Workflow Condition Configurations

Last Modified on 01/07/2020 2:28 pm EST

Workflow Condition Configurations are statements that can be utilized in **Workflow Conditions** and **Workflow Forms**. These are generic statements that can be used to alter the way **Work Flows** and **Call Flows** operate. **Condition Configurations** are all **Workflow Tag**-based and are a series of comparisons. **Workflow Tags** and **Components** are variables (cannot contain underscores) in the Presence Screen-Pop functionality.

Setting Up & Maintaining Workflow Webhook Configurations

Navigate to the Kerauno **Dashboard > Workflow Tools > Webhook Configurations** module of your system. Your dashboard may be empty but could look similar to the screen displayed in Figure 01 below.
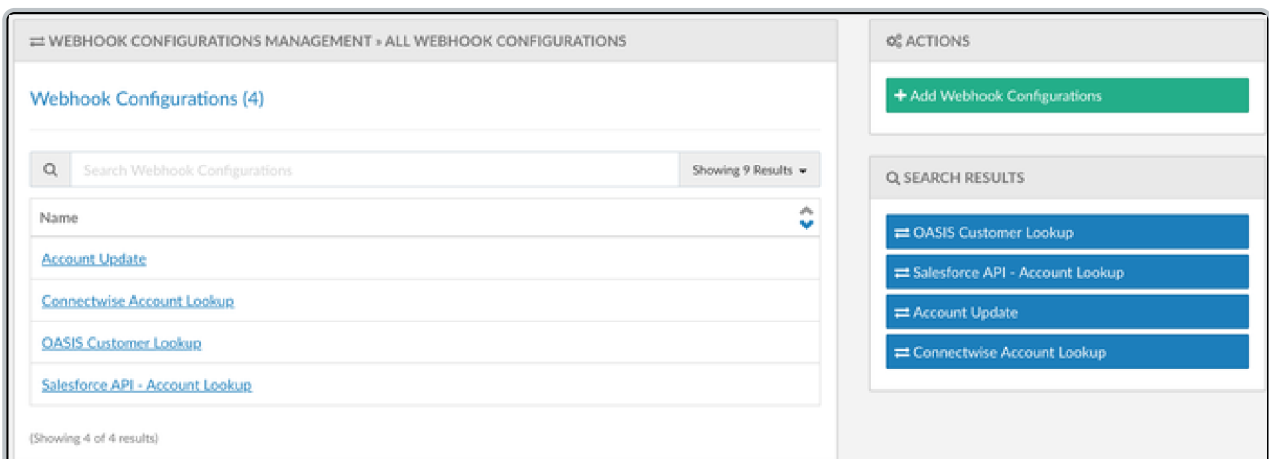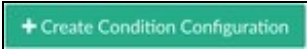

Figure 01: Webhook Configurations Management

In the top-right press the [+ Add Condition Configurations] button.

You will be prompted to fill in three different inputs here:

The **Name** is the visual representation of the **Workflow Condition** throughout the entire platform.

The **Conditions** are a series of logical statements that evaluate as true or false depending on the state of the workflow. There are three inputs per condition (and you can have unlimited conditions per configuration).

- **Workflow Tag** is what is being compared.
- **Condition Operator** compares **Workflow Tag** to the **Comparison Value**. (See [Conditional Operators](#)).
- **Comparison Values** is compared against the **Workflow Tag** & **Condition Operator**.

Once you have filled out the form, click the ![+ Create Condition Configuration] button to add it to the system.

Congrats! You now have a functioning **Workflow Condition Configuration** in your Kerauno Workflow Platform.

How Webhook Configurations Work

Webhook Configurations are utilized in **Workflow Forms** and **Workflow Webhooks**. When a **Workflow Webhook Configuration** is utilized it sends the current set of tags in the data payload to the url utilizing the request method. The response of the API is then utilized to consume two sets of data, the first set is the tags array and the second set is the option lists.

The tags will be added to the existing workflow; existing tags are updated.

The options will be saved for the existing workflow as a set of options for clients to choose from. (These can be loaded in **Workflow Forms** as select lists.)

Example Data Sent to Server:

{

- "dialed_number":"+13175556194",
- "caller_id":"\"Indianapolis IN\" <+13175554447>",
- "source":"+13175554447",
- "destination":"+13175556194",
- "duration":"0",
- "disposition":"NO ANSWER",

- "unique_id":"1519908729.1583",
- "campaign":"Google"

}

Example Response from Server:

{

- "tags":{
  - "partner":true,
  - "level":"platinum",
  - "customer":"04fda7d95403ca5b687269820ebde78e"

},

- "options":{
  - "customers":{
    - "658c9c074ae8391f20d0da57e8ddcd24":"Customer 0 (Account #6053-157)",
    - "a71ffb4f966304a0f78adeb0f6ccd21c":"Customer 1 (Account #8685-921)",
    - "a3ab43bc31f48c4fdbda52b960ccdfe6":"Customer 2 (Account #6749-248)",
    - "9c71e17d5c62437c0c6b5851f1d6ccde":"Customer 3 (Account #9927-294)",
    - "12cffe7af39d3ed51c6eb9027ec6e484":"Customer 4 (Account #8342-739)",
    - "04fda7d95403ca5b687269820ebde78e":"Customer 5 (Account #3240-919)",
    - "e96f25fcb3d10b490d2ac5e34cb7ad20":"Customer 6 (Account #7004-283)",
    - "07cba7916b05ddb8253330d91df6a31c":"Customer 7

(Account #6076-216)",

- "1b11a04a6dc63d3c2c05875db1884c15":"Customer 8
  (Account #4890-546)",
- "257e659394c1752a9e6985a3f974b27a":"Customer 9
  (Account #7554-690)"

      }

    }

}