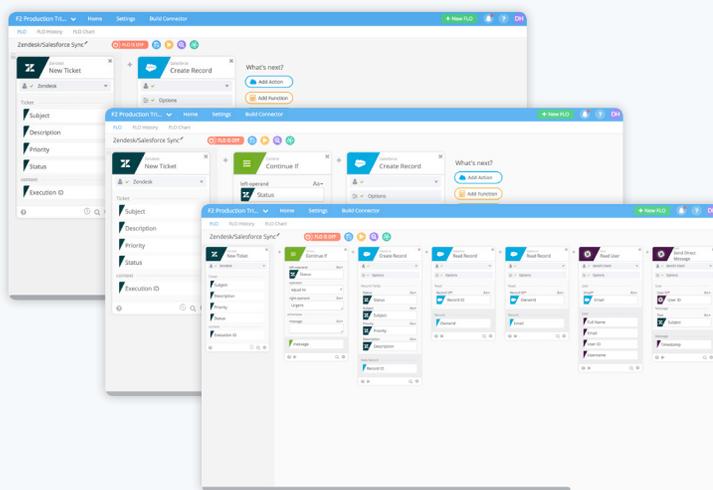
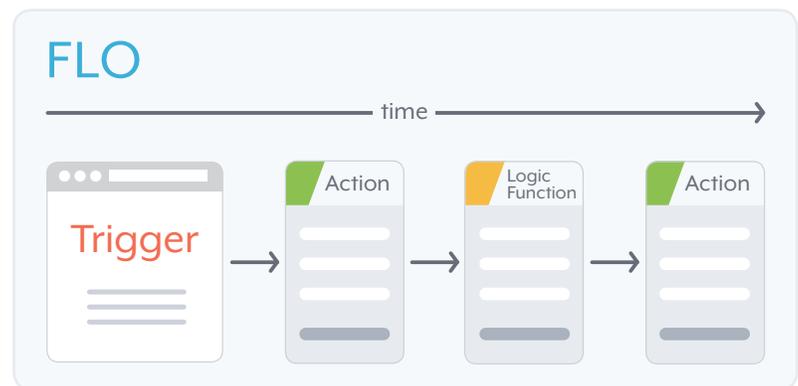


What is a FLO?

A FLO is another word for an automated workflow or integration. Within Azuqua, FLOs are represented by a Trigger Event followed by a series of Actions and Logic Functions which are executed from left-to-right in Azuqua's Visual Designer.

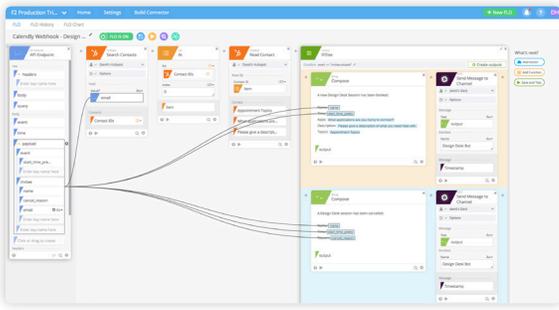
FLOs allow you to connect to and from various endpoints (SaaS Connectors, APIs, or Databases) and:

- Begin with a trigger (Event, Schedule, or API Endpoint)
- Execute a series of logic functions or actions
- Produce desired outcomes by consuming inputs from Connectors or Actions



How it Works

FLOs vary in complexity and are not based on the amount of data moving through the system or on the number of executions. Rather, they are defined by the components that make up the scenario. A simple scenario may only contain a few cards, while a more complex scenario can contain dozens of cards depending on the use case requirements.

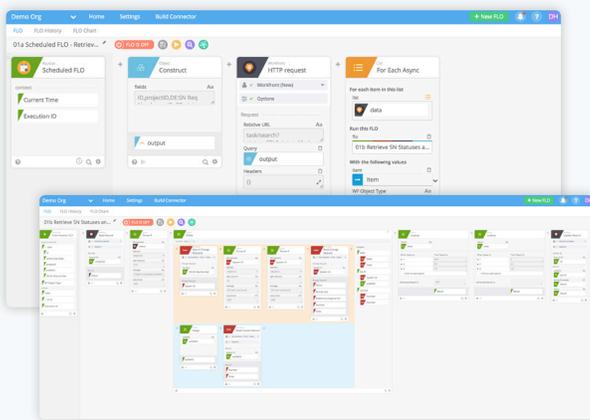


API Endpoint

API Endpoints let users setup a webhook in minutes to receive data from an external service. This is helpful when external systems don't have a readily available API.

This FLO is triggered by a Calendly webhook that pulls data from an API endpoint. When an event is scheduled, the FLO surfaces data from a Hubspot form. This data is then sent via Slack with if/else branching logic to alert Support when an event is scheduled or canceled.

Azuqua uses this FLO internally for scheduling Design Desk sessions. It enables us to eliminate back-and-forth emails, allowing our support team to spend more time with customers driving product engagement.

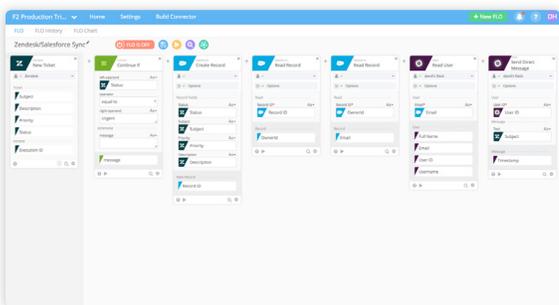


Scheduled FLO

Scheduled FLOs run at a specific time or at recurring intervals specified by the user. This functionality is ideal for reporting, project auditing, or performing tasks that are independent of an external event.

This FLO checks for incomplete tasks in Workfront every hour that need to be updated based on corresponding tasks in ServiceNow. A second FLO identifies change requests in ServiceNow, pulls the request status, and syncs that information with Workfront.

This scenario saves the PM team & Dev team hours each week that were previously spent manually updating and communicating status changes on work items.



Application Event

Application Events let users build automations that are triggered by an action or event that take place within an application. This includes new records, updated fields, or attachments.

This FLO monitors for new tickets in Zendesk. When an 'urgent' ticket is created, a corresponding case is created in Salesforce. The FLO reads the Salesforce case record to identify and notify the case owner via Slack.

This scenario helps support teams that use different applications, allowing each team to use their tool of choice resulting in improved speed and accuracy of ticket resolution.