BOTPRISE

User Guide
BOTPRISE & WIZ

Platform
Version 1.3
Botprise Inc.

September 20th 2023

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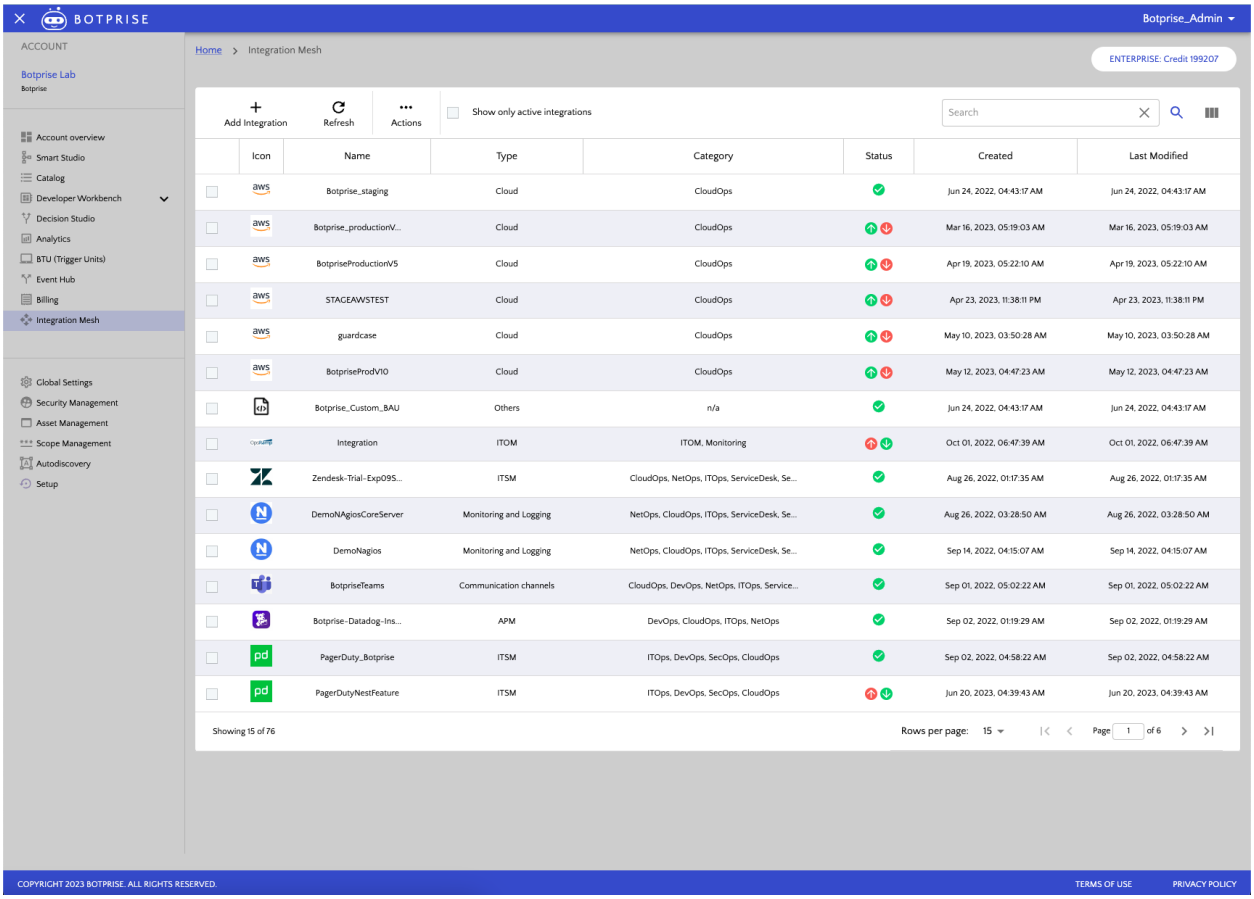
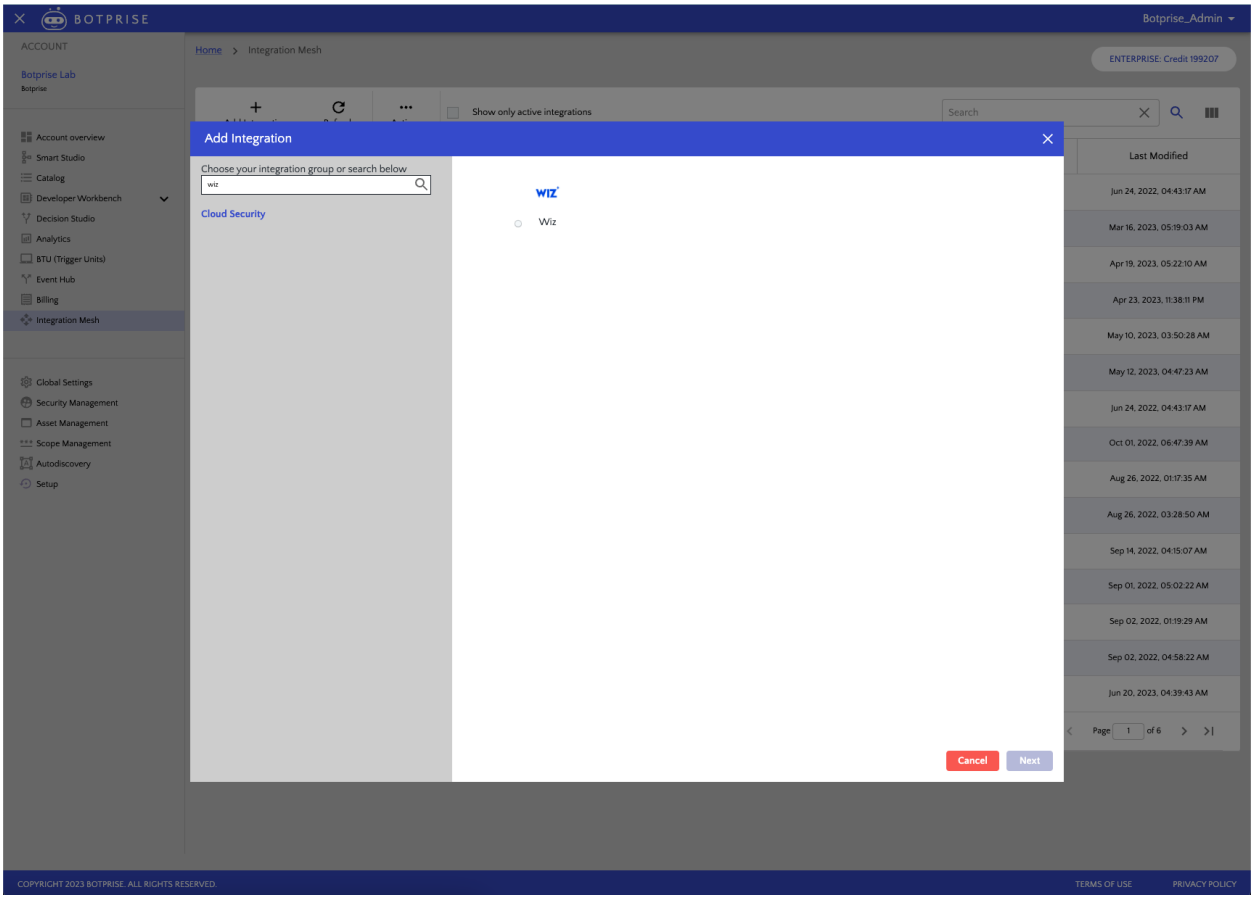
Integration with WIZ

1. Log in to your Botprise.com account.
2. Navigate to the integration mesh tab.

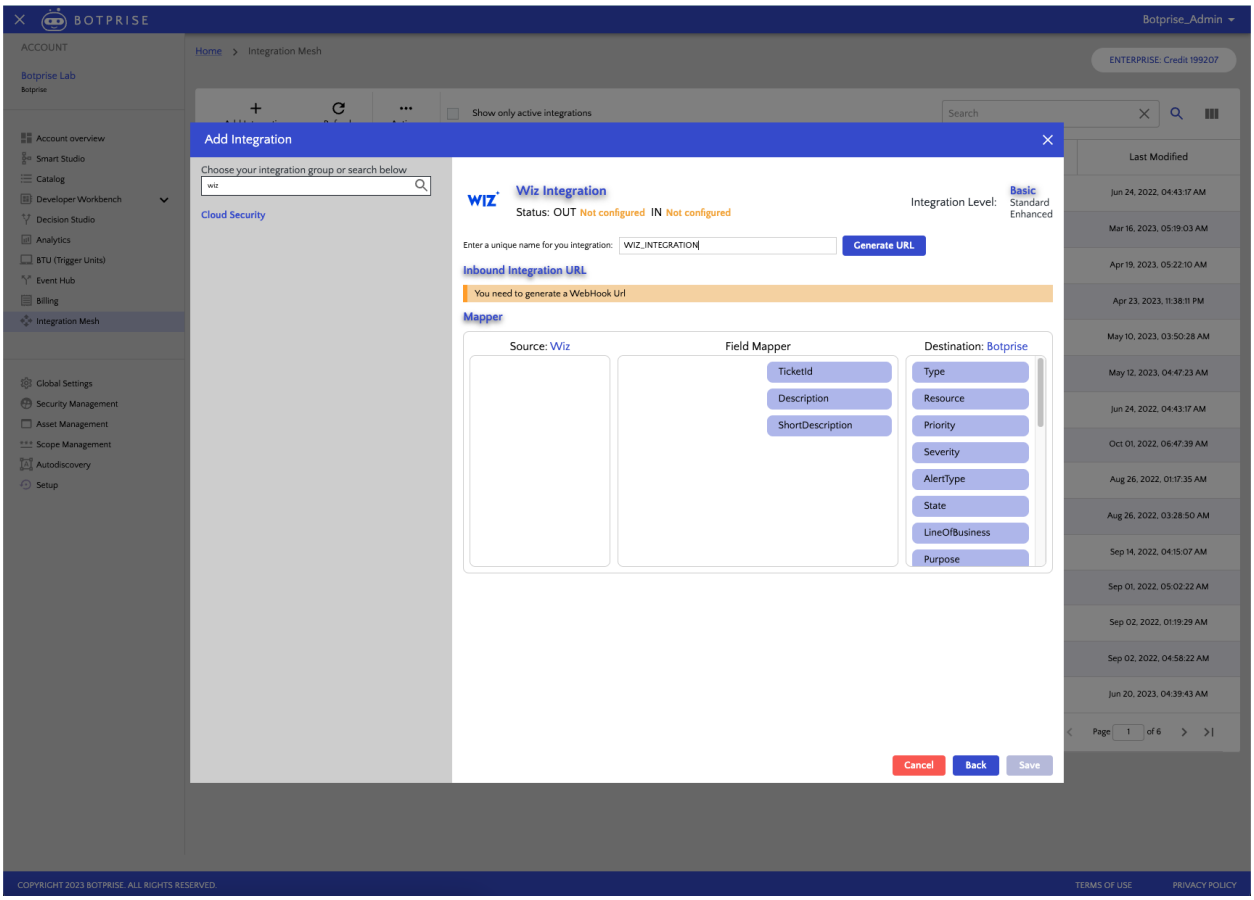


3. Add new integration.

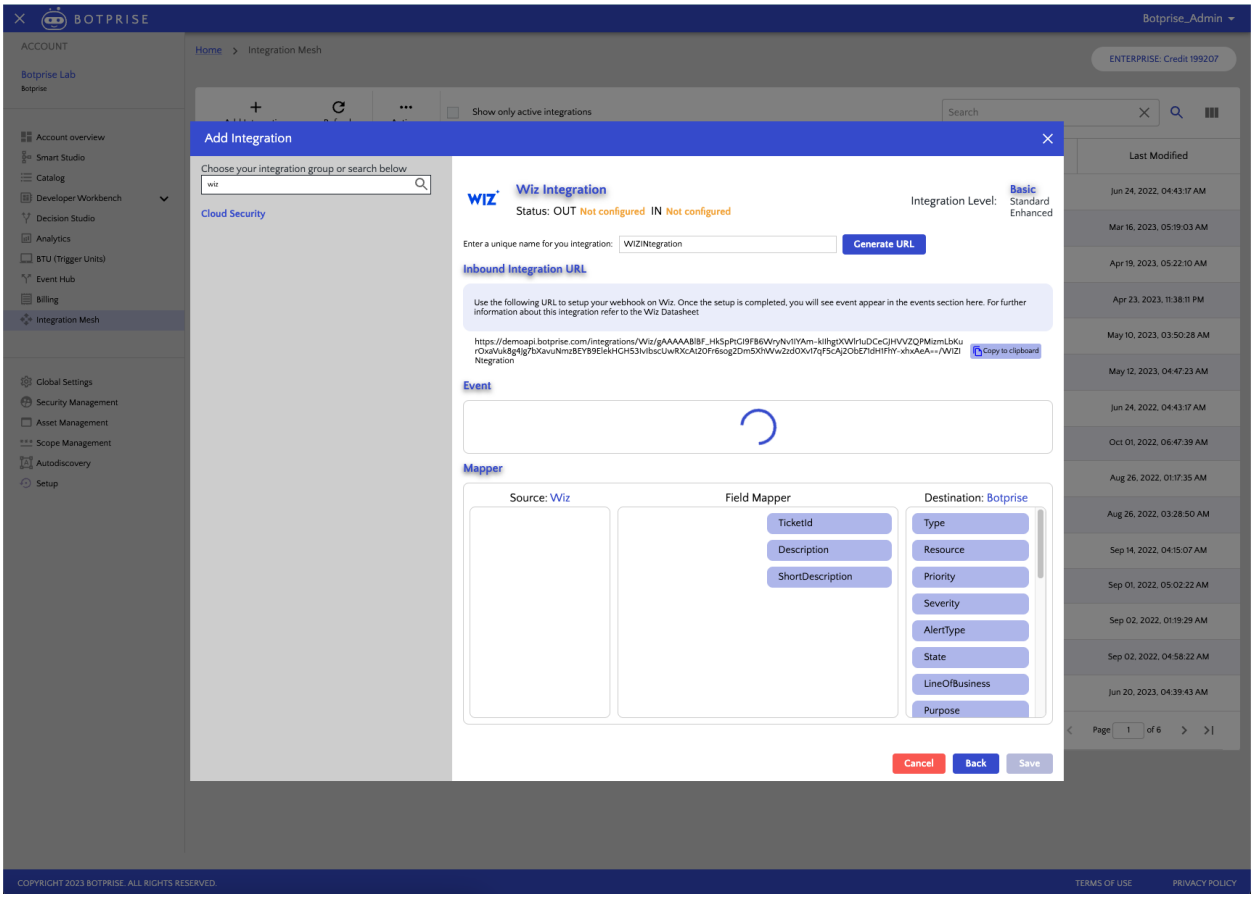
4. Choose Wiz.io



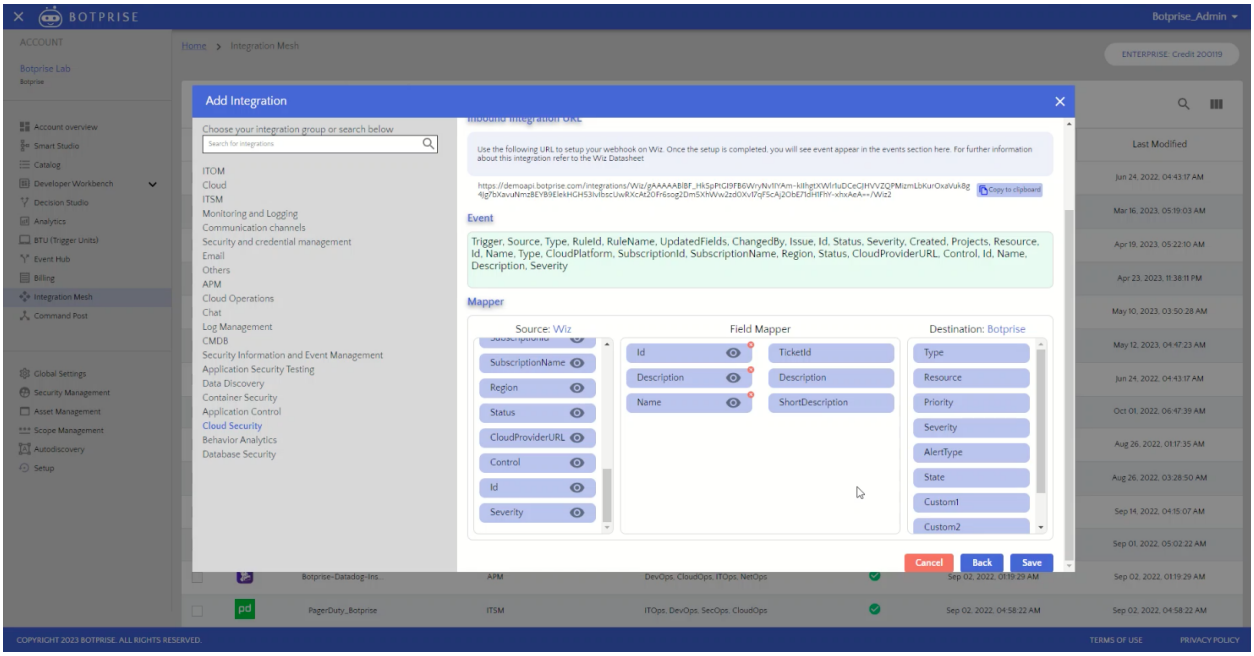
5. Press “Generate URL”



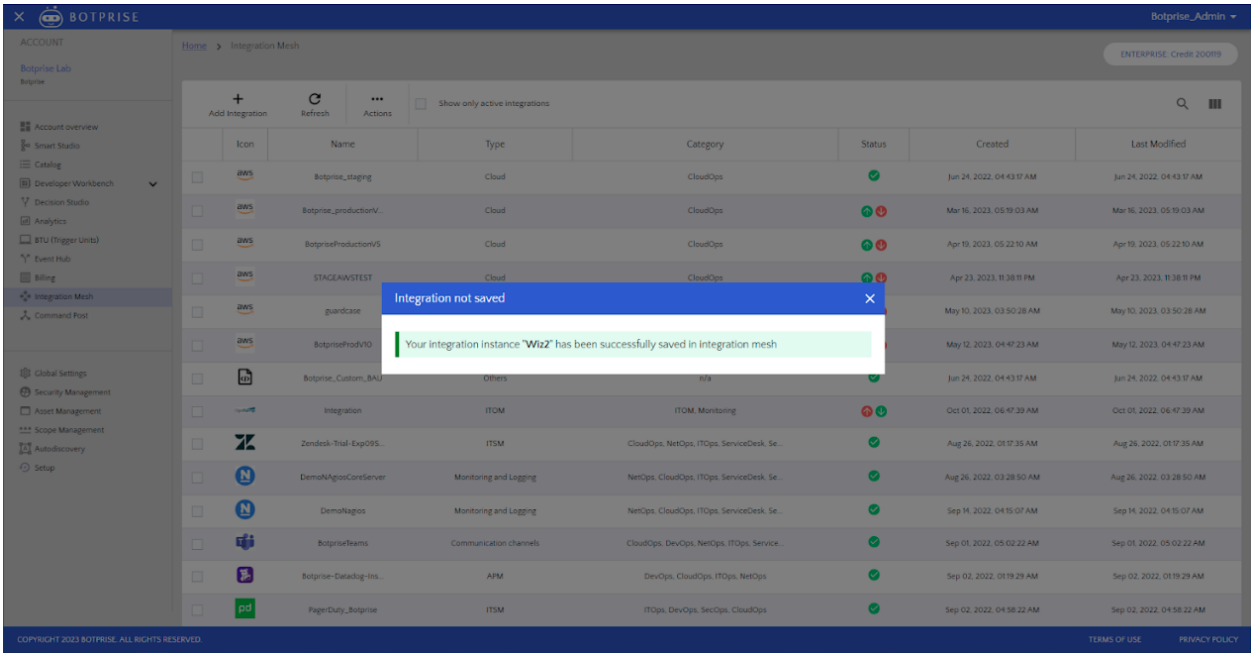
6. Copy the URL in clipboard



7. Log in to your Wiz.io account.
8. Navigate to the project or organization where you want to add the webhook.
9. Go to the settings or configuration section of the project or organization.
10. Look for the "Webhooks" or "Integrations" tab/menu option.
11. Click on the "Add webhook" or "Create webhook" button.
12. Provide the necessary details for the webhook, such as the URL endpoint where the webhook notifications will be sent.
13. Configure any additional settings or parameters for the webhook, if required.
14. Save the webhook configuration
15. Use Source and Destination areas to map the entities you would like to use

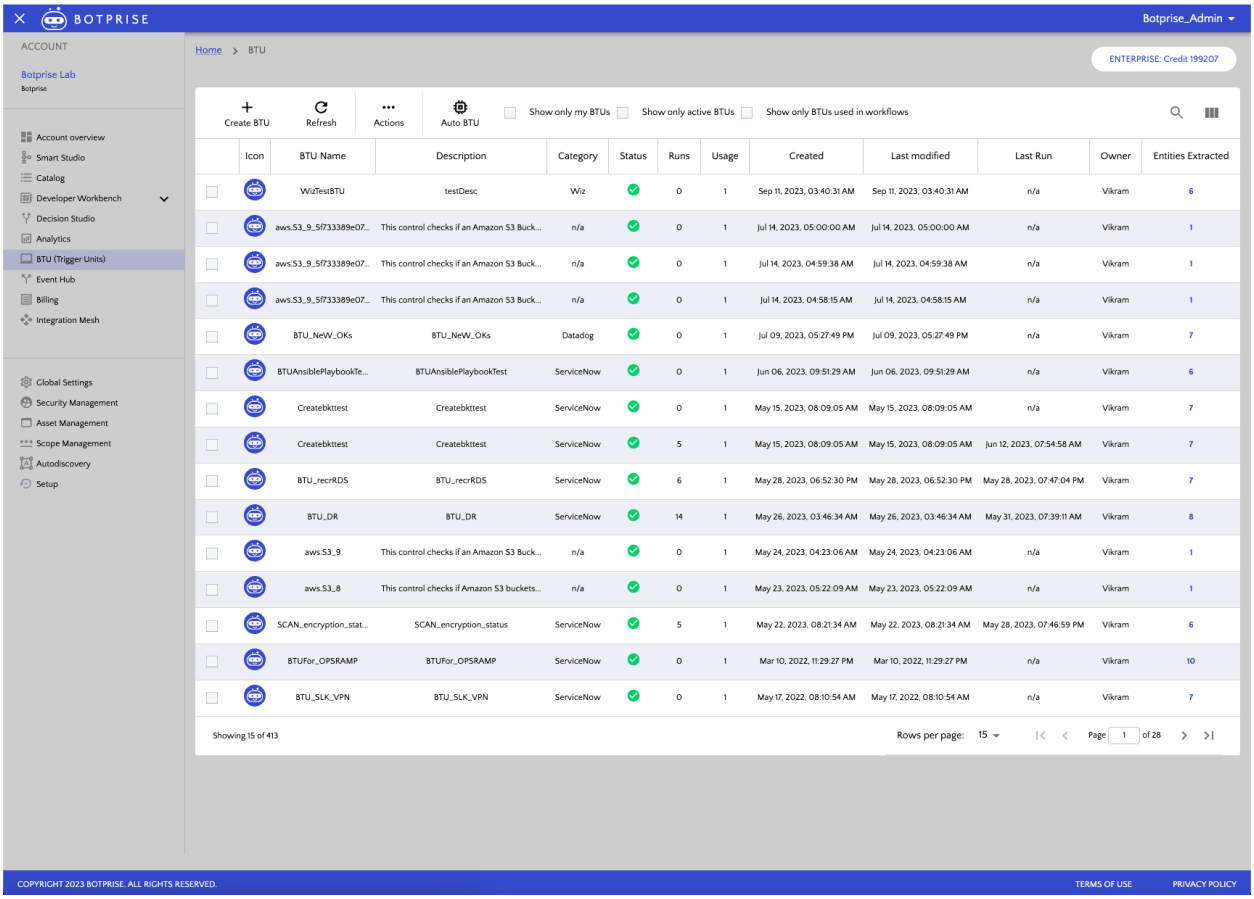


16. Save the configuration

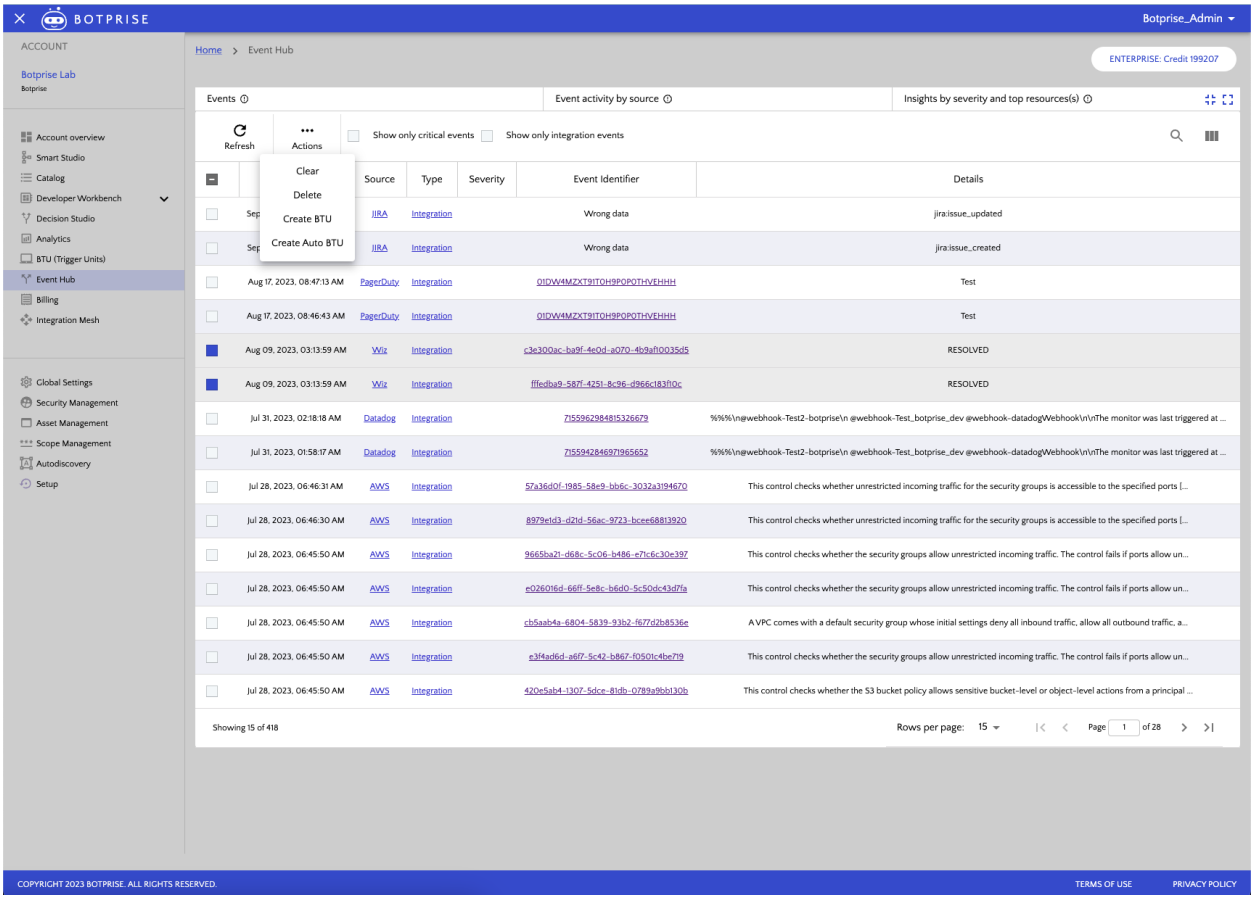


Integration Guide: Setting Up WIZ Events with Botprise

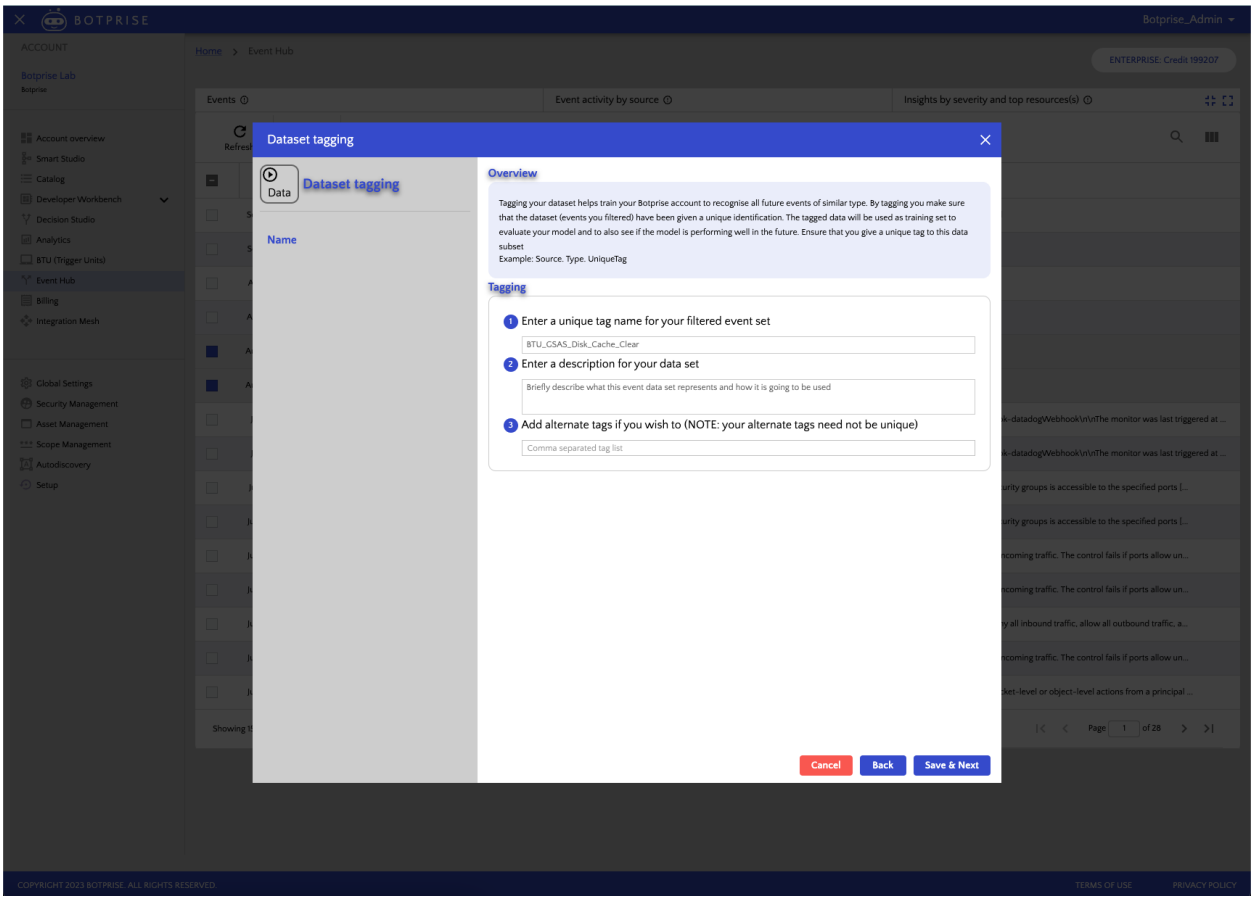
1. Creating an Integration: Once you've set up an integration, your Botprise account will receive events from WIZ.
2. Setting Up a Botprise Trigger Unit (BTU): Navigate to the 'Event Hub' section and press create BTU



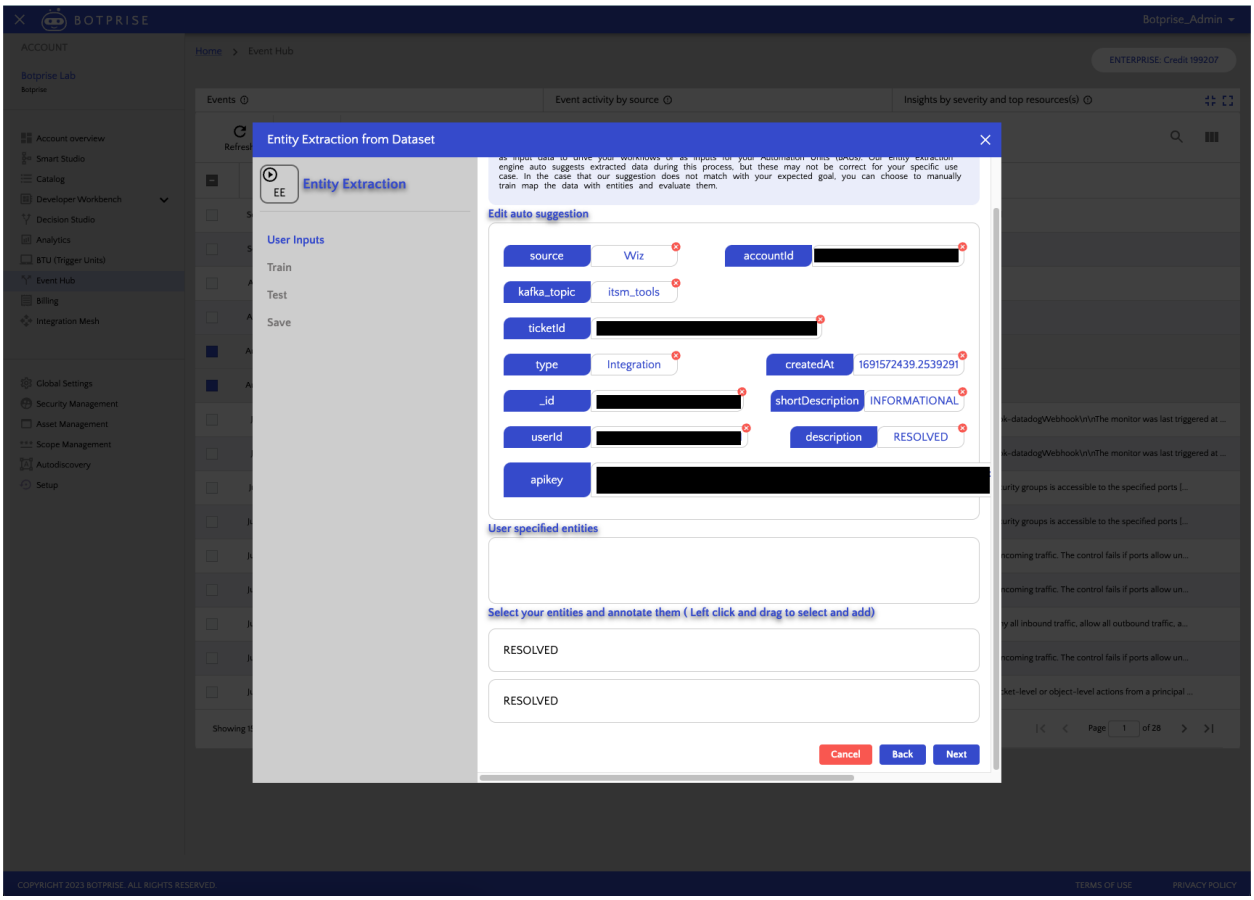
3. Select the WIZ event(s), then choose 'Actions' and select 'Create BTU'.



4. Enter a unique name and description.

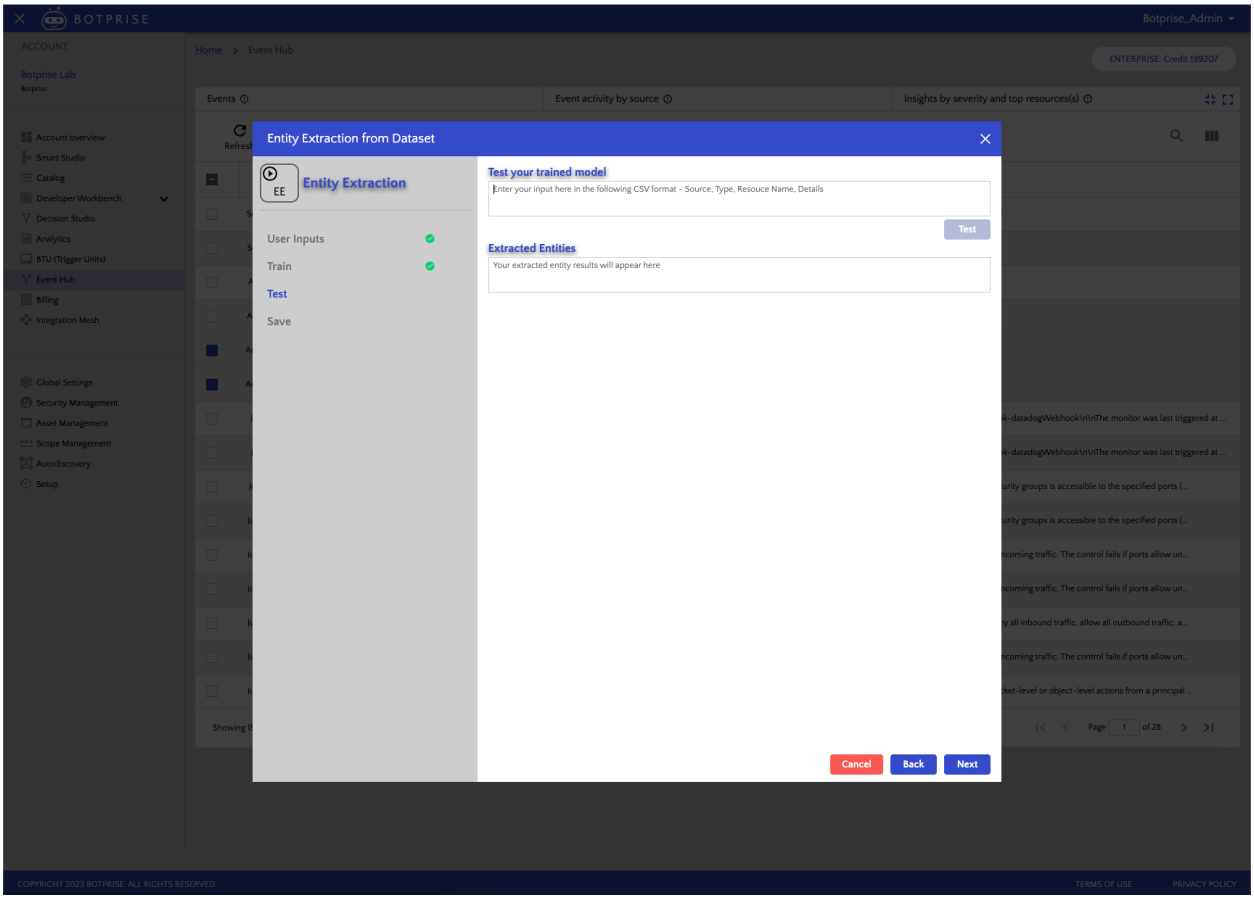


5. Check the Entity Extraction.



6. Train BTU (it will be done automatically).

7. Test your model.



8. Triggering Workflows with BTU: The BTU you've set up can be utilized to initiate specific workflows.
9. Accessing Pre-built Workflows: Visit the 'Catalog' section to explore a range of pre-built workflows.
10. WIZ Event Integration: Remember, any workflow in the catalog can be triggered using a WIZ event.

Definitions List

Auto Remediation - Botprise Smartbot reads the ticket information and other data to understand the intent to take the appropriate remediation to resolve the issue, gather/analyze

relevant information or update the user with additional information to solve the issue quickly.

Autodiscovery - Botprise platform has autodiscovery which is an ability to understand/analyze customers data to run automation bots.

BAU - Botprise Automation Unit is one of the building blocks of smartbot which takes input in predefined format, processes it and passes the processed response to the next associated block. The are two types of Botprise Automation Units on Botprise Platform:

- Generic Automation Unit - is used in apps. This Unit doesn't have pre build settings for third party applications.
- Specific Automation Unit - is used in SMART Workflows. The Specific Automation Units is actually a Generic Automation Unit with integrated third party application.
  (F.E. The SMART workflow app has an Automation Unit to integrate with ITSM, after you use the app and add your ITSM tool (f.e. ServiceNow) the Generic Automation Unit will automatically evolve into Specific Automation Unit.

BDU - Botprise Decision Unit is one of the building blocks of smartbot which uses ML algorithms from Botprise library or taken from users. Output of this unit totally depends on the data fed to it previously. Users may choose Botprise pre-trained DUs or create their own by train DU on provided data. From a technical point of view, each BDU ingests some input data and provides a response based on input.

BTU - Botprise Trigger Unit is one of the building blocks of smartbots which are based on activities discovery (on platform or third party ones). BTU is a primary block which supports the Smart Bot which information should be looked for to start an operation.

BWU - Botprise workflow units (BWU) Performs tasks that are integral but local to a workflow and don't need to connect to external 3rd party applications to execute. They are units within a workflow that don't need any particular input and don't produce any output either. A wait timer block that waits for a particular time of day or a defined time to pass, a wait block that waits for a prompt on a terminal session to appear, a pass block that does nothing but accepts an input and returns an output with some enrichment are examples of BWUs.

Event - (Eg. Message, notification, report, command, update, etc.) A message from a third party application that is sent to a Botprise Platform, these messages can be from various sources like your ITSM, Monitoring tool, Messaging etc. All events from third party applications are visible on Botprise EventHub. The user is able to use them to create BTU.

EventHub - The Event Hub is an Botprise platform center to operate with event's production, detection, consumption, reaction and analysis of the events.

Integration Mesh - is a Botprise technology to integrate all users on-premises/cloud infrastructure and applications. Integration Mesh allows to integrate client's applications such as ITSM (eg: ServiceNow), Monitoring tools (eg: DataDog), Collaboration apps (eg: Slack) and many others.

Scope - The Scope is a logical grouping of credentials, devices/applications, preferred choice of command post of execution.

Smart Design Studio - is a Botprise Smartbot/workflow zero-code based workshop. Interaction with Design Studio do not require any technical skills because Smartbot/workflows can be created via Drag and Drop of building blocks (BAU/BDU/BTU and others).

Smart Workflow - Botprise Smart Workflows are created by users in a zero-code Smart Design Studio consisting of blocks (such as BAU/BDU/BTU...) these workflows do execute operations and are controlled by Smart Bots.

Smart Workflow Application - The application is a pre-built configuration of units (like BAU) and units ready to integrate.

Smartbots - Botprise Smartbots are bots which research operational issues to figure out which workflow to use and bring human involvement if it is needed.