



HCL Clara Virtual Assistant for HCL Workload Automation

Demo

Scenario 1 Meet Clara

1. Deploying your Business Solution

Steps:

1. Launch the **Virtual Assistant for HCL Workload Automation** Business Solution to deploy it on the SoFy sandbox.
2. Once your solution is deployed, click the VIEW SOFY CONSOLE button in the Sandbox Information panel.
3. Sign into the ACCESS-CONTROL-SERVICE by using the SoFy Console ID and SoFy Console Password provided within the Sandbox Information panel.
4. From the SoFy Console, click the General Information link of Clara-wa deployment.
5. Click the Open Link button to reach Clara chat login panel.
6. Enter User ID: solutions and Password: Hclsolutions00 to login.
7. If the warning message “Notifications are disabled” appears on the chat window, click the provided button to enable Clara notifications in your browser.

2. Start chatting with Clara

Steps:

1. Clara shows the topics she can help you with. Ask a free question to test Clara’s knowledge.
 - Type: **What is a job?**
2. Clara replies to your questions about Workload Automation leveraging her internal knowledge base and external resources like videos, documentation, technical articles, and blogs.
3. You may want to know the version of HCL Workload Automation currently installed in your environment.
 - Type: **WA version.**
4. For this type of question, Clara requires that you add your Workload Automation user credentials for the **WA-PROD** environment to the Control Panel> Access Manager.

3. Adding user credentials

Steps:

1. From the three dots menu on the upper right corner of Clara chat window, select **Control Panel**
2. From the left side bar of Clara Control Panel, select **Access Manager**.
3. Click the **Add Access** button.
4. In the Add Access panel, provide the following parameters:

- Product = WAd
 - Environment = WA-PROD
 - Access Type = Credentials
 - Username = wouser
 - Password = [To obtain this password, go to the SoFy Console and click the General Information link of HCL Workload Automation. Then, copy the password provided for HCL Workload Automation REST API (user=wouser)].
5. Click the **Test** button to verify the credentials.
 6. Click the **Add** button to add your Workload Automation user credentials to Clara's Access Manager.

4. Getting information about the installed version of HCL Workload Automation

Steps:

1. From Clara chat window, ask again to know the version of HCL Workload Automation currently installed in your environment.
 - Type: **WA version.**
2. This time Clara replies with the name of the environment (WA-PROD) and its version, such as V10.2.2 (the actual version could be different).
3. You may want to know more about the enhancement of HCL Workload Automation V10.2.
 - Type: **Which are the new features of 10.2?**
4. Clara provides a summary of enhancements. You can click on the provided links for more details or ask more specific questions.
5. For instance, to get more information about "Detecting anomalies in your workload with AI Data Advisor (AIDA)" a feature introduced in version 10.1:
 - Type: **What is AIDA?**
6. Clara describes AIDA's capabilities and provides a link to watch a video on the HCL Software YouTube channel.