Workflow Prioritization

Use case

As a CX manager, I want to give priority to the workflow rules, so that I can set which rules take precedence when the workflow is executed

Problem

Currently, the workflows are executed in the order that they are created / displayed.

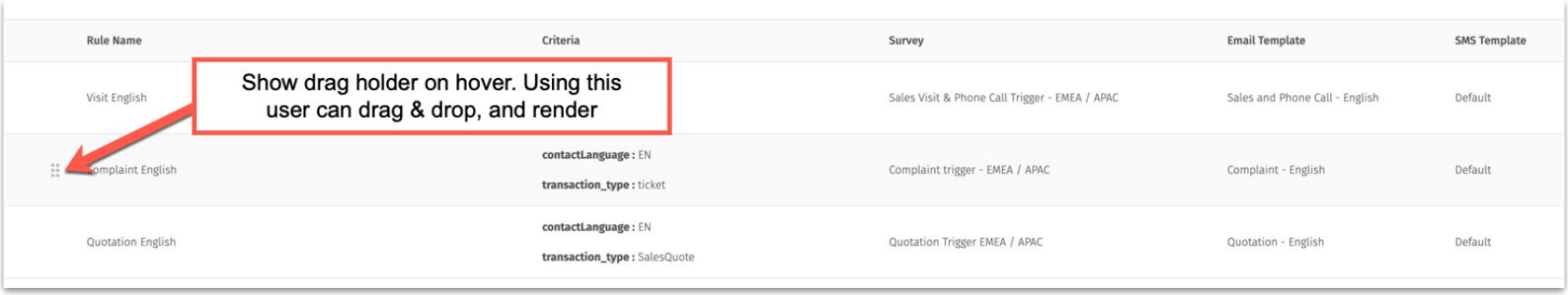
There is no option to reorder the workflows so that the customer can choose the order in which the rules are executed.

Solution

We will provide an option to prioritize the workflow rules. Users will be able to drag and reorder the rules. This way the user can set the order in which the rules are executed.

Screens

Reorder rules using drag and drop



Rule Name	Criteria	Survey	Email Template	SMS Template
Visit English		Sales Visit & Phone Call Trigger - EMEA / APAC	Sales and Phone Call - English	Default
Complaint English	**contactLanguage :** EN **transaction_type :** ticket	Complaint trigger - EMEA / APAC	Complaint - English	Default
Quotation English	**contactLanguage :** EN **transaction_type :** SalesQuote	Quotation Trigger EMEA / APAC	Quotation - English	Default

Thank you!

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