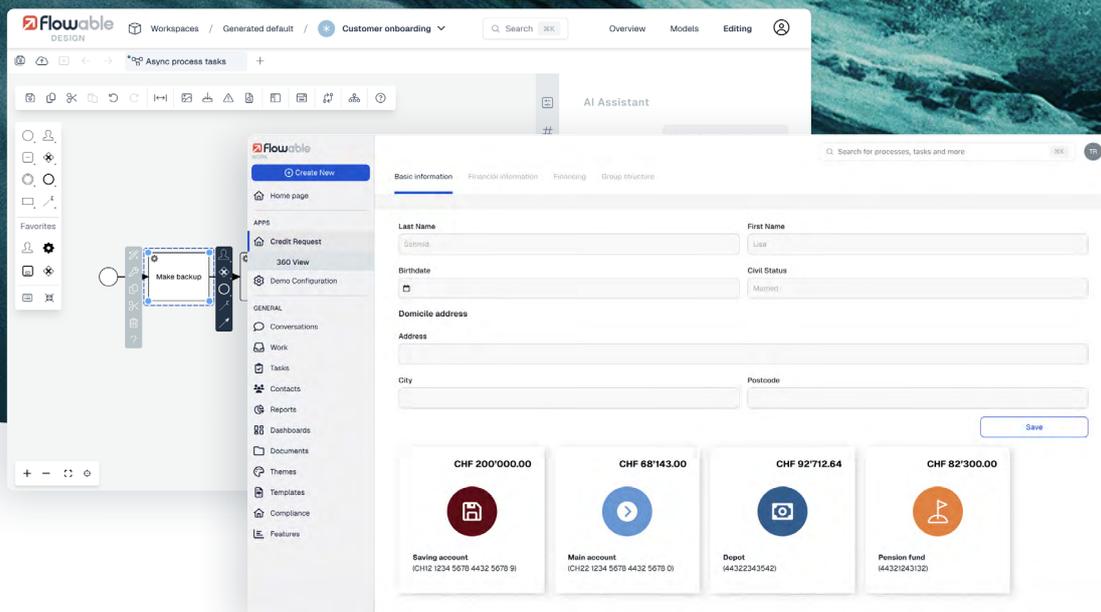flowable

Flowable Platform
AI Agents + People + Processes.
Orchestrated.

Use low-code to build and deploy automation applications that enhance productivity, drive operational excellence and transform customer experience.
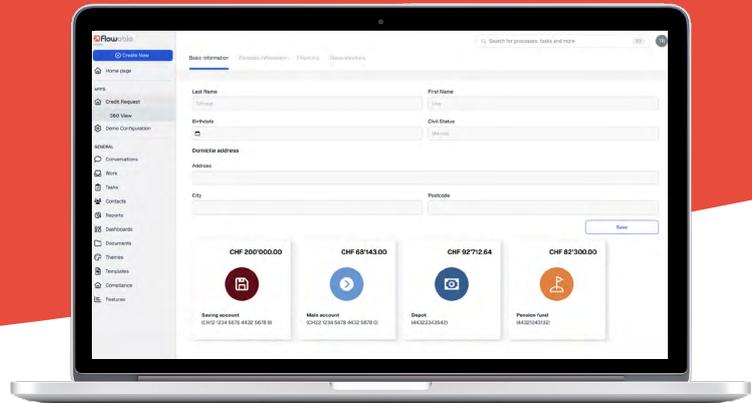
Flowable. Intelligent Business Automation

content:

Flowable is the agentic process automation and orchestration technology of choice for process-intensive enterprises and organizations with tough compliance. It puts your processes, people, and AI together in one unified platform. Comprehensive automation enables you to improve business efficiency, perfect outcomes, and make work execution visible at every step. Flowable does all the heavy work for you so your teams can work smarter, and your business can grow faster.

DESIGN   EXECUTE   ANALYZE   OPTIMIZE

Case and Process Management

Case Management excels at complex and long-running business workflows that require a mix of human and digital actions. Common use cases include incident management, customer and employee on-boarding, or handling incoming applications, claims, complaints or incident management in general. Case Management is useful as a notation for describing high-level business scenarios that are generic and flexible. More structured aspects are best defined using business processes and are often used from within a case model.

Flowable AI Studio, enterprise-grade tool for designing, governing, and executing multi-agent orchestration at scale, sits on top of the Flowable platform and is licensed separately. Find more information **here**

Custom task filters
Categorize and prioritize tasks improving operational efficiency and ensuring critical tasks are addressed on priority.

Document management
Download all the documents attached to a case, process or task or from the document app from a specific folder with one button click.

Calendar support
Capability to design custom logic for the business calendar for your team as per business requirements.

WCAG 2.1 AA compliance
WCAG AA compliance to enhance user experience for differently abled users.

SharePoint integration
Connect seamlessly with SharePoint for document management in Flowable. Link SharePoint files directly to Flowable tasks, creating an integrated environment for document handling within the workflow.

Salesforce integration
Generate service models with Salesforce Objects' support to connect to external services leveraging OpenAPI file support for enhanced integration capabilities within the workflow environment.

Work inbox
The work inbox provides a consolidated view of all work assigned to a user or activities initiated. New cases or processes can be started by the user.

Case stage and business status indicator
While working on a case, a high level visual progress indicator is available to provide quick context for the user. In addition, it is possible to display a custom business status to guide users.

Case and process status diagrams
When working on a specific case, it is possible to see its current state based on the case diagram, with visual indications of completed or active tasks and processes.

Case and Process Management

Case and process history

A history view allows the user to get a quick overview of the progress of the case or process to date.

Case and process audit

The audit view provides a full audit trail of the actions taken within the case or process. This includes timestamps and user details. The data available in this view can also be published to external systems as the events occur, ensuring effective integration with external auditing services.

Review the evaluation of decision rules in a clear visual way to allow users to understand what rules were evaluated and what the results were.

Cancel process or case

At any time a case or process can be canceled if it no longer needs to run to completion. This is not a common action but can be useful when some event outside control of the case and process application means some other action is needed.

Reactivate closed cases

Define reactivation steps as part of the case model, ensuring consistent logic to bring a completed case back to an active state.

Configurable actions

Define custom behavior and associate it with different contexts and scopes within the user interface or services. Actionable independent of interface or device to ensure consistent custom behavior however activated.

Configurable start and work forms

Collect data to initiate a process or case through a custom form, then once started, show case or process data with a potentially different form. Combined with dynamic form behavior, different views of the data can be presented in different contexts or for different users.

Attach documents to cases and processes

Attach reference files and documents to the overall case or process instance.

Content template

Manage and use content templates that have embedded variables to create standard responses to emails, messages and other textual information. These can have different language variants and are versioned.

Accessibility

Users can navigate through the Flowable UI using keyboard controls, ensuring an inclusive experience.

Dynamic process injection

Additional process fragments can be inserted into a running process instance to handle scenarios not anticipated in the original process model. For example, finding late in a specific instance that a credit or security check is needed for exceptional reasons.

Chat based collaboration and comments

Users can use realtime chat to collaborate on a case or process. This ensures work is completed as quickly as possible, while still keeping all communication audited and avoiding external communication systems. For asynchronous communication between case workers, comments provide an easy and accessible way to interact with others involved in the case.

Global Search

A global search powered by Elasticsearch allows users to search for work instances and tasks based on the name, description and other parameters.

Business Audit Trail

Flowable Control provides visibility into the business audit trail of a case or process instance. This feature allows users to review all business-level events and actions, ensuring transparency and compliance throughout the lifecycle of an instance.

Security & Authentication
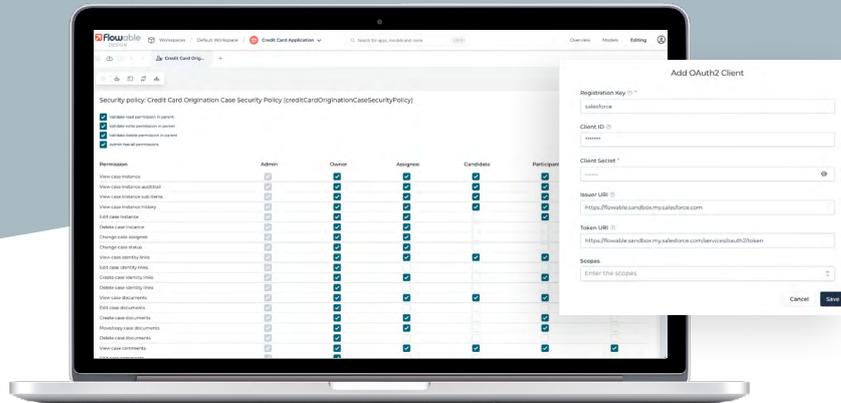
External user management

Manage users and roles through an external system integrated with Flowable. Permissions can be directly mapped to Flowable's internal permission model for seamless access control.

Secret Management

Secret value management securely stores sensitive data such as tokens outside of models, allowing these secrets to be referenced in service model authentication configurations to ensure that sensitive information is protected.

OAuth2 Integration

Flowable Hub manages OAuth2 client configurations, allowing you to define and manage authentication clients for use in service models. This ensures that your services can securely communicate with other systems without having to write a single line of code.

Permission controlled access

Administrative control with enhanced permissions in Flowable. Configure case, process, and task permissions within a security policy model and customize admin user permissions for more granular control, providing flexibility and security in managing workflows.

Microsoft Entra Integration

Flowable Work and Flowable Design both support Microsoft Entra as an Identity Management (IDM) provider, enabling secure and centralized authentication.

User capabilities and permissions

Define user roles and permissions with flexibility and granularity, allowing precise control over feature access. For example, you can differentiate access to tasks for employees from dashboard and report access for managers.

Assignment, priorities and due dates

All tasks can be assigned to individual users, or to a specific list of users, or to any number of groups. Due dates and priorities can also be defined.

Four Eye Check

The built-in Four Eye Check feature ensures that user and human tasks requiring approval cannot be completed by the same person, adding an extra layer of accountability and compliance.

Multi-Tenant support

Users and data can be isolated from each other in multiple tenants, where each tenant appears to be a separate Flowable installation although running on the same infrastructure. Cross tenant models are also supported.

Single Sign-On (SSO)

SSO lets users log in once to access multiple applications, reducing the need to re-enter credentials and simplifying access management.

Low-code Applications
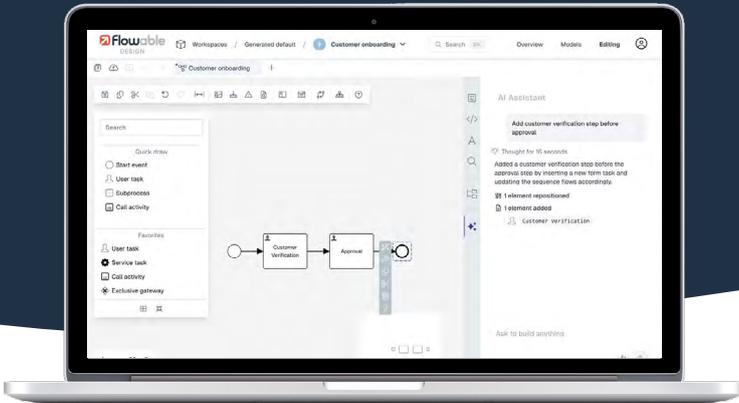
Developing and deploying new business applications as quickly as possible is what is expected of organizations in today's market. All the time needing to be sure that quality, security and compliance standards are met. Also, that updates to the applications can be delivered even more rapidly. Low-code application platforms provide that agility without compromising any of these needs or the flexibility to extend and customize a solution.

Model-driven applications

A rich set of business models are available in addition to the case and process ones. These models can be combined to create applications that can be readily deployed, shared and modified.

Drag and drop
custom application user interfaces

Create completely custom user interfaces for displaying and interacting with case and process details. Context-sensitive views based on a user's role and application state can be defined using libraries of existing components or completely custom layouts.

Service Registry
for easy access to external services

Define connections to external REST services so that they can be easily reused and accessed from processes, cases and forms. Map queries with complex response data structures onto process variables.

Define custom search queries

Add new search queries targeting the built-in Elasticsearch index without having to restart Flowable, allowing you to search for cases, processes, tasks and other entities, all without interruption to your running applications.

Benefit from low-code capabilities in Flowable Design's query editor and create queries without requiring extensive Elasticsearch query knowledge. This enhancement streamlines the querying process, making it more accessible and user-friendly for users at various skill levels.

Content models for metadata

Create and manage content with associated properties as simply as defining a form. Use this metadata to automate content through cases and processes.
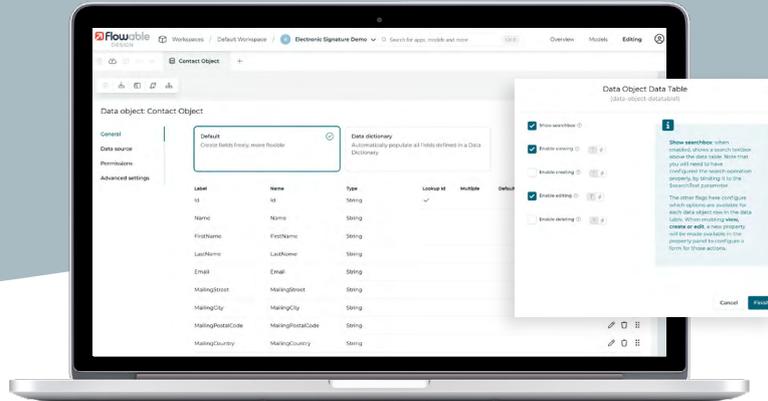
Dashboard component

Enhance the built-in Flowable Work dashboards by creating reusable chart components, e.g. graph, pie charts or KPIs.
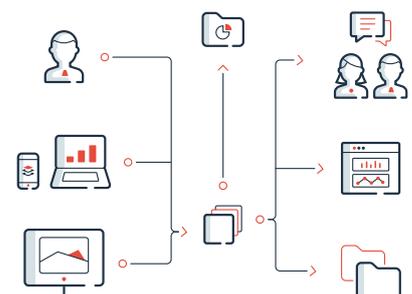
**Intelligent
Business
Automation**

Data Objects

Data is the fuel for every application. It is important to connect data, across multiple different systems, to make better business-related decisions and improve the range and possibilities of your business automation. With Flowable's Data Objects, you gain complete control of your data by defining data models, mapping external data sources, such as databases and REST services, into low-code and no-code automation models. These custom Data Objects can be used across cases, processes, and apps.

No-code database table management

A no-code design experience allows you to automatically create database tables mapped to Data Objects according to your business model. You can use structured data to represent customers, their journeys and entities they relate to. Of course, if you need custom database management, there are multiple extension points to use.

No-code UI

Connect form fields to Data Objects with full view, search and edit capabilities using data tables. Use additional Data Object tasks to execute data queries and updates, or use automatic update of data through form completion. As always, Data Objects can be extended with low-code and pro-code custom development.

Configurable data operations

Standard operations are provided for query, retrieval and update, meaning automatic data operations in many circumstances. However, for business-specific use cases, it's important to have the ability to define custom operations without resorting to custom coding.

Automatic data retrieval and storage

When retrieving a data object in a process or case, you can choose between live updates or manual updates. With live updates, changes made within Flowable are automatically reflected in the data source, and external changes to the data source are automatically fetched during the process or case.

Automation change by business users

Data Objects can be used to collect automation configuration criteria from business users. Modify decision rules, task assignments, routing without the need to involve modelers or administrators.

Easily integrate with REST web services

The same no-code design experience is also available for creating Data Objects backed by REST web services. With options to handle authorization and data-mapping of rich payloads, integration to other services becomes a breeze.

Data Objects

Master Data Model Editor

A Master Data model editor allows you to define and manage master data directly within Flowable Design. This simplifies data governance and centralizes key reference data for your applications.

Data Dictionary and Contract Definition

Data dictionary model and data contract definition in a case or process model allows for defining the structure and constraints for the case or process variables. When a variable is created that is listed in the data contract of a case or process model and defined in a data dictionary model, it will be validated against the structure and constraints as defined in the data dictionary model.

Task Management
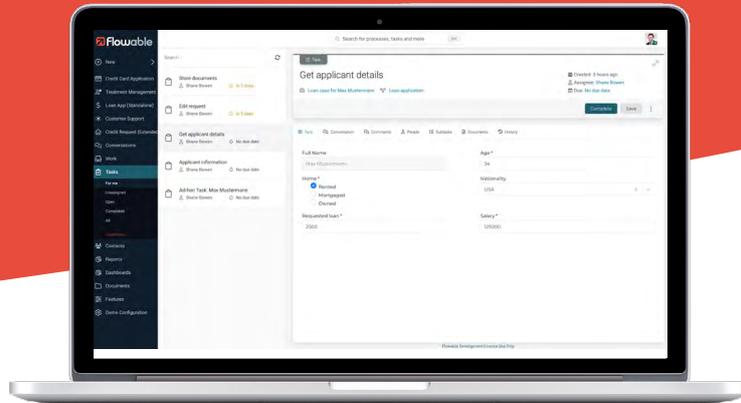
Tasks can be created for users by processes running or cases being managed. Flowable allows users to access all their tasks from a single location regardless of what process or cases created them. Tasks can also be created manually if needed.

Task inbox

Easily manage tasks with filters for personal assignments, team queues, and completed tasks. Customizable filters allow tailored views for enhanced organization.

Task collaboration

An assigned user is responsible for completion of a task, but that may involve other users in working on a task, such as filling part of a form or providing advice through comments.

Attach documents to tasks

Documents and files can be uploaded and attached to tasks as supporting material for a task, independent of what a task form might require. This supports collaborative task work where one user can provide helpful or reference material for another user working on the task.

Subtasks

Any task can also have ad hoc subtasks added by the assigned or collaborating users. These subtasks have all the capabilities of a normal task, including being assigned to other users with due dates. These subtasks themselves can be collaborated around and have their own subtasks. This allows dynamic Task Management to happen without having to anticipate all possible use cases as part of a case or process.

Ad hoc tasks

Usually tasks are created by a running case or process, but a user can create ad hoc tasks that can have all the collaborative capabilities of standard tasks. These ad hoc tasks can be used as a user's personal to-do list, or to create ad hoc tasks to be assigned to other users.

External worker logic

Make task implementation easier with Flowable's external worker clients. Choose from options like Spring Boot Java, Python, JS, and .NET clients for simplified external worker logic, ensuring seamless execution of tasks tailored to your organization's diverse needs.

RPA Framework Task Integration

Call RPA Framework robots directly from your processes and cases to automate tasks like interacting with legacy systems, performing screen-based operations, or processing structured data

PowerAutomate Desktop Integration

Flowable supports integration with PowerAutomate Desktop to execute Robotic Process Automation (RPA) tasks as part of a case or process. This enables automation of desktop-based operations within end-to-end workflows.

Mobile Application
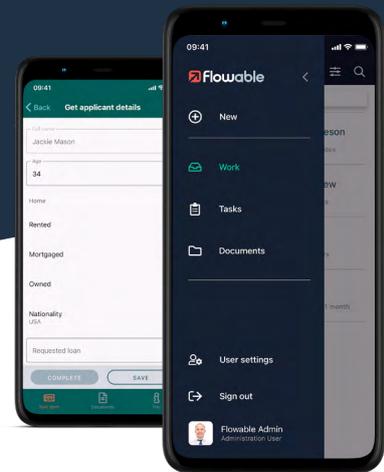
Flowable's mobile application brings an omnichannel approach to your customers and employees. You can have the functionality of our Flowable's desktop app in the palm of your hand and stay on top of projects with real-time updates to keep your Intelligent Business Automation running smoothly. Flowable's mobile application allows you to work with cases, processes and tasks from anywhere, at any time. The mobile app supports a wide range of functionality provided in the desktop version.

Task management on the move

View all your tasks on your phone, with search and filtering to handle your work efficiently. Complete your tasks, with all the outcomes and dynamic actions. Also while on the move, initiate new work, creating tasks, processes and cases for you or others to work on. Ideal for off-site tasks, such as inspections and incident management.

Dynamic theming

Use the same No-code theme creation as the desktop browser to bring a familiar user experience to your mobile device. Custom logos and easy configuration of colors and font styles across the mobile application interface.

Forms

Use the same forms as on the desktop, but adjusted to display on your phone or other mobile device. Collect, verify and review information on the move, with rich interactive form fields. Access dynamic actions and outcomes, all driven by the same form services.

Access the camera and microphone

While you are on the move, you can easily take photos, videos, record audio and attach them as part of a task, case or process. Ideal for collecting information and evidence on location, for identity proof, incident reporting and event validation.

Dynamic Workflow Design
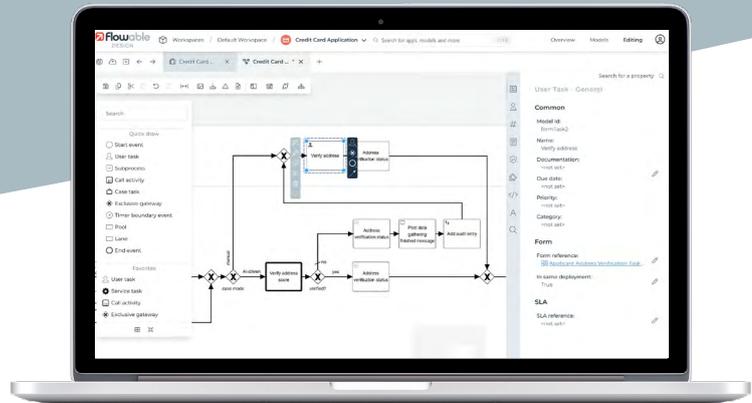
Flowable enables you to create and run Business Automation models defined using industry open standards. As well as the Business Process (BPMN 2.0), Case Management (CMMN 1.1) and Decision Management (DMN 1.2) standard models, Flowable also manages models for forms and other components of the Flowable products. All these models are managed in a reusable library. Let's have a look at Flowable's visual modeling tool, Flowable Design.

Visual model editing

Visual modeling of process and cases diagrams makes it easy to create complex models with simple drag and drop actions.

App dashboard

The App dashboard provides an at-a-glance over-view of your models. It displays primary models such as root case and process models, as well as page models and app revisions. In addition, it allows you to add favorites.

Model versioning and comparison

Create versions of case, processes and form models inside Flowable Design. Modelers can visually compare different versions of models to identify changes and revert to older revisions, if needed.

Plugin support

Plugins support the development of reusable custom tasks based on the Flowable Service Registry. Plugins can be shared with other Design instances, with an explicit installation step required to make them available in the Design application. During development, a plugin functions similarly to an app.

Tenant and Workspace Management

Flowable Design supports multi-tenancy as well as workspaces to allow for optimal collaboration. Both can be managed through dedicated views.

Model validation

Validation rules help ensure all required model details are provided and that the model meets the necessary criteria for being deployed.

The editors in Flowable Design provide model validation to provide early feedback on errors and warnings made in a specific model. In the app over-view a validation status of the app is provided for convenience, and shows the number of models that have errors or warnings. In the model list of the app overview, the models with errors or warnings are also highlighted. This feature ensures consistency and quality across your application.

Model data dictionary

At any time, a list of all the model data variables can be viewed, to assist in designing or reviewing mod-els. An option to export these allows the audit of all process variables in a model.

Dynamic Workflow Design

Import /export of models and apps

Models can be exported in their open standard XML format, as well as complete apps.

Model comments

Comments can be added to individual elements in a model to allow design or business context and collaborative design to be achieved.

Model property search

Search models for specific properties to quickly find attribute settings.

Multilanguage models

All text displayed to end users can be translated directly in Flowable Design. Translations can be easily exported and imported using Microsoft Excel.

Case and process applications

Related case, process, form and rule models can be combined into application bundles (apps), allowing them to be managed and deployed as a single unit. Access control to deployed applications can also be defined to make process and cases information only available to a limited set of users.

Hot deployment of models

Models can be deployed directly from the model repository to the runtime service, allowing live update of case and process definitions. Runtime deployments are also versioned to allow existing instances to continue as originally defined if required.

Visual expression builder

Create complex condition expressions through point and click expression building. Quickly create case entry criteria or process flow conditions.Confidently define rich conditional interactions between form components. Smart variable auto-completion and prompting prevents simple typing errors, including variables from parent models.

Shared workspaces

Configure read and write permissions on private workspaces and reference models from other apps or shared workspaces, promoting collaboration and efficient model reuse across different workspaces.

Model inclusion

A model is showcased if it is referenced or directly included in an app. This also streamlines app exports by choosing between all models or directly included models, simplifying the workflow for enhanced design clarity and practical exporting options.

Custom control palette

The model editing attributes and diagram elements can be customized, to either simplify the design elements available or to add customer specific elements, such as custom services and tasks.

Reusable model library

Any individual model can be referenced by other models, for example, reusing a standard form or subprocess in multiple other models. This allows a library of standard subcases, subprocesses and subforms to be created and then used in new models.

Locking for team models

Support team development of applications with the ability to lock individual models within a Flowable app. Other team members can still explore all aspects of the model but read-only. Force unlock is possible if needed.
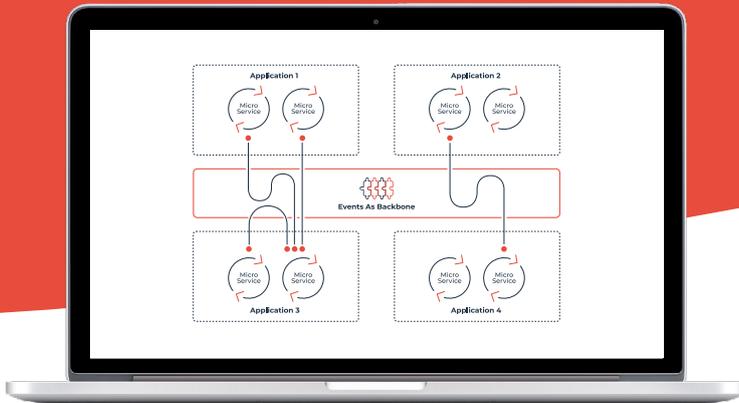
Palette customization

Refine the design process with palette customization. Tailor CMMN, BPMN, and Form palettes using a dedicated editor and add custom elements visually. Alternatively, make use of specialized JSON palette files.

Global Search

A global search functionality to search for workspaces, apps and models.

Event-driven Automation

Modern software infrastructures use event-driven frameworks to communicate between services and systems. Flowable plugs into these frameworks out of the box, providing models that define how low-level events can be mapped into higher-level business events. These business events can then be used throughout the case and process models, so even if the low-level details need to change, the Business Automation models remain consistent.

Integrated with event frameworks

Out of the box integration with Kafka, AWS SQS, Rabbit MQ, Apache ActiveMQ/JMS or through REST-based webhooks and email servers. Simply plug and go to start sending and receiving events.

Event and channel models

Abstract away the underlying implementation of the events and define the pipeline for unwrapping and wrapping events, mapping their payload to case and process variables. Provide high-level business events from low-level implementations.

Case **CMMN** models in Flowable provide a natural and powerful way to manage the flow of events to and from a Flowable application. Using case "Stages", define what events are relevant in different situations, even reacting differently to the same events in different contexts.

Flowable **BPMN** processes can be started by events, and in turn can send out events to other systems, waiting for any response if needed. Combine case and process models together to create an event-driven application or service that has all the benefits of low-code.

Send and receive events

Tasks and activities are provided to send and receive events on channels, also event listeners to trigger new processes or behavior in cases. Special combined send/receive activities ensure safe event handling, ideal for communicating with microservices.

Efficient and scalable correlation

Key to event handling is knowing which process or case instance should react to a given event. Uniquely matching an event to an instance is known as correlation. Multiple event fields can be used to create event correlations and Flowable's highly efficient correlation algorithm quickly matches events to instances at scale.
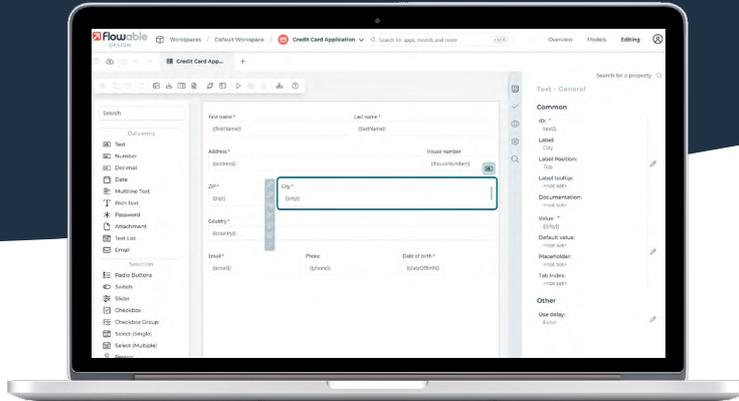
Support for high volume event workloads

When you need automation that can scale to handling of millions of events a day, the options for configuring Flowable mean that the workload can be as high as your event framework can support.

Forms Service

Enhanced forms design and runtime display are provided by the Flowable Platform, with sophisticated layout and complex form components. The forms service is extensible, allowing businesses to add their own custom form controls.

Form models

Form models can be defined and managed in a form library. Forms can be embedded in a variety of ways in custom frontends and applications.

Complex layout

Multicolumn layouts, with spanning and choice of label positioning provides a way to define complex forms in an effective layout for users.

Dynamic component interaction

Form components can dynamically affect other components, such as making them visible, enabled, required or prefilling with data dependent on pre-vious data added to the form. Conditional expres-sions allow highly complex form behavior to be modeled.

Rich controls – wizard, accordion subforms

In addition to standard form controls, there are more richer components, such as tabs, wizards and accordions that allow easy collection and presenta-tion of complex data.

Content and document components

Components are provided for uploading document and media files and then making that content avail-able to the user in a variety of layouts. Thumbnails and previews of single files as well as galleries is possible.

Autosave and secure form data

Configurable autosave allows you to ensure no data or time is lost by having to refill forms, along with full control of what data is passed to a form.

Nested subforms

In the same way that case and process models can be reused, existing forms can be included into a new form. This allows new forms to be rapidly cre-ated from a standard library of subforms.Subforms can also be repeating, allowing collection of multi-ple instances of data from a subform. For example, capturing multiple addresses from a user.

Dynamic form debugging

Within form preview, debug capabilities allow the designer to test dynamic elements of the form for validating the complex dependencies that may exist between form components, such as visibility or allowed values.

Data Source Driven Controls

Form components that present lists of values for selection can be populated from data sources, such as from REST calls to other systems or databases. These values can be displayed using the Data Table component, which includes enhanced filtering capabilities. For more complex layouts, the Master Detail View can be used to present structured data with contextual detail panes.

Custom components

Add new custom components written in React. Either build them locally or use a CLI tool to live publish and test them directly in Flowable Design.

Content Management

Many Case and Process Management solutions involve working with documents or files. This might be to provide review and approval workflows, or to capture photos and media files as part of incident management or problem resolution. Solutions for on-boarding clients or employees, or claims-processing, will often need the collection and management of documents followed by some document or content generation.

Content library

Organize content into hierarchical folders for easier management. Associate content libraries with cases, processes or tasks.

Content metadata

Add custom properties to content that can be used to give additional business data about it. This might be for classification or other purposes.

PDF renditions of Office documents

Convert Office documents into web readable PDF files.

Document thumbnail images

Generate thumbnail images of initial page of a document to provide visual cues to contents of a document in the user interface.

Document generation from templates

Generate Microsoft Word and PDF documents from standard templates with dynamically created contents and variable substitutions.

PDF document merging

Combine PDF documents to create a single PDF file. Useful for creating a bespoke document based on different pages from a library of standard component PDFs. Powerful when combined with PDFs generated from templates.

Document template management

Manage a library of document templates used for generating Microsoft Word or PDF documents.

Edit Microsoft Office documents directly

Microsoft Office apps think they're talking to a SharePoint server, when it's actually Word, Excel or Powerpoint documents in the Flowable content library or documents attached to cases and processes. No need for downloading and uploading documents to edit them.

Intelligent Document Processing (IDP) with ABBYY

By combining Flowable with ABBYY's Intelligent Document Processing solution, you can extract content and analyze your documents directly from processes. This integration is directly tied to Flowable's content systems.

Test and Debug
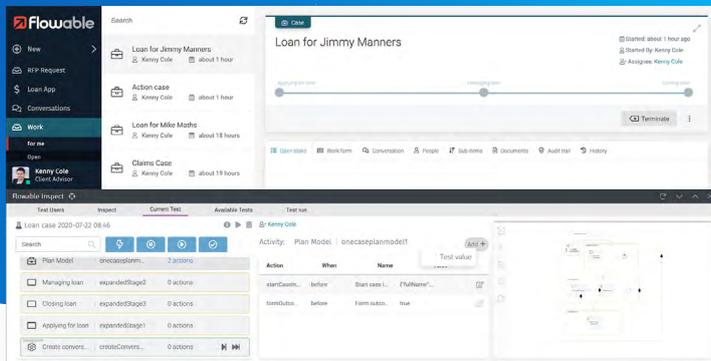
Process and case models are not always easy to test and debug. It's very easy to get stuck in a cycle of designing a model, deploying it, finding it doesn't work and trying to work out why – usually by changing the model and putting additional steps to try and track. With Flowable Inspect, the tools are there to allow you to step through the execution, jumping to breakpoints, changing variable values, triggering events and more. Test definitions can be recorded and replayed at any time to validate changes to process or case models.

Inspect running cases and processes

At any point in the execution of a case or process, open an Inspect panel to navigate the execution tree, check or change variable values, or trigger timers and other events.

Record test suites of different execution paths

Run a process or case and follow the path through its execution. Fill in forms for user tasks, click action buttons to trigger manual events, and all are recorded as part of a test definition that can be replayed on demand.

Step and breakpoint debugging

Add breakpoints while stepping through an execution, allowing you to jump over the execution until the next breakpoint is reached. Alternatively, just step through the execution of a case or process, inspecting or triggering actions as you go.

Validate execution with tests

Add test actions as part of a test definition, including testing variable values or running a complex condition expression. When a test definition is replayed, any test actions that fail are reported as part of the test run.

Mock out service tasks

Combining the test action that skips an activity with the ability to set variables, mock out service tasks so the test definition doesn't have to make every service call. Skip the service task, set the variable values you would expect to get back, and continue recording your test definition.

Form inspector and debugger

Inspect the structure of a user form, see the components that make it up, including any nested subforms. Adjust attributes and values of individual components to see how they look and behave. Test out dynamic interactions between components in the form.

Test and Debug

Server-based test runs

Even if your test definition includes user input forms and user actions that triggered events and behaviors, replaying a test does not need a UI. Execute tests via API and the test definition behaves as if the user had entered data and clicked on other actions.

Full error exceptions available

If an error is encountered while a test run is being executed, you can get immediate access to the exception trace to see what was the cause. No need to dig around in log files.

Debug event-driven apps

Testing Flowable apps that are event-driven can be achieved without firing a single event. Trigger event instances by hand or as part of a test run to simulate the same event instances as if they'd been generated by Kafka or another framework.

## Service registry task debugging

Users can execute task debugging with detailed request and response information via service registry, ensuring seamless debugging of both CMMN and BPMN processes.

Form tab visibility

Enhance visibility by displaying form tabs in custom case views within Flowable. Simplify data object variable viewing with a clear JSON representation, resulting in a more user-friendly experience for efficient data management.

JSON value comparison

Users can receive clearer test feedback and validate JSON arrays with JSON value comparison feature, thereby streamlining the testing process, and ensuring accurate comparison results.
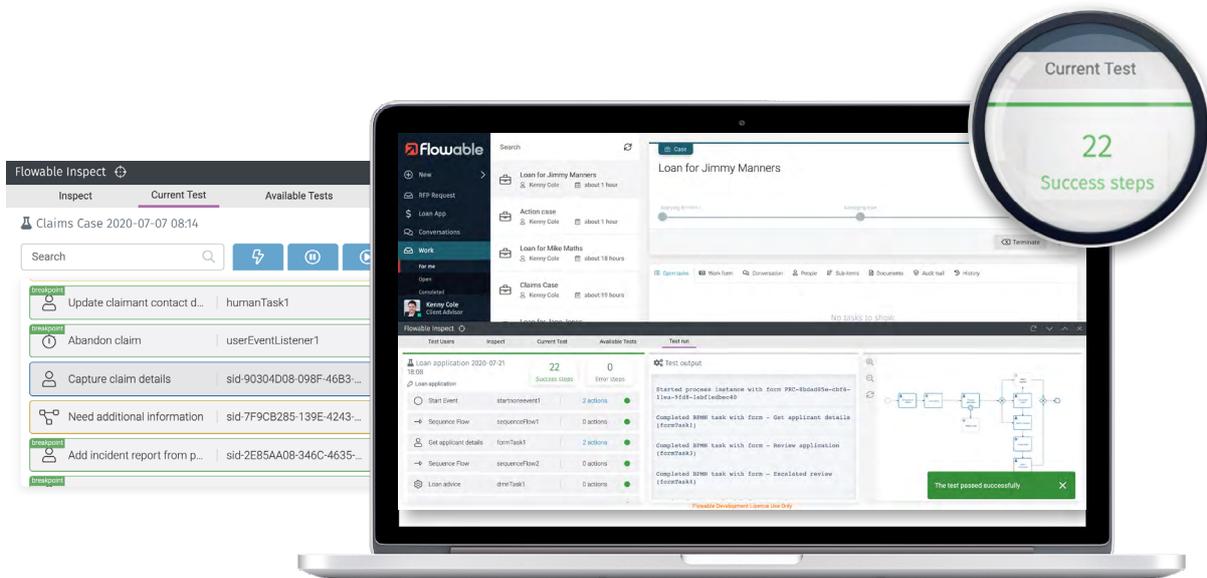
Reporting and Analytics
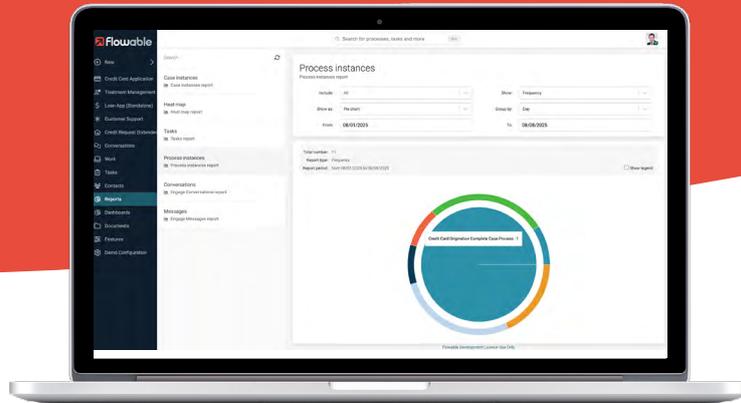
Continuous process improvement is part of every use of Business Process and Case Management Automation. Flowable indexes all historical data allowing rich reporting of process and case performance. Such analytical information can help identify optimal processes or areas where performance can be improved.

Dashboards

Business users can create visually engaging dashboards through an intuitive interface. Utilize dynamic charts and tables to present data and enable informed decision-making. It is possible to adjust variables dynamically, including date ranges and process scopes. To gain further insights, certain chart types allow you to drill down.

SLA management

With SLA capabilities, Flowable can track reaction time and completion time for human and user tasks within both CMMN and BPMN cases and processes. When configuring SLA models, organizations can perform detailed analyses, ensuring ongoing insights for continuous optimization of task management processes.

Process Heatmaps of frequency and duration

Visual heatmaps of aggregated data from completed processes to highlight hotspots in processes, based on frequency or duration.

Graph components for Forms, including pie, bar, area and line charts

Build custom analytics dashboards or include analytics graphs into forms. Present analytics of active and completed cases and processes.

Customizable analytics queries

Build new custom analytic charts by defining the aggregation query with required inputs as parameters.

Near realtime analytics

The analytics engine exploits the asynchronous history publishing of event data to provide active analytics. No data polling or other indirect data retrieval to limit almost realtime access to analytic queries.

Instant data inspection

Hover on different points in a chart to inspect the data value at that point in the chart.

Housekeeping control of historic data

As your use of Flowable grows, so does the volume of historical data, which can lead to large data space requirements. Housekeeping models allow you to define at a fine-grain level what data should be retained and what data can be cleaned out.

Application Monitoring
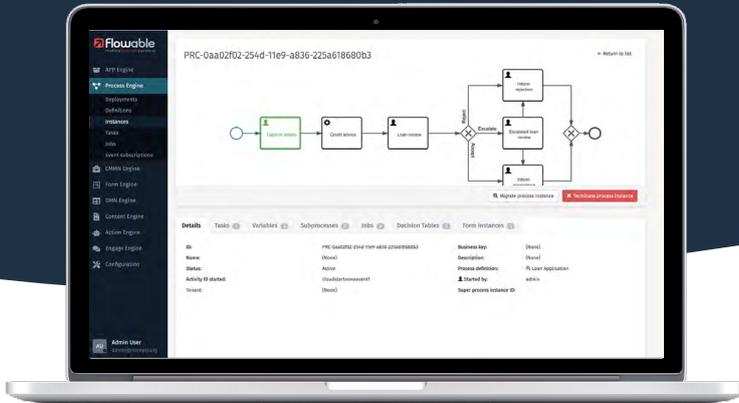
Even with the best defined cases and processes it is possible for things to go wrong or need change that wasn't originally anticipated. Flowable provides in-depth inspection of the state of the process and case engines for monitoring system health, as well as features to modify specific data or states to enable smooth running of the business through Flowable Control.

Master data management

Manage and control your process and case master data from Flowable Control.

Inspect active and completed items

Searchable lists of instances of processes, cases, forms, decisions, jobs and events.

Inspect failed jobs and restart

List failed operations and restart if needed. Resolve unplanned or unexpected issues encountered with tasks. Change assignment, requeue or even complete tasks as needed.

Edit form and process variables

Drill down into a completed form to view all variables values collected and modify if needed.

Change state of processes and cases

Change the current state of cases and processes. Useful when a wrong path has been taken and requires jumping back and running the process again. Unique to Flowable, this can be done whatever case and process complexity.

Detailed instance data

Drill down into a case, process, task, or other elements to explore all aspects of the item, including timestamps, states and properties.

Cancel process or case

Terminate cases and processes, delete them from the history and keep an eye on your housekeeping jobs.

Manage multiple Flowable servers

Switch between Flowable servers to configure or inspect and modify their state.

Migrate case and process instances

Map active instances to updated versions of their model without recreating critical process elements. Visually define mappings from existing to new states. The highly flexible mapping command notation allows complex migrations to be defined and executed, ensuring smooth transitions and minimal disruption to ongoing operations, enhancing efficiency.

Realtime engine monitoring

See real-time charts on the internal health of the engines. Detailed metrics are provided on a range of components, including CPU and memory usage, database connections, jobs executed, jobs failed, operations executed, events received and active users.

Incident Management

Monitor issues like database connection pool saturation, slow jobs, and large Elasticsearch requests, with configurable thresholds. An incident configuration also logs every exception in the Flowable Engines, enabling detailed issue tracking in Flowable Control.

Performance and Scalability
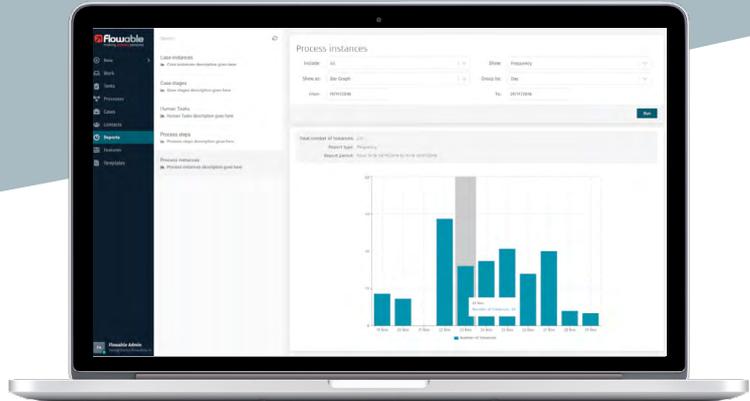
With Flowable you can scale the use of automation to meet your current and future needs. Flowable's engines are compact enough to operate in small virtual CPUs to provide embedded automation in every microservice. Flowable can also scale horizontally to provide throughput of thousands of process instances a second. Speed and performance are fundamentals in the architecture underpinning Flowable. With over a decade of evolution, the current generation of Flowable technology brings unprecedented capabilities coupled with enhanced performance.

Fully indexed case and process data for fast search and aggregated responses

As the volume of users and case data grows, performance can scale as needed with the benefit of efficient retrieval of data through single aggregated interfaces.

Stateless horizontal scaling

The Flowable engines keep all case and process state transactionally in the database, so any number of compute nodes can be added to scale out case and process execution. Any node in the compute farm can take the next step in a process or case, making it ideal for elastic cloud-based deployment.

Asynchronous historical data management

All historic data from executing processes can be kept in the database, but this has performance impact on throughput. This capability means all historic data can be published to external data stores, such as analytics engines or NoSQL databases.

Optimized data model

The data model is optimized for fast response time for users and during workflow execution. Completed and archived cases and processes are stored in separate database tables to improve access time to active case and process data.

Flowable Cloud
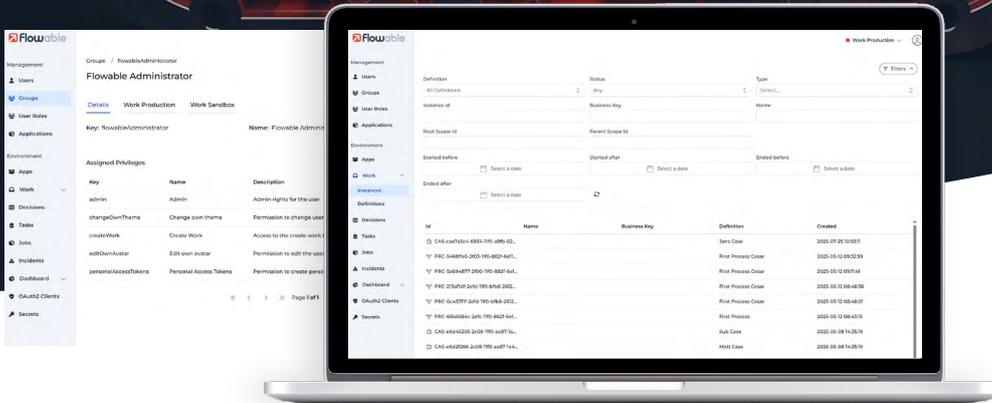
Flowable Cloud is a fully managed platform for intelligent business automation. It combines fast onboarding, secure operations, and powerful tools to build and run process and case management solutions – all in the cloud. The cloud offering complements the self-managed deployment model, which continues to be fully supported.

Deployment Options

Flowable Cloud Dedicated offers a private environment, fully managed by Flowable, with maximum flexibility and control. Flowable Cloud Shared provides a secure multi-tenant setup with full tenant isolation and shared infrastructure.

Ready to Use

You get immediate access to separate test and production environments. Security, updates, and operations are handled by Flowable, allowing teams to focus on delivering automation solutions with confidence.

Self-Management with Flowable Hub

Flowable Hub is the central application for managing tenants in Flowable Cloud Shared. It allows organizations to manage users, groups, and permissions independently and provides direct access to operational tools for apps, work instances, tasks, jobs, and incidents.

Safe Remote Scripting

In addition to the familiar integration patterns such as the Service Registry and External Worker Tasks, Flowable Cloud supports remote scripting through Azure Functions, enabling safe, isolated execution of custom logic.

Incidents and Operations

Incidents are tracked and displayed in a user interface, offering transparency over process health. Common operations like migrating cases, updating variables, and rescheduling jobs are easily accessible without technical overhead.

Open Source and Open Standards

flowable Driving the heart of Flowable are **open source engines** that efficiently execute case, process and decision models defined by open standards. This avoids vendor lock-in for Business Automation models and transparency of execution code. The Flowable open source project has a vibrant community providing feedback and contributions. All code that goes into Flowable open source is managed by the Flowable engineers. which ensures product quality and security.

BPMN process models

Open standards based Business Process models ensure processes can be designed in a non-proprietary notation. Wide adoption of this standard in the industry ensures that people, tools and training are readily available for developing and exchanging process models.

CMMN case models

Open standards based Case Management models ensure case models can be defined and exchanged in a non-proprietary notation.

DMN business rules models

Open standards based business rule models, defined as Decision Tables, ensure that rules are easily readable by business users as well as being non-proprietary and easily exchanged with other tools.

Open Source

Flowable Engines are open source, ensuring no vendor lock-in and validation from a wide community of users. Also, additional functionality and improvements are provided by community contributors. Flowable engineers incorporate contributions into the codebase after reviewing and testing.

Public REST API

Public REST API to easily integrate workflow automation, Case and Process Management into 3rd-party systems. The API provides access to the core Flowable engines.

Machine Learning ready

Built ready to integrate into popular ML services.

RPA Framework Integration

Automate manual tasks and connect to legacy systems using Flowable's integration with the Open Source RPA Framework.

Support

We can help you get the most out of your Flowable solution by assisting you at every step towards success, with administration tools and support. Customer satisfaction is essential for us, as our subscription model means we need to earn your business every year. We provide a range of support services to meet the demands of your business.

Right from the early stages of development all the way through to production, we're here to make sure you succeed. We understand that projects can start small and then grow significantly when they go live. Have confidence in being able to access all the product, knowledge and experience we can offer from the very beginning of your relationship with Flowable.

Customizable authentication

Pluggable security and authentication using popular frameworks.

LDAP synchronization

Synchronize data for users and groups from LDAP or Active Directory.

Rich Identity Management

Support for user definitions and custom properties for user models.

Server health reporting

Rich set of server node status monitoring provided for popular frameworks.

Bug fix only releases

Service pack releases of Flowable that contain only bug fixes.

Production support

Provide assistance in a timely manner for problems when Flowable is running in production.

Development guidance

Get assistance in how best to use the Flowable capabilities with guaranteed response times from the Flowable development team.

Informal assistance

Gain help from the Flowable Community through the open source forums and enterprise forums.

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Flowable. Intelligent Business Automation

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