



Ministry of Housing and Urban Affairs  
Government of India



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ET Panache

# National Urban Digital Mission

Building cities that work for people



# Workflow Service

# Workflow Service

- JSON based workflow configuration
- Role based assignment
- Configurable Auto Escalation
- Supports Multi tenancy

# Workflow Configuration

- Workflow configuration can be added and updated using the `_create` and `_update` API
- SLA can be defined at overall application level as well as at state level
- Configuration can be defined at state level as well as at tenant level as per requirement
- Actions can enabled or disabled on a state by setting active flag

# Workflow Integration

- Define the workflow configuration
- Use *\_create* API to add the configuration in the workflow service
- Call the *\_transition* API from the business service whenever application has to be moved to next state
- To fetch the current status of application call *\_search* API
- *\_count* API can be used to get count for given search criteria

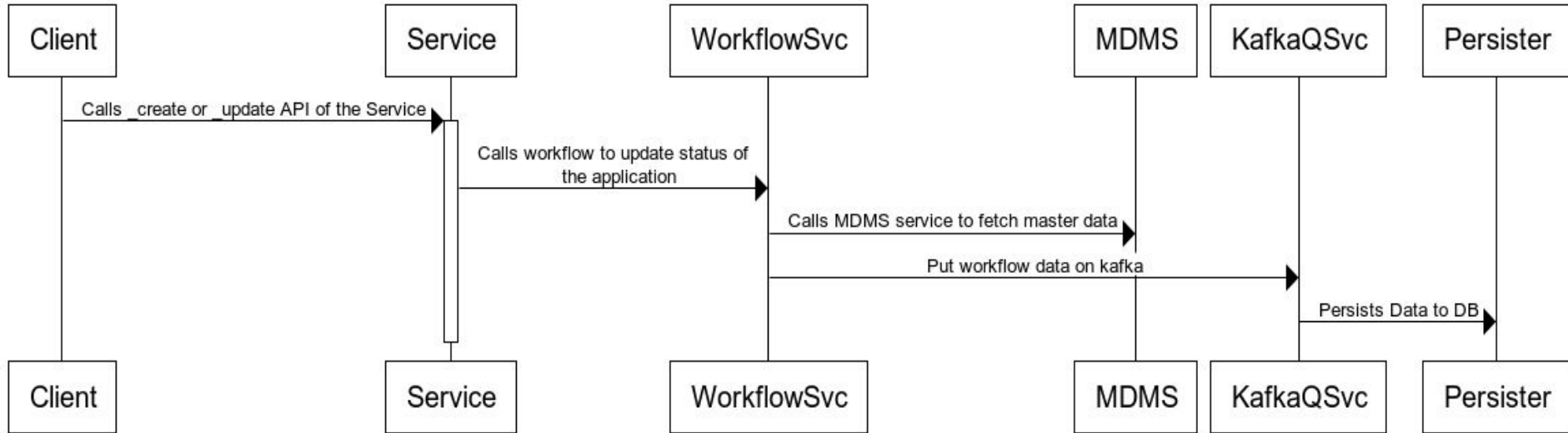
# Configuring Workflow for new Product

- 3 level of hierarchy has to be defined in the configuration:
  - a. BusinessService
  - b. State
  - c. Action
- The workflow configuration should start from null state
- Define nextState in action to move application to that state once action is performed
- SENDBACKTOCITIZEN is a special keyword for action name. This action sends back the application to citizen's inbox for him to take action



# Workflow Status Update Flow

## Workflow Status Update Flow





# Thank You

*“UPYOGal Transformation is more about humans than UPYOGal”*

