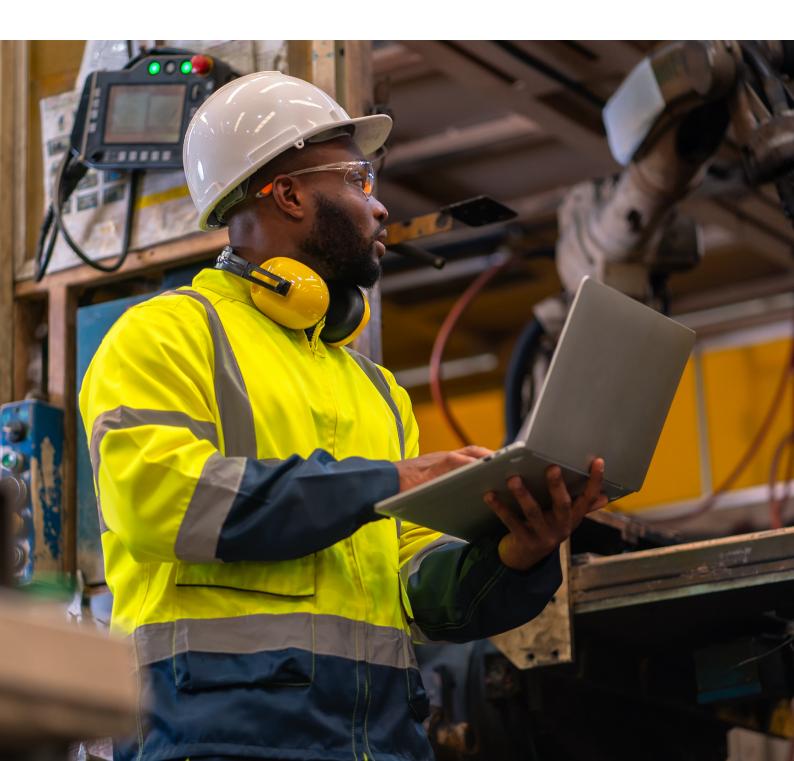# **Automation Tools** for Blue Yonder Application

Introduction

In today's business environment, automation undoubtedly reduces the time and efforts required to do repetitive job, along with increase in efficiency and reduction in errors. A well coded and tested bot can smoothly perform any given task without any need for human intervention.

Automation is at the core of HCLTech' s objectives. We constantly innovate our Implementation and Managed services activities by automating tasks for our Blue Yonder implementation/support landscape to help our clients to achieve similar results by bringing innovation in their routine work.

We mainly focus on the following:

Automating support for Level 1, 2 tickets for Blue Yonder Application as soon as ticket raises from calls, web, alerts, mails and proactive monitoring tool. If the issue is successfully categorized and a bot exists to resolve issues in that category, the bot is executed and ticket would be resolved

Automating 'QA & Validation" of Implementation/Support engagement by introducing in-house tools which has more than 2500+ reusable test case repository.

About the solution

HCLTech operates with a clear objective of infixing automation into the existing processes of an enterprise IT ecosystem of Blue Yonder Applications.

Key Tools developed for Implementation & AMS:

AMS

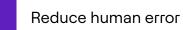| Tools Name	Description /Activities performed	Benefits Achieved
Self-Solution Tool	Resolve operational/user errors for site and fix mixed shipment errors	• Utilizing the tool will reduce an average of 10-15 tickets per month • Saving ~4 hours for each ticket investigation
Archiving Harmonization	Prepared best practice configuration from lesson learnt from Support	• Preempt archiving related tickets as the best practice were applied during project build
Application Performance Improvement	Automated job to remove/ archive orphan records created	• Performance degradation reduced • Reduces 10-20 incidents per month, including emergency P1 issues • Saves support teams ~100 hrs. effort

Implementation & AMS

Tools Name	Description /Activities performed	Benefits Achieved
Advantage Business Process Automation	• Optimal reusability of Blue Yonder test cases and automation scripts to ensure reduction in validation efforts • 2500+ reusable validation cases in our repository. Flexible framework to add more use cases on demand • Expertise in Selenium, UFT, Cucumber and Cycle Automation platforms	• Realization of reduced validation cycle times, effective utilization of resources leading to reduced operational cost and increased test quality during the validation cycle

Solution highlights

Reduce the volume of tickets raised and empower self-service resolution as first step

Reduce human error

Increase operational efficiency

Improved customer satisfaction

Pre-designed and ready to rollout based on reusable automated test cases

Business highlights

Lower costs by reducing the effort required to resolve tickets using tools

Reduction in testing cycle times

Reduction in number of tickets raised by users

Effective validation coverage with minimal scripts

HCLTech | Supercharging Progress™