



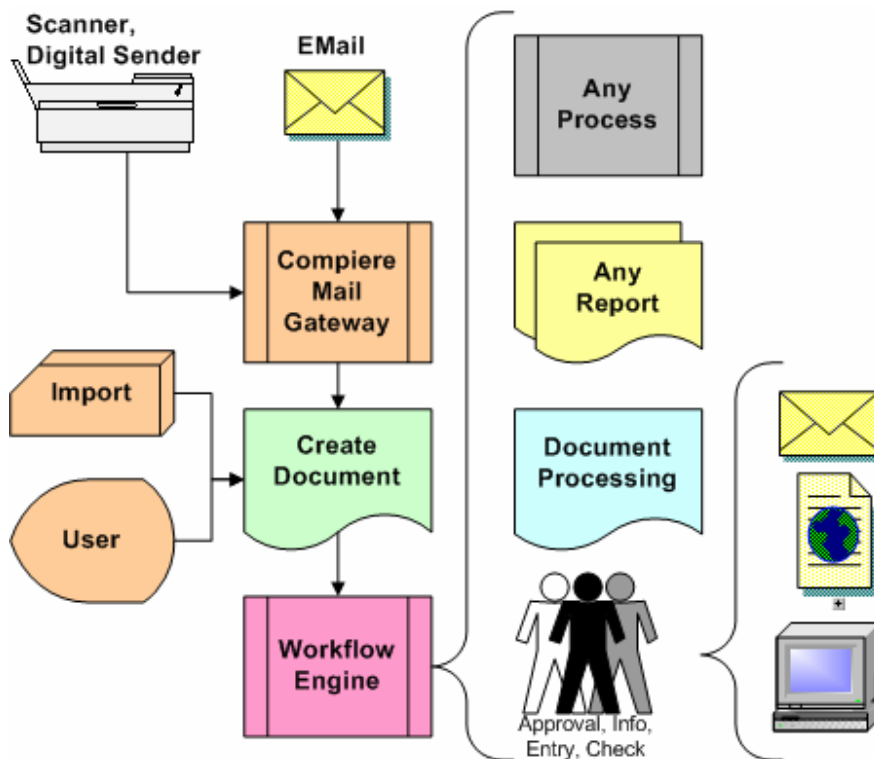
ADempiere Workflow

Business Process Management

Workflow is usually defined as "Steps involving People" - Business Process Management is usually defined as "Workflow and System Activities".

ADempiere fully supports Business Process Management (BPM) and is based on the Workflow Management Coalition and OMG standards. In the following, we use the term Workflow to include BPM capabilities.

In contrast to all known ERP and CRM applications, Workflow is not "on top" of the application, but ADempiere is based on Workflow. The ADempiere Workflow Engine is ADempiere's core transaction management. That means that all processes in ADempiere are automatically workflow enabled and easy to extend and modify. As workflow is completely integrated, ADempiere workflows are easier to maintain and provide much more functionality than the external or ad-on workflow offerings of other ERP and CRM vendors.



Types of Workflow

ADempiere provides three types of workflow:

- **General Workflow** - Provides guidance and step-by-step instructions for achieving a task. Examples: Setup Wizards or Month End procedures. A user starts them from the menu.
- **Document Process Workflow** - Started when processing any document. You would extend these workflow type for approval situations. Example: Special approval for orders over a certain amount.
- **Document Value Workflow** - The workflow is automatically started when any entity fulfils a user defined condition. Example: Start credit approval for a new Business Partner.

Node Actions, Transitions

A ADempiere Workflow Node (Step) can have the following Actions

- **Automatic Process** - Any Process, Report, Task, Workflow, Document Action, planned: Web Services, etc.
- **User Action** - Any Window, Form - User needs to confirm Completion
- **Set Variable** - Any Column to Constant or Variable
- **User Choice** - Any Choice (e.g. approval), List selection
- **Wait (Sleep)** - can also be used for Start/End/etc.

Transition between nodes can optionally have conditions. Multiple transitions from a node allow parallel processing. This allows to model very complex scenarios.

Approvals, Responsible

You can define your own approval hierarchy or use the defined organization hierarchy.

A workflow responsible can be a human (specific or invoker), a group (role), or (supervisor) of an organization. Different workflow nodes/steps can have a different workflow responsables.

Priority, Escalation, Alerts

ADempiere provides dynamic priority management, allowing to use the workflow engine for call center routing and priority based customer support.

You can define escalation rules due to inactivity and send alerts to the workflow responsible and/or the supervisor.