

Built-in Command Activity Overview

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V10.5

Context

Use the Built-in Command activity to execute Case Operations or Hot Operations or Process Operations actions in the workflow.

IMPORTANT

When you execute Assign, Fetch, or Return built-in commands during the creation of the workflow (connected to the start activity without any blocking activity in between), you need to place the Execute Plan built-in command before any other command. This is required because the plan does not execute until the execution stage finishes.

The assign, fetch, and return task commands only work when they run in the context of a solution workflow or its child workflow.

Case Operations actions

Select Built-in Command

Category
Select the command category
Case Operations

Commands
Select a Built-in command to execute

Name
Add Case Attachments

Description
Adds files to the case attachments for a workflow instance

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For details, see [this article](#).

HotOperations actions

Select Built-in Command

Category
Select the command category
Hot Operations

Commands
Select a Built-in command to execute

Commands	Name	Description
Assign and Fetch Dynamic Task	Assign and Fetch Dynamic Task	Assigns a dynamic task to a user and fetches it for a user to complete
Assign Dynamic Task		
Execute Plan		
Fetch Dynamic Task		
Return Dynamic Task		

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You don't need to add a value to the **TeamLeaderId** parameter when you set up the **Assign and Fetch Dynamic Task** or **Assign Dynamic Task** commands. These commands run even if the **TeamLeaderId** parameter is null. This configuration is useful for tasks that do not require a Team Leader.

IMPORTANT

The Process Wall should not list the assignments performed by the built-in command. In order to perform this, the build-in command should specify team leader as: 0.

Process Operations actions

Select Built-in Command

Category

Select the command category

Process Operations

Commands

Select a Built-in command to execute

- Abort process
- Change Process Owner
- Change Process Stage
- Redirect Idle Process
- Replace Leaver
- Set Page Title**
- Set Process Variables

Name

Set Page Title

Description

Set the text that would appear in the case tab title. If not set, the default tab title is the case instance Id.

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IMPORTANT

Replace Leaver is available only in the *Leavers Replacement* workflow and does not support InMemory mode.

Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
- Credential type should be *None* under Security parameters. Credentials are not relevant for built-in command activities.



Want to learn by doing?

Check out [this hands-on exercise](#).

Note that only internal users can access the link.

V9.5

Context

Use the Built-in Command activity to execute Case Operations or Hot Operations or Process Operations actions in the workflow.

IMPORTANT

When you execute Assign, Fetch, or Return built-in commands during the creation of the workflow (connected to the start activity without any blocking activity in between), you need to place the Execute Plan built-in command before any other command. This is required because the plan does not execute until the execution stage finishes.

The assign, fetch, and return task commands only work when they run in the context of a solution workflow or its child workflow.

Case Operations actions

Select Built-in Command

Category
Select the command category
Case Operations

Commands
Select a Built-in command to execute

Name	Description
Add Case Attachments	Adds files to the case attachments for a workflow instance
Create Conversations Item	
Create Incoming Email from Email Listener	

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For details, see [this article](#).

HotOperations actions

Select Built-in Command

Category

Select the command category

Hot Operations

Commands

Select a Built-in command to execute

Assign and Fetch Dynamic Task

Assign Dynamic Task

Execute Plan

Fetch Dynamic Task

Return Dynamic Task

Name

Assign and Fetch Dynamic Task

Description

Assigns a dynamic task to a user and fetches it for a user to complete

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Cancel

You don't need to add a value to the **TeamLeaderId** parameter when you set up the **Assign and Fetch Dynamic Task** or **Assign Dynamic Task** commands. These commands run even if the **TeamLeaderId** parameter is null. This configuration is useful for tasks that do not require a Team Leader.

IMPORTANT

The Process Wall should not list the assignments performed by the built-in command. In order to perform this, the build-in command should specify team leader as: 0.

Process Operations actions

Select Built-in Command

Category

Select the command category

Process Operations

Commands

Select a Built-in command to execute

Change Process Owner

Change Process Stage

Redirect Idle Process

Replace Leaver

Set Process Variables

Name

Change Process Owner

Description

Changes the owner of a specific process.

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Cancel

IMPORTANT

Replace Leaver is available only in the *Leavers Replacement* workflow and does not support InMemory mode.

Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
- Credential type should be *None* under Security parameters. Credentials are not relevant for built-in command activities.



Want to learn by doing?

Check out [this hands-on exercise](#).
Note that only internal users can access the link.

V9.4

Context

Use the Built-in Command activity to execute Conversation Operations or Hot Operations or Process Operations actions in the workflow.

IMPORTANT

When you execute Assign, Fetch, or Return built-in commands during the creation of the workflow (connected to the start activity without any blocking activity in between), you need to place the Execute Plan built-in command before any other command. This is required because the plan does not execute until the execution stage finishes.

The assign, fetch, and return task commands only work when they run in the context of a solution workflow or its child workflow.

Conversation Operations actions

Select Built-in Command

Category

Select the command category

Conversation Operations

Commands

Select a Built-in command to execute

Create Conversation Item

Name

Create Conversation Item

Description

Use to create a new conversation item for a workflow instance

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Cancel

For details, see [this article](#).

HotOperations actions

Category

Select the command category

Hot Operations

Commands

Select a Built-in command to execute

Assign and Fetch Dynamic Task

Assign Dynamic Task

Execute Plan

Fetch Dynamic Task

Return Dynamic Task

Name

Assign and Fetch Dynamic Task

Description

Assigns a dynamic task to a user and fetches it for a user to complete.

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Cancel

You don't need to add a value to the `TeamLeaderId` parameter when you set up the **Assign and Fetch Dynamic Task** or **Assign Dynamic Task** commands. These commands run even if the `TeamLeaderId` parameter is null.

This configuration is useful for tasks that do not require a Team Leader.

IMPORTANT

The Process Wall should not list the assignments performed by the built-in command. In order to perform this, the build-in command should specify team leader as: 0.

Process Operations actions

Select Built-in Command

Category
Select the command category
Process Operations ▼

Commands
Select a Built-in command to execute

Name	Description
Change Process Owner	Changes the owner of a specific process.
Change Process Stage	
Redirect Process	
Replace Leaver	
Set Process Variables	

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IMPORTANT

Replace Leaver is available only in the *Leavers Replacement* workflow and does not support InMemory mode.

Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
- Credential type should be *None* under Security parameters. Credentials are not relevant for built-in command activities.

V9.1

Context

Use the Built-in Command activity to execute HotOperations or Process Operations actions in the workflow.

IMPORTANT:

When you execute Assign, Fetch, or Return built-in commands during the creation of the workflow (connected to the start activity without any blocking activity in between), you need to place the Execute Plan built-in command before any other command. This is required because the plan does not execute until the execution stage finishes.

The assign, fetch, and return task commands only work when they run in the context of a solution workflow or its child workflow.

HotOperations actions

Select Built-in Command

Category
Select the command category
Hot Operations

Commands
Select a Built-in command to execute

- Assign and Fetch Dynamic Task
- Assign Dynamic Task
- Execute Plan
- Fetch Dynamic Task
- Return Dynamic Task

Name
Assign and Fetch Dynamic Task

Description
Assigns a dynamic task to a user and fetches it for a user to complete.

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You don't need to add a value to the **TeamLeaderId** parameter when you set up the **Assign and Fetch Dynamic Task** or **Assign Dynamic Task** commands. These commands run even if the **TeamLeaderId** parameter is null. This configuration is useful for tasks that do not require a Team Leader.

IMPORTANT

The Process Wall should not list the assignments performed by the built-in command. In order to perform this, the build-in command should specify team leader as: 0.

Process Operations actions

Select Built-in Command

Category

Select the command category

Process Operations

Commands

Select a Built-in command to execute

Change Process Owner

Change Process Stage

Redirect Process

Replace Leaver

Set Process Variables

Name

Change Process Owner

Description

Changes the owner of a specific process.

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Cancel

IMPORTANT

Replace Leaver is available only in the *Leavers Replacement* workflow and does not support InMemory mode.

Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
- Credential type should be *None* under Security parameters. Credentials are not relevant for built-in command activities.

V8.3.4

Context

Use the Built-in Command activity to execute HotOperations or Process Operations actions in the workflow.

IMPORTANT:

When you execute Assign, Fetch, or Return built-in commands during the creation of the workflow (connected to the start activity without any blocking activity in between), you need to place the Execute Plan built-in command before any other command. This is required because the plan does not execute until the execution stage finishes.

The assign, fetch, and return task commands only work when they run in the context of a solution workflow or its child workflow.

HotOperations actions

□ ×

Select Built-in Command

Category
Select the command category
Hot Operations ▼

Commands
Select a Built-in command to execute

Assign and Fetch Dynamic Task
Assign Dynamic Task
Execute Plan
Fetch Dynamic Task
Return Dynamic Task

Name
Assign and Fetch Dynamic Task
Description
Assigns a dynamic task to a user and fetches it for a user to complete.

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Next

Cancel

You don't need to add a value to the **TeamLeaderId** parameter when you set up the **Assign and Fetch Dynamic Task** or **Assign Dynamic Task** commands. These commands run even if the **TeamLeaderId** parameter is null. This configuration is useful for tasks that do not require a Team Leader.

Process Operations actions

Select Built-in Command

Category

Select the command category

Process Operations

Commands

Select a Built-in command to execute

Change Process Owner

Change Process Stage

Redirect Process

Replace Leaver

Set Process Variables

Name

Change Process Owner

Description

Changes the owner of a specific process.

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Next

Cancel

Note:

Replace Leaver is available only in the *Leavers Replacement* workflow and does not support InMemory mode.

Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
- Credential type should be *None* under Security parameters. Credentials are not relevant for built-in command activities.

V8.3 and earlier

Context

Use the Built-in Command Activity to execute various actions in the workflow.

Process Operations Actions

Action	Description
Change Process Owner	Changes the owner of a specific process.
Change Process Stage	Changes the stage of a specific process.

Action	Description
Redirect Process	Sends a Redirect command to an idle process. The Process resumes its execution and redirects.
Replace Leaver	<p>Replaces a Leaver with another user.</p> <div> <p>Notes:</p> <ul style="list-style-type: none"> Available only in the <i>Leavers Replacement</i> workflow. Does not support InMemory mode. </div>
Set Process Variables	Assign values to local or global variables

Wizard Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
- In Security properties, the credential type should be *None*. Credentials are not relevant for this activity.