# Workflow Documentation Template

Use this template to document any workflow created in Freshservice. This helps ensure continuity, compliance, and clear communication.

## Basic Information

* Workflow Name:
* Module (Ticket, Change, Problem, etc.):
* Created By:
* Date Created:
* Current Status (Draft, Active, Retired):

## Purpose and Description

* Business Purpose:
* Full Description of Workflow Logic and Use Case:

## Trigger and Conditions

* Event Trigger:
* Conditions Logic:

## Actions and Outputs

* Actions Taken:
* Output Summary (e.g., group assigned, approval sent, task created):

## Related Workflows

* Name and Relationship (if any):

## Review & Notes

* Last Reviewed:
* Review Notes or Recommended Changes: