

Sending an automatic email and running a process diagram started from a GeneXus object

To this point, we have fulfilled the agency's first requirement relative to customer's entering their reservations. Another requirement relates to notifying the agency's employees, through emails, about the need to contact airlines to inform about the pending task.

Since customers enter their own reservations through the web, this is an important aspect because reservations could be made beyond office hours and the agency's employees must be informed in order to advance in the reservations process by calling the airlines.

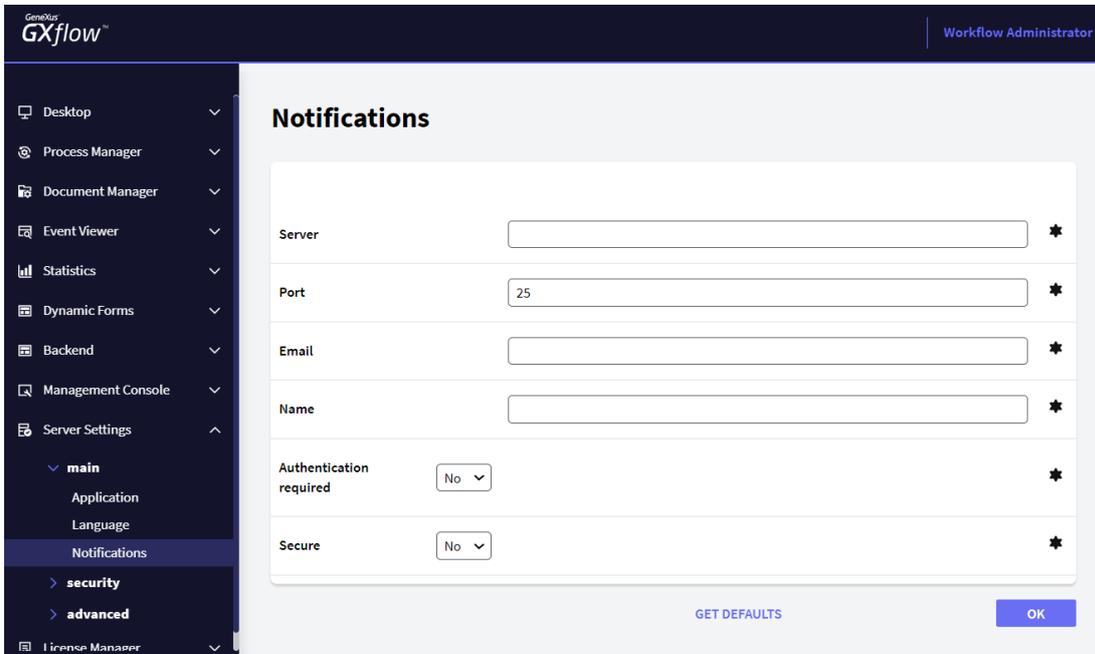
In order for an email message to be sent upon the creation of the instances in the ContactAirlines task, we must go to its properties and select True in the **Send e-mail** property.

Advanced Properties

Optional routing type	Branch
Request comments	False
Work with documents	False
Send e-mail	True
Email notification template	(none)

Note that we could also define a template for the email with the property **Email notification** template.

For the workflow engine to forward the message we must define the mail server that will be used. We do that in the workflow client, under Server settings, Main, Notifications.



The screenshot shows the GXflow Workflow Administrator interface. The left sidebar contains a navigation menu with items: Desktop, Process Manager, Document Manager, Event Viewer, Statistics, Dynamic Forms, Backend, Management Console, Server Settings, main (with sub-items Application, Language, Notifications), security, advanced, and Licence Manager. The main content area is titled "Notifications" and contains several configuration fields, each with a star icon on the right:

- Server: Text input field
- Port: Text input field with value "25"
- Email: Text input field
- Name: Text input field
- Authentication required: Dropdown menu with value "No"
- Secure: Dropdown menu with value "No"

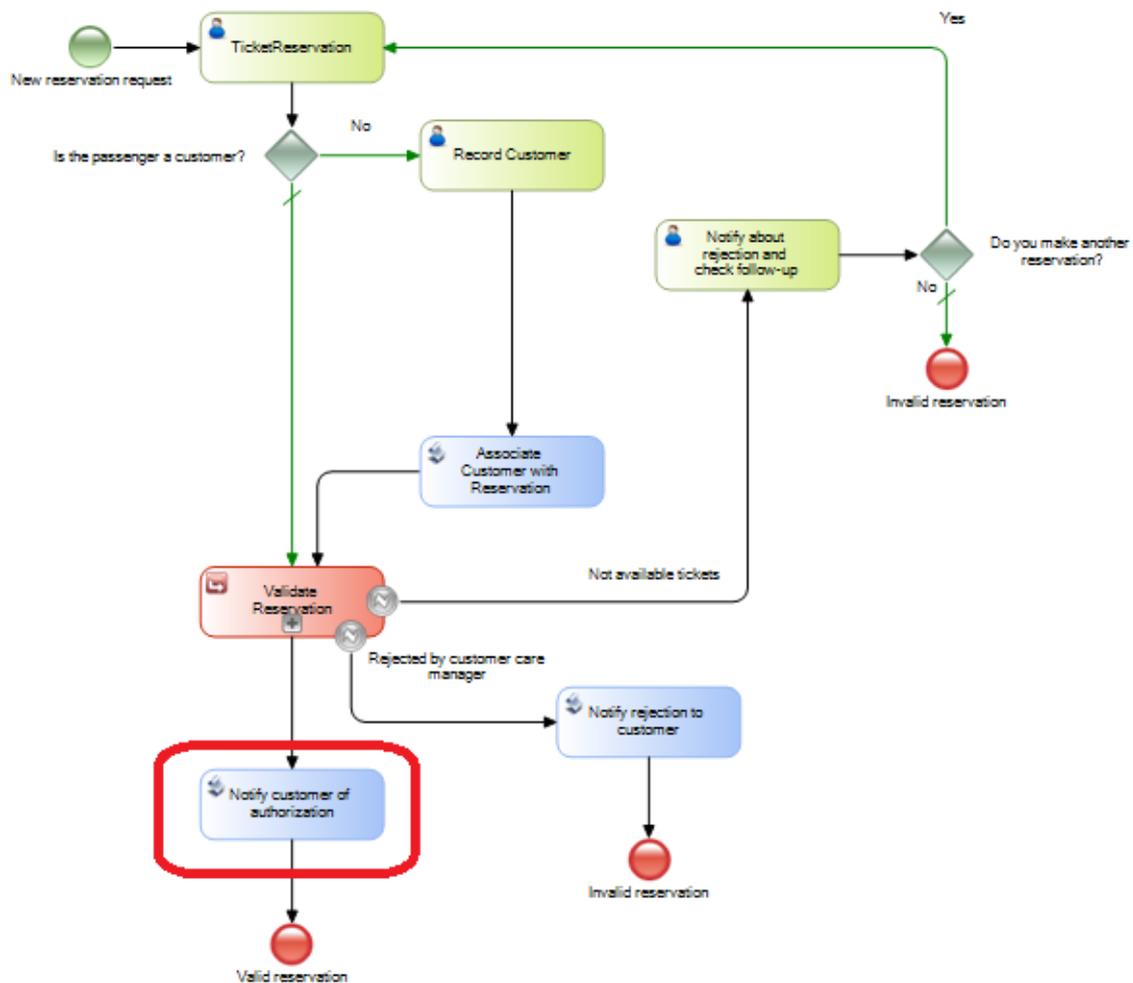
At the bottom of the form, there are two buttons: "GET DEFAULTS" and "OK".

We can see that there are several options available. In the Server field we will set the IP or DNS value of the SMTP server that we will use to send the emails and an email address and name that we will use for the sender. With these settings, the workflow engine will automatically send an email to all the users with permits for the ContactAirlines task.

The last change requested by the agency is that the task notifying customer regarding a successful reservation is to be made personally instead of having the system do it automatically.

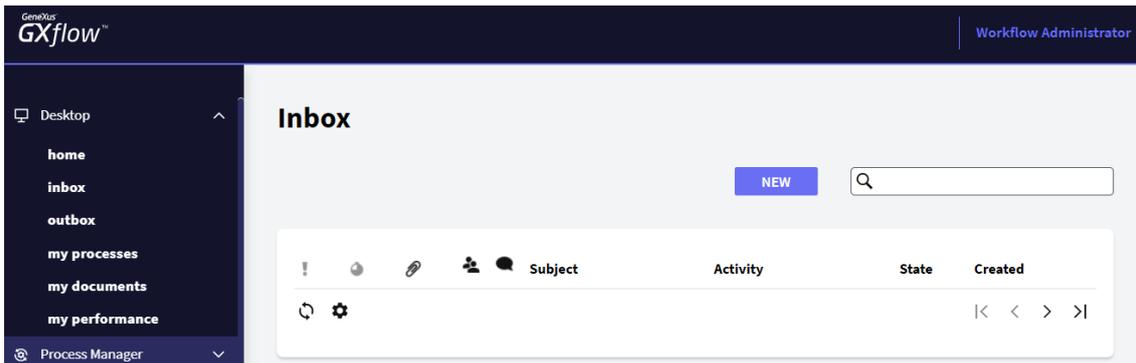
This will enable us to see, upon finalizing the process, how the control returns to the main process because the task of notifying the authorization will appear as pending execution.

To achieve this we change the type of the **Notify customer of authorization** task from the Batch type to the User type and associate it to the **NotifyAuthorization** webpanel, as we map relevant data ReservationId.

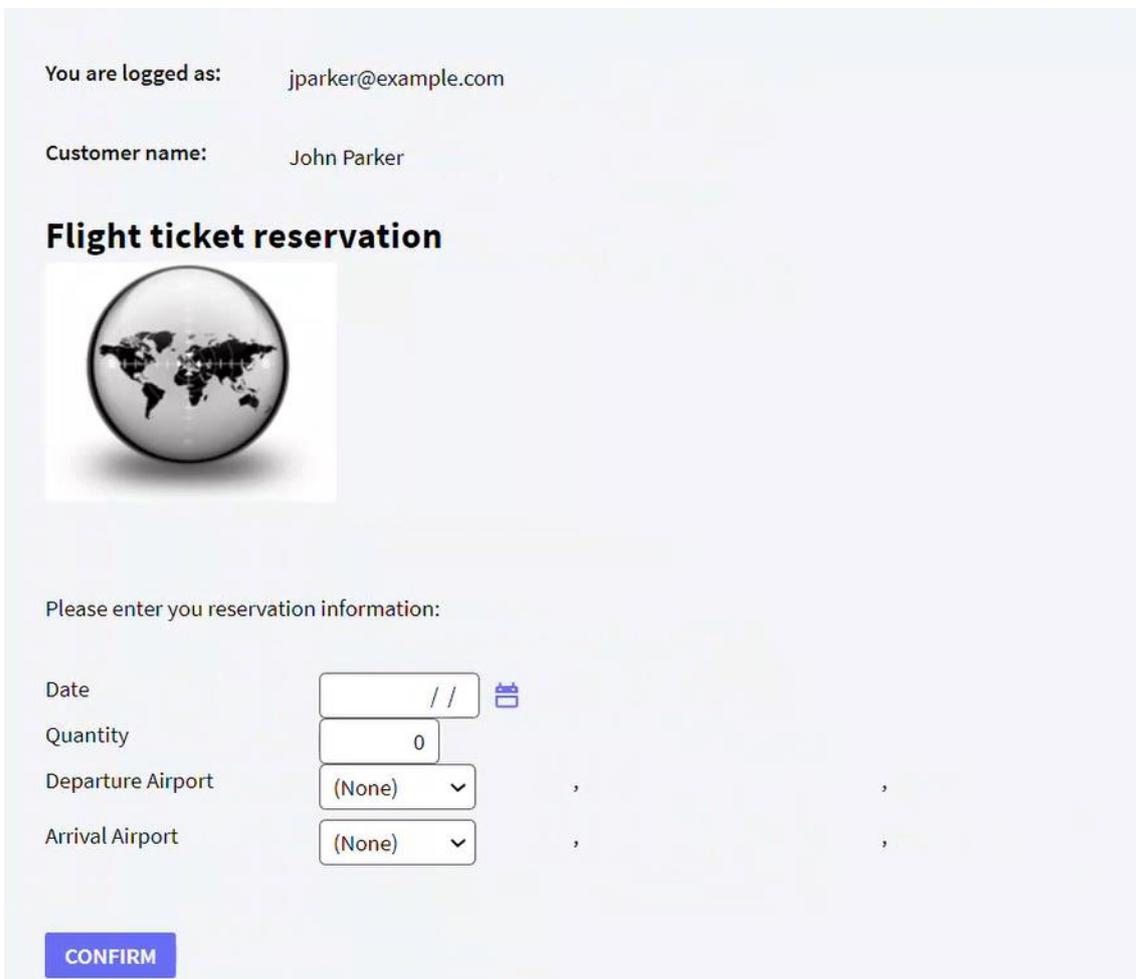


We will now see the changes we made to the diagram in runtime. First we open a window of the browser and paste the url of the workflow client.

We can see that the workflow client is executed and the input tray is empty.



To execute the screen that the customer uses to enter the data of a reservation we go to the TravelAgency webpanel and right-click on it and then press Run.



We can see that the screen is opened for us to enter a ticket reservation. In the upper right we can see that the user logged on is John Parker.

We enter today's date, 1 as the number of passengers and the departure airport that is Carrasco in Montevideo, Uruguay and the destination airport being Guarulhos, in Sao Paulo, Brazil.

You are logged as: jparker@example.com

Customer name: John Parker

Flight ticket reservation



Please enter your reservation information:

Date: 

Quantity:

Departure Airport: 

Arrival Airport: 

(None)

(None)

Carrasco

Guarulhos

We now press the Confirm button. Let's now go to the other window in the browser where we have the workflow client and press the Refresh button.

Inbox

HISTORY PREVIEW DELEGATE COLLABORATE MORE ACTIONS - NEW

Subject	Activity	State	Created		
FlightTicketReservation process started from GeneXus Menu	Contact airlines	● ready	03/13/23 12:58 AM	EXECUTE	SEND
FlightTicketReservation process started from GeneXus Menu	Contact airlines	● ready	03/13/23 12:58 AM	EXECUTE	SEND
FlightTicketReservation process started from GeneXus Menu	Contact airlines	● ready	03/13/23 12:58 AM	EXECUTE	SEND
FlightTicketReservation process started from GeneXus Menu	Contact airlines	● ready	03/13/23 12:58 AM	EXECUTE	SEND

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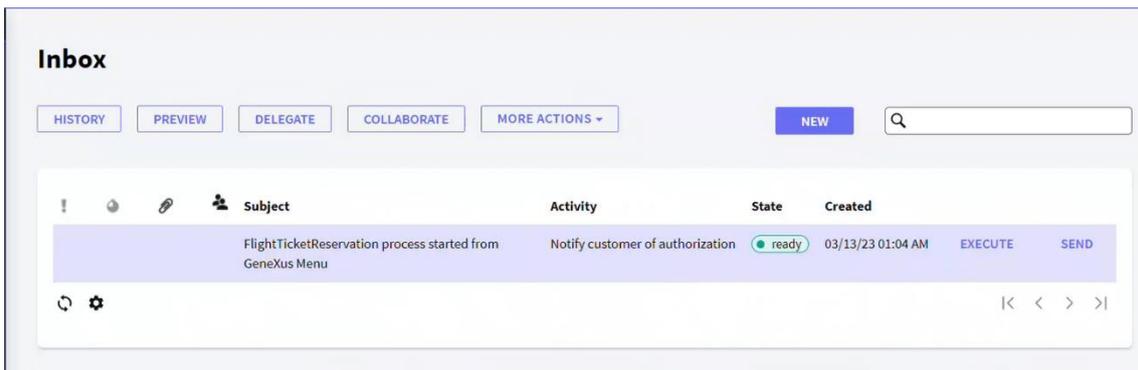
The input tray shows us the instances of the ContactAirline task as pending execution. This means that an instance of the **FlightTicketReservation** process was created and the TicketReservation task was marked as completed, as we expected according to the

programming we did on the TravelAgency webpanel, through which the customer entered his own reservation.

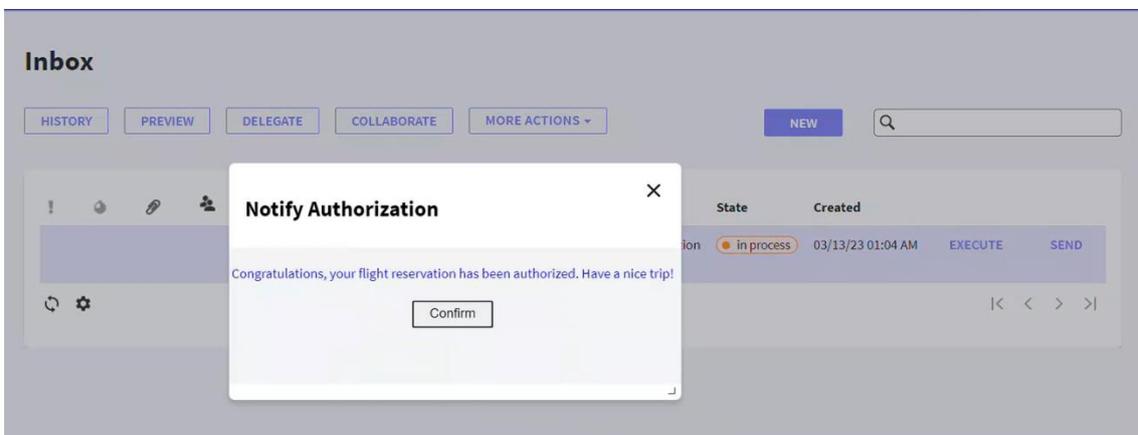
Now let's execute the tasks that relate to contacting airlines and then go on with the process until we end up with an authorized reservation.

We should note that after finalizing the last task in the ValidateReservation subprocess the flow returns to the main process -FlightTicketReservation- and the **Notify customer of authorization** task is pending execution.

We can also see that the subject of the process is the one we assigned previously. It indicates that this time the process was started from a GeneXus object.



Let's now execute the **Notify customer of authorization** task. We will see that the screen of webpanel NotifyAuthorization opens up with an interactive message informing that the reservation has been authorized.



We now press Confirm and Send to finish the task, and we will see that this ends the air ticket reservation process.

In the next video we will see how we can make different branches of the agency execute the same ticket reservation process but with the tasks of one branch not being executable by staff from a different branch.