Workflow file format

Second character of every line:

t: get time when problem was faced from the user

d: check database for a record, result is a tuple if record is found

m: mandatory flow, there is only 1 way forward, simply append 0 to current\_flow

q: ask a question from the customer. Expected answers need to provided. Suppose the current flow is 001 and there are 3 expected answers (say ‘alpha’, ‘beta’, ‘gamma’), the consecutive flow would be 0011 (alpha), 0012 (beta), 0013 (gamma)

e: After this branch is executed, exit the flow

Program flow

The flow always starts from 0, and after every branch execution a number is appended to the flow. If there is only 1 branch leaving the current node, then simply append 0. If there are multiple branches (say 2 branches) leaving the current node, append 1 or 2 depending on which branch is chosen.

Sample diagrams are attached below demonstrating the program flow, and number encodings.

