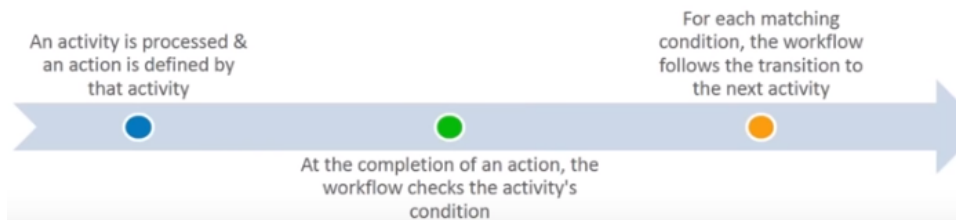# What Are Workflows?

- The workflow engine automates multi-step processes

- Each workflow has a sequence of activities

- When the workflow runs out of activities, the workflow is complete

An activity is processed &
an action is defined by
that activity

For each matching
condition, the workflow
follows the transition to
the next activity

At the completion of an action, the
workflow checks the activity's
condition

Let's say, for example, we submit a request to create an employee account; we would have common fields, such as first name, last name, and email. These fields would be repeated and implemented via automation. This is accomplished via workflows.
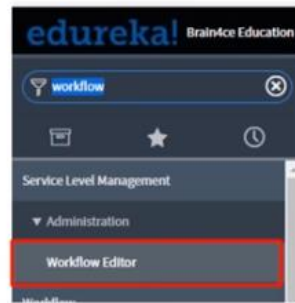
Workflow Editor

- ✅ The Workflow Editor is a user interface which defines workflows

- ✅ While editing, only the *workflow_creator* or *workflow*_admin can view the changes

- ✅ After a workflow is published, it is available to other users

- ✅ The workflow moves through the process as defined in the Workflow Editor

The workflow editor is an interface that allows us to create and edit workflows. The only people able to do this is the system admin. After it is published, it is available to other users, but they cannot **Check Out** or **Publish** unless they, too, have admin or workflow roles.

Anatomy Of Workflow Editor

Canvas tabs

Title Bar

Palette tabs

Palette

Canvas

Example:

We can set conditions to always run the workflow (as soon as the Task or Incident is created).

We can also set condition to automatically assign the Task or Incident to the group (CAB Approval):

...as we can see the Workflow has a **Begin** step and an **End** step:
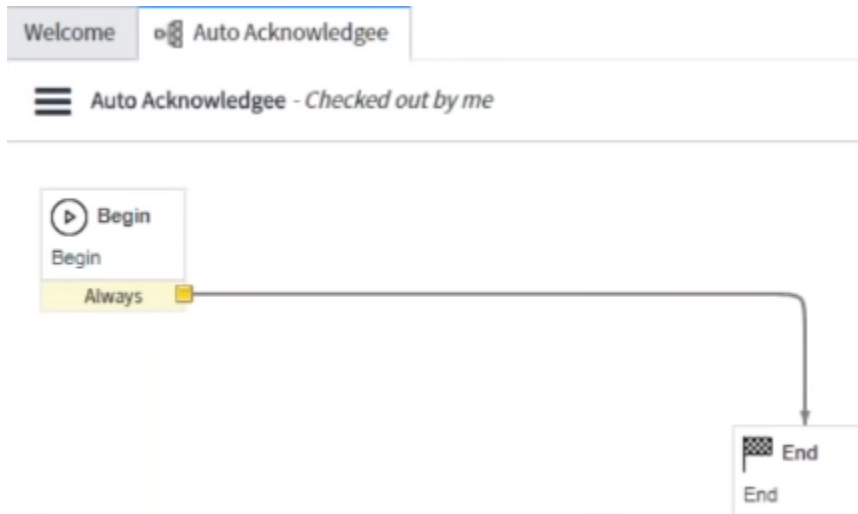
...however, we also need to figure out who to assign it to... so we add a **Set Value** activity:

… the Task (or Incident) will automatically be assigned to Ron Kettering, with "Assignment User" filled out in the Work Notes field.

If we go to Properties of the Workflow…
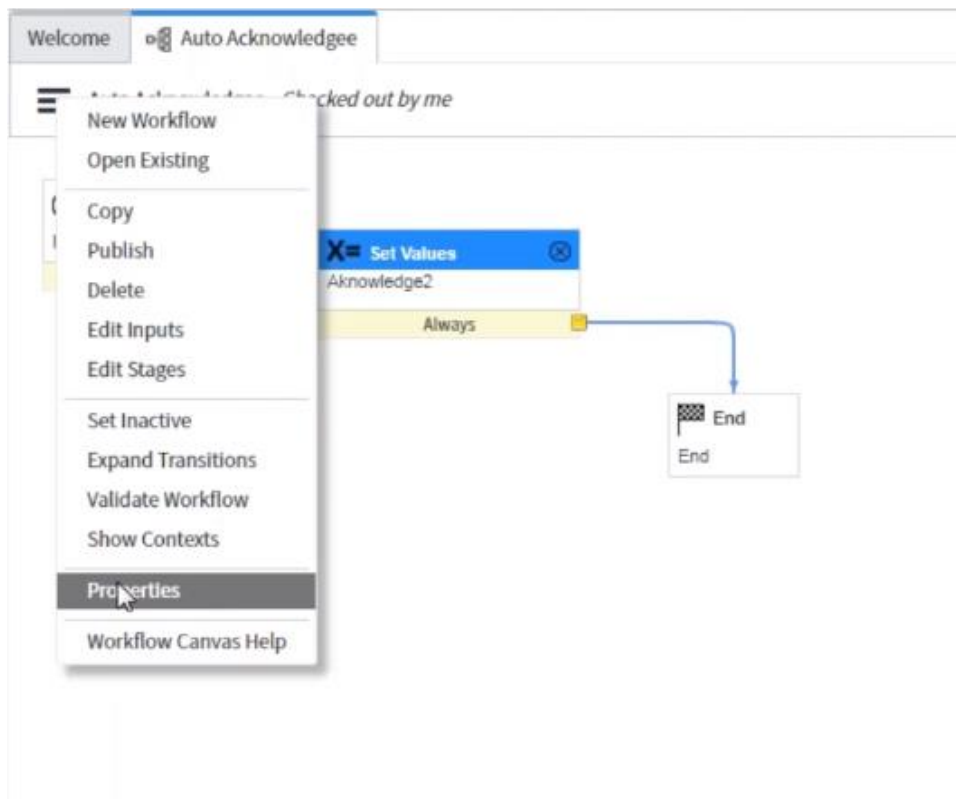
...we can see the following info:
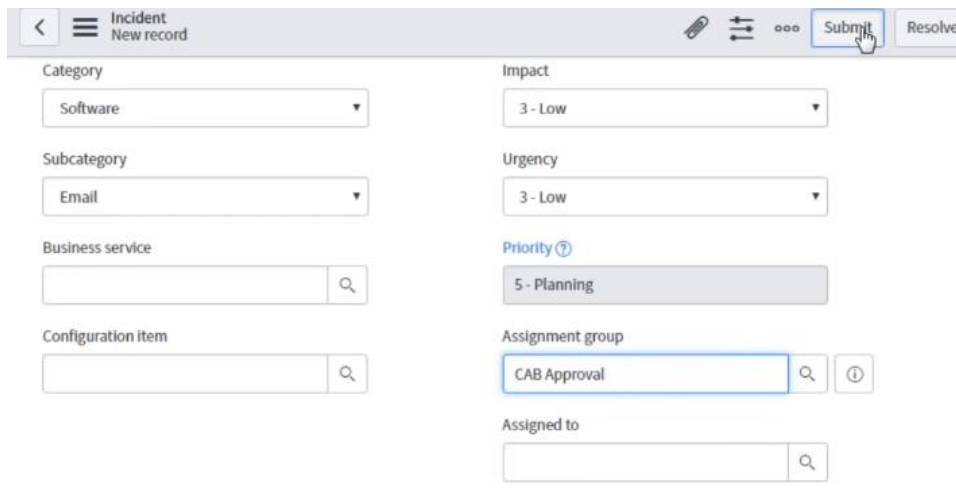
Now, if we create a new Incident assign it to CAB Approval Group...
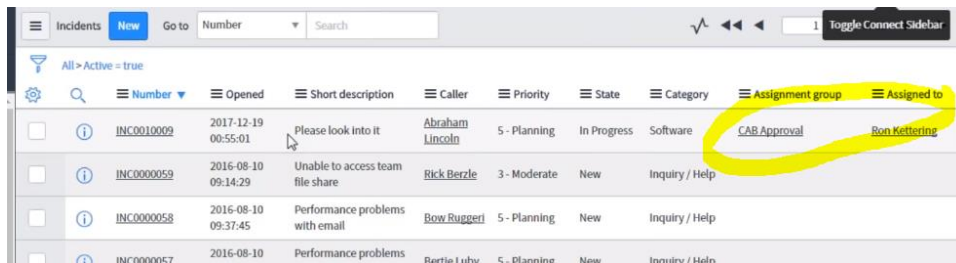
...we can see in the Incident Table that it has been automatically assigned to Ron Kettering: