

FAQ- FLOW

Searchbox for FLOW

Questions

Q1. What is FLOW?

FLOW is an workflow management platform specifically build to automate different map making processes. Flow offers:

- Defining customized map making processes and easily deploying them (without making code changes)
- Task creation and routing across different teams involved in the map making process
- Programmatic interface to communicate with MCP and RSO systems
- Dashboards for real-time tracking and analytics BI reports

Please refer the **Overview Deck** in following link to get a more detailed understanding.

Q2. Who are the Actors in FLOW?

No	Actor	Who they are	Examples	Responsibility within Flow
1.	Lead Generator	Individual/ Organization/Tool/ etc who has requested or detected a map change	Individual Map users, Enterprise Customer, TT Employee or Department, Tool, etc.	They could report map changes through other systems e.g. MSR, JOEY, etc. or directly to FLOW via API
2.	Process Owner	Owners of specific map change process	DTS, process engineers	Model the business process within FLOW to define the steps to be followed for making the map change
3.	Worker Organization	Responsible for performing tasks related to map changes	TT MCP, external vendors	* Responsible for fetching tasks from their respective Task Stream * Assigning task, keeping track of status and sending backtask updates to FLOW
4.	Worker	People/ automated tools who do some work towards a map change	* TT Editor, Cyient Editor, SO Rep, etc • Automated Tool e.g. MCDs, Dumbo, Imagica, etc. • Semi-automated tool – Tori, Pantera, etc.	• Manual Worker - Work of task and update task in Worker Organization system (not directly in FLOW) • Semi-Automated/ Automated Worker – Will be able to update task directly in FLOW through API

Q3. Who is my Point of Contact for FLOW?

Sapan Khandwala , Prashant Bhosale , Milind Yadav Mihir Shirsikar

Q4. How do I onboard my process on FLOW?

To on-board your process, please reach out to the FLOW team - DLEFlowDevSupport@groups.com

Refer to the following link which provides a detailed step-by-step guide for on-boarding - [On-boarding on FLOW](#)

Q5. Can I call my services from FLOW? If yes, how?

Yes, you can call your Web Service from with a step that is defined in your process in FLOW.

Refer to the following link which provides a detailed technical overview of how this can be done: [Calling external services](#)

Q6. What are the architectural components of FLOW?

Refer to the following link which provides a detailed technical overview of the architectural components: [FLOW- Architecture and Component Diagrams](#)

Feel free to reach out to the [FLOW team](#) to get more in-depth technical details.

Q7. How is MQS integrated in FLOW?

The MQS service is available as a plumbing service. It can be integrated into your flow process while creating process model on Camunda.

Q8. Which processes use FLOW?

Currently MSR (MapShare Reporter) is using FLOW. More processes are in pipeline to get on-boarded on FLOW.

Q9. What is the difference between a 'Task' and 'Lead' in FLOW?

A **lead** is a potential map change that *may* result into a task.

A **task** is any *action* to be performed to close the lead.

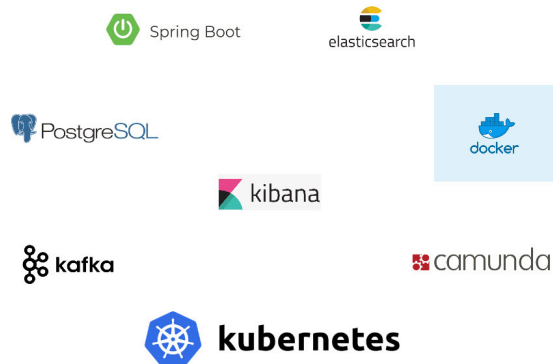
Q10. How is task routing handled in FLOW?

You can model your routing using the business process modeler. Also you can configure certain task types can be assigned to specific Worker Orgs (e.g. MCP, SO, etc). These can configurations can be done while your process gets on-boarded on FLOW.

Q11. How does WO get tasks from FLOW

WO can subscribe the relevant Kafka topics and get tasks meant for them. Click on following link to know more - [How to read tasks and update tasks back](#)

Q12. What are the technologies used in FLOW?



To read more, go to [Tools and Technologies](#).

Q13. How do I see the real time data in FLOW?

To track data in real time, use the [Kibana Prod](#) dashboard. To learn more details head to this page: [Kibana Reports](#)

Q14. How can I send tasks to for manual editing?

Tasks can be send for manual editing by setting the Worker Organization for the task as "TT-MCP". This can be done while defining the business process in Camunda and setting values in data dictionary when your process gets on-boarded on FLOW.

Q15. How do I model my process in FLOW?

To learn how to model your business process in FLOW read the [Modelling business process in FLOW](#) page.

To read through other FLOW component diagrams, read the [FLOW- Architecture and Component Diagrams](#) page.

Q16. How send tasks towards SO?

Tasks can be send towards SO by setting the Worker Organization for the task as "TT-SOURCING". This can be done while defining the business process in Camunda and setting values in data dictionary when your process gets on-boarded on FLOW.