Workflows & Automations

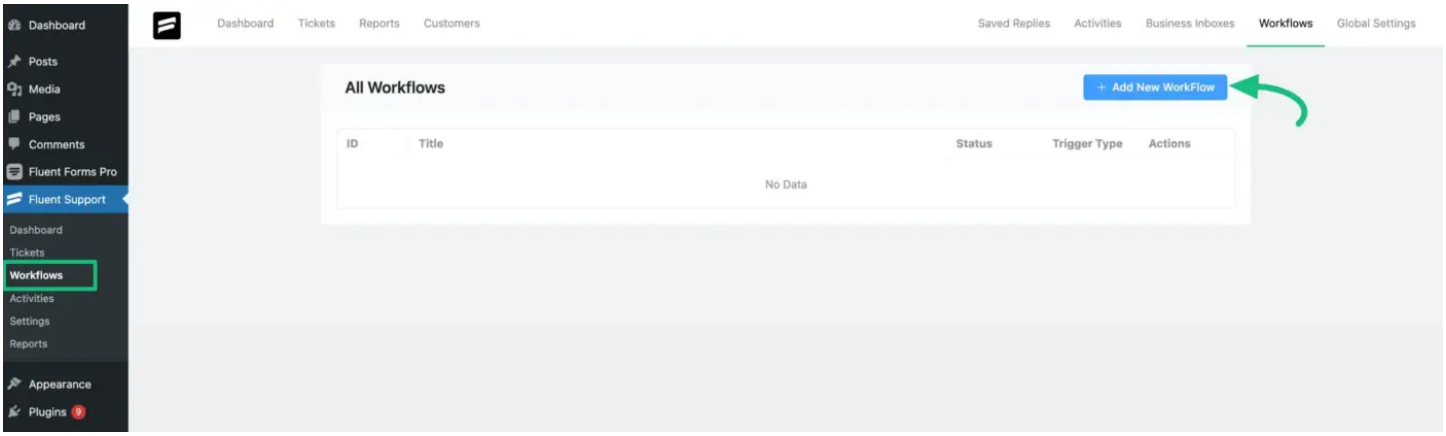
Workflow/Automation · https://fluentsupport.com/docs/workflows-automations/

A **Workflow/Automation** is a sequence of tasks that can be done either **Manually** or **Automatically** using certain triggers and conditions so that you can avoid performing the same actions repeatedly. You can easily create a workflow in **Fluent Support** as it has its **own workflow system.** This article will guide you through the process required to create workflows in Fluent Support.

Create New Workflows In Fluent Support

To learn how to create Workflows/Automation, follow the steps with the screenshots below —

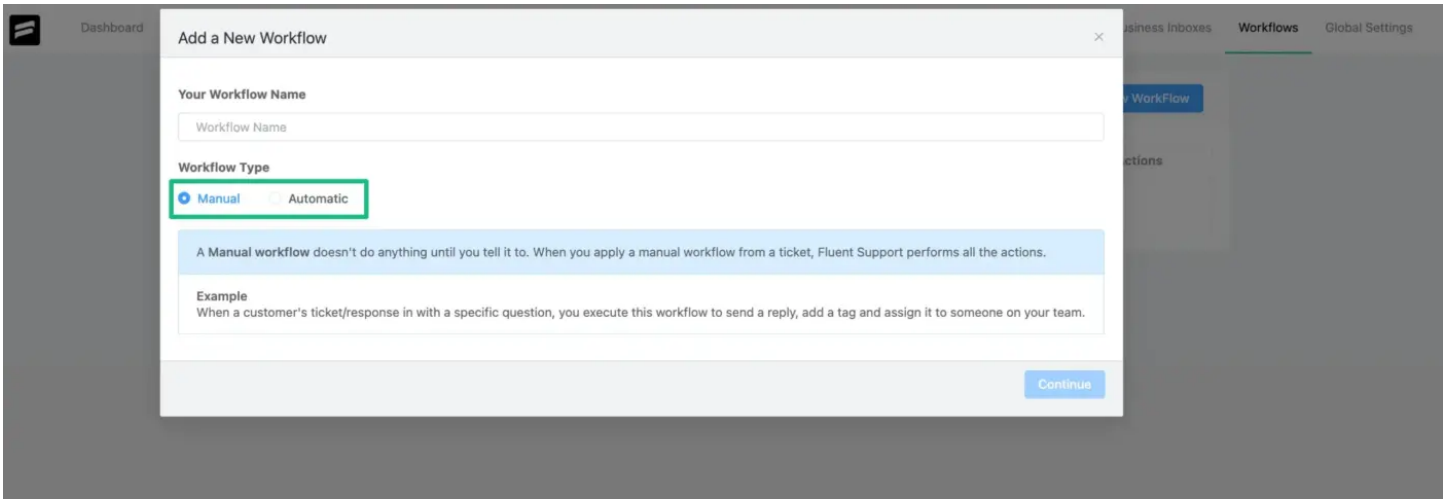
From the **Fluent Support Dashboard,** go to **Workflows** and click the **+ Add New Workflow** button to create a new **Workflow**.



Now, a popup page will appear where you will get the options to choose the workflow type (Manual and Automatic) according to your needs.

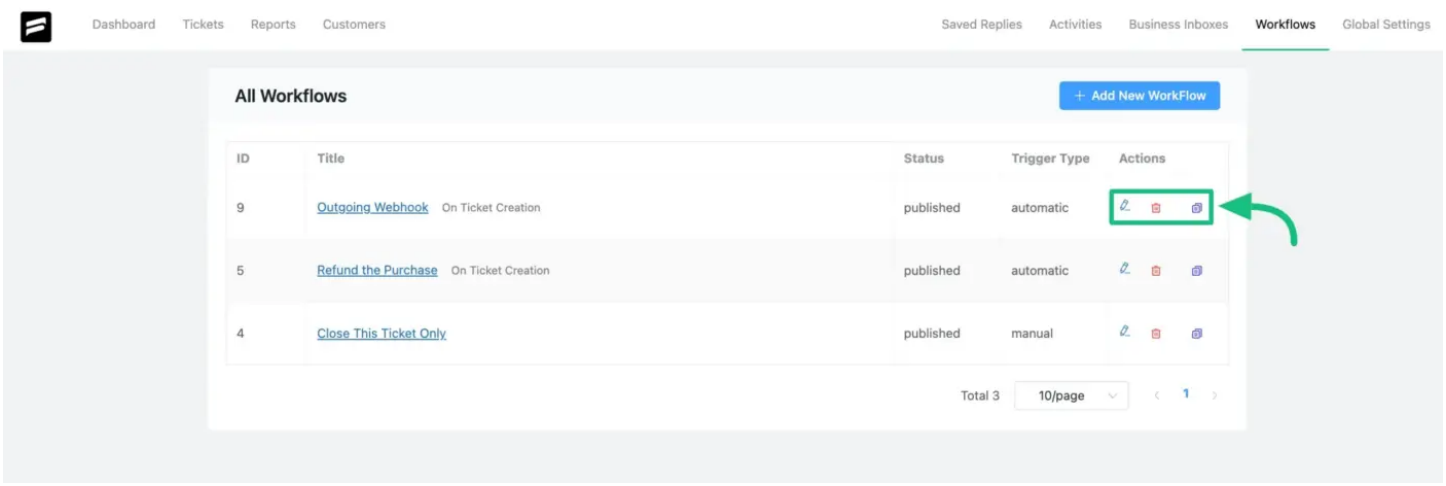
Manual Workflow: To learn the details of creating a manual workflow, read this full **Documentation**.

Automatic Workflow: To learn the details of creating an automatic workflow, read this full **Documentation**.



Here, you can see that three workflows are created. You can create as many workflows as you wish.

You can also **Edit** your existing workflow by clicking the **Pencil Icon**, **Delete** by clicking the **Trash Icon**, and **Duplicate/Clone** by clicking the **Icon Right Next to the Trash Icon** placed under the **Actions** column.



If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.