Workflow Conditions

Workflow Conditions are objects that reroute a call in the **Call Flow** tool, utilizing **Workflow Condition Configurations**, based on **Workflow Tag** current values. **Workflow Tags** and **Components** are variables (cannot contain underscores) in the Presence Screen-Pop functionality. In **Call Flows** these can be used in production environments to reroute calls to certain agents, certain ring groups, different IVRs, or any other **Call Flow** object.
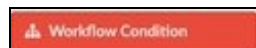
Setting Up & Maintaining Workflow Conditions

Navigate to the Kerauno **Dashboard > Call Routing > Call Flow** module of your system.

Select the route you would like to add a condition too.

You can drag and drop a **Workflow Condition** anywhere.

In the right side of the **Call Flow Tool** there is an object called . Drag-and-drop this selection anywhere in the **Call Flow** you would like to add a new workflow condition.

Once you land on where you want the tag to be updated, you will be prompted with the form illustrated in Figure 01 below.

Figure 01: Create Condition Screen

Simply fill out the name of the condition for visual representation in the **Call Flow Tool**. Once this is completed, you can drag destinations in the **Call Flow Tool**.

To add a condition and destination, drag-and-drop the destination from the call flow objects on the right. You will be prompted with a screen similar to the one illustrated in Figure 02 below.

Figure 02: New Destination
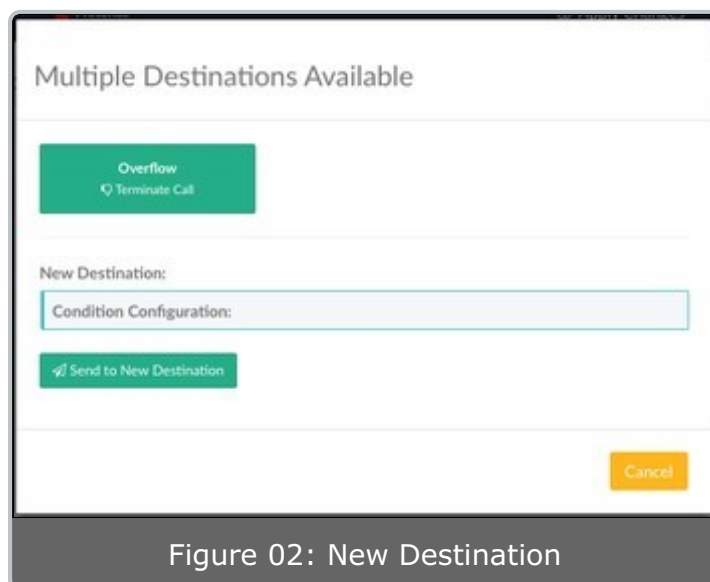
From here you have two options, you can make it the **Overflow** (conditions are executed left to right depending on the UIs representation, then if no conditions match the call is routed to overflow).

Add to **Overflow** (or an existing option on a condition with already existing choices).

Create a new destination:

Click the **Condition Configuration** box to select a new **Condition Configuration** to send the call to.

Click the button to send the caller to your destination when this condition is met.

TIP:	To update the order in which conditions are assessed on an incoming call, you can drag and drop the labels of the condition to switch them.

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