Subject: Using workflow component in my own application(?)
Posted by rumich on Thu, 06 Sep 2007 10:56:10 GMT
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Hi,

I wonder if we could use workflow components in our already working application that serves for cases registration. This is PHP+MySQL app (let's call it "Register") that produces mail notifications to the appropriate team to be processed. The CRM application is already deployed and we have no influence on it. The processing team receives emails produced by Register with the request details and registers the cases in CRM system.

So now te process is:

request creation ("Register" app)->
email to processing team ->
create CRM case-> [... further steps]

What we need now is to add some sort of approvals for cases before they can be processed by the team. So the expected output is approved request (in the form of email).

request creation ("Register" app)->
*** workflow to have the request approved, up to 3 levels ***->
email to processing team ->
create CRM case-> [... further steps]

Would it be possible to use workflow component to implement that quite simple workflow or we should build the complete CMS application using RADICORE as the backend to our application?

What do you think?

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regards
rumich