

Flow Designer

Let Your Flows Work For You

Flow Designer gives you rich capabilities for automating processes to reduce repetitive tasks, allowing you to focus on high-value work. Use natural language tools to automate approvals, tasks, notifications, and record operations without writing a single line of code. Expand Flow Designer with IntegrationHub to integrate third party services for more comprehensive workflows and automation across your enterprise.

Benefits

- Extend ServiceNow workflows and create new workflows with a library of reusable actions for ServiceNow applications
- Natural-language design environment enables process analysts to create digital workflows and automate processes
- IT can create reusable flows, subflows, and components to drive speed and productivity

How it Works

Flow Designer consists of five major content types: Flows, Subflows, Triggers, Actions, and Conditions. Through an understanding of these components, business process owners and IT alike are empowered to build powerful and reusable flows such as automating vacation approvals, facility requests, IT incidents, and more.

Getting Started



Flows: A *flow* is an automated process consisting of a composite set of actions and subflows triggered by an event, resulting in the automation of business logic for an application or process.



Subflows: A *subflow* is a sequence of reusable actions and data inputs that allow it to be started from a flow, subflow, or script. **Ex.** Iterate on related records; Add a comment; Notify users of record changes.



Triggers: A *trigger* is an activity that once specified, automatically initiates the flow. **Ex.** Create a record in a specified table or a scheduled job.



Actions: An *action* is a single reusable operation executed by the system. **Ex.** Make a REST integration to a third party service; Update field value; Request approval; or Log Value.



Conditions: A *condition* is a statement that determines when or how an action runs. **Ex.** Run an action only if a field is over a certain value.



A flow is **triggered** by a person or an event in the system

Ex: An employee requests vacation time on Workday



A reusable **action** is **triggered** by the system

Ex: The manager is notified of the new request



A **condition** determines how an **action** runs

Ex: The manager approves or rejects the request via Slack



If the manger approves, the **subflow** records the output in the system and takes the appropriate **actions**

Ex: The employees vacation time is approved and a record is updated in Workday



If the manger rejects, the **subflow** records the output in the system

Ex: The employees vacation time is not approved

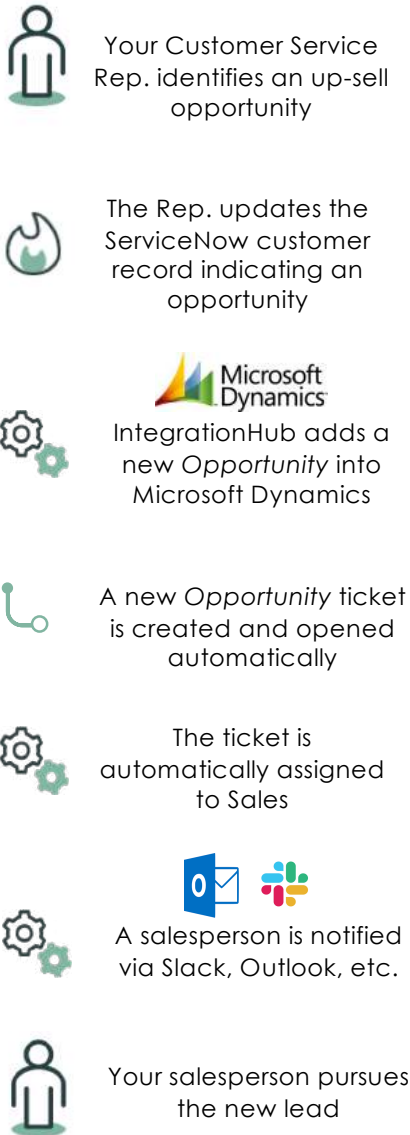


The **flow** or automated process is completed

Ex: The employee is notified about the outcome of their request

Automate common business processes with Flow Designer

Auto-assign sales leads in your CRM



Auto-remediate common IT incidents



Streamline visitor check-in

