It May Concern

This is to certify that **Ms. Ramya Shetty** has completed the Internship with EMBCL Team. The details for the same are mentioned below:

Designation: Project Associate - HR

Date of Joining: 16th June 2020

Date of Completion: 31st March 2021

Industry Mentor: Ms. Meena Sawant

Mode: Virtual/ Digital Internship

She has performed her duties with utmost sincerity and always been open to learning. We wish her all the best for her future endeavours.

Thanking you

Yours truly,

A. Baberwal

Mr. A Baberwal

Managing Partner

Date: 2nd April 2021

Place: Mumbai



Certificate of Internship

We the undersigned do hereby proudly present this
Certificate of Internship for the outstanding honorable effort of

RUTUJA SURESH HARSHE

from

SIA COLLEGE OF HIGHER EDUCATION

For his/her successful completion of **HR Executive**
with LUDIFU for 1 month from **1st December to 31st December 2020**

Founder

LUDIFU.com

Let Us Do It For U



CERTIFICATE OF INTERNSHIP

We are happy to certify that **ADITI NARKAR** has successfully completed a 1 month Internship Program from **26 NOVEMBER 2020** to **26 DECEMBER 2020** at **Homeflic Wegrow Community Private Limited** as a **HR INTERN** and was actively and diligently involved in the projects and tasks assigned to him/her.

We appreciate his/her hard work and dedication shown during the tenure of this internship. During his/her tenure of internship at Homeflic Wegrow, we found him/her to be extremely punctual and hard-working towards the work. He/She is a keen learner and picks up swiftly. Having him/her on board has been a great journey.

We wish for his/her bright future and successful career ahead.

A handwritten signature in blue ink, appearing to read "Arpit", written over a horizontal line.

Arpit Lochan
Co-Founder & CEO
Homeflic Wegrow

A handwritten signature in blue ink, appearing to read "Kunal", written over a horizontal line.

Kunal Kapoor
Co-Founder & Vice President
Homeflic Wegrow



CIN: U80900UP2020PTC136636

Homeflic Wegrow Community Pvt Ltd



Government of India
Ministry of Commerce and Industry
Department for Promotion of Industry
and Internal Trade

#startupindia

CERTIFICATE OF COMPLETION



This certifies that

**ADITI
NARKAR**

has successfully completed one
month virtual internship programme
at **Homeflic Livings Pvt Ltd** as a
Market Research - Intern

YASH AGARWAL
Founder & CEO

CIN: U55101UP2020PTC131272



CERTIFICATE OF INTERNSHIP

This is hereby awarded to

ADITI NARKAR

upon completing his/her internship at Esthetix Media and Digital Solutions Pvt Ltd for a duration of 1 month.

Kunal Kapoor
Co-Founder & Director



Certificate

This certificate is proudly presented to

Sakshi Deshpande

for successfully completing the
The Vista Campus Ambassador/Partner Internship
in the months of Sep-Oct 2020 with
IIM Bangalore's Vista 2020



Sasi Kumar

SASI KUMAR VELUCHAMY
SECRETARY, FII, IIM BANGALORE



IIM BANGALORE'S

VISTA

PORTRAITS OF PROGRESS

INTERNSHALA



THE ENTREPRENEURSHIP NETWORK

Certification of Completion

Date: October 1, 2020
Employee ID: TEN/DM/B-4/199
Document No.: TEN/CT/613

This is to certify that **Kirti Ramesh Nandan** pursuing **BMS**, from **The S.L.A College Of Higher Education**, has successfully completed her internship with **The Entrepreneurship Network** from **August 31, 2020** to **September 31, 2020**. During the period, she worked as a **Digital Marketing Executive**. During the course of her internship, **Kirti Ramesh Nandan** showed considerable interest in fulfilling her roles and responsibilities and her conduct was professional throughout.

We wish her all the very best for her future endeavours.

Best Regards,

Swetha Sabu
HR Manager
The Entrepreneurship Network



The Entrepreneurship Network

Date: 4 September 2020
Employee ID: TEN/DM/B-3/058
Document No.: TEN/CT/003

This is to certify that **Poonam Pasi** pursuing **BMS**, from **The SIA College of Higher Education**, has successfully completed her internship with **The Entrepreneurship Network** from **13 August 2020** to **27 August 2020**.
During the period, she handled **Digital Marketing**.
During the course of her internship, **Poonam Pasi** showed considerable interest in fulfilling her roles and responsibilities and her conduct was professional throughout.

We wish her all the very best for her future endeavours.

THE ENTREPRENEURSHIP NETWORK

Best regards,

Aakar Aggarwal
CMO



CERTIFICATE

OF LIVE PROJECT

Aditi Narkar

has completed the live project as "**Campus Ambassador**" of InternIn successfully. The duration of this project was from 15th January 2021 to 29th January 2021. We appreciate hard work and dedication of candidate during this project and hereby certify that candidate done excellent work to the best of our knowledge.

Harshal Fuse

Harshal Fuse
Founder, InternIn

 InternIn

Issued by **InternIn Enterprises** | Issued date **Jan 30th, 2021** | Certificate ID : 19A32F0C94



INTERNATIONAL
MODEL UNITED NATIONS

CERTIFICATE OF INTERNSHIP

International MUN recruited Campus Ambassador Interns and they were given different tasks of social media promotions as well as to get IMUN Online Conference referrals. Aditi Narkar was one of the Campus Ambassador Intern and performed tasks well.

We wish Aditi Narkar good luck for all the future endeavours.

Mohneesh Bhardwaj

Mohneesh Bharadwaj
Executive Chairman

Date of internship: November 13th, 2020 - December 18th, 2020



The Entrepreneurship Network

Date: 4 September 2020
Employee ID: TEN/DM/B-3/191
Document No.: TEN/CT/016

This is to certify that **Aishwarya Kadam** pursuing **BMS**, from **The SIA College of Higher Education**, has successfully completed her internship with **The Entrepreneurship Network** from **13 August 2020** to **27 August 2020**.

During the period, she handled **Digital Marketing**.

During the course of her internship, **Aishwarya Kadam** showed considerable interest in fulfilling her roles and responsibilities and her conduct was professional throughout.

We wish her all the very best for her future endeavours.

THE ENTREPRENEURSHIP NETWORK

Best regards,

Aakar Aggarwal
CMO



Date: 15th February 2021
Intern ID: ATS/GM/0007
Document No.: LOC/GM/0007

This is to certify that **Aishwarya Kadam** pursuing **BMS** from **The Sia College of Higher Education**, has successfully completed her internship with **ATS Services** for the duration of **one month**. During this period, she was **General Manager**.

During the course of her internship, **Aishwarya Kadam** showed considerable interest in fulfilling her roles and responsibilities and her conduct was professional throughout.

We wish her all the very best for her future endeavors.

Best Regards,

A handwritten signature in black ink, reading 'Mahalakshmi', is written in a cursive style.

DS Mahalakshmi

HR Manager



UNIVERSAL TRIBES

Empowerment & Uplifement of Tribal Art



Corporate Office : D-3/5, Bibvewadi, Pune, India -411037

Contact : www.universaltribes.com | Universaltribes@gmail.com

INTERNSHIP OFFER LETTER

14 * APRIL 2021

Dear Vedashri,

With reference to your application and subsequent discussions, we have pleasure in offering you Internship in our organisation as HR INTERN.

You'll be representing our organisation and functioning based on our requirements. You'll be provided with number of opportunities to exhibit your leadership and managerial skills. At the end of the term, based on your performance you'll receive a certificate describing your achievements and active participation.

During the period of internship, you may have access to trade secrets and confidential business information belonging to the Company. By accepting this offer, you acknowledge that you must keep all of this information strictly confidential, and refrain from using it for your own purposes or from disclosing it to anyone outside the Company.

In addition, you agree that, upon conclusion of your internship, you will immediately return to the Company all of its property, equipment, and documents, including electronically stored information. Your appointment will be governed by the terms and conditions presented in the **Agreement**.

Best Regards,

**RAJAT RAGHATWAN,
FOUNDER CEO.**



Meera Enterprises
RECRUITMENT, ONE FOR ALL

DATE :- 12/04/2021

Certificate for Internship

TO WHOM IT MAY CONCERN

This is to certify that **MS. Vaishali Laxman Gonty S/O** , a student of **South Indian College of Higher Education, Mumbai** has successfully completed 01 (one month) from 28th of February 2021 to 12th April 2021 internship programme at MEERA ENTERPRISE CONSULTANCY, Mumbai.

During the period of this internship programme she was doing impeccable work as a HR recruiter. She was working under the guidance of **MS. RUHINA MOHSIN HASAN** and she was found punctual, hardworking and inquisitive.

We wish her every success in life

From Meera Enterprise.

Authorized Signatory

Sayed Sohail Designation: PROPRIETOR





CERTIFICATE OF INTERNSHIP

We are happy to certify that **Komal Devanna Gowda** successfully completed a 2 Months Internship program from **20 November 2020** to **20 January 2021** at **Homeflic Wegrow Community Private Limited** as **Youth Leader** and was actively and diligently involved in the projects and tasks assigned to him/her.

We appreciate his/her hard work and dedication shown during the tenure of this internship. During his/her tenure of internship at Homeflic Wegrow, we found him/her to be extremely punctual and hard-working towards the work. He/She is a keen learner and picks up swiftly. Having him/her on board has been a great journey.

We wish for his/her bright future and successful career ahead.

Arpit Lochan
Co-Founder & CEO
Homeflic Wegrow

Kunal Kapoor
Co-Founder & Vice President
Homeflic Wegrow



REF: FT/HR-DS/OCT/2020/004

Dated: 10 October 2020

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Narayan Chowdhari, a student of Bsc IT(IT), The Sia College of Higher Education, Kalyan has undergone Online Project Internship in Forsk Technologies Pvt. Ltd., Jaipur for a period from 14th September 2020 to 10th October 2020 under the guidance of Dr. Sylvester Fernandes, Data Scientist (Research and Development Wing).

During the internship, he has successfully completed the data science project titled "Terrorism Analysis using Python". He started working by understanding Python, Numpy, Pandas, Dash and developing modules involving data preprocessing.

We found him keen on acquiring insights into organizational systems & Procedures. Besides, he is enthusiastic in applying the concepts and theories that are followed at Forsk Technologies Pvt. Ltd.

During the internship, his performance was good and satisfactory. We wish him all the best and success for his future endeavors.

Warm Regards,

For Forsk Technologies Pvt. Ltd.



Dr. Sylvester Fernandes
Co-Founder





Innov8 DLF Infinity Tower Ground Floor, DLF Cyber City, DLF Phase 2, Sector 24, Gurugram,
Haryana 122002

Phone No.: 7042721995 E-mail: internship@complaydigital.com Website:
www.complaymedia.com

Ref: CSHALA/CTG/2020/8088

Date:16/09/2020

TO WHOM IT MAY CONCERN

This is to confirm that **Ms.Tanvi Bhalekar** has been selected for 50 days blogging internship program with creatorshala in the field of **DIGITAL CONTENT CREATION** from 18th September 2020 to 8th November 2020 under the guidance of our internship management team..During the period of the Internship Program with creatorshala she has to create content on creatorshala app/website & will be working to improve her digital content. After the internship completion she will be getting an internship completion certificate from Complay Digital Media Pvt Ltd & Perks/Gifts.

We wish her all the best for this internship program with creatorshala community

Himanshu Mittal

For Complay Digital Media Pvt. Ltd.
Himanshu Mittal
Director

Director & Founder

Complay Digital Media Pvt. Ltd.

www.complaymedia.com

www.creatorshala.com



CERTIFICATE *of* ACHIEVEMENT

THIS ACKNOWLEDGES THAT

PRITI MORE

HAS SUCCESSFULLY COMPLETED THE SOCIAL MEDIA MARKETING INTERNSHIP FOR THE TENURE OF ONE MONTH AT FRIENDS EVENTS MANAGEMENT

Social Media Marketing



Shiva Pandey

SHIVA PANDEY (CEO OF FRIENDS EVENTS MANAGEMENT)

DESIARTROOM

CERTIFICATE OF COMPLETION

DATE: - 22ND JANUARY 2021

THIS IS TO CERTIFY THAT SANSKRUTI KAMBLE HAS SUCCESSFULLY COMPLETED HER INTERNSHIP WITH DESIARTROOM DURING THE PERIOD 06TH NOVEMBER 2020 TO 14TH JANUARY 2021.

DURING THIS PERIOD, SHE HANDLED THE CONTENT WRITING/ EDITING DEPARTMENT FOR OUR COMPANY, FULFILLED ALL TARGETS AND HELPED US WITH THE PRODUCTION OF QUALITY CONTENT

WE WISH HER ALL THE VERY BEST FOR THE FUTURE.



PAWAN RAI

Founder and Recruitment Manager

DESIARTROOM

LETTER OF RECOMMENDATION

TO WHOMSOEVER IT MAY CONCERN

DATE: -22ND JANUARY 2021

I AM WRITING THIS LOR IN THE FAVOUR OF SANSKRUTI KAMBLE WHO IS APPLYING FOR AN INTERNSHIP/ JOB AT YOUR ESTEEMED ORGANIZATION. I HAVE KNOWN SANSKRUTI AS HER MENTOR FOR A PERIOD OF 2 MONTHS DURING THE COURSE OF AN INTERNSHIP IN DESIARTROOM.

SANSKRUTI HAS SHOWN A GREAT AMOUNT OF RESPONSIBILITY & SINCERITY IN PRODUCING QUALITY OUTPUT. IN PARTICULAR, HER COORDINATION AND COMMUNICATION SKILLS ARE PAR EXCELLENCE, AS WELL AS HER ATTENTION TO DETAILS, WERE IMPRESSIVE.

HENCE SHE MIGHT BE AN IDEAL CANDIDATE TO WORK IN A PROFESSIONAL ENVIRONMENT.

WE WISH HER ALL THE VERY BEST FOR THE FUTURE.



RAJAT SRIVASTAVA

Co-founder, Mentor and Recruitment
Manager



Dated- 5th June, 2020

Dear **Keshav Shelar**,

I am delighted & excited to welcome you to **THE CRAZY PARTNER** as an **Intern in Operations Department**. At THE CRAZY PARTNER, we believe that our team is our biggest strength and we take pride in hiring only the best and the brightest. We are confident that you would play a significant role in the overall success of the venture and wish you the most enjoyable, learning packed and truly meaningful internship experience with us.

You will be responsible for the following:

1. To generate leads for THE CRAZY PARTNER.
2. To get 300 other business profiles for their promotions.
3. Take a short interview of the client asking questions based on their business.

You will directly be reporting to the Head HR.

You will be paid a stipend of ₹1,000 on the completion of the tasks given.

This is a work from home internship and hence, you need not to come to the office physically. You can work 5 days a week.

We look forward to you joining us. Please do not hesitate to call us for any information you may need. Also, please sign the duplicate of this offer as your acceptance and forward the same to us.

Head HR

Saksham Pruthi

Date: 29-Mar-2021

Name: Keshav Bhaskar Shelar

Employee Code: OPO083827

Department: Operations

Designation: Customer Response Executive

Location: Mumbai

TO WHOMSOEVER IT MAY CONCERN

This is to certify that “**Keshav Bhaskar Shelar**” was employed in this organization from “**12-Aug-20**” to “**28-Feb-21**”.

He has resigned from the services on his own accord.

The resignation letter has been accepted by the Management and he has been relieved from the services of the company with effect from “**28-Feb-21**”.

At the time of leaving, he was designated as “**Customer Response Executive**”.

His conduct and the performance during the employment period were found satisfactory.

We wish him all the best for his future endeavors.

For One Point One Solutions Limited



Authorized Signatory

we are crazy

CRAZY FOR SUCCESS FOUNDATION

TO WHOMSOEVER IT MAY CONCERN

14-02-2021

Certificate no: 206089

This is to certify that **Nishita Shinde**, has successfully completed his/her online internship with **CRAZY FOR SUCCESS FOUNDATION** during the period **01-02-2021 to 14-02-2021**.

During the period, he/she handled the position of **Social Media Marketing** for the organization.

During the course of internship, **Nishita Shinde** has shown great amount of responsibility, sincerity and a genuine willingness to learn and zeal to take on new assignments & challenges. In particular, his/her coordination skills and communication skills are par excellence and his/her attention to detail is impressive.

We wish him/her all the very best for the future.

With regards,



Himanshu Singh

Vice President

Crazy for Success Foundation

Certificate of Internship

To,

Miss. Nishita Shinde,

This is to certify that Miss. **Nishita Pradeep Shinde** from the SIA College of Higher Education, has completed 3 months Internship at Padma Corporation from 19th April 2021 to 19th July 2021.

During her internship she worked on the marketing projects (Digital Marketing) and found to be dedicated inquisitive and hardworking.

We wish her luck for all her future endeavors.

Sincerely,



Krutika Pawar
Manager
Padma Corporation



Fowls & Fish, Shop No. 3,
Vikrant Villa I, Ghatla Village Road,
Chembur, Mumbai - 400011.

CONTACT: 7208644370

EMAIL: contactfowlsandfish@gmail.com

EXPERIENCE CERTIFICATE

It is certified that **Ms. Nishita Shinde** was under the employer of **Fowls & Fish Enterprises** as a **Social Media Content Curator/Social Media Manager**, in the department of **Social Media Management Team** from **17th April 2021** to **17th June 2021**.

During her tenure, we observe her to be very obedient, honest and dedicated towards her assignments and the tasks allotted.

We sincerely hope and pray bright and good future in her life.

Sincerely,
Parimal Aglawe.



The Entrepreneurship Network

Date: October 21, 2020
Employee ID: TEN/DM/B-3/057
Document NO.: TEN/CT/375

This is to certify that **Rishi Suryanarayanan** pursuing **BAMMC**, from **SIA college**, has successfully completed his internship with **The Entrepreneurship Network** from **August 13, 2020 to October 6, 2020**. During the period, he did **Digital Marketing** and led a team as a **Digital Marketing leader**. During the course of his internship, **Rishi Suryanarayanan** showed considerable interest in fulfilling his roles and responsibilities and his conduct was professional throughout.

We wish him/her all the very best for his future endeavours.

Best regards,

Aakar Aggarwal
CMO

THE ENTREPRENEURSHIP NETWORK



Certificate of Selection

Rishi Suryanarayanan

from **SIA COLLEGE** has successfully secured **Social Media Marketing** internship
at **Only One Giulia** through Internshala.

Sarvesh Agrawal
Founder & CEO, Internshala

Date of certification: November 08, 2020

Certificate Number: 5B607A56-59D8-F1E0-4154-44A47133702A
For certificate authentication please visit https://internshala.com/verify_certificate

Certificate of Experience
Aarambh 2.0



UNIVERSAL TRIBES
Governance & University of Tribes Art

It is certified that

Aam Shinde

was working with us as
an Sales & Marketing Intern from 1st May 2021 to 31st May 2021.
We hope and pray for bright and good speed in his/her future life.
(UTARo2SE152)

31 .05.2021

Awarded on

Rajat Raghatwan

CEO

GROUP NO. :- 5

**ROLL NO. :- FF2005,FF20012,FF20019,
FF20026,FF20033,FF20040,FF20047**

SUBJECT :- FOUNDATIO COURSE

PROJECT ON :- WILDLIFE DURING COVID-19

INTRODUCTION

OUTBREAK OF COVID-19 LEADS TO EMERGENCE OF GLOBAL PANDEMIC.

MANY COMPANIES ARE STRUGGLING AGAINST COVID-19.

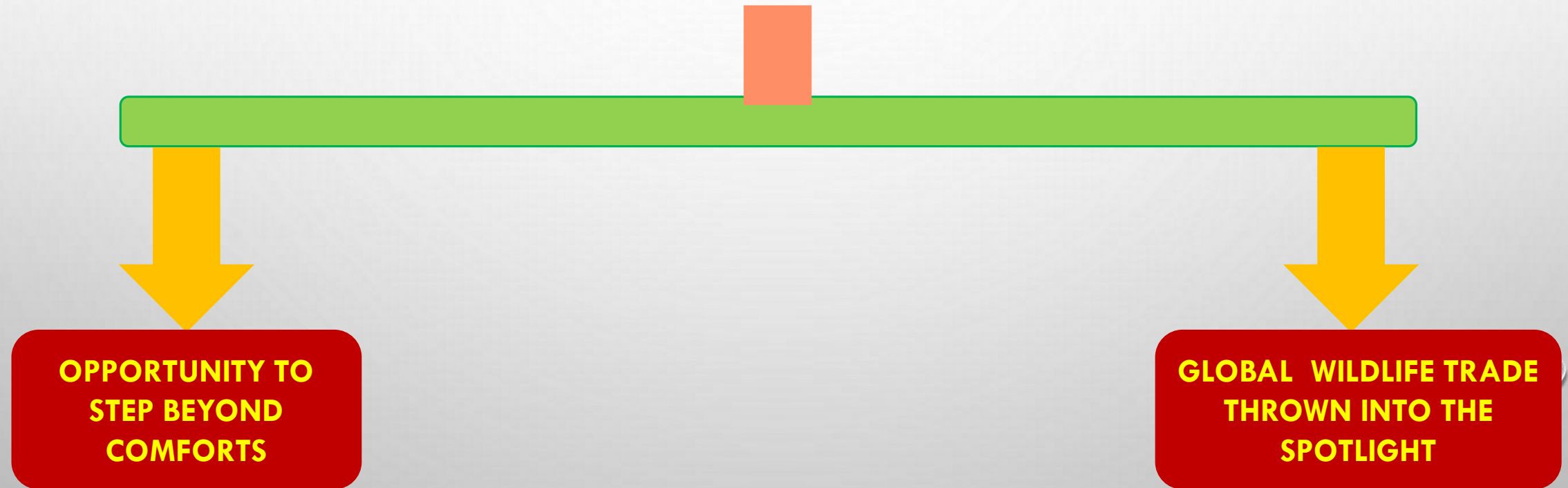
BEHAVIOURAL CHANGES IN WILDLIFE.





IMPACT OF COVID-19 ON WILDLIFE

WHAT IMPACTS OF COVID-19 ON WILDLIFE



ADVANTAGES OF WILDLIFE DURING COVID-19

- **ANIMALS REJOICING FREEDOM.**
- **REDUCTION OF ROAD KILLING.**
- **LESS HUMAN INTERFERENCE GIVE SPACE TO WILDLIFE.**
- **BENEFITS TO AQUATIC ANIMALS.**
- **FEEDING STRAY ANIMALS AND BIRDS.**
- **REDUCTION OF ILLEGAL KILLING OF WILD ANIMALS.**
- **BANNED ILLEGAL TRADE.**

ADVANTAGES OF WILDLIFE DURING COVID-19



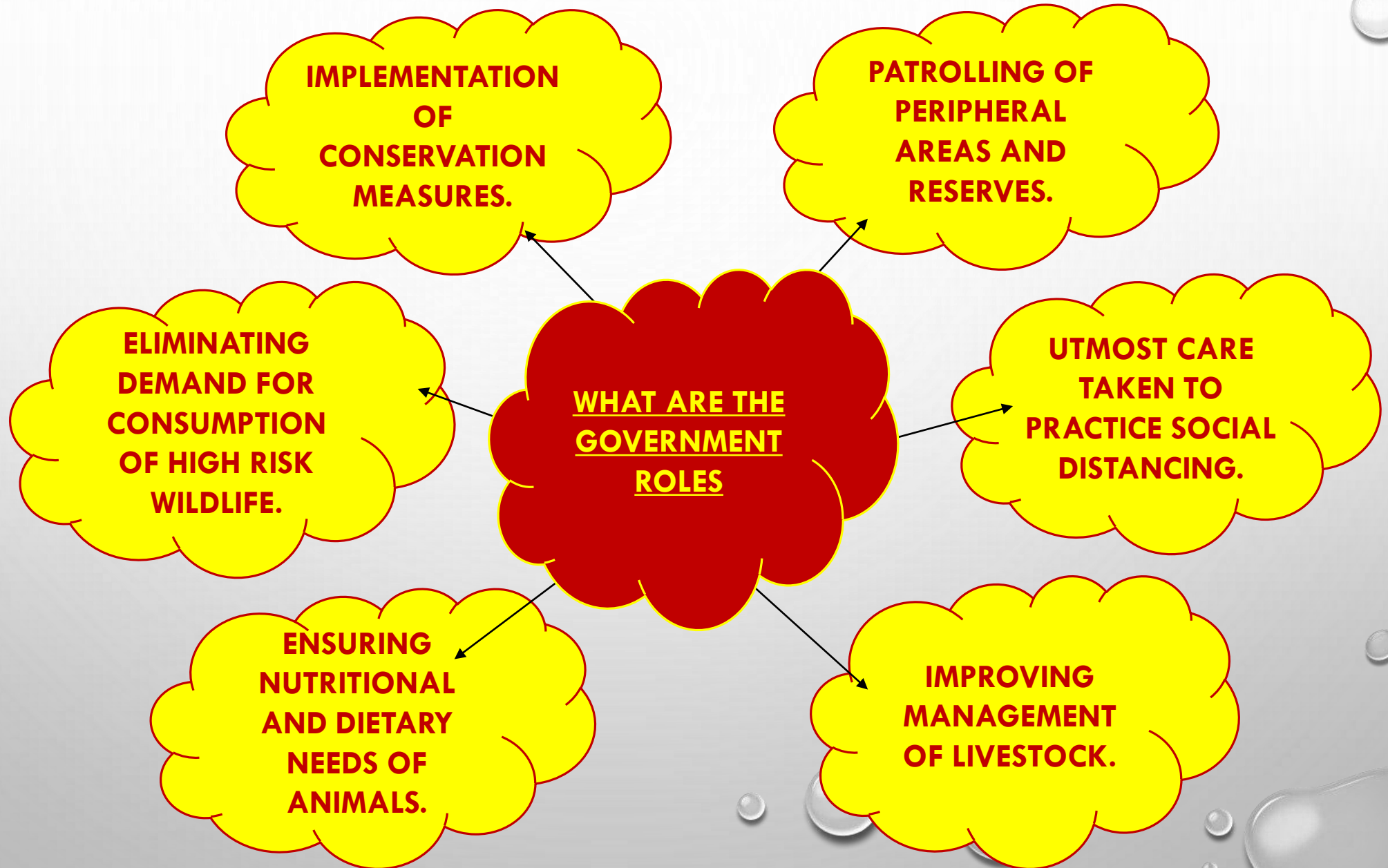
DISADVANTAGES OF WILDLIFE DURING COVID-19

- **LOCKDOWN IS THREAT.**
- **GREAT DANGER VULNERABLE SPECIES.**
- **ILLEGALLY POACHING (HUNTING) OF WILD ANIMALS.**
- **NEW DISEASES CAN COME FROM WILD ANIMALS.**

DISADVANTAGES OF WILDLIFE DURING COVID-19



GOVERNMENT ROLE FOR WILDLIFE DURING COVID-19

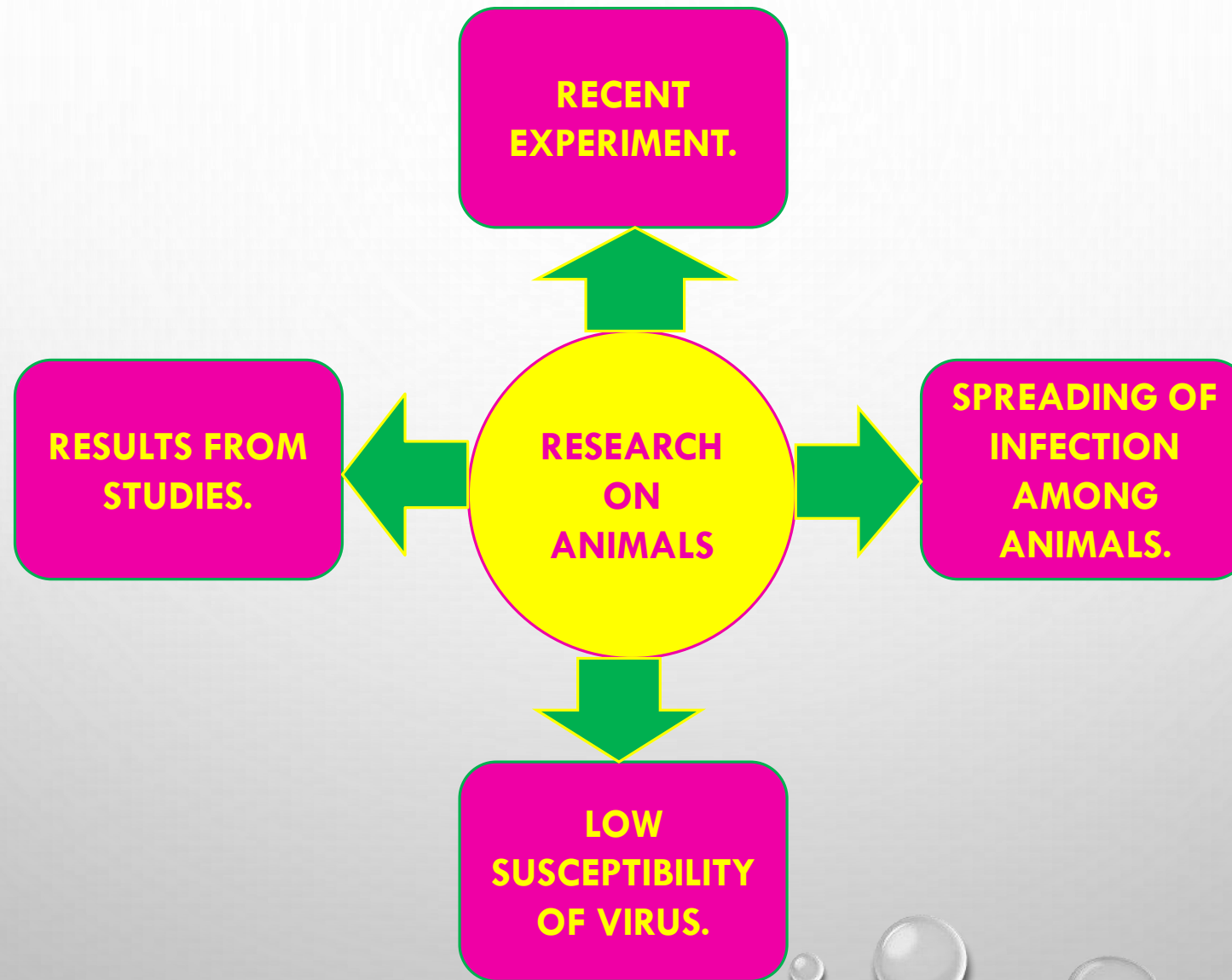


- **COVID-19 AND STRAY ANIMALS**

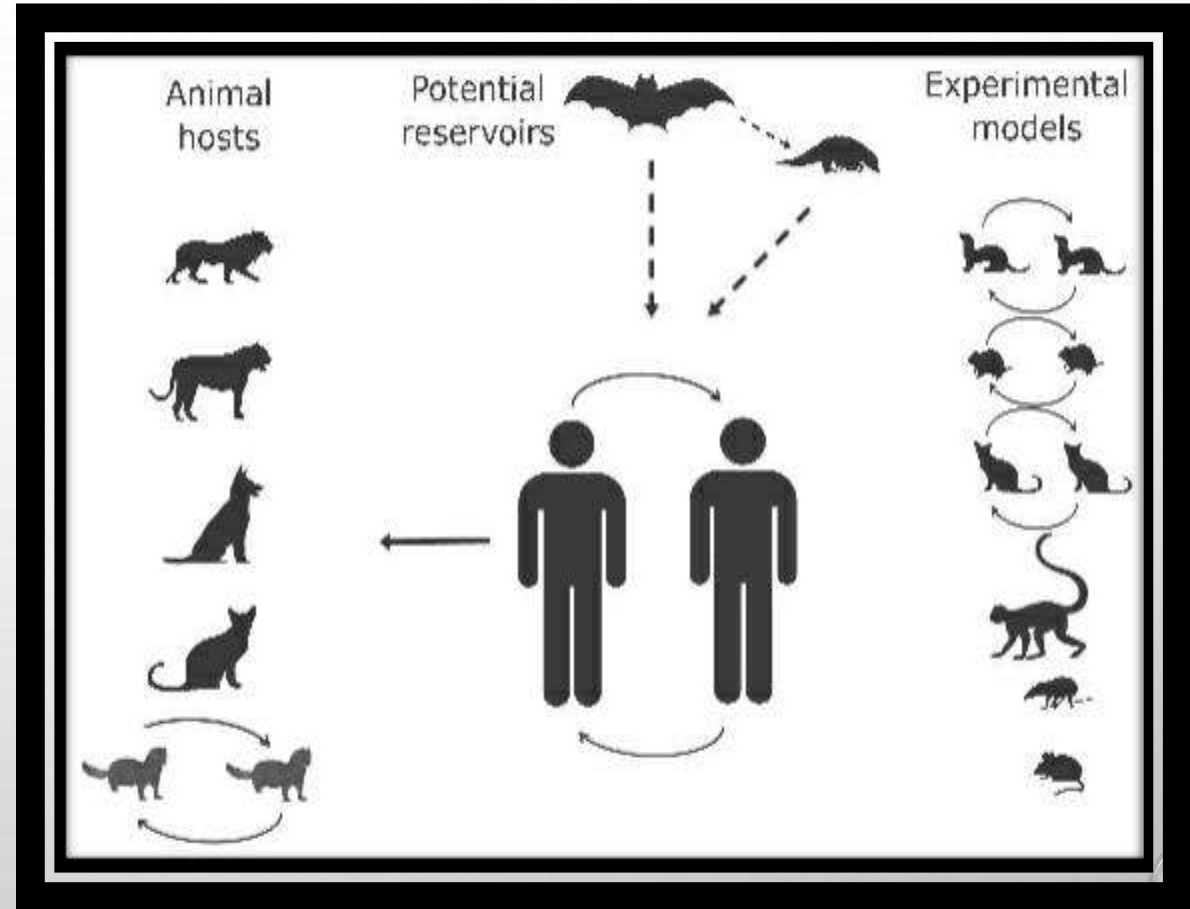
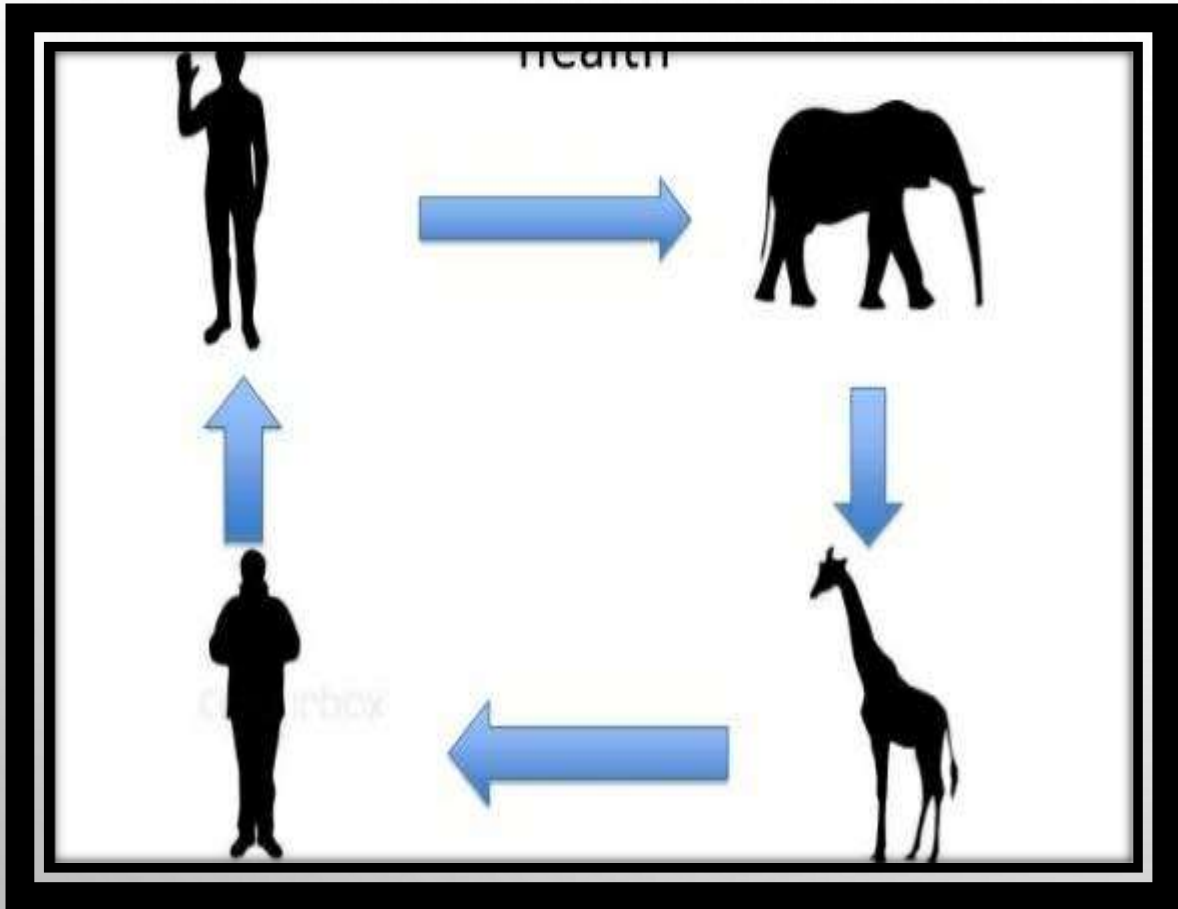


- **WHAT PANDEMIC MEANS TO STRAY DOGS ?**

RESEARCH ON ANIMALS



RESEARCH ON ANIMALS



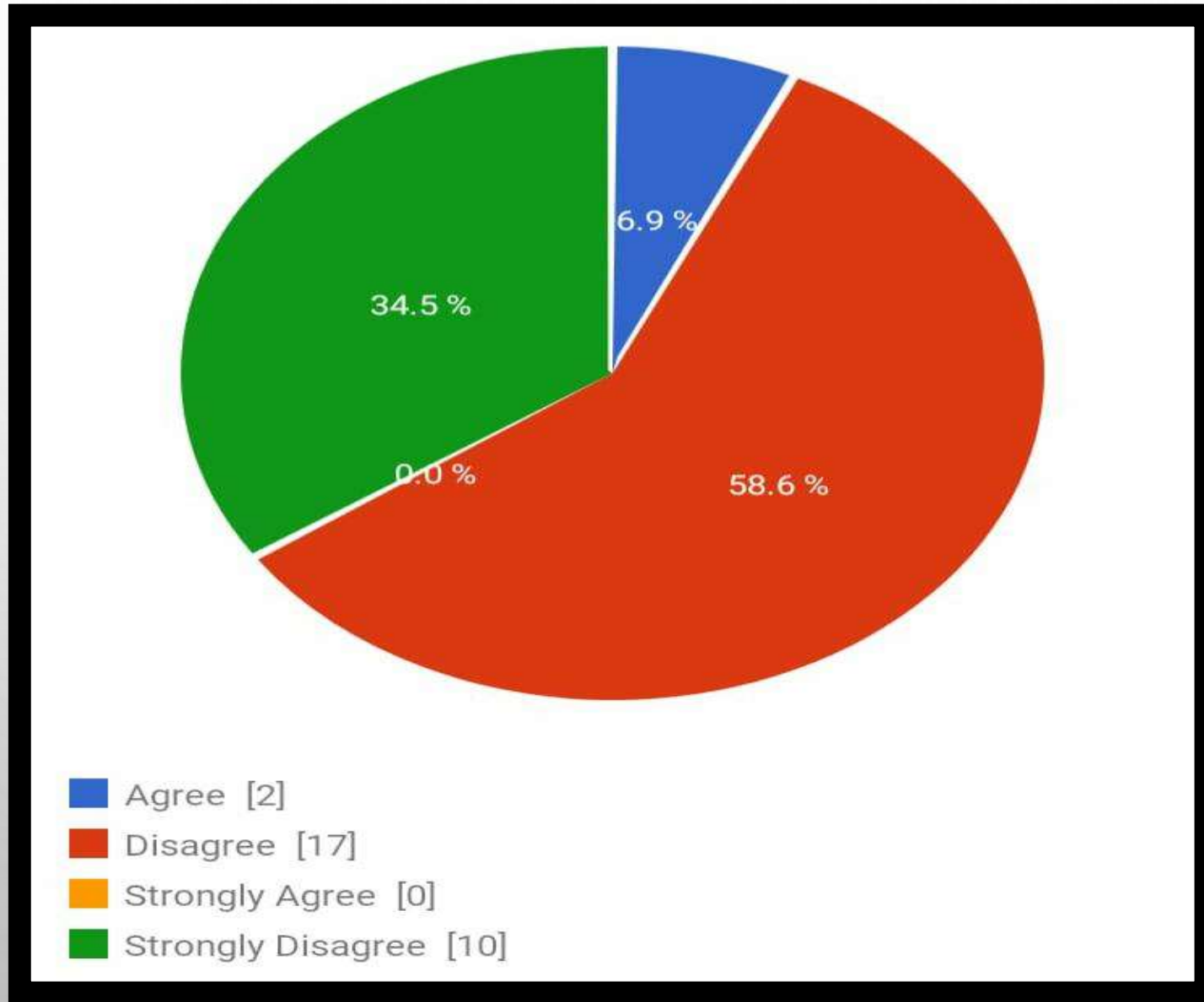
CONCLUSION

THE BEHAVIOURAL CHANGES OF WILD ANIMALS, BIRDS, BUTTERFLY, PETS AND STREET ANIMALS INDICATE THE INTERFERENCE OF HUMAN ACTIVITIES ON LIVES OF NATURAL CREATURES.

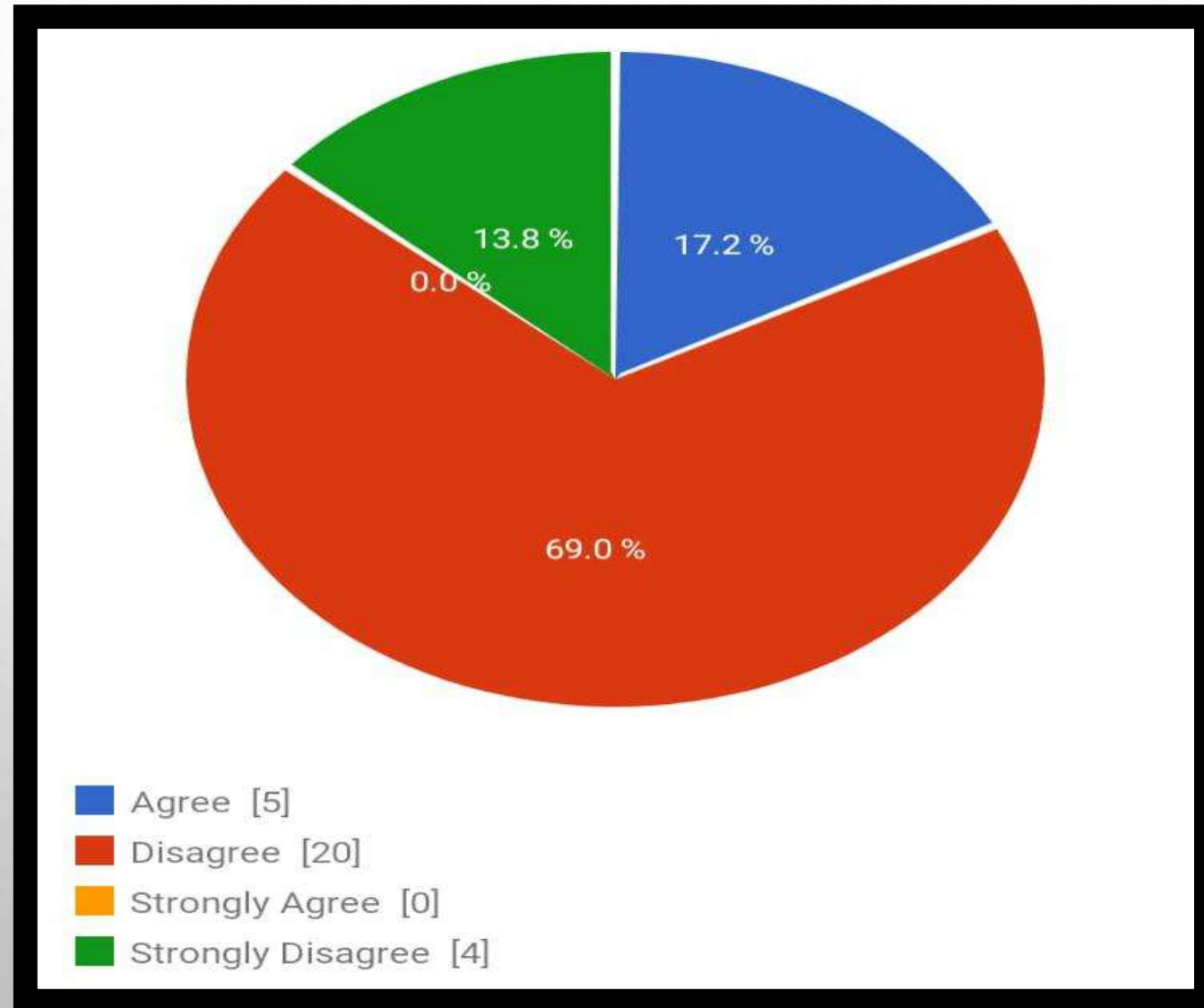
THERE IS CERTAIN CORRELATION BETWEEN ATMOSPHERIC CHANGES WITH THE BEHAVIOURAL CHANGES OF NATURAL CREATURE DURING LOCKDOWN PERIOD.

IT OFFERS A SCOPE TO ASSESS THE DEGREE OF DEVASTATION OF ENVIRONMENT WE DO IN THE PROCESS OF NORMAL CIVILIZATION.

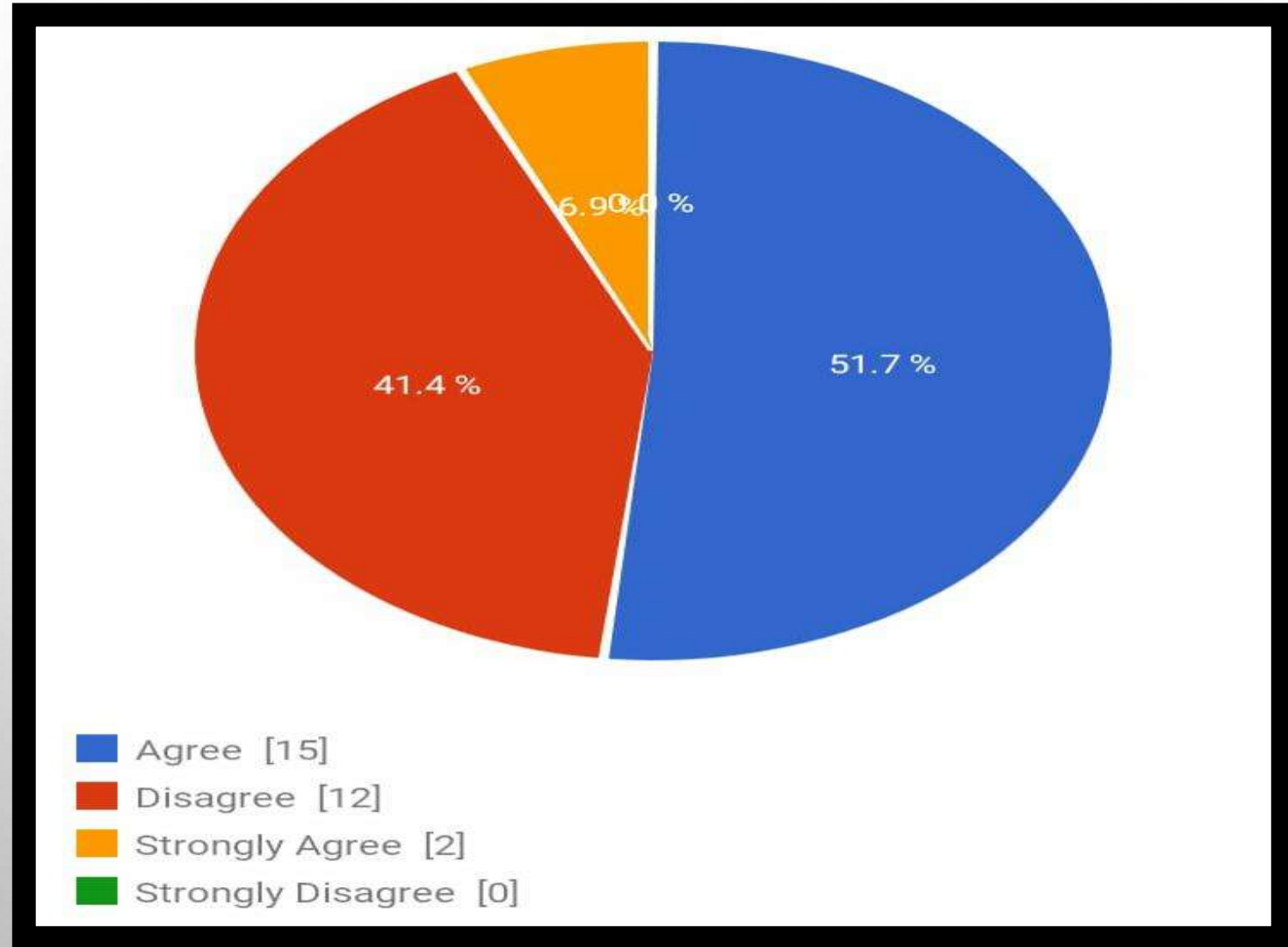
• **ARE ANIMALS ARE RESPONSIBLE TO COVID-19 ?**



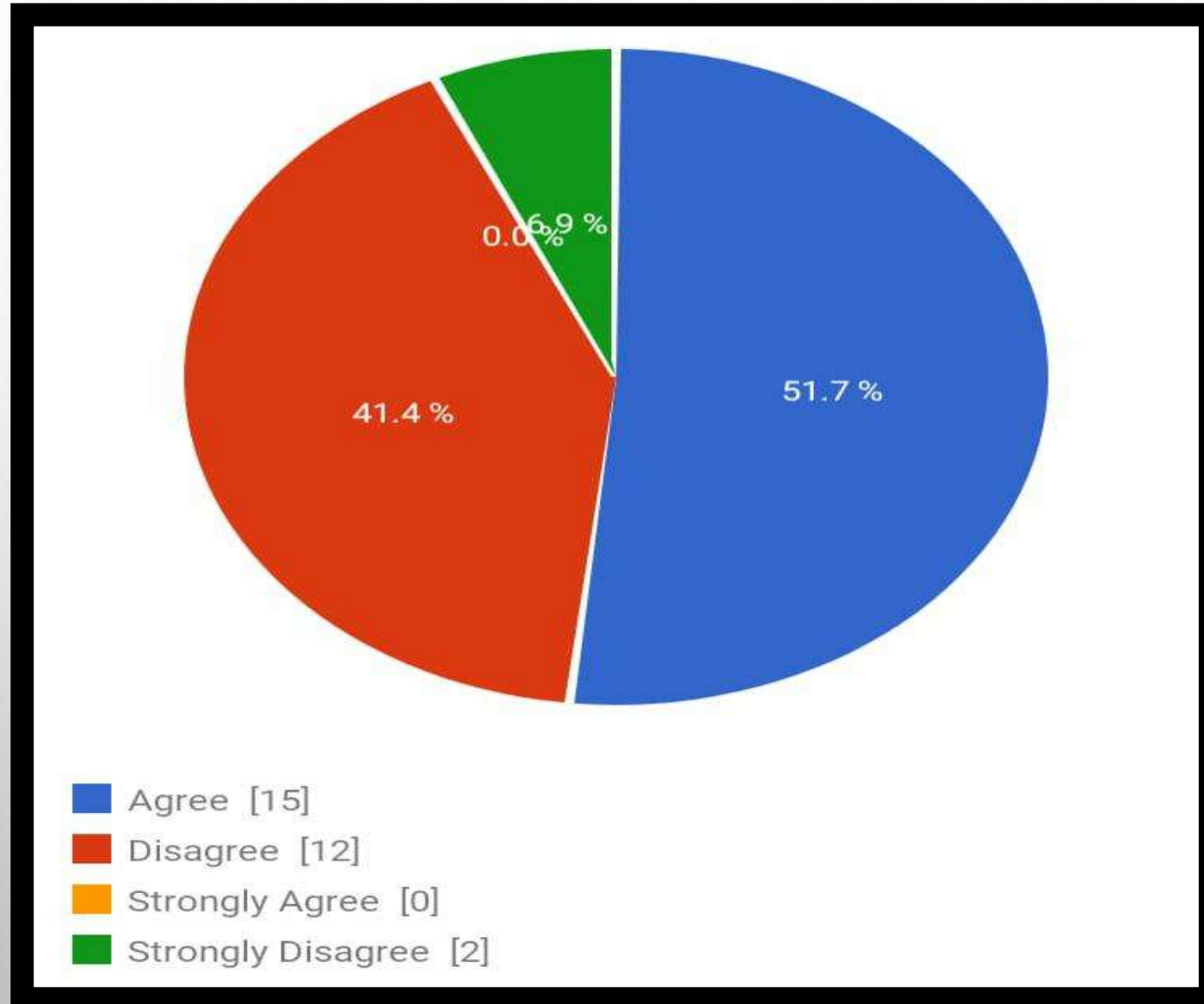
• **DID COVID-19 EMERGE AND SPREAD TO HUMANS FROM WILDLIFE ?**



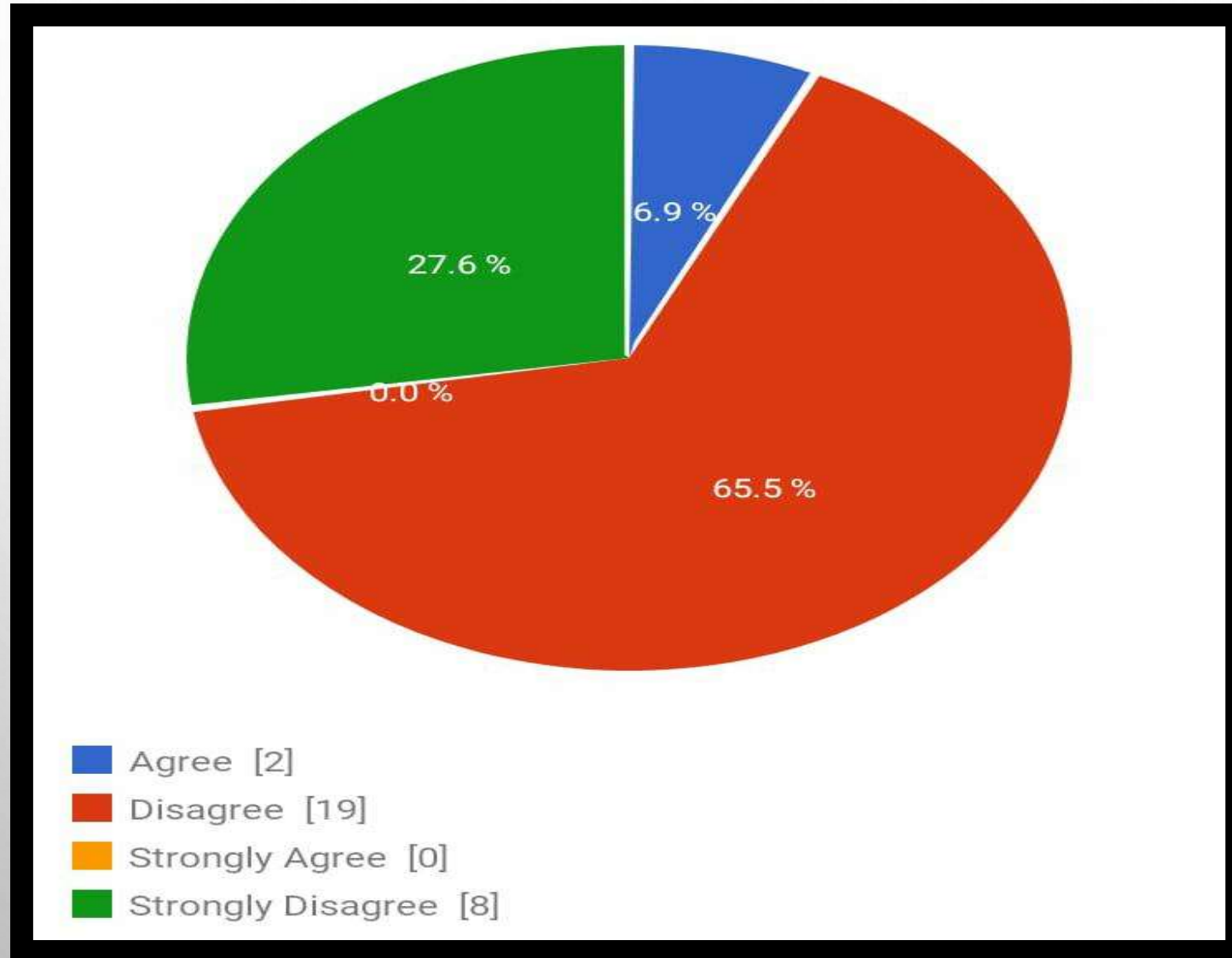
• **DOES GOVERNMENT MADE IMPLEMENTS FOR THE WILDLIFE ?**



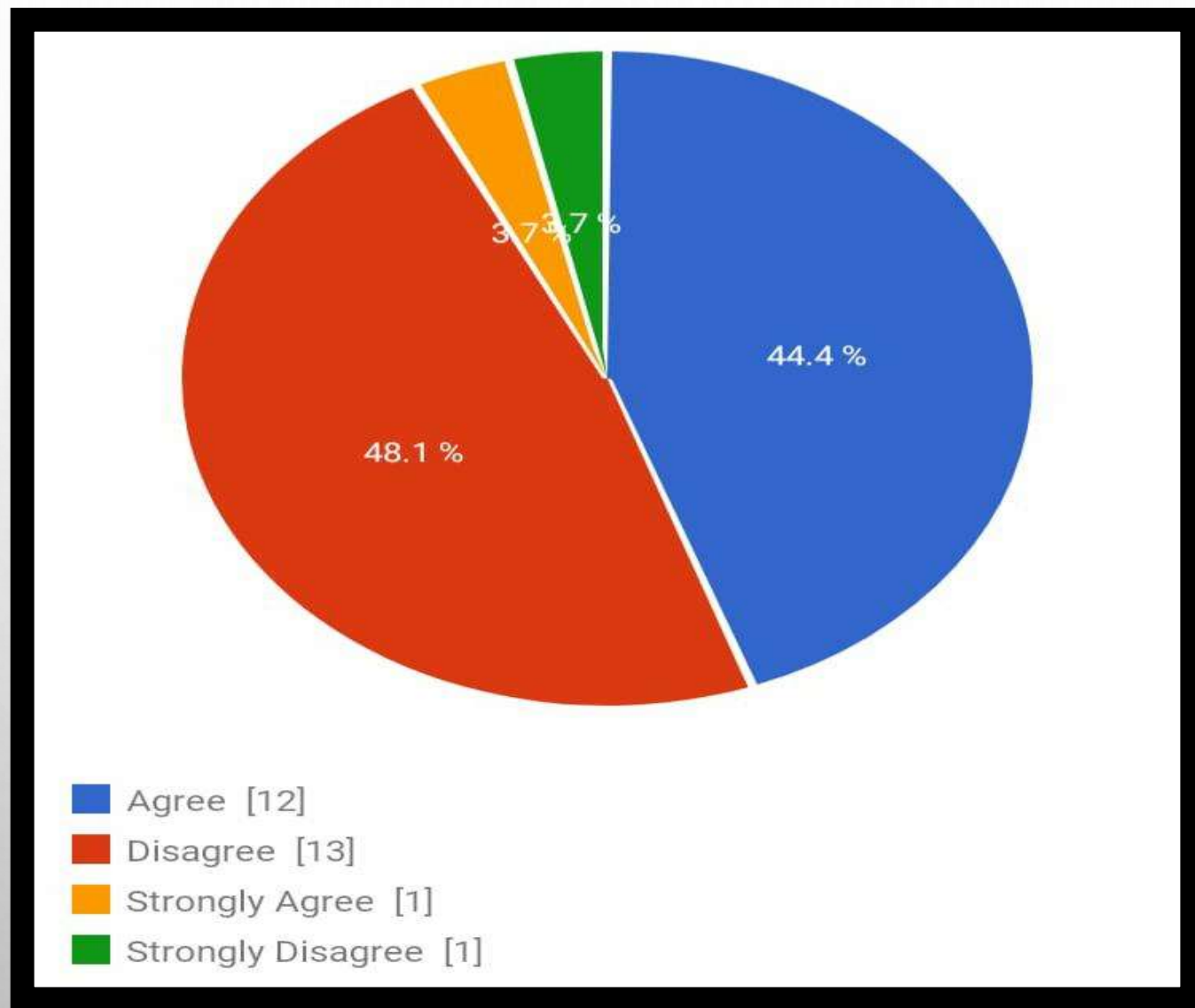
- **WILDLIFE WAS SAFE DURING COVID-19 ?**



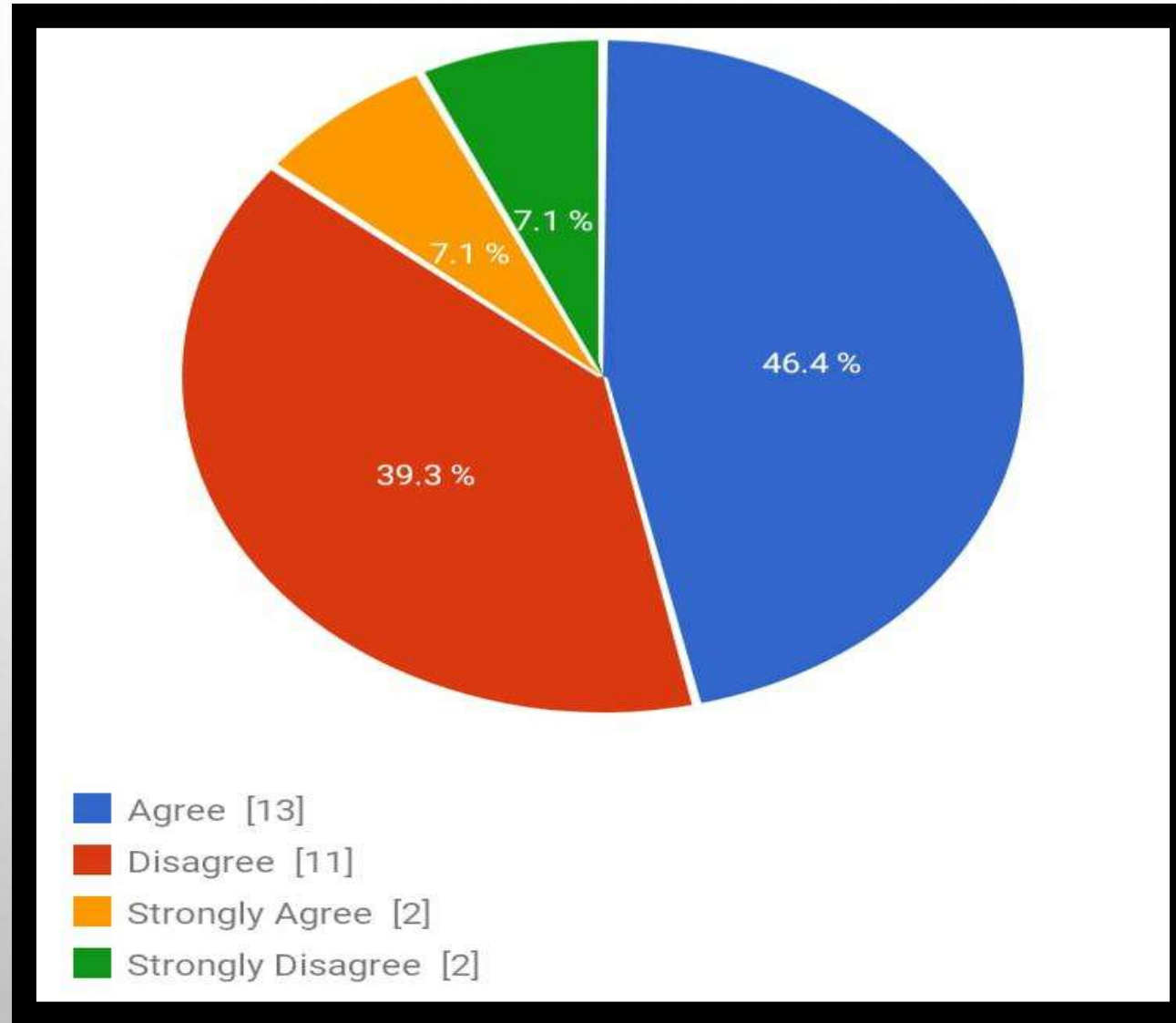
- CORONAVIRUS PREVAILED MORE IN ANIMALS AS COMPARED TO HUMANS ?**



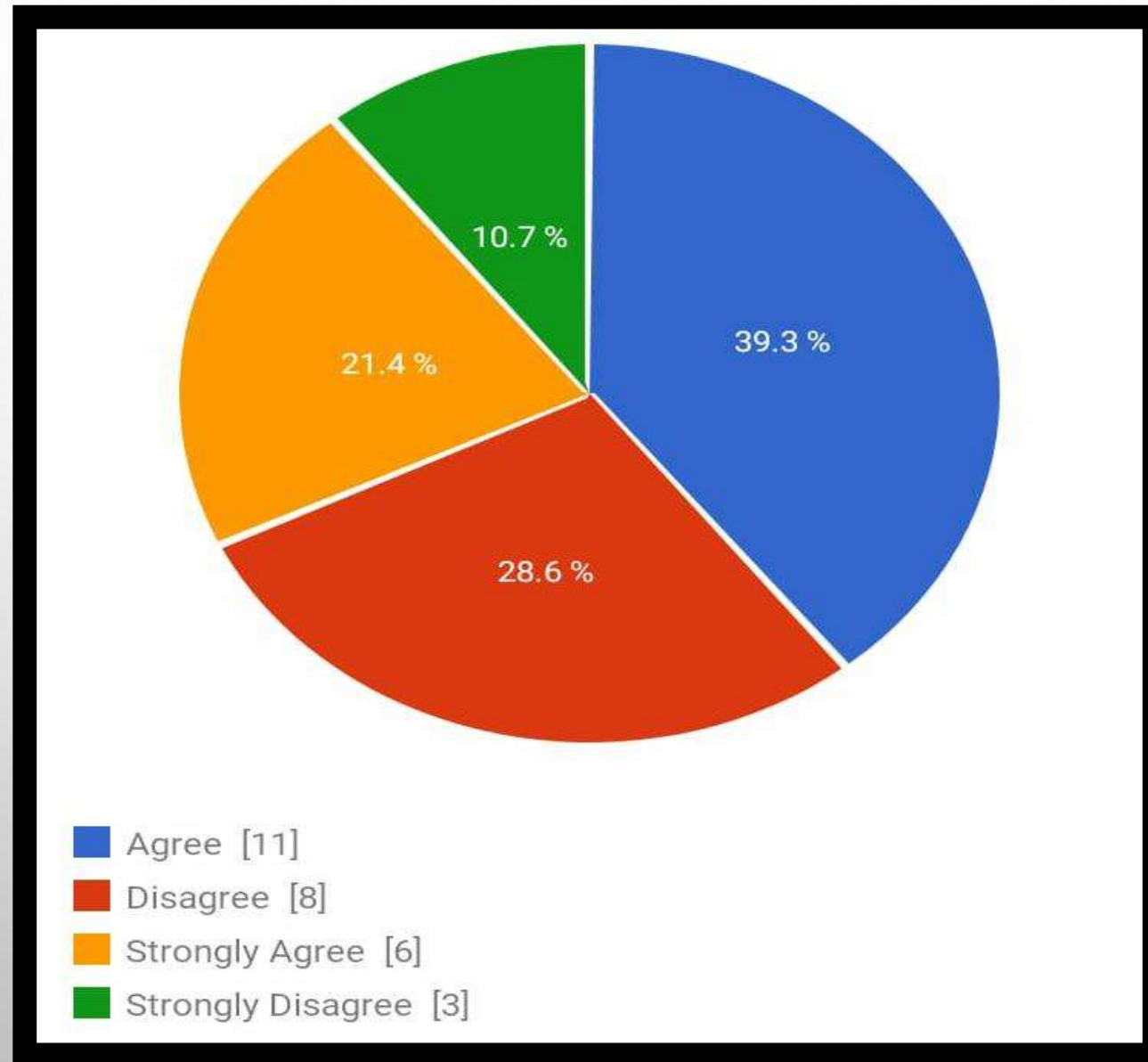
- HAS THERE BEEN AN INCREASE IN WILDLIFE POACHING DUE TO GLOBAL LOCKDOWN ?**



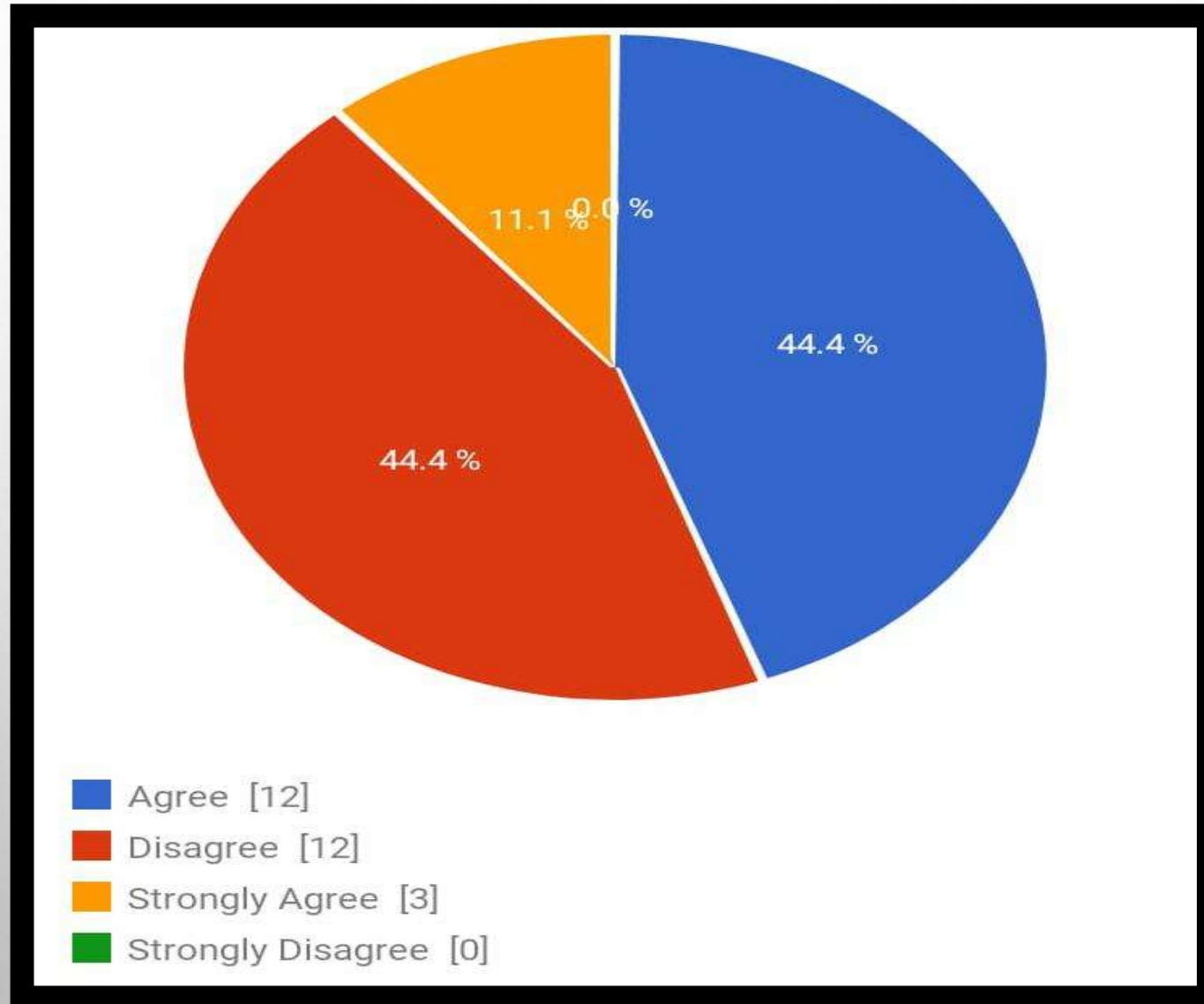
• **DO YOU OBSERVE PEOPLE MAINTAINING DISTANCING FROM ANIMALS DURING COVID-19 ?**



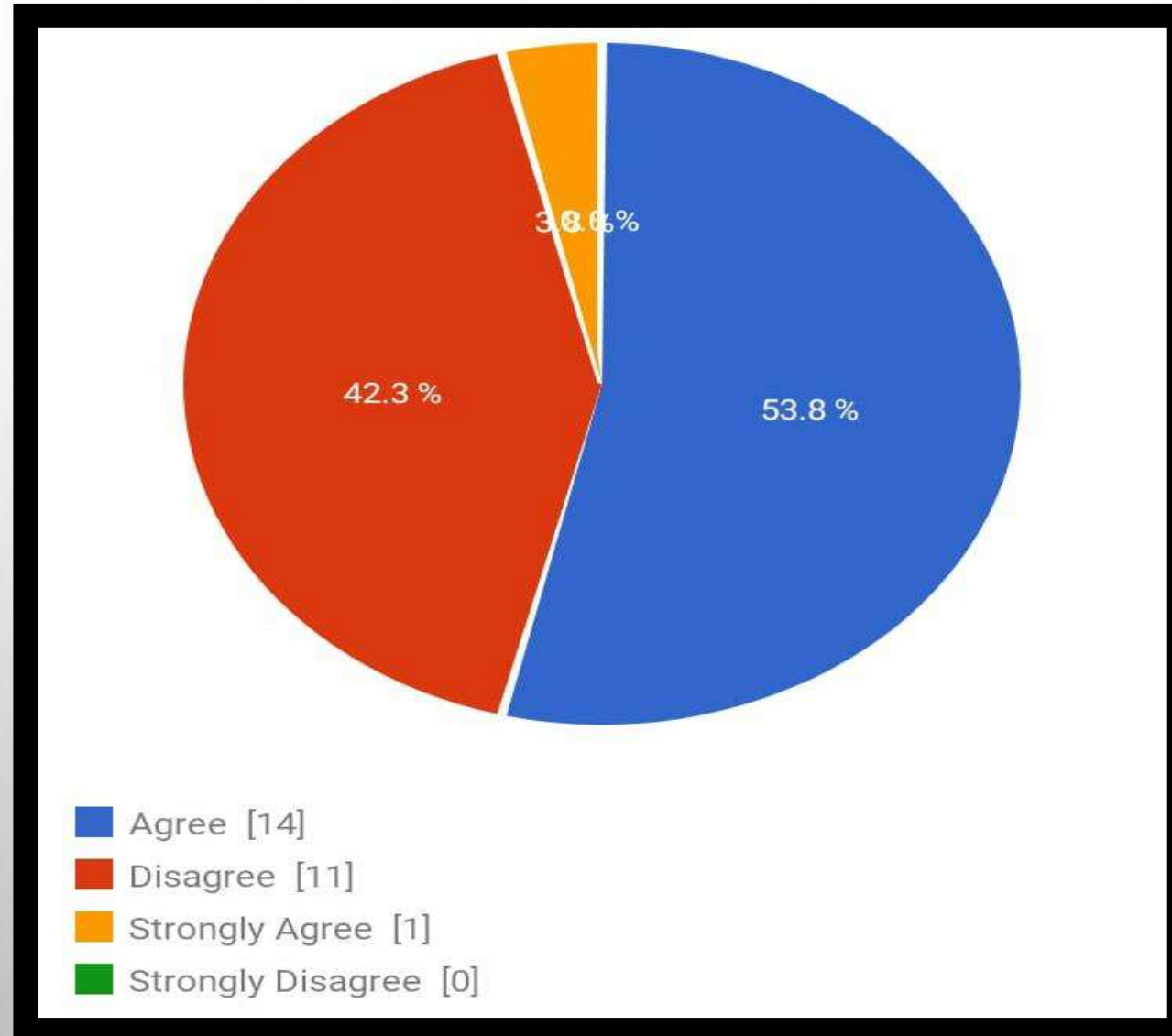
• WAS COVID-19 A BLESSING TO WILDLIFE ?



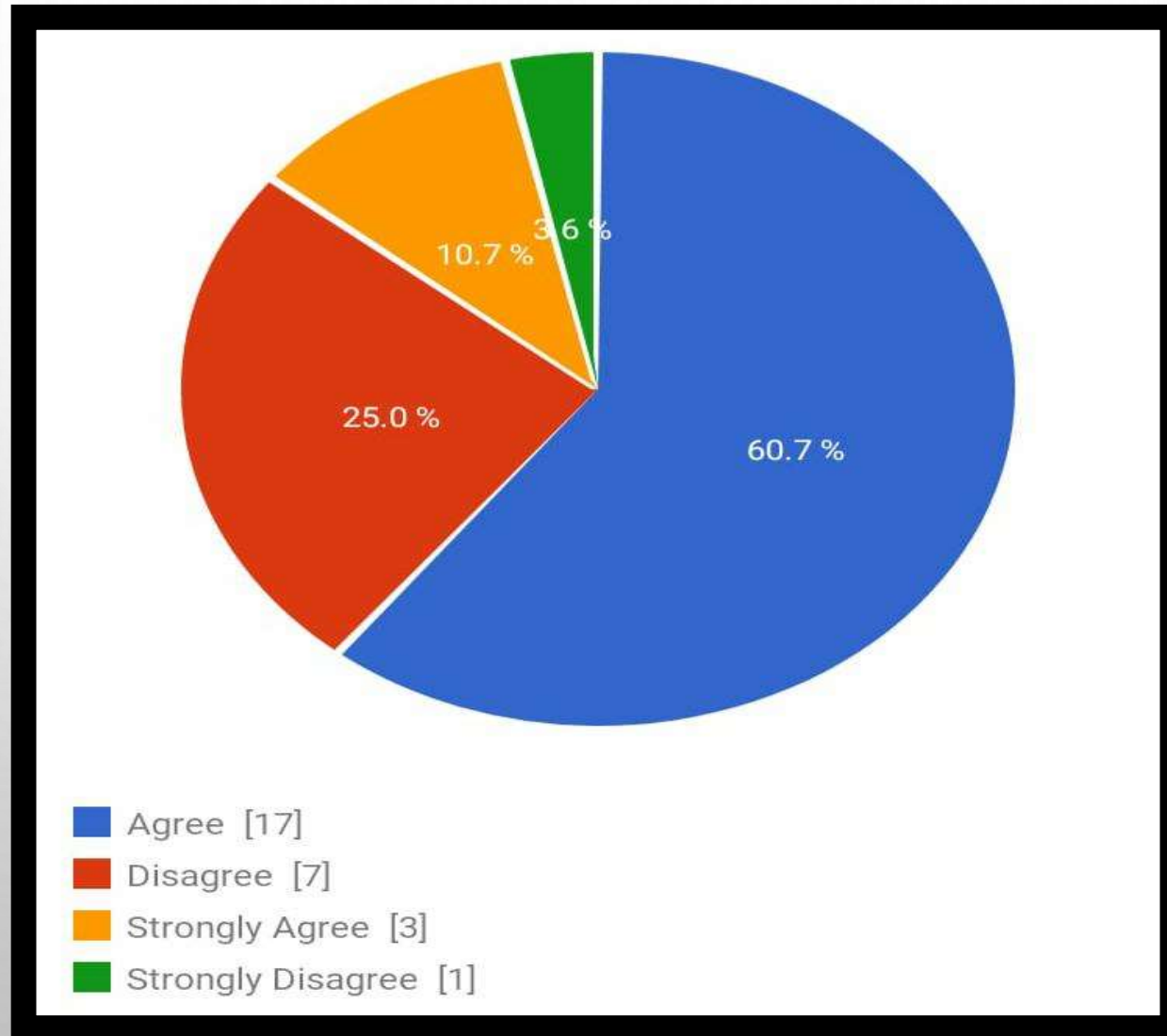
• ARE POACHERS ARE TAKING ADVANTAGE OF QUITE NATURE RESERVES ?



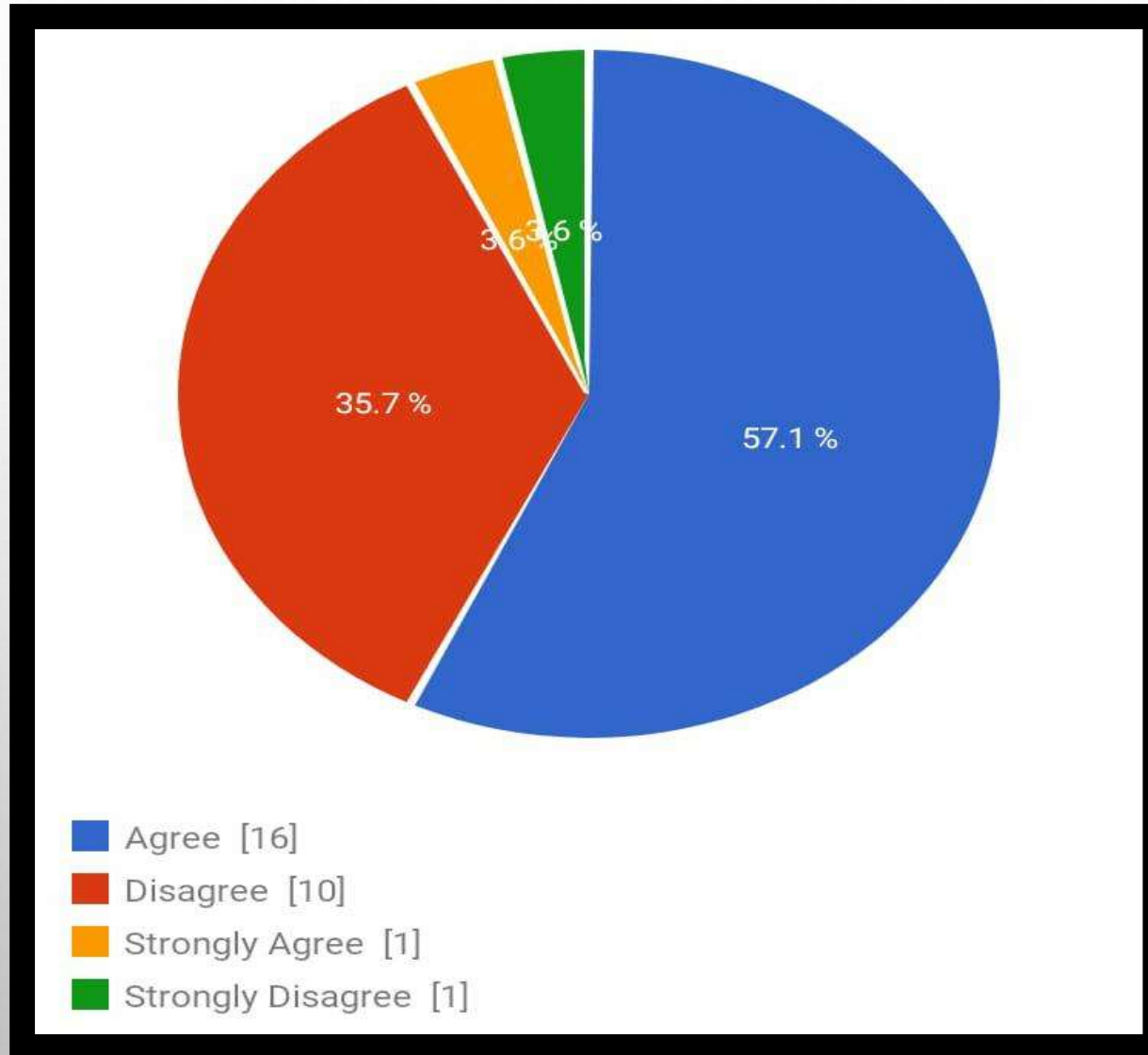
- **WILD ANIMALS APPEARING THRIVE DURING PANDEMIC ?**



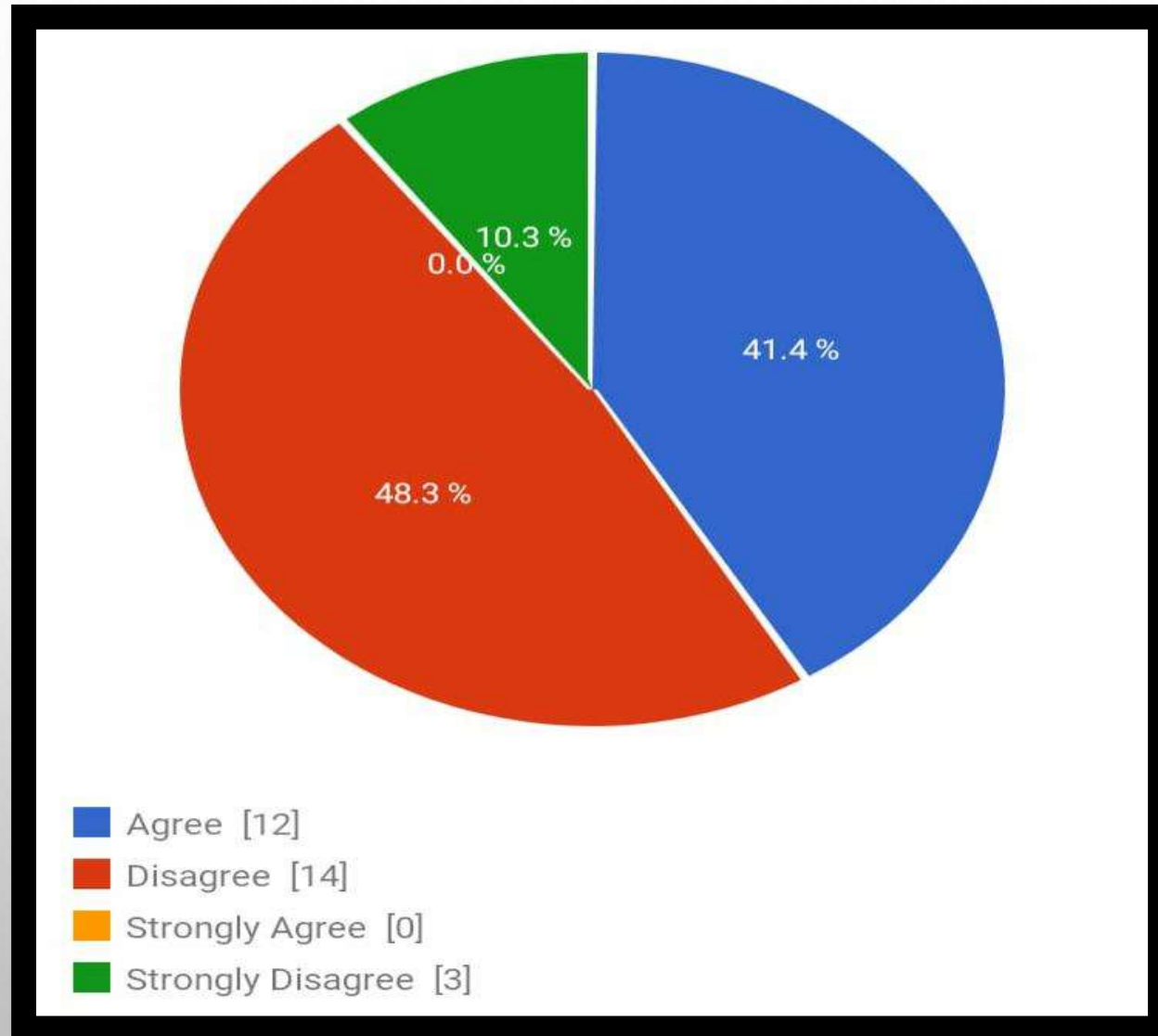
• **DOES PEOPLE CONTINUED TO FEED STRAY ANIMALS
EVEN DURING COVID-19 ?**



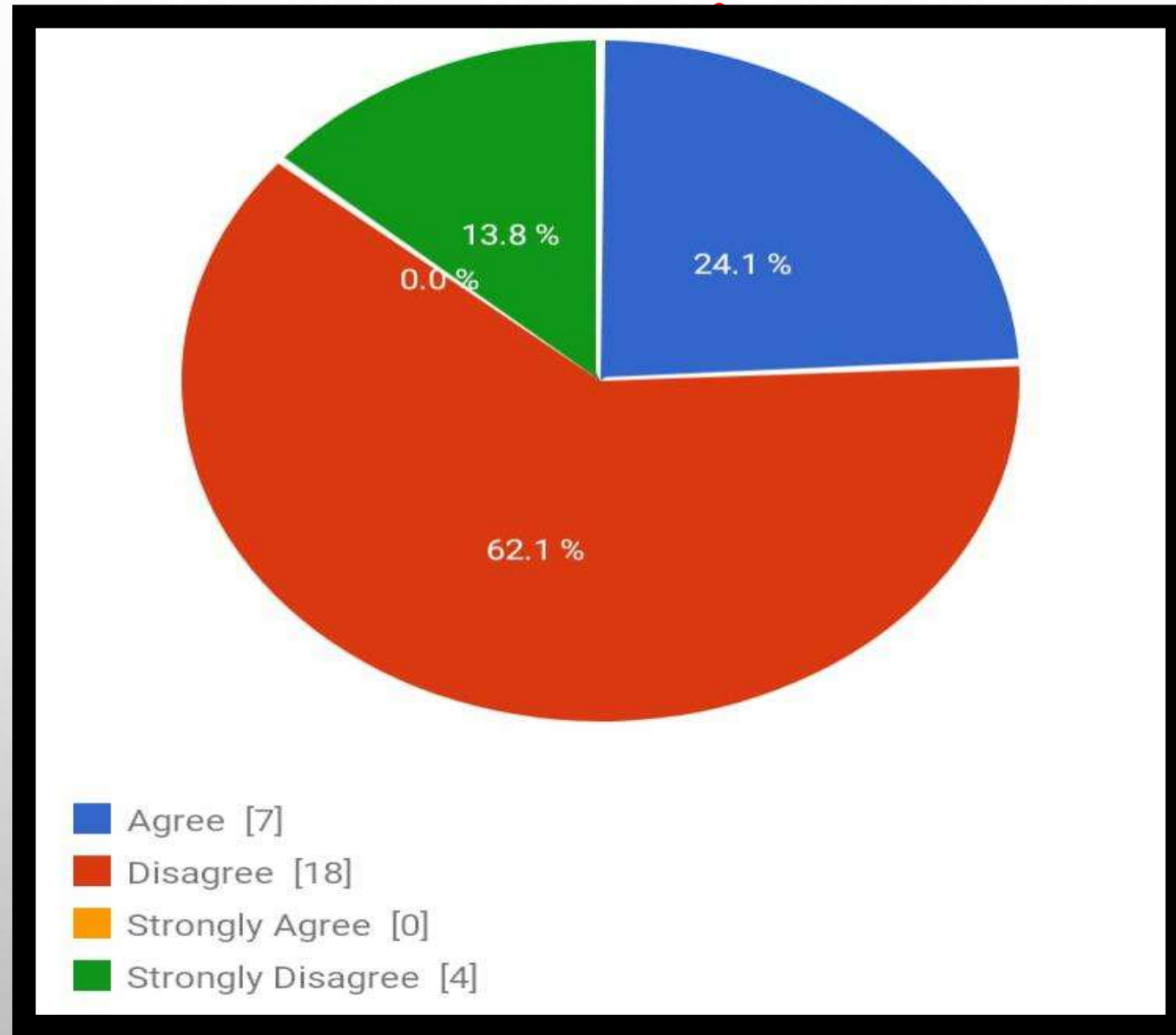
• **IS ZOO ANIMALS ARE GETTING SICK AND MISSING HUMAN ATTENTION ?**



• **DOES ANIMALS WAS GETTING FOOD DURING COVID-19 ?**



• **IS THERE ANY VACCINATION AVAILABLE FOR ANIMALS**
?



- WAS ZOOKEEPERS WAS TAKING CARE AND FEEDING FOOD DURING COVID-19 ?**

