

A **workflow Activity** can be thought of as a “container” of instructions.

Workflow Activity



These are the different Workflow Activity types:

Activity Types



The **Approval Action** activity performs an approval action on the current task.

Use this activity to mark the current task record as approved or rejected.

Note: When an **Approval Action** activity is used to mark a task approved, the activity marks all pending approvals as **No Longer Required**. This activity behaves differently from **Set Values** or **Run Script** when used to set the **Approval** field's value.

Results

The result value of the activity is the final approval disposition selected by the approver. The result value can be **Approved** or **Rejected**. A workflow designer can assign a result value using the *activity.result* variable from within a script field of the activity.

Condition activities provide conditional branching and logical operation functionality for workflows.

i Note: Condition activities run as the user whose actions match the conditions the workflow was waiting for and advances the workflow.

Condition activities

Activity	Description
If workflow activity	The If activity checks a condition or script to determine if a Yes or No transition should be taken.
Switch workflow activity	The Switch activity checks if the value of a passed field or variable is equivalent to one of several case values.
Wait for condition workflow activity	The Wait for condition activity causes the workflow to wait at this activity until the current record matches the specified condition.
Wait for WF Event workflow activity	The Wait for WF Event activity causes the workflow to wait at this activity until the specified event is fired.

The **Notify activities** manage calls and SMS messages in Notify.

Activity	Description
Forward call workflow activity	The Forward Call activity forwards a Notify call to an E.164-compliant phone number.
Input workflow activity	The Input activity creates a phone menu by presenting a list of options on a Notify call.
Hangup workflow activity	The Hangup activity disconnects an active Notify phone call.
Play workflow activity	The Play activity plays a sound file on a Notify call.
Record workflow activity	The Record workflow activity records audio from a user on a Notify call.
Reject workflow	The Reject workflow activity rejects an incoming Notify call.
Say workflow activity	The say workflow activity allows you to play a message, using text to speech, on a Notify call.
Forward to notify client workflow activity	The forward to notify client workflow activity connects a phone call to a Notify WebRTC client.
Call workflow activity	The Call activity makes outbound phone calls using a Notify workflow. This workflow activity can be added to any table.
Join conference call workflow activity	The Join Conference Call activity connects an incoming or outgoing call to a Notify conference call.
Send SMS workflow activity	The send SMS workflow activity to send short text messages using Notify to users' phones. This workflow activity can be added to any table.
Queue workflow activity	The Queue activity places an active Notify call in a queue.

The **Notification activities** notify users of events that occur during the workflow.

Activity	Description
Create Event workflow activity	The Create Event activity adds an event to the event queue, but does not immediately fire the event.
Notification workflow activity	The Notification activity sends an email or SMS message to specified users or groups.

The **Subflow activities** run and manage workflows from a parent workflow.

Activity	Description
Parallel Flow Launcher workflow activity	The Parallel Flow Launcher activity launches multiple subflows in parallel.

Task activities create and modify workflow tasks.

- i Note:** Task activities run as the user whose actions complete the task the workflow was waiting for and advances the workflow.

Task activities

Activity	Description
Add Worknote workflow activity	The Add Worknote activity adds text to the Worknotes field of the current incident record.
Attachment Note workflow activity	The Attachment Note activity adds an attachment to the current record.
Catalog Task workflow activity	The Catalog Task activity creates a service catalog task record.
Create Task workflow activity	The Create Task activity generates a record on any of the tables that extend Task [task].

Timer activities pause workflows for set periods of time.

Note: Timer activities run as the System user because the system scheduler advances the workflow.

Timer activities

Activity	Description
SLA Percentage Timer workflow activity	The SLA Percentage Timer activity pauses the workflow for a duration equal to a percentage of an SLA.
Timer workflow activity	The Timer activity pauses the workflow for a specified period of time.

The **Utility activities** provide controls over the path of the workflow, and other useful tools.

Utility activities

Activity	Description
Branch workflow activity	The Branch activity splits the workflow into multiple transition paths from a single activity.
Join workflow activity	The Join activity unites multiple execution paths into one transition.
Lock workflow activity	The Lock activity prevents other instances of this workflow from continuing past this activity until the lock is released.
Log Message workflow activity	The Log Message activity writes a message to the workflow log.
Log Trace Message workflow activity	The Log Trace Message activity writes a trace message to the workflow log.
REST Message legacy workflow activity	The legacy REST Message activity enables an administrator to override the REST endpoint or supply the variables configured in the REST Message module.
Return Value workflow activity	The Return Value activity returns a value to a parent workflow, when run from a subflow.
Run Script workflow activity	The Run Script activity runs the specified script in the scope of the workflow version.
Set Values workflow activity	The Set Values activity sets values on the current record when the workflow quiesces or ends.
SOAP Message legacy workflow activity	The legacy SOAP Message activity uses SOAP messages defined in the System Web Services plugin and can call the messages using a MID Server.
Turnstile workflow activity	The Turnstile activity limits how many times a workflow can pass through the same point.
Unlock workflow activity	The Unlock activity releases a lock that was previously placed by the Lock activity.