Workflow History

Course of a workflow within Webdesk

Concrete process flow within the process definition > what options do WF participants have within the request flow:

During the process flow, the role holder can take different **actions**. These actions depend, among other things, on the stage or the workflow list in which the request currently is.

If a request is, for example, in the list "Open requests", the user (requester) has the option to **delete** it.
If the request is already in the "Open tasks", considerably more workflow actions are available:

- **Approve / Reject**
- **Review**
- **Comment**

The **Webdesk administrator** additionally has the option to **forward** a request that is in the "Open tasks" list to another person. This is particularly useful for persons who occur in the process flow but are not present at the moment, or who want to have this request delegated to another person.

A request can contain several tasks (e.g. approve and review) that are intended for the same role holder. Only when all steps have been completed and the request has been transferred to the completed requests is the workflow history finally over.

The process flow is designed with the help of the workflow steps (see also Workflow Components). This determines which role (or role holder) is to take on which function. In the definition of the workflow steps, it is determined whether the role holder can influence the flow through the actions Approve/Reject, or whether they merely receive the request for review.

Distinction between activities / processes > certain activities can open subprocesses > ...

A process has several activities > a transition connects activities > up to the end point = end of the process

The process flow can run both **in parallel** and **sequentially**.
In a **parallel flow**, the sequence forks in different directions, i.e. for example 2 role holders can determine the flow at the same time.
In a **sequential** process flow, a predefined order among the role holders is observed, and the process steps run one after another.