

# Use Choreography for Onboarding

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Status: Accepted

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## Context

Due to domain requirements (peaks due to a lot of customers needing to switch utility services at once) we need a highly scalable workflow for the onboarding of new customers. The workflow in itself is linear and does not require any error handling or backtracking (one “happy” path).

## Decision

The onboarding workflow is implemented in a choreographed way.

## Consequences

We have a highly scalable and elastic workflow for onboarding new customers.

However if we wanted to implement a more complex onboarding workflow that had alternative paths or required error handling/backtracking this would be hard to accomplish in a choreographed way.

Since we avoid error handling in this case we are also unable to provide the customer with feedback about what or if anything at all went wrong. Therefore it is important to have idempotent operations, since the only error handling by the customer is to sign up again, meaning some stages of the workflow might be repeated.