### **Call Flow Explanation**

1. **Initiation:**
   1. The process starts with a user initiating a **decommission request** from the **User Portal**.
   2. A **Master Change Request (CR)** is created as part of this initiation.
2. **Workflow Creation:**
   1. The system generates a workflow with an **initial state**.
   2. This workflow moves through different categories such as **Admin UI, Category, Subcategory, Database, SF endpoint, and other systems**.
3. **User Action & Validation (Week 1):**
   1. The user takes action (usually on **Thursday/Friday**).
   2. The system performs **Validation**.
   3. If successful, it proceeds to further steps; otherwise, the workflow is reset.
4. **Raising CRs & Approval Checks:**
   1. Change Requests (**CRs**) are raised for hosts.
   2. The system continuously checks if the **Master Record (MR) is approved or if the status has changed**.
5. **Database Updates & Workflow Reset:**
   1. If validation passes, the workflow updates the database.
   2. If any step fails, the system **updates the database with failure** and resets the workflow.
6. **Final Verification:**
   1. The system verifies whether the **workflow items have moved to validation**.
   2. If confirmed, no further action is required.

### **State Changes in the Workflow**

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| --- | --- | --- |
| **Previous State** | **Action/Event** | **New State** |
| Initial Workflow Created | User submits decommission request | Workflow Initialized |
| Workflow Initialized | User takes action (Thursday/Friday) | Validation |
| Validation | Passed | Ready to Validate |
| Ready to Validate | User clicks on action | CRs Raised for Hosts |
| CRs Raised for Hosts | Master Record (MR) approved/status changed | Reset workflow status |
| Reset Workflow Status | Verify workflow items if moved to validation | Updated Status in DB |
| Validation | Failed | Reset Workflow |
| Any Step Failure | System updates database with failure | Reset Workflow State |
| Updated Status in DB | No further action needed | Workflow Completed |