



What's New in Workflows? Bolivia release date - 8/3/22

Feature

Workflows are Now Decoupled from Intents

Workflows are decoupled from 'intent'. Architecture scales to cases where 'workflows' need not be associated with 'intents'.

Feature

Integrated Workflows

Complete views of all 'workflows' are now available.

Feature

Scope Set for Entire Tenant

Able to have scope of a 'workflow' wherein it is available for the entire tenant or limited to a certain app. Note that the scope cannot be changed after it is set during initial creation of 'workflow'.

Feature

All Workflows Synced into One Listing

'System workflows', 'action workflows' and 'knowledge workflows' are shown in one listing.

Feature

Import and Export of Workflows are Available

Users can export and import 'workflows' (along with their sub-workflows) to reuse only that 'workflow' in another environment. Existing functionality of exporting and importing 'intents' continues to be available as well.

Customer Impact After the Production Rollout

Upgrades in Functionality

All 'workflows' will show up on the new 'workflows' page, i.e

- Intent → 'action workflows' show up in AI 'workflows'
- Intent → 'knowledge workflows' show up in AI 'workflows'
- 'System workflows' also show up in AI 'workflows'

Migration Ensures Intents are Relevant to Corresponding Workflows

Migration will ensure there is no change to any existing behavior of ‘intents’ and the corresponding ‘workflows’ that they invoke.

Flows will Appear with the Scope as Tenant

Previously created system-flows will appear with the scope as tenant, the rest assigned to ‘intents’ will appear with the scope as application. New ‘workflows’ created henceforth can have the scope defined at time of creation.

Workflows Tab No Longer Under the Settings Tab

The AI ‘workflows’ tab will no longer appear under the settings tab. All flows will show up in the ‘workflow’ tab.

Variables can be Required or Optional

Input variables of ‘workflows’ can be required or optional.

Variables in Workflow are Available to Use in Intent

Workflow variables are available to use in ‘intent’.

Export and Import of Workflows is Enabled

Export and import of ‘workflows’ is now possible.