# Workflow Automator Configuration – Working Session Agenda

Purpose: Design, test, and document workflow automations to improve ticket routing, approvals, and task generation.

Agenda Items:

* Review current automation use and pain points
* Identify top automation candidates by module (e.g., Ticket, Change, Problem)
* Draft triggering events, conditions, and actions
* Define naming conventions and documentation standards
* Assign ownership and review the activation strategy