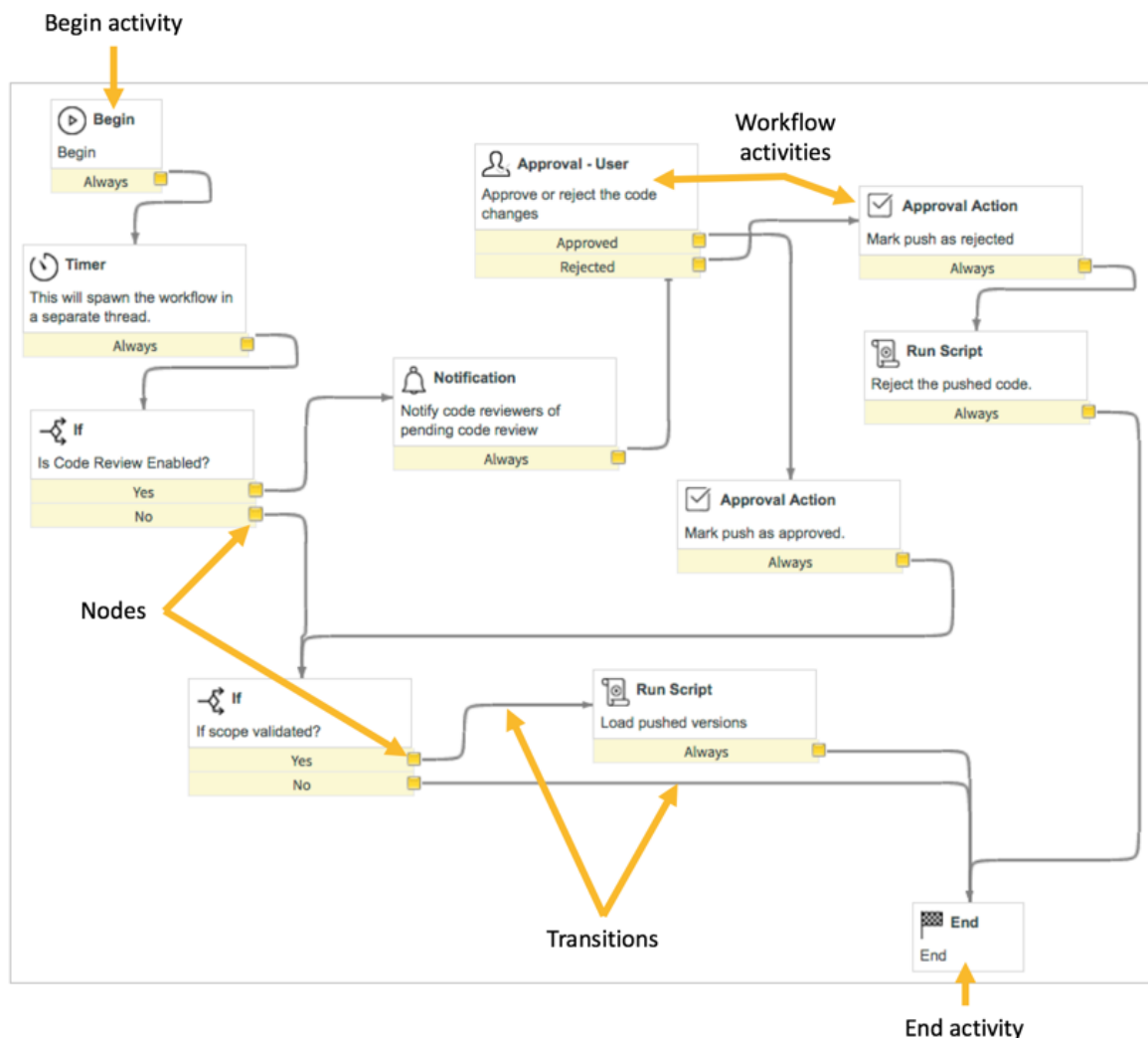


ServiceNow Application Developer

Workflow > What is a Workflow?

A workflow is a sequence of activities to automate processes in applications. The baseline *Team Development Code Review* workflow highlights the anatomy of a workflow:



Activities are workflow blocks that perform different tasks, such as obtaining approvals, sending email, running scripts, testing conditions, and setting field values on records.

All workflows start with a *Begin* activity and end execution with an *End* activity. When an activity completes, the activity exits through the appropriate node and the transition is followed to the next activity.

Workflows are launched a number of different ways including:

- Triggered by field values on a record
- UI Action
- Server-side script

When to Use Workflows

Use workflows to automate multi-step processes such as:

- Approvals
- SLAs
- Task creation
- Event generation
- Email notifications

Many of these activities, such as task creation, event generation, and email notifications, can be accomplished using other strategies. The decision to use a workflow or not depends on the objective: does the objective require a discrete action or automation of a process? For example, if an email needs to be sent when a new record is inserted into the database, that is a discrete action that does not require workflow. If the email is sent when a request is approved or rejected, this is a multi-step process which can be automated with workflow.