

GLI Application Overview

Nathaniel and Reyanna initially planned the scope of the GLI Application project to be based on a real-life problem that they both faced within their companies. As Shopify customers, they both faced major challenges pertaining to fraudulent orders resulting in chargebacks, causing their companies to take unnecessary losses. This is an issue that has both internal and external impacts.

The application will address the potential threat of fraudulent orders for our fictitious company, Global Logistics Inc, by developing a workflow that will trigger when a Fraud Alert Monitor, which is an incident record with an auto-populated number prefixed with FRA, is created or updated.

The Fraud Alert Monitor table tracks the levels of potential fraudulent orders that could be a threat to the company. It is extended to the Incident table to adopt the approval and state fields needed to develop the flow. The alert field is created to monitor the levels of the fraud alerts.

The alert levels are as follows:

Alert Level	Flow Logic
Level 1 - Critical	Will be Rejected
Level 2 - High	Will be Rejected
Level 3 - Moderate	Will Ask For Approval from Assigned group's Manager
Level 4 - Low	Will be Approved by Anyone who approves from Assignment Group

Depending on the level of the alert, the flow logic will be varied.

- The action will Update the Record for the Approval to be Rejected by Anyone in the Assignment Group if the flow logic's level of alert is 2 or less. An email notification will be sent to the customer's email address and cc'd to the Assignment group's Manager. Then the state of the record will be updated to Closed complete. Then we will End Flow for the logic pertaining to alert levels 1 and 2.

- The action will Update the Record to Ask for Approval in the Assignment group's Manager if the flow logic's level of the alert is 3. This level of alert will have an Else If function for when the record is rejected. If the record is approved, the record's Approval will be updated to Approved, an email notification will be sent to the customer's email address and cc'd to the Assignment group's Manager, then the state of the record will be updated to Closed complete. Else If the record is rejected, the record's Approval will be updated to Rejected by Anyone from the Assignment Group, an email notification will be sent to the customer's email address and cc'd to the Assignment group's Manager, and the state of the record will be updated to Closed complete. Then we will End Flow for the logic pertaining to level 3 alerts.
- The action will Update the Record for the Approval to be Approved by Anyone in the Assignment Group, an email notification will be sent to the customer's email address and cc'd to the Assignment group's Manager, and the state of the record will be updated to Closed complete. We will not need to End Flow because there will be no other logic coming after this level. This will complete the flow.

The group decided to create a Catalog Item for the Fulfillment Group, which is responsible for monitoring the fraud issue we previously addressed. Wanting to keep scenarios as real-life as possible, we chose to create a Supercharger LT Battery catalog item, stored in the Hardware section, which can be ordered and tracked within the system. This cancels the unnecessary noise that normally goes unaddressed for far too long in a facility that only allows onsite orders and pickup for common IT products and services within the company. This catalog item is associated with a flow for a request, the Supercharger LT Battery Request flow, which is straightforward scenario.

- The Service Catalog Item will trigger the flow.
- The 1st action will Update the Requested Item record State to Pending.
- The 2nd action will Create Catalog Task to Deliver Supercharger LT Battery by the Assignment Group, and the State will update to Open.
- The 3rd action will Send Email notification to Requested Item>Requested For>Email "Your Supercharger LT Batter is on its way!"
- The 4th action will Update the Requested Item record State to Closed complete.
- The 5th action will Update the Record Request state to Closed complete and that will complete the flow.

A Knowledge Base Article was created to inform the Fulfillment Group of the new processes implemented to address how to place an order for the Supercharger LT Battery

as well.