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Designing Blue Prism Process Solutions (EN)

Blue Prism ASD01

Version Demo

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QUESTION NO: 1

VivaBank have an account closure process that can take up to three days to close an account. All requests within the bank's core system to close an account take place overnight during batch processing. There are two scenarios:

| Scenario | Processing Day 1 | Processing Day 2 | Processing Day 3 |
|-----------------------------------|---|---|--|
| Account has a nil balance | Confirm account and balance is nil. Set account to close overnight (expected automation time 60 seconds) | Check account has been successfully closed (expected automation time 30 seconds) | |
| Account has a balance to transfer | Confirm account and transfer balance to nominated account (expected automation time 60 seconds) | Confirm balance is nil. Set account to close overnight (expected automation time 30 seconds) | Check account has been successfully closed (expected automation time 30 seconds) |

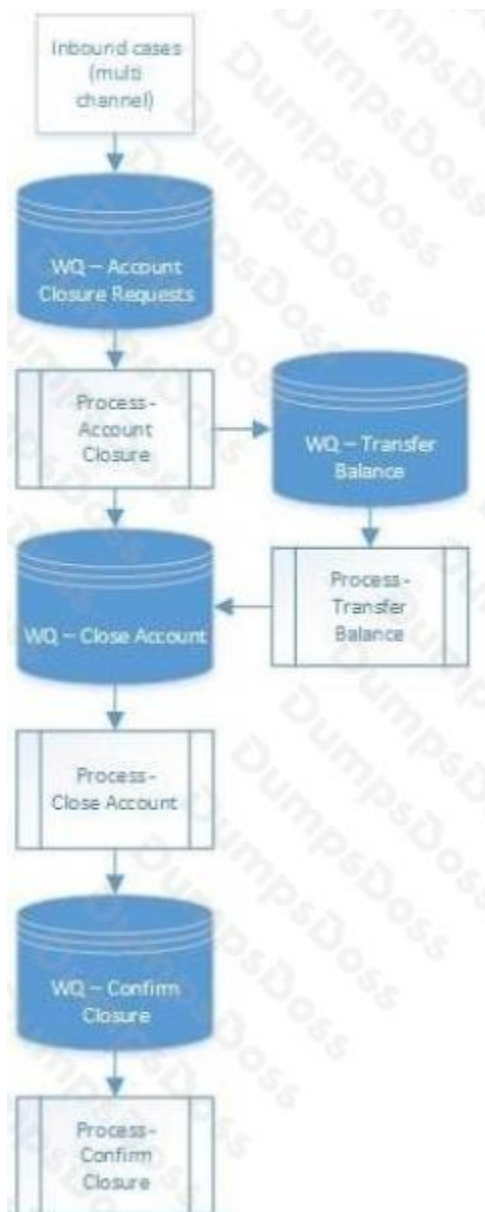
The timings relate to the expected automation time.

All requests will arrive in a Blue Prism work queue from multiple channels using either web services or other Blue Prism processes.

The following detail from the Functional Requirement Questionnaire must be considered:

- Cases must be processed on the same day if they come in between 08:00 and 22:00 Monday to Friday
- Exception cases are to be emailed to the manual team during processing as and when they occur.
- It is expected that up to 200 cases can be expected per day.

The Blue Prism solution consists of four processes and four Blue Prism Work Queues.



Cases come into the Account Closures Work Queue and are processed by the Account Closure process which determines if they are “Nil Balance” or “Balance to Transfer” scenarios. Before adding the case to the relevant work queue, a check is made to see if an identical key has been added to the work queue today. If so the case is not added.

The Transfer Balance process works its queue and, for each successfully processed case, adds case to the Close Account queue.

The Close Account process works its queue and, for each successfully processed case, adds a case to the Confirm Closure queue with the case deferred to 08:00 the next day. The Confirm Closure process completes the sequence by confirming that the account is finally closed.

A scheduler has been created to start all four processes at 08:00. Each process shall be configured to finish accordingly:

| Process | Finish? |
|------------------|--------------------------------------|
| Account Closure | 22:00 |
| Transfer Balance | 22:00 |
| Close Account | 22:00 |
| Confirm Closure | When there are no more pending cases |

Please select from the statements below the ones you consider to be correct. (Choose two.)

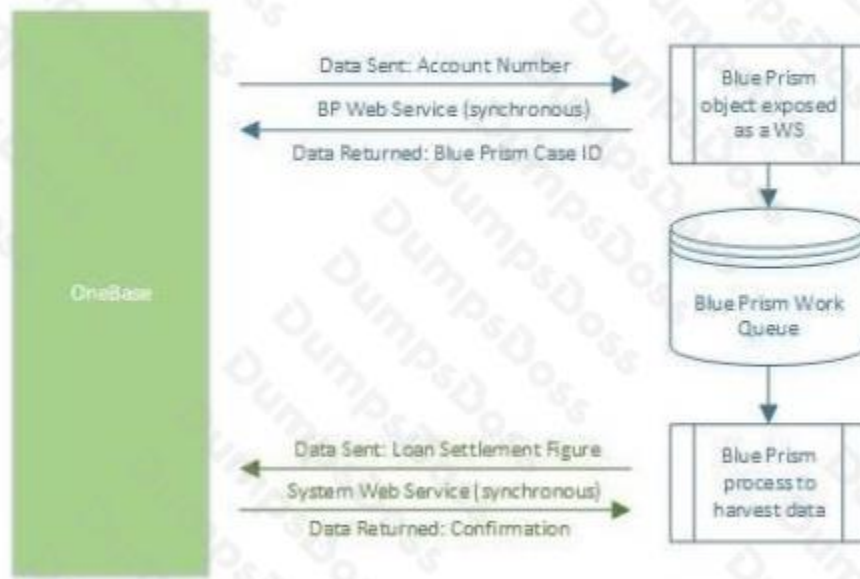
- A. All processes should be merged into one process to optimize licenses.
- B. Exception cases should not be distributed whilst the processes are running and instead should be distributed when each process has completed.
- C. There should be a separate work queue for each channel feeding the process.
- D. The Confirm Closure process should work until 22:00.
- E. As an alternative the solution could use just one queue instead of four.

ANSWER: C D

QUESTION NO: 2

SanQuest Bank's call center regularly receives requests from customers for the exact amount required to clear their loan. This is a complicated calculation that is prone to human error. The bank has decided to use Blue Prism to perform the calculation and is considering amending its front end system OneBase to allow a user to click a button to request a Loan Consolidation Amount. They plan to communicate with Blue Prism using web services. Consider the two proposed designs:

Design A



Here a Blue Prism object is exposed as a web service. OneBase calls this service providing the account number. The Blue Prism object add the case to a work queue and then returns the Case ID to complete the web service call.

A Blue Prism process works the queue and harvests the data required to perform the calculation. The same Blue Prism process calls a OneBase web service and provides the loan settlement figure. OneBase completes the web service call by returning a success flag.



Here the Blue Process that harvests the data is exposed a web service with the loan settlement figure as an output. OneBase calls the web service and provides the account figure. The BluePrism process harvests the data and completes the web service call by providing the loan settlement figure.

Considering Blue Prism best practice which of the following statements is correct?

- A. Design A is the most appropriate option
- B. Design B is the most appropriate option
- C. Neither Design A nor Design B is appropriate
- D. Both Design A and Design B are appropriate

ANSWER: C

QUESTION NO: 3

A retail bank has promoted 2 Blue Prism processes to production:

1. Email poller
2. Customer onboarding

3. Direct Debit Cancellations

One instance of the email poller process will run 24/7 feeding work queues for the other two processes.

Three instances of the Customer onboarding process will run between 6am and 11pm each day on three separate VMs.

One instance of the Direct Debit Cancellations process will run between 6am and 4pm each day on the same VM as the Email poller process.

What is the maximum number of Blue Prism licenses that will be consumed each day?

- A. 3
- B. 4
- C. 5
- D. 6

ANSWER: C

QUESTION NO: 4

A process is required for a client in the banking sector that involves using an application to transfer funds between accounts. A strong security model is in place to prevent any malicious activity but the client is nervous about the risk of external problems, like a power cut leaving a case in an incomplete state or a fault in the source data causing a case to be duplicated or an excessively large transfer to be made. What should be included in the solution design? (Choose three.)

- A. A different queue for each major processing step.
- B. A different process for each major processing step.
- C. A single queue that is cleared of all worked items at the start of each day.
- D. Rules to limit transaction values.
- E. A key value that will uniquely identify queue items.
- F. A requirement that the solution is never run on more than one machine.
- G. An exception handling procedure to track manual referrals.

ANSWER: B D E

QUESTION NO: 5

Which of the following statement combinations about Blue Prism memory management is correct?

- A. A Blue Prism Process reads a Business Object into memory as required. Once the called Action is complete, the Process releases the memory for the .Net Garbage Collector to reclaim.

A Blue Prism Process reads a Sub Process into memory as required. Once the called Sub Process is complete, the Process releases the memory for the .Net Garbage Collector to reclaim.

B. A Blue Prism Process holds a Business Object in memory for the duration of its run.

A Blue Prism Process reads a Sub Process into memory as required. Once the called Sub Process is complete, the Process releases the memory for the .Net Garbage Collector to reclaim.

C. A Blue Prism Process holds a Business Object into memory as required.

Once the called Action is complete, the Process releases the memory for the .Net Garbage Collector to reclaim.

D. A Blue Prism Process holds a Sub Process in memory for the duration of its run.

A Blue Prism Process holds a Business Object in memory for the duration of its run.

ANSWER: A