Getting the Most out of the Digital Exchange

We want to help you get the most out of the Digital Exchange (DX). To do this, we need to explain the rules for interacting with the DX to describe the steps we take to review pre-built assets (such as connectors, objects, processes, and utilities) made available by Blue Prism or named third parties on the DX (Assets). We hope these pre-built Assets will help you on your Intelligent Automation journey. We think the best way to do this is with *Frequently Asked Questions* followed by a set of rules in the *DX Guidelines*.

Frequently Asked Questions

Below are the most frequently asked questions about the DX. You can go directly to the question that matches your specific needs, or you can read them all to learn more about the DX.

Q:What is the Digital Exchange?

The DX is the extensive collection of published Assets that we have assembled and are ready for use. Simply put, the Digital Exchange is the Blue Prism marketplace filled with Assets that help you get more value from your Blue Prism license quicker.

The DX allows our customers, partners, and employees to exchange ideas and resources to create the best assets for the Blue Prism product.

Accessible via the Internet using Web protocols, the Digital Exchange can accelerate your time-to-value when building Intelligent automations because another customer or a partner may have already solved the problem you are facing and generously posted it to the DX.

The DX has thousands of assets available for download by thousands of users on the site. Every day, the number of published Assets continues to grow, so check back often to see if there is something you need available.

The DX is available 24/7 to help you and other Blue Prism automators to get the job done better, faster, and cheaper.

Q: Why should the DX be important to me?

We think it's simple. Most things in life are a trade-off but with the DX, we aim to provide assets that are simultaneously better, faster, and cheaper.

The DX accelerates your time to value. It allows you to download assets, many of which are currently free, that you can run right out of the box or modify to suit your needs. You don't have to build everything yourself from scratch because the DX collects the most creative uses of RPA into one convenient marketplace. If you're looking for a robust API connector to your system or an AI to power a complex process, make your life better by starting your search on the DX for something free to download. It's why we say **DX before you DIY**.

Q: What can you find in the DX?

DX contains a collection of Assets that you can download consisting of:

- Blue Prism software products
- Ancillary programs and tools
- Ready-to-use processes
- Pre-built objects to connect to off-the-shelf systems
- Technology Partnership opportunities with Blue Prism
- Links to third-party products

We are confident that the assets on the DX, will accelerate your use of Blue Prism in automating your business processes and generating value for your enterprise.

Q: How are the Assets on the DX organized?

The Explore Page and Asset Cards

With thousands of assets available on the DX, we are the world's largest RPA marketplace. We have provided tools and a faceted search on the Explore page to help you find what you need so the number of Assets does not become overwhelming.

When you first come to the DX, you will see a collection of Asset Cards. Each Asset Card is a quick description of what the associated asset is. Place your cursor on the card, hover, and a pop-up will give you a description of the asset.

You can filter your view using a full-text search, as a great way to start narrowing down. You can also combine keyword filters with your search to further narrow your search. The most popular filters that we provide include:

- My Filters – narrow the Assets displayed to ones that you have previously downloaded, browsed, or bookmarked.
- Built For – narrow the Asset displayed by the SS&C Blue Prism product that you are using
- Connects to –narrow the search to the off the shelf software that you need to integrate with, such as SAP, ServiceNow, etc.
- Provided By – narrow your search by who built the Asset, such as SS&C Blue Prism directly or one of our partners.
- Industry – Industry-specific Assets such as Healthcare HL-7 connectors
- Department – The department the Asset is designed for, like HR, Legal, or Finance
- Price – Free for download or available for the prices listed
- License – The type of license, whether as open-source or commercial and proprietary
- Language – The language the asset is intended for, such as French or English

When you find an Asset that tickles your fancy, click anywhere on the card, and you will open the Asset Page.

The Asset Page

Each Asset Page is a detailed description of the Asset. It contains the information you need to determine if the Asset is the right fit for you. Each Asset Page includes but is not limited to the following information:

- Asset Title
- Detailed Description
- Business benefits
- Screenshots
- Video Demonstrations
- Technical Documentation
- Support information
- License/governing terms
- Price
- Go button to buy and download
- Ratings and reviews

Q: When is the DX Open?

The DX is available 7 days a week, 24 hours a day. It only closes for periodic maintenance.

We created the platform to be self-service as much as possible. Anyone can download or upload for sharing, though there are rules. We run every Asset through certain checks to confirm that the Assets on the DX follow best practices. Each public Asset is open for rating and reviews by those who previously used them for additional feedback.

Q: Can I buy a DX for Use in my company?

No, but we have something even better.

We have a unique feature in the DX called *DX Private*, and it's free. DX Private allows your enterprise or group of your wholly owned enterprises to create private Assets that you approve and that are not visible to anyone outside your larger enterprise.

When someone logs in to the DX, we check their e-mail domain to determine if they are part of your group. If they are, they are placed into your DX Private. Your employees will now see the DX in a new light, with colors and logos that reflect your company. They still have the faceted search feature, but they will only be able to see your private Assets and the public Assets you have enabled.

The DX Private is how you can give your company a curated view of the DX. It allows you to create and share assets that are unique to the needs of your organization. Imagine that you built connector objects to custom systems only for departments in your company. You can share them through your DX Private.

Q: How do I get a DX Private?

The DX Private is free. You can set it up yourself and customize it whenever you're ready. Have the primary company contact click the link on this DX Asset to start the process.

Q: I have a fantastic idea for a DX Asset; can I contribute?

Anyone can contribute to the DX. We have contributions from customers, partners, and SS&C Blue Prism. To submit an Asset, please register to be a Contributor (provider) or Partner on the DX.

You'll discover that Blue Prism contributes the most Assets, as we have employees who constantly build value Assets including product engineers, customer support engineers, and professional services consultants.

We also have a large and growing number of TAP partners (independent software vendors) who also contribute to the DX.

Since anyone can contribute to the DX, if you've built something really cool, we'd love for you to share with others on the DX.

Q: I have a fantastic idea, but I don't have the skills to build it; what do I do?

The DX Integration Team is here to help. This team has the full-time job of contributing Assets to the DX and taking their direction from the Blue Prism community, DX Ideation Portal, and our Sales teams. You and your employees can provide direct suggestions through the DX Ideas Portal section.

We prioritize the Assets that we build by examining the following questions:

- Is the Asset custom for one customer, or is it usable by many? *We want to publish Assets that positively impact the most significant number of customers.*
- How difficult is it to build, and does our team have the right skills to do it? *The team is highly skilled, but we work closely with a TAP partner to ensure we can do it right.*
- Do we have a testbed to test the integration? *Sometimes the partner provides that, and in other cases, it might be a customer.*
- Do we have a customer we can partner with to help get the design, implementation, and validation right?

Q: How do I integrate with Blue Prism?

This guide provides a concise overview of the various technologies and techniques for integrating with the Blue Prism, both inbound and outbound.

Q: I'm having a problem with the DX or an Asset; how do I get help?

- For any Portal issues, please email DXSupport@blueprism.com .
- With the wide variety of asset creators we have, the best experience can vary. See the button under the support section for a direct link to your fastest solution to connect with the creator. We have 3 support options.
  - SS&C Supported- The button will email DXSupport@blueprism.com or you can submit a ticket through the BP portal.
  - Developer Supported- The button will email directly to the third party developer email address provided.
  - Community Supported- The button will direct you to our community or you can also click the Community tab on the DX. Our community is regularly reviewed by our DX team.

Q: How do I know if the Assets on the DX are safe to use?

We can't make any guarantees about third party Assets, but the Blue Prism DX team performs certain security checks on the Assets submitted to the DX. We will not detail all the tests we run for security reasons, but our aim is to avoid posting Assets that include malware or have dangerous code inside them. We have also included a checksum on each asset for additional security.

Q: How do I know if the Asset I downloaded from the DX is genuine?

We recommend that you not store Assets from the DX outside of your Blue Prism environment. Instead, download it directly from the DX right before you use or apply the Asset. This will ensure that you have the latest version.

When you come to the DX, we will automatically ensure that your browser is using HTTPS protocol to ensure a secure download.

Confirm that the URL is also from blueprism.com. Only Blue Prism sites use the domain name of blueprism.com.

Finally, we have also included a checksum for additional security. It can be found on the Asset Page and you can verify that the asset that you downloaded matches the checksum that we display.

Q: What testing is done on DX Assets?

We review each Asset for certain security precautions and to ensure the Asset loads properly.

We confirm that the description matches the functionality of the Asset. We check to be sure the license is an approved open source or a commercial license for Assets from our TAP partners. Finally, we run commercially available antivirus software on all Assets before posting, perform other security checks on them, and review the Assets for compliance with Robotic Operating Model (ROM) best practices. We can also estimate how many hours downloading the Asset would save you versus building it yourself, though we only do this for published Assets made available to everyone.

Please note that at these volumes, we can't do detailed performance testing or test to determine whether any Asset is fit for purpose; instead, we focus on our preliminary security and best practice checks. We rely on you and the rest of the DX community to do functional testing and report on this through ratings and reviews.

So, when you download an Asset from the DX, you also have an opportunity to become a DX hero by providing an honest rating and review of your experience. Our community and Asset creators want to know whether the Asset is perfect, if it needs improvement, or if there is any additional value you found. Your review helps those considering the Asset while providing feedback to those who built on how it could be improved.

Q: I'm ready to submit an Asset to the DX; what do I do?

First, read through the DX Guidelines below for an overview. Then jump in and Submit the Asset. The process is forms driven. Complete the form and hit "Submit" when you're done. Don't worry if you can't do it in one sitting; you can save your form and return to it later.

DX Guidelines

The General policies below apply to all Asset types on the DX. Additional guidelines for each specific Asset type are listed below by Asset type. If you are submitting an asset for the DX, please review both policy sections for the applicable Asset type.

Asset Structure

Each Asset consists of an Asset Card on the Explore Page, an Asset Page, and a download or link associated with the Asset. All are automatically generated by the DX when you complete the form upon submitting an Asset on the DX.

Thus, when you complete your Asset Submission Form, you want to help customers quickly identify Assets of interest. You want to ensure your Asset listing concisely and accurately conveys what your Asset does. And you want to do this by communicating the business value your asset provides, its requirements for its use, and the governing legal terms under which you provide it.

Asset Submission

When you create an Asset, you will need to provide information about the asset by entering it into a form. Over time, the form will change, but below are some of the most critical fields.

The purpose of this data is to help explain to prospective users why they should use this asset. Think of this as the label of a can of food. The label needs to sell the user how great it is, but the back also needs to detail nutritional information.

Title

All Assets must have an accurate and descriptive title. The title you choose will be displayed in your Asset Card and at the top of your Asset Page, along with the version number.

Version Number

The DX uses a standard and consistent format for versions called Semantic Versioning 2.0. It consists of a primary version number, a minor version number, a patch version number, and a dash release used for pre-release designations.

Short Description

All Assets must have a concise, well-written summary of the asset and its intended use. This summary is displayed when the user hovers over your Asset Card on the Explore page. You want to keep the short description concise and to the point.

Description

All Assets and plans must have a description that identifies the intended audience and explains its unique and distinct value. The Description should not simply repeat the short description on the Asset card. It's your opportunity to go into detail about the value that your asset brings to a business; what it does and what it doesn't do. The description only gets displayed on the Asset Page.

Tags

To help customers discover Assets, you can add tags and keywords. You can use these to control how the filters work with your Assets.

Graphical elements

Graphical elements help visualize your Asset. You can use this for lots of different things such as those below.

Logo

Does your Asset have a product logo? This is a great place for it.

Videos

Videos Demonstrations are highly recommended. You must host your video on YouTube or Vimeo; no other video hosts are allowed.

Videos must be publicly viewable and embeddable.

Videos and their thumbnail images should be good quality: high resolution, understandable, and related to the asset.

Video links must lead directly to the individual video page. No short URLs, "human-readable" redirects, or other obfuscating services may be used. Playlists are supported.

Don't worry about the production quality of your video. No one expects award-winning cinematography. The user just wants to see your asset in action.

Screenshots

A picture is worth a thousand words. If you don't have a demonstration video (which is worth a million words), you can use screenshots.

Price

If you are a TAP Partner, you are able to associate a price with your Asset and offer it for sale on the DX. This is your opportunity to make money off your Asset. If you are not a TAP Partner but would like to sell what you've created, you can sign up for TAP on the DX.

A Few Rules

Inappropriate content

Customers expect Asset Cards and Pages to be free of inappropriate, harmful, or offensive content. Your asset must not contain or provide access to such content including, but not limited to content that:

- facilitates or glamorizes dangerous activities in the real world
- might pose a risk of harm to the safety, health, or comfort of any person or to property
- is defamatory, libelous, slanderous, or threatening
- is potentially insensitive, offensive, and/or advocates discrimination, hatred, or violence based on membership to a particular racial, ethnic, national, linguistic, religious, or other social group, or based on a person's gender, age, or sexual orientation
- facilitates or glamorizes excessive or irresponsible use of alcohol or tobacco products, drugs, or weapons
- contains sexually explicit or pornographic content
- encourages, facilitates, or glamorizes illegal activity in the real world, including piracy of copyrighted content
- includes excessive or gratuitous profanity or obscenity
- is offensive to any country/region in which your Asset is targeted. Content may be considered offensive in certain countries/regions because of local laws or cultural norms

Security

Customers want to be confident that Assets will not impact their data and network security. Your Asset must not jeopardize or compromise user security, the security of the Azure service, or related services or systems. If we find that it does, we will immediately remove the Asset from the DX.

If your Asset collects credit card information or uses a third-party payment processor that contains credit card information, the payment processing must meet the current PCI Data Security Standard (PCI DSS) and any other relevant regulations.

Your Asset must not install or launch executable code on the user's environment beyond what is identified in or may reasonably be expected from the Asset description.

At the earliest opportunity, you must report suspected security events, including security incidents and vulnerabilities of your Asset.

Functionality

Customers expect Assets to deliver what is described, so please ensure that your Asset provides the functionality, features, and deliverables described in your listing and related materials.

If your asset has trial and paid versions (listed separately), trial functionality must reasonably resemble the paid version.

Asset user interfaces should not look unfinished. All UI should be intuitive and obvious in purpose, without requiring users to read support documentation for basic tasks.

Your Asset should be reasonably responsive. Long wait or processing times should be accompanied by some form of warning or loading indicator.