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 approves or rejects the request via Slack

A condition determines how an action runs

Ex: The manager approves or rejects the request via Slack

If the manager 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

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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

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Automate common business processes with Flow Designer

**Auto-assign sales leads in your CRM**
- The Rep. updates the ServiceNow customer record indicating an opportunity.
- IntegrationHub adds a new Opportunity into Microsoft Dynamics.
- A new Opportunity ticket is created and opened automatically.
- The ticket is automatically assigned to Sales.
- A salesperson is notified via Slack, Outlook, etc.
- Your salesperson pursues the new lead.
- The Rep. updates the ServiceNow customer record indicating an opportunity.
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**Auto-remEDIATE common IT incidents**
- Your employee cannot access or update a table in their Citrix session.
- The employee reports the issue via Virtual Agent.
- Virtual Agent creates a new problem record.
- IntegrationHub resets the Citrix session.
- The employee confirms this action thereby improving the process.
- The request is closed.

**Streamline visitor check-in**
- A visitor checks-in at the front desk.
- The visitor fills out a check-in form and identifies the name of their host.
- The host confirms the identity of their visitor.
- A security badge with specific entry permissions and clearance is assigned to the visitor.
- The security badge is printed automatically.
- The visitor’s completed check-in is automatically logged into the system.
- Upon check-out, the system makes a record of the visitor’s check-out and their badge becomes inactive.

Flow Designer is part of the Now Platform. Learn more at https://www.servicenow.com/now-platform.html

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