# Onboarding Workflow Sample

## What It Is

A visual and written breakdown of a typical employee onboarding workflow configured in Freshservice.

## Why It Matters

Provides a reusable framework that can be cloned and adapted across departments (IT, HR, Facilities) and reflects best practices in request fulfillment.

## Workflow Overview

Trigger Event:

* Service Request: 'New Employee Onboarding'

Workflow Nodes:

* Approval Node – Manager approval of the onboarding request
* Web Request Node – Create user in Azure AD via API
* Task Node – Assign laptop and accessories to IT
* Task Node – Provision access to software tools (Zoom, Office 365)
* Notification Node – Notify Facilities to prepare the workspace

SLA Targets:

* Response Time: 2 hours
* Resolution Time: 24 hours

Sample Automation Logic:

* IF Department = 'Engineering' THEN assign software provisioning task to DevOps team
* IF Location = 'NYC Office' THEN notify Facilities - NYC group