# Workflow Automation Starter Kit

This guide provides annotated examples of Freshservice workflow automations designed to accelerate your implementation. Each section includes use-case logic, sample configurations, and placeholder visuals that represent the automation structure.

## Sample Onboarding Automation

* Trigger: Service Request for 'New Employee Onboarding'
* Approval Node: Manager Approval
* Web Request Node: Create user in Azure AD
* Task Nodes: Assign Laptop, Provision Software Access, and Notify Facilities

<<Insert workflow screenshot or diagram here>>

## Conditional Ticket Routing

* • Trigger: Ticket is created
* • Condition: Department = Finance
* • Action: Assign to Finance Support Group
* • Else: Assign to Default Support

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## Manager Approval Logic

* • Trigger: Request for Access to Confidential Resources
* • Condition: Requester’s role requires approval
* • Action: Send for Manager Approval
* • If approved: Proceed to access provisioning

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## Task Creation Sequences

* • Trigger: Service Request: 'New Software Installation'
* • Actions: Create Tasks for IT Ops, License Assignment, Email Notification
* • Tasks assigned based on location and department

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