**Phase 4 Overview: Process Automation**

**Objective**

The objective of this phase was to automate a critical business process to ensure timely follow-up on new subsidy applications. This automation reduces manual work for program managers and improves response times, directly addressing the "Reactive Problem Solving" challenge from the problem statement.

**Procedure / Key Activities Performed**

A **Record-Triggered Flow** was built to serve as the core of the automation.

* **Trigger:** The flow was configured to run automatically whenever a Subsidy Application record is **created** with a Status of **"Applied"**.
* **Action:** The flow's primary action is to **create a new Task record**. This new task is dynamically configured with the following details:
  + **Subject:** Set to "Review Subsidy Application."
  + **Due Date:** Set automatically to three days in the future using a formula.
  + **Assigned To:** Assigned to the owner of the parent Farmer record.
  + **Related To:** Linked directly to the parent Farmer record for easy reference.

**Result / Key Outcomes**

The completion of this phase resulted in a powerful, hands-free process that enhances operational efficiency. Key outcomes include:

* A fully automated follow-up system for all new, incoming subsidy applications.
* Reduced manual effort and potential for human error for program staff.
* Ensured accountability and timely review of all applications through automatic task creation, ownership, and due dates.

**Visual Evidence: The Automation Blueprint and Result**

The automation is visually represented by the Flow canvas, and its successful execution is demonstrated by the resulting Task record.

**The Flow Canvas**

**The Result: An Automatically Created Task**