

# Standard System Documentation

---

# CONTENTS

---

1. Standard Knowledgebase Guide	5
1.1 Overview	7
1.2 Power User Interface	11
1.3 Admin Setup Menu	14
1.4 End User Interface	17
1.4.1 Default EUI Setup	19
1.5 Supplier Portal	21
1.5.1 Supplier User Guide	22
1.5.2 Company Documents Table	31
1.5.3 Insurance Coverages Table	35
1.6 User Roles	38
1.6.1 Groups	39
1.6.2 Teams	44
1.6.3 Roles	50
1.7 Background Tables	54
1.7.1 People Table	55
1.7.1.1 Employees Table	57
1.7.1.2 External Users Table	60
1.7.2 Companies Table	63
1.7.3 Departments Table	67
1.7.4 Locations Table	69
1.8 Global Process Tables	72
1.8.1 Approval Management	73
1.8.1.1 Approvals Table	74
1.8.1.2 Approval Templates Table	79
1.8.1.3 Approval Workflows Table	83
1.8.2 Task Management	85
1.8.2.1 Tasks Table	87
1.8.2.2 Task Templates Table	93
1.8.2.3 Task Workflows Table	99
1.8.2.4 Task Steps Table	102
1.8.3 Services Table and Service Catalog	103
1.8.4 Time Entries Table	111
1.9 Contract Management Tables	113
1.9.1 Contracts Table	116
1.9.2 Contract Types Table	140
1.9.3 Document Template Clauses Table	144
1.9.4 Contract Clause Table	146
1.9.5 Clause Library Table	148
1.9.6 Clause Types Table	153
1.9.7 Risk Conditions Table	154
1.9.8 Contract Risk Conditions Table	155
1.9.9 DocuSign Tables Overview	157
1.9.9.1 DocuSign Envelopes Table	159
1.9.9.2 DocuSign Recipients Table	160
1.9.9.3 DocuSign Signing Roles Table	161
1.9.9.4 DocuSign Users Table	162
1.9.10 Adobe Sign Tables Overview	164
1.9.10.1 Adobe Sign Agreements Table	168
1.9.10.2 Adobe Sign Recipients Table	169
1.9.10.3 Adobe Sign Statuses Table	170
1.9.11 Payments Table	171
1.9.12 Contract Budget Items Table	173
1.10 Sourcing Event Management Tables	174
1.10.1 Sourcing Events Table	175
1.10.2 Sourcing Event Types Table	181
1.10.3 Supplier Responses Table	183

1.10.4 Sourcing Event Questions Table	185
1.10.5 Sourcing Event Criteria Table	187
1.10.6 Qualification Criteria Table	190
1.10.7 Response Evaluations Table	192
1.10.8 Response Scores Table	195
1.10.9 Goods and Services Table	197
1.10.10 Sourcing Budget Items Table	199
1.11 Supplier Management Tables	200
1.11.1 Supplier Profile Table	201
1.11.2 Supplier Related Companies Table	206
1.11.3 Supplier Stakeholders Table	209
1.11.4 Supplier Performance Management Tables	212
1.11.4.1 SP Evaluations	213
1.11.4.2 SP Question Sets	216
1.11.4.3 SP Questions	217
1.11.4.4 SP Answer Sets	218
1.11.4.5 SP Answers	219
1.11.4.6 KPIs	220
1.11.4.7 SP Evaluation Questions	221
1.11.4.8 SP Evaluators	222
1.12 Matter Management Tables	223
1.12.1 Legal Requests Table	225
1.12.2 Matters Table	228
1.12.3 Matter Types Table	232
1.12.4 Matter Files Table	234
1.12.5 Matter File Types Table	236
1.12.6 Matter Deadlines Table	237
1.13 Service Desk Operation Tables	239
1.13.1 Alternative Knowledgebase for Service Operations	240
1.13.2 Request Tables Overview	242
1.13.3 Service Requests Table	244
1.13.4 Incidents Table	250
1.13.5 Problems Table	255
1.13.6 Change Requests (RFC) Table	258
1.13.7 Assets Table	266
1.13.8 Models Table	268
1.13.9 Purchase Requests Table	269
1.13.10 Items Requested Table	271
1.13.11 Items Table	273
1.13.12 Support Cases Table	274
1.14 Project Management Tables	277
1.14.1 Projects Table	278
1.14.2 Project Types Table	281
1.14.3 Purchase Orders (PO) Table	283
1.15 Sales CRM Tables	285
1.15.1 Leads Table	286
1.15.2 Opportunities Table	288
1.15.3 Products Table	289
1.15.4 Products Quoted Table	291
1.15.5 Campaigns Table	293
1.15.6 Quotes Table	296
1.15.7 Surveys Table	299
1.15.8 Survey Types Table	301
1.15.9 Survey Questions Table	302
1.16 Documents Table	303
1.17 System Tables	308
1.17.1 Activity Log Table	309
1.17.2 Attachments Table	310
1.17.3 Attachment Types Table	314
1.17.4 Calendars Table	316
1.17.5 Chat Log Table	317
1.17.6 Currencies Table	318
1.17.7 Email Texts Table	321
1.17.8 EUI Templates Table	323
1.17.9 Fiscal Years Table	324
1.17.10 Key Terms Table	325
1.17.11 Print Templates Table	326
1.17.12 Replacement Variables Table	328

1.17.13 Import Tables	329
1.17.13.1 Import Logs Table	330
1.17.13.2 Import Summaries Table	331
1.17.13.3 Import Templates Table	333
1.17.14 Countries Table and States Table	334
1.17.15 Status Bars Table	335
1.17.16 Status Times Table	338
1.17.17 Functions Table	339
1.17.18 Signatures Table	340
1.17.19 Addin Diagnostic Logs Table	341
1.18 Artificial Intelligence Tables	343
1.18.1 AI Clause Types	344
1.18.2 AI Document Types	346
1.18.3 AI Models and AI Credentials	347
1.18.4 Attachments: AI	348
1.18.5 Contract Clauses: AI	352
1.18.6 Contracts: AI	353
1.18.7 Contract Type: AI	355

# Standard Knowledgebase Guide

---

This guide describes the Standard System Demo setup of Agiloft's Standard Knowledgebase (KB). It divides the system into several large functional areas, and then describes the tables that are used in those functional areas. This guide is primarily intended for admin users or system designers who need structural information about the Standard Agiloft Knowledgebase for customization purposes.

The Agiloft Standard System Demo contains several modules that are pre-configured with Agiloft best practices and automation. Depending on the selections made when a KB was created, some of these modules may be fully or partially hidden.

The Standard Knowledgebase Guide contains the following sections, which are also accessible from the left pane.

- **Overview** - Introduction to the Standard Knowledgebase Guide, such as basic information about use cases and processes
- **Power User Interface** – Introduction to the Power User Interface
- **Admin Setup Menu** – Overview of the Setup menu options
- **End User Interface** – Introduction to the End User Interface
- **Supplier Portal** – Introduction to the Supplier Portal, which allows suppliers to interact with the system
- **User Roles** – Overview of managing user permissions and the default user roles
- **Background Tables** – Overview of background tables, which are used in multiple modules and store basic information about people, places, and organizations
- **Global Process Tables** – Overview of approvals, tasks, and time entries, which are used in multiple modules such as contract management and service desk
- **Contract Management Tables** – Overview of tables dedicated to managing the contract lifecycle, including e-signature and approval workflows
- **Sourcing Event Management Tables** – Overview of tables dedicated to creating, approving, and posting sourcing events including selection and contract creation
- **Supplier Management Tables** - Overview of tables dedicated to onboarding and approving new suppliers, and supplier performance management
- **Matter Management Tables** – Overview of the Matter Management function with details about the tables
- **Service Desk Operation Tables** – Overview of tables dedicated to service desk operations, which are used to create an internal or external helpdesk system
- **Project Management Tables** – Overview of tables dedicated to organizing projects and managing purchase orders
- **Sales CRM Tables** – Overview of tables dedicated to tracking and automating sales leads, opportunities, and quotes
- **Documents Table** – Overview of tables dedicated to holding records for published documents
- **System Tables** – Overview of tables dedicated to managing other automation and functions, such as the EUI Templates Table and Replacement Variables Table
- **Artificial Intelligence Tables** – Overview of tables that can be used with AI if AI has been enabled



# Overview

---

This guide includes basic information about the use cases and processes that are implemented in the Standard System Demo, as well as information on each table. The sections included in the Standard System Documentation guide are detailed, but not all-inclusive. Remember, the system provides additional documentation internally for some features in the form of descriptions, hint text, and warning text.

Some tables are hidden in the Standard System Demo by default, which can easily be changed by going to **Setup > Tables > Active Tables**, and then selecting the table and clicking Unhide. To hide a table, follow **Setup > Tables > Active Tables**, then select the table and click Hide. If you do not plan on using a table, it can be deactivated by going to **Setup > Tables > Active Tables**, selecting the table, and clicking Deactivate.

## Look and Feel of Documentation vs. Your System

The look and feel of Agiloft is easily customizable, with several default color schemes available. You can switch between the pre-built look and feel schemes in your system by going to **Setup > Look and Feel > Power User Interface** and choosing a different scheme. Before applying a new scheme universally, you should test it on a team, such as the admin team, in order to ensure that everything appears as expected.

The term "End User" refers to users who access the system through the End User Interface (EUI). We use the expressions "End User" or "Customer" interchangeably in this document to refer to company employees whose main role in the system is to make requests on their own behalf or for someone else.

We use the term "Power User" to indicate the people who are working on other people's issues. They may be solvers, technical support staff, IT staff, approvers, developers, sales reps, managers, or any other types of users who access the system through the power user interface.

"Technician" may also be used to refer to members of the IT organization or other teams that will be responsible for handling, creating, or responding to requests submitted by customers or other technicians.

## Self-Documenting Areas of the Program

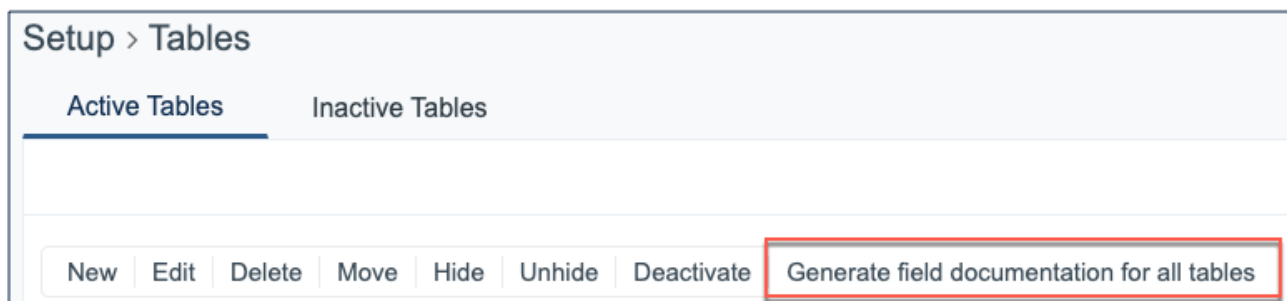
---

Agiloft has built in functions that allow you to view summaries of different components in your system. These summaries are then available to print or digitally distribute. This section shows you how to get the system to automatically generate documentation on data such as tables, fields, rules, and permissions. This information is valuable when you are quickly trying to get a high-level idea of what your system consists of, and can be easily shared to communicate the capabilities and structure of a specific system.

## Export Tables and Fields Documentation

It is possible to export all table and field data from the system itself. Since this information changes frequently, this is a very useful option.

To generate an Excel workbook of the current field information for all the tables in the system, go to **Setup > Tables** and select Generate field documentation for all tables.



In the window that opens, you can choose which field qualities to include, as well as how the sheet itself is formatted. Clicking Finish creates a workbook with a worksheet for each table and a column for each choice that was selected on the previous screen.

## Print Rules Documentation

You have the ability to create a summary of the rules from your system. This summary comes in the form of a file that provides most of the information about the rule criteria and actions, though it does not explain the purpose of the rule. Although there are a few ways to create these files, the recommended method is:

1. Go to Setup [Table Name] and select the Rules tab.
2. Click either Rule ID, Priority, or Comment to sort the rules. This is also the order that they appear in the file.
  - a. An alternative for determining presentation order is to modify the table view to your satisfaction.
3. Select the rules you would like to include in the file.
  - a. You can quickly select every rule by selecting the checkbox to the left of the Edit heading, and then choosing 'Select all found records' from the drop-down list.
4. Hover over the Printer icon and choose Print All Fields.

Print All Fields creates a single file with comprehensive details about a system's rules, which can be saved or printed. If you prefer a file that shows a snapshot of how rules appear in the Rules table, choose Print/Download Table View.



# Print Group Permissions Documentation

You also have the ability to view Group record permission configurations in detail, using a file that shows granular details down to the record level. Generate this file by following these steps:

1. Go to **Setup > Access > Manage Groups**.
2. Edit the group you want to document.
3. Click on the Tables tab.
  - a. You can bring available tables to the top by clicking on the heading for Access and/or Left Pane.
4. Select the tables you would like to include in the file. Verify that the group you are editing has access to all the included tables.
  - a. You can quickly select every rule by selecting the checkbox to the left of the Edit heading, and then choosing 'Select all found records' from the drop-down list.
5. Hover over the printer icon and select Permissions.

For full details on field level and other menu permissions for one or more groups:

1. Go to **Setup > Access > Manage Groups**.
2. Select one or more groups.
3. Hover over the printer icon and select one of the options. These reports take a long time to generate, and create long HTML documents that can be saved as documentation:

- **All Current Permissions** generates a page that shows all the permissions of the selected group, such as group permissions, and field permissions for each table.
- **All Permissions with History Log** generates a page similar to All Current Permissions that additionally includes History field permissions as well as a History log at the very bottom. This same History log can be generated individually by selecting History Log only.
- **History Log** show permission changes tracked by the system. If the only item you need data for is history logs, always use this option instead of running All Permissions with History Log.
- **Groups permissions comparison report** can be used after selecting two or more groups to compare their record and field level permissions. The Full Details section consists of text that explicitly states record and field level permission comparisons for each group.

# Additional Options

From the same printer icon drop-down list, you can select several additional options. These options all open up additional windows where specific activities are meant to take place:

- **New HTML Template** opens up a wizard that allows you to create an HTML Template. This wizard allows you to adjust the format of the template, as well as add certain variable fields to the template. This option is only recommended for users with intermediate knowledge of HTML.
- **New Word/PDF Template** opens up a wizard that allows you to create either a PDF or Microsoft Word template from the selected data. This wizard allows you to adjust the format of the template, or use an attached file field from the existing record or from a linked record as the print template.
- **Edit** and **Manage** both open up a window that showcases the print templates created using the two options above.

# Power User Interface

Users accessing the system through the Power User Interface are taken to the admin view of Agiloft. The default Power User Interface can be modified by adding different tables to the left pane or charts to the dashboard.

Depending on the login page you use, access the Power User Interface by selecting Power User from the Interface drop-down menu, or simply enter a power user's login credentials.



The screenshot shows a login form titled "- Welcome -". It includes a language dropdown set to "English", radio buttons for "Admin Console" and "KnowledgeBase" (with "KnowledgeBase" selected), and input fields for "Login:", "Password:", and "Project:". The "Interface:" dropdown is highlighted with a red box and shows "Power User" selected. Below the form is an orange "OK" button and a "Help" link.

## ✓ Best Practices

While navigating the interface, follow a couple of best practices for the best experience:

- You can use your browser's Back button, but avoid using the Forward button. The Back button works in almost all instances, but the Forward button often causes browser errors.
- Enable pop-ups on your browser. Wizards, records, and other elements function as pop-ups, so you need to enable them for Agiloft to work properly.

# Updated UI

If you would like to switch to the updated Agiloft GUI that was released in March 2021 with Release 22, follow the steps below.

## Top Nav Bar

Instead of using a left pane for table navigation, you can use a navigation bar found on the top of the screen. Setup for the top nav bar is very similar to the left pane, so you can convert your left pane configuration directly to the top nav bar.

1. Click the **Setup** gear in the top-right corner and go to **Look and Feel > Navigation Menu Setup**.
2. Edit a navigation menu. For ease of testing, you might start by editing the navigation menu assigned to yourself.
3. At the bottom of the General tab, set Navigation Menu Location to Top.
4. Go to the Apply tab and apply the changes to your team.

The system interprets your old settings according to these rules:

- Any items that aren't inside a top-level grouping are shown together in a new default module titled General, which usually includes items like Chart Collections, My Assigned, and Messaging. This is the first module that opens when you log in.
- Top-level groupings are used as modules. For example, if the first grouping in your navigation menu is People and Companies, the first module in the nav bar list is People and Companies, which contains all the same tables and items that showed when you expanded the People and Companies grouping in the left pane.
- Lower level groupings are shown as items on the nav bar. For example, if you have a System grouping with an Import grouping underneath it, the System module shows an item called Import that can be expanded to show its contents.

## New GUI

When you upgrade to Release 22, none of the new UI changes are applied automatically. Instead, you can manage the rollout of the UI changes to your users by enabling the updates for individual teams.

To enable the new UI for a specific team:

1. Go to the **Setup** gear icon in the top-right corner, go to **Look and Feel > Power User Interface**, edit the scheme for the team, and set Use New GUI to Yes at the bottom of the General tab. However, even if you change this setting, users don't see any changes unless their navigation menu is also switched from the left pane to the top nav bar.
2. Go to **Setup > Look and Feel > Navigation Menu Setup**, edit the navigation menu for the team, and set the Navigation Menu Location to Top at the bottom of the General tab.

## Overriding Personalized Navigation Menus

When you update a navigation menu to the top nav bar, the "Push to users" setting on the Apply tab determines whether the change is applied users with personalized navigation menus.

- To unilaterally apply the updated configuration to all the users in the selected team, choose "Force changes upon users." This brings all affected users back into alignment with the team's default navigation menu. However, it also overrides any customizations users might have made to their navigation menus.
- To prompt users to update their menus, without removing existing customizations, you can choose "Notify users about optional change." However, if you do this, you need to communicate the plan to users so they know to go update their menu to the top nav bar. To do so, they will need to go to User Menu > Preferences > Navigation Menu Setup and click the option to update their navigation menu position. This updates their navigation menu to the same position as their team's menu, without affecting their customized modules. Users will also see a red notification badge that directs them to the Preferences menu.
- If you want to migrate users to the new top nav bar, you should not select "Do not push changes to users."

# Admin Setup Menu

---

This section gives basic information about the functions available through the administrator **Setup** menu.

## Tables

---

The **Setup > Tables** menu contains tabs for Active and Inactive Tables. These tabs show table trees, or lists, of the tables in the system, and they also have an action bar. The Standard System Demo does not have any inactive tables by default.

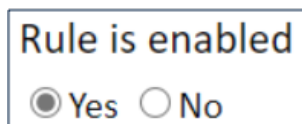
Click New to create a brand new table, or select a table and then one of the other options from the action bar. If you select a table and click New, it creates a subtable. Tables that already have subtables have + icons to their left.

## Rules

---

The **Setup > Rules** menu shows default and custom business rules from every table. Rule types have different naming conventions which can be read about [here](#). In the Free Edition, time-based rules can only run once every 48 hours.

All time-based rules are disabled by default in the Standard System Demo. To enable time-based rules, go to **Setup > Rules**. Click the Edit icon next to the time-based rule you want to enable. On the General tab, select Yes under Rule is enabled.



Rule is enabled

Yes  No

## Workflow

---

The **Setup > Workflow** menu displays the table tree, and an Edit option. Select a table and click Edit to edit a table's workflow.

## Access

---

The **Setup > Access** menu allows administrators to manage group permissions, teams, and user authentication methods, including two-factor authentication. It is also used to configure authentication via Active Directory or LDAP, Single Sign-On, and SAML, and to define hyperlink security settings.

## Email and SMS

---

---

The **Setup > Email and SMS** menu allows administrators to construct or adjust email settings such as server and account configurations, as well as view email templates. The menu also allows administrators to construct or adjust SMS settings such as services and outbound account settings, as well as view SMS templates.

## System

---

The **Setup > System** menu allows administrators to set global variables. You can also select time zones, which set the time standard used by every field in the KB. Administrators can also configure the **Activity Log**, manage choice lists, edit page headers for the KB, configure **SOAP/REST** web services, customize help links, and choose security options.

## Look and Feel

---

The **Setup > Look and Feel** menu allows you to apply different colors, fonts and image schemes to different teams. The Standard System Demo applies the same **Look and Feel** scheme to all teams by default, but they can be customized in this same menu. **Setup > Look and Feel** is also used to define the order of the tables in the left pane, as well as how required fields are indicated within records.

## End User FAQs

---

The **Setup > End User FAQs** menu allows you to configure the End User Interface to show selected records from any table in a specialized display.

## Chat

---

The **Setup > Chat** menu allows you to configure the appearance and behavior of chat sessions between power users and end users.

## License

---

The **Setup > License** menu allows administrators to request a new license, **manage existing licenses**, and view the usage of current licenses. Assigned licenses may be automatically assigned to specific users based on the criteria of a saved search, and users may be terminated from a license if they leave the company.

# Import and Export

---

The **Setup > Import** and **Setup > Export** wizards help administrators import and export data, such as copies of their KBs. This involves defining the KB file's source, name, and format, along with settings for the exported /imported data.

# Localization

---

The **Setup > Localization** wizard assists administrators with translating KB text into other languages. The **Localization wizard** gives a breakdown of the system by assigning red markings to tables that might require translation. The administrator can download a text file containing all the relevant field names, input instructions, etc. After translating the file into the target language, use the Localization wizard to upload the translation file.

# Sync

---

The **Setup > Sync** interface allows administrators to create entity sets, verify KB data health, view entity set dependencies, and configure external system synchronization.

# Integration

---

The **Setup > Integrations** menu allows administrators to configure third-party integrations for Twitter, Skype, LogMeIn Rescue, Payment Accounts, Adobe Sign, AI (if the user has an enterprise or enterprise extended license), Alexa, Bomgar, DocuSign, Microsoft Word, Intelligent OCR, SCCM, Jira, and Machine Translate.

# Translation

---

The **Setup > Translation** allows you to view translations after enabling a Google API key and selecting a language at **Setup > Integration > Machine Translate**.



# End User Interface

The EUI is a customizable and simplified interface with considerably fewer options than the Power User Interface. In the Standard System Demo, the End User Interface (EUI) is used by suppliers and other external parties. The EUI allows suppliers and other external parties to interact with Agiloft in a way that is specific and relevant to the workflows they are expected to complete. The default EUI is HTML-based and can be modified through the HTML templates provided in the EUI Templates table of the Standard System Demo. For more details, see the EUI Templates Table.

When a user enters the EUI, the default setup shows tables and links based on the their group membership. For example, users in the Supplier group see links to the Sourcing Events they've submitted, which can be accessed on the Home tab and the View drop-down menu.

The screenshot displays the Agiloft End User Interface (EUI) dashboard. At the top left is the Agiloft logo. In the top right corner, it shows "User: null | Logout". Below this is a navigation bar with "Home" (highlighted), "New", and "View" tabs. The main content area is divided into several sections:

- My Account:** Contains links for "View My Company and Users" and "My Profile".
- Company Documents:** Contains a "New Company Document" button and a "Manage Company Documents" link.
- Contracts:** Contains links for "View My Contracts" and "View All Contracts".
- Sourcing Events:** Contains links for "View Invite Only Sourcing Events", "View Public Sourcing Events", "View All Sourcing Events", and "View My Responses".
- Supplier Profiles:** Contains a link for "View My Supplier Profiles".

On the right side of the dashboard, there is a search bar with a "Go" button and a list of search filters: "Contracts", "Company Documents", and "Sourcing Events".

All internal users are automatically directed to the Power User Interface when logging in. Power users, also called Staff users, can be directed to the EUI by using a custom login page or by using the Preferred Interface field with SSO. As an admin user, **Setup > End User FAQs** is where you can define the FAQ interface for the End User Interface. By default, FAQs are filtered by records that have a Published field value of Yes and are available for the Documents, Support Cases, and Helpdesk Cases tables.



Welcome to the DEMO KB

Username:

Password:

[Log In](#)

[Lost Password](#)

# Default EUI Setup

In the standard system demo setup, the End User Interface (EUI) can be used to provide different functionality, depending on which parts of the system you are using. The EUI is pre-configured to provide different end user portals for:

- 1) **Internal customers.** The possible EUI setups for internal customers include a service desk system, incident system, or a knowledge management system that provides access to a FAQ page and other internal company documents.
- 2) **External customers and guests of your website.** The possible EUI setups for external users include a service desk or incident system.
- 3) **Document creators.** A popular EUI setup for document creators is a knowledge management system designed for submitting articles for review and publication.
- 4) **Suppliers.** A popular EUI setup for suppliers is a contract management system where suppliers can come to upload documents such as insurance certificates, W9 forms, performance bonds, and performance reports. This EUI is also calibrated to manage the company, contacts, and contracts.

The table below outlines the available functions and navigational tabs each user group sees when accessing the EUI. What a user sees is determined by which tables the admin has included, as well as the user's group permission settings.

Groups	Sample User Login	Default EUI Tabs
Guest	guest	FAQs (Support Case) Submit a Case (new Support Case) New User
Internal Customer	internal	FAQs (Helpdesk Case) Submit a Case (new Helpdesk Case) My Cases (Helpdesk Case) My Profile
Customer	customer	FAQs (Support Case) Submit a Case (new Support Case) My Cases (Support Case) My Profile
Document Creator	doccreator	FAQs (Documents) Submit a Document My Documents My Profile
Supplier	supplier	New Company Document Manage Company Documents View My Company and Users My Profile View My Contracts View All Contracts

For more detailed information about working with the HTML-based end user interface, please review the [End User Interface](#) and related sections.

# Supplier Portal

The standard system includes a simple Supplier Portal, which allows suppliers to interact with contracts and sourcing events. It provides an easy way for suppliers to manage their own company information and to upload relevant documents.

The screenshot displays the Agiloft Supplier Portal interface. At the top left is the Agiloft logo. The top right corner shows the user status "User: null | Logout" and navigation buttons for "Home", "New", and "View". The main content area is organized into several sections:

- My Account:** Includes links for "View My Company and Users" and "My Profile".
- Company Documents:** Includes a "+ New Company Document" button and a "Manage Company Documents" link.
- Contracts:** Includes links for "View My Contracts" and "View All Contracts".
- Sourcing Events:** Includes links for "View Invite Only Sourcing Events", "View Public Sourcing Events", "View All Sourcing Events", and "View My Responses".
- Supplier Profiles:** Includes a link for "View My Supplier Profiles".

On the right side, there is a search bar with a "Go" button and a list of filters: "Contracts", "Company Documents", and "Sourcing Events", each with an unchecked checkbox.

You can view more detailed information about the Supplier Portal at the following links:

- [Company Documents Table](#)
- [Insurance Coverages Table](#)
- [Supplier User Guide](#)

# Supplier User Guide

---

This article explains how to use the Supplier Portal End User Interface from an end user's perspective.

## Use Case

---

The Supplier Portal is an out-of-the-box End User Interface that is highly customizable for different company needs. The Supplier Portal is accessed by inputting your login information for the Contract Management system that you likely received via email from sales@agiloft.com. This login is also used to upload documents.



The screenshot shows a login page for the Agiloft Supplier Portal. At the top, the Agiloft logo is displayed in white and orange on a blue background. Below the logo, the text "Welcome to the SSD\_Demo\_5.6.20 KB" is shown. There are two input fields: "Username:" and "Password:". Below the password field is a yellow "Log In" button. At the bottom, there is a blue link labeled "Lost Password".

The Supplier Portal allows end users to view and manage their own contact and company information. Additionally, the portal can be used to upload insurance certificates, performance bonds, performance reports, and your W-9. This guide provides you with some instructions on how to use the system:

When you login, you land on the Supplier Portal home page:

The screenshot displays the Agiloft user interface. At the top right, it shows 'User: null | Logout'. Below this are three navigation tabs: 'Home' (highlighted in dark blue), 'New', and 'View'. The main content area is divided into several sections:

- My Account:** Contains links for 'View My Company and Users' and 'My Profile'.
- Company Documents:** Contains links for 'New Company Document' and 'Manage Company Documents'.
- Contracts:** Contains links for 'View My Contracts' and 'View All Contracts'.
- Sourcing Events:** Contains links for 'View Invite Only Sourcing Events', 'View Public Sourcing Events', 'View All Sourcing Events', and 'View My Responses'.
- Supplier Profiles:** Contains a link for 'View My Supplier Profiles'.
- Search:** A search bar with a 'Go' button and a list of search filters: 'Contracts', 'Company Documents', and 'Sourcing Events'.

From here, click the relevant hyperlinks in order to upload or manage company documents, view your existing contracts, and view your company, personal profile, and other users.

- **My Account** section allows you to view and update company and user information, as well as create new users. You can also update your own user information in this section by clicking My Profile.
- **Company Documents** section allows you to create or manage Company Document records.
- **Contracts** section allows you to create or manage Contract records.
- **Sourcing Events** section allows you to view Sourcing Events, as well as responses to them.
- **Supplier Profiles** section allows you to view Supplier Profiles.
- **Search** allows you to search specifically for a Company Document or Contract without needing to click through multiple windows. You can also search for other field values using this search bar, such as Company Contacts or Company Names.
- The **Home** tab redirects you to the initial landing page that contains the four sections listed above: Company Documents, Contracts, My Account, and Search.
- The **New** tab allows you to create a new Company Document.
- The **View** tab allows you to view either your Contract records, the company's Contract records, or Company Document records. This is the same as clicking the similarly named hyperlinks to the right of the Search section.
- The **My Profile** tab redirects you to your own user record, just like clicking My Profile under My Account.

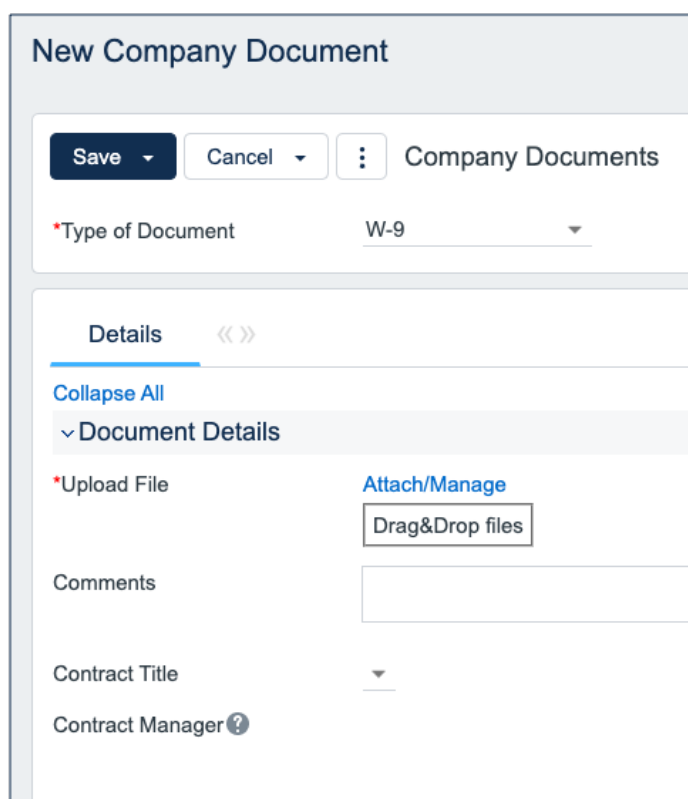
# Company Documents

This section showcases the features that are included in the Company Documents section of the Supplier Portal.

## Uploading a W-9 Form

To upload a W-9 to the Supplier Portal, follow the steps provided below:

1. Click on the New Company Document link in the menu above.
2. From the Type of Document drop-down list, select W-9. Selecting W-9 in the Type of Document drop-down list causes the Contract Title and Contract Manager fields to appear. Contract Title contains a drop-down list that is pre-populated with all the existing Contract records for that specific Supplier company. The Contract Manager field automatically populates based on a linked field of the same name in the selected Contract record.

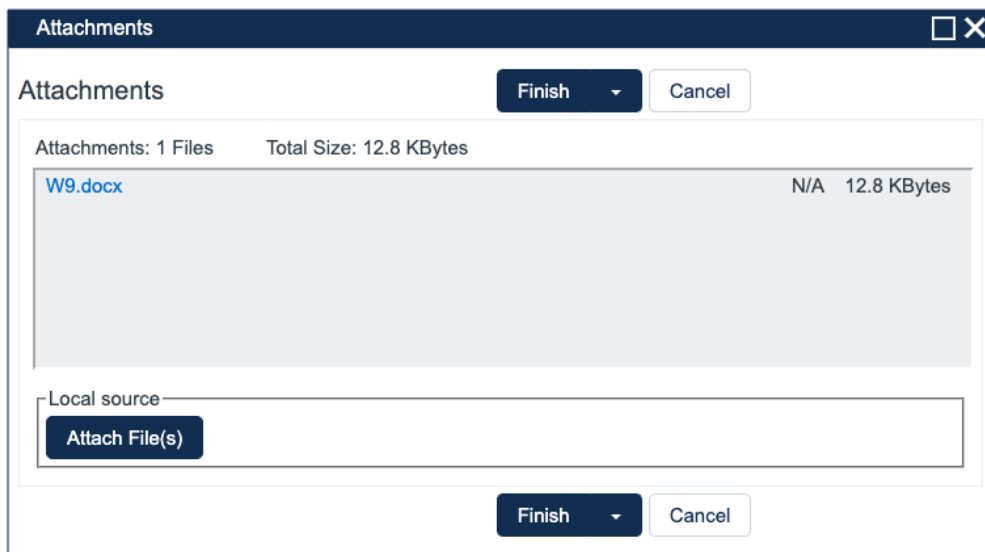


The screenshot shows a form titled "New Company Document". At the top, there are buttons for "Save" and "Cancel", and a "Company Documents" label. Below this, the "Type of Document" dropdown is set to "W-9". The form is divided into sections: "Details" (with navigation arrows), "Collapse All", and "Document Details". Under "Document Details", there is a section for "Upload File" with an "Attach/Manage" link and a "Drag&Drop files" button. Below this are fields for "Comments", "Contract Title" (a dropdown), and "Contract Manager" (with a help icon).

3. Click the Attach/Manage link and then the Attach File(s) button to open up a browse window.



4. Locate the W-9, double-click to attach it, and then click Finish. Alternatively, you can also drag and drop the file containing the W-9 into the box labeled 'Drag&Drop files' to the right of Upload File.



5. Save the record by clicking Save. The document appears below Attach/Manage in the Upload File field.

## Uploading Insurance Certificates

The Supplier Portal can also be used to upload insurance certificates and to identify their expiration date, coverage types, and so on. You can also upload new insurance certificates when the old ones expire.

To upload an Insurance Certificate to the Supplier Portal, follow the steps provided below:

1. Click on the New Company Document link in the menu above.

- From the drop-down list, select Insurance Certificate. Selecting Insurance Certificate in the Type of Document drop-down list causes multiple new fields to appear, such as Coverage Type, Amount of Coverage, Start Date, and Expiration Date. Coverage Type contains a drop-down list that contains the same choice list from the Type of Coverage drop-down list in the Insurance Coverages Table. Every option in the drop-down list adds the Aggregate Amount field to the right of Amount of Coverage, except for Worker's Comp, which adds the Meets Statutory Limits radio button.

The screenshot shows a web form titled "Company Documents". At the top, there are "Save" and "Cancel" buttons, and a dropdown menu currently set to "Insurance Certificate". Below this is a section titled "Details" with a "Collapse All" link. Under "Document Details", there is an "Upload File" section with an "Attach/Manage" link and a "Drag&Drop files" box. A "Comments" text area is below that. There are radio buttons for "Add individual coverages" (selected) and "Done adding coverages". A blue instruction text reads: "Please enter coverage details for each type of coverage included in one certificate file, then click the Add Certificate button. If you have multiple files, create one Company Document record for each file." Below this are fields for "Coverage Type" (Choose one), "Amount of Coverage" (with a dollar sign and currency icon), "Start Date" (with a calendar icon), and "Expiration Date" (with a calendar icon). An "Add Coverage" button is at the bottom left.

- Click the Attach/Manage link and then the Attach File(s) button to open up a browse window.
- Locate the Insurance Certificate, double-click to attach it, and then click Finish. Alternatively, you can also drag and drop the file containing the Insurance Certificate into the box labeled 'Drag&Drop files' to the right of Upload File:
- Fill in the newly visible fields in the Document Details section using details from the Insurance Certificate, one at a time. Click the Add Coverage button to add Insurance Coverage records to the Uploaded Insurance Coverages table, which appears below Document Details. A section for Submitter Info also appears below Uploaded Insurance Coverages that shows the default Company Contact. Remember, you can include Insurance Coverages that have different expiration dates.
- Once you have added all the Insurance Coverage records, click 'Done adding coverages' to hide the data entry fields.

7. Click Save to complete the Company Document record.

If you have multiple Attached Certificate documents to upload, you need to create a separate Company Document record for each of them by repeating steps 1-7.

## Updating Expired Certificates

When Insurance Certificate records with a Status of Valid are nearing the the expiration date, you might receive an email reminding you to update the certificates. When you receive new certificates from your insurer, treat them like a new Company Document record and follow the same process as described above to upload the new file and add the coverage types.

## Viewing Your Company Documents

Click Manage Company Documents to view a table of the files that have been uploaded. You can edit these records from this page directly, and can search through records using either a pre-configured saved search or text querying in the upper right-hand corner.

Company Documents						
Company Documents: My Company Documents						
Status: 3 record(s) found, 1 page(s) <a href="#">Click for details...</a>						
<input type="checkbox"/> Edit	ID ↓	Type of Document	Company Name	Company Contact	Status	Upload File
<input type="checkbox"/> <a href="#">✎</a>	36	Insurance Certificate			Uploaded	<a href="#">Sample document.docx</a>
<input type="checkbox"/> <a href="#">✎</a>	35	Insurance Certificate			Uploaded	<a href="#">Sample Contract.docx</a>
<input type="checkbox"/> <a href="#">✎</a>	34	Insurance Certificate			Uploaded	<a href="#">Sample Contract.docx</a>

## My Account

This section showcases the features that are included in the My Account section of the Supplier Portal.

## Updating Your Company Information and Adding Users

You can update company information or add new users by clicking View My Company and Users. From there, click **Edit** to:

- Update the fields for company Telephone, Fax, and Website URL in the Key Info tab.
- Update or add new Company Locations and Company Contacts in the Locations and Contacts tab.

- Update or add new Subsidiary or Affiliate Companies, related Contracts, and Company Documents in the Related Records tab.

## Updating your User Profile

You can access information about your own password and contact information by clicking the My Profile link under My Account or the My Profile tab above the Search section. Either way, this brings up your user record:

**External User**

Save Cancel
Contact Information
Emails
« »

---

[Collapse All](#)

▼ Contact Information

First Name	Last Name
Title	
Email	Company Phone
Company	
Direct Phone	Ext.
Cell Phone	
User time zone	Choose one

▼ User Information

*Login	supplier	*Password	<a href="#">Change Password...</a>
Date Created	Jan 18 2022 12:01:05	Date Updated	Jan 18 2022 12:02:11

You can change nearly everything included in your User record, such title, email, password, and phone information. However, you cannot change your first name. If your company has multiple locations, you can select your own location from the User time zone drop-down list.

## Contracts

View contracts related to your company by using the links under the Contracts section of the home page.

**Contracts**

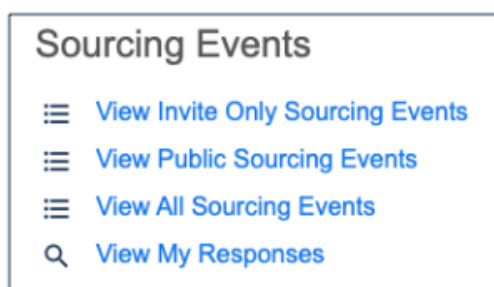
🔍 [View My Contracts](#)

☰ [View All Contracts](#)

There are two defined filters, one showing only contracts for which you are the main contact (View My Contracts) and another for all the contracts in your company that you have permission to view. Click one of these options to view a table of Contract records that have been uploaded. You can edit these records from this page directly, and can search through records using either a pre-configured saved search or text querying in the upper right-hand corner.

## Sourcing Events

When the organization posts a Sourcing Event such as an RFP, RFI or RFQ, these records can be made available to some or all of the organization's suppliers. Using the credentials provided by the organization, a supplier can log in and see Invite Only events, Public Events, or All Sourcing Events, which shows both lists together.



Suppliers can find more information about a Sourcing Event record by clicking the magnifying glass icon in the View column, which shows information including the Scope, Additional Requirements, Status, and the relevant dates. Suppliers can communicate their interest by clicking the "I Am Interested" button.

After expressing interest by clicking the button, the Supplier Response is shown in the View My Responses link from the homepage.

From here, a Supplier can retract their interest or enter more information such as attached documents or costs. If the Bidding Type is Open, you can also see the Competitor Bids tab which will show other responses for the Sourcing Event.

You can also create questions about the Sourcing Event which will be sent back to the organization and see responses to existing questions. This allows you to have a communication channel with the event requested from inside the Supplier Portal.

Once you've filled in your response by entering the required price information and attaching relevant supporting documents, click Submit to return it to the organization to be reviewed. It's common for the organization to take a few days in order to review, score and award a recommendation for the sourcing event.

Once this process is completed by the organization for your Supplier Response, you'll receive a notification and the status changes to Award Recommended. The organization is then able to view the contract which can be found in the Supplier Portal.

# Search

If you know exactly what you are looking for in, use the search block to search through your company documents or contracts to find a record of interest. Check the relevant box for the item(s) you wish to search, and then input your text query.

# Company Documents Table

The Company Documents table stores and categorizes documents that belong to the Company records in your system. This table is often included as a vital component in the Supplier Portal, but can also be accessed from the left pane by power users.

## Use Case

The Company Documents table can be accessed in the Power User Interface by opening it directly from the left pane. However, the Company Documents table is also often included in the Supplier Portal, as end users often require access to records in this table. Each Company Document record uses these important fields. There's some additional information included in the next section about the Type of Document field, but the other fields should be relatively self-explanatory:

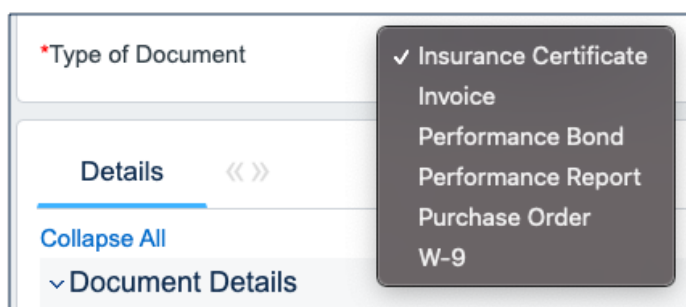
- Type of Document:** allows you to designate each document as either an Insurance Certificate, Invoice, Performance Bond, Performance Report, Purchase Order, or W-9. Depending on the Type of Document, additional fields become visible at the bottom of the record. These fields are explained in the Type of Document section further down the page.

- **Company Name:** links the Company Document record to the relevant Company record in the Company table. Put simply, this field represents the company that this document belongs to.
- **Status:** allows you to keep track of which stage of the workflow a document is in. The standard options are Uploaded, Verified, and Expired, with Uploaded being the default status for new Company Document records.
- **Upload File:** allows you to include a digital copy of the actual document.
- **Company Contact, Company Contact Phone, and Company Contact Email:** hold information about the company's designated representative.

## Type of Document

Some fields are visibility dependent based on the value that is selected in the Type of Document drop-down list. This means that the data included in a Company Document record varies depending on the Type of Document that has been assigned to it. The Document Types listed after Type of Document under Use Case are described here, in more detail.

- **Insurance Certificate:** If the Company Document record represents an insurance certificate, the Coverage Type, Amount of Coverage, Aggregate Amount, Start Date, and Expiration Date fields become visible and editable. Once these fields have been filled out, click Add Coverage to store the information as a record in the embedded Uploaded Insurance Certificates table.



- **Invoice:** If the Company Document record represents an invoice, the Contract Title, Invoice Amount, Final Invoice, Invoice Date and Invoice Number fields become visible and editable. The Contract Title drop-down list can be used to link an Invoice to an individual Contract record. The Contract Manager field automatically populates based on the Contract selected from the Contract Title drop-down list.
- **Performance Bond:** If the Company Document record represents a performance bond, the Performance Bond Amount, Performance Bond Start Date, and Performance Bond Expiration Date fields become visible and editable.
- **Performance Report:** If the Company Document record represents a performance report, the Contract Title, Period Covered Start Date, and Period Covered End Date fields become visible and editable. The Contract Title drop-down list can be used to link a performance report to an individual Contract record. The Contract Manager field automatically populates based on the Contract selected from the Contract Title drop-down list.



- **Purchase Order:** If the Company Document record represents a purchase order, the Contract Title, PO Amount, PO Date and PO Number fields become visible and editable. The Contract Title drop-down list can be used to link a PO to an individual Contract record. The Contract Manager field automatically populates based on the Contract selected from the Contract Title drop-down list.
- **W-9:** If the Company Document record represents a W-9, the Contract Title becomes visible and editable, and can be used to link a performance report to an individual Contract record. The Contract Manager field automatically populates based on the Contract selected from the Contract Title drop-down list.

## Automation

---

In the Standard System Demo, the Company Documents table contains four rules. These rules are accessed by expanding the Company Documents table in the left pane, selecting Setup Company Documents, and then selecting the Rules tab:

Details on each rule are included in the list below:

- **Create: Notify when new documents are Uploaded:** This rule runs whenever a new Company Document record is created by a user, and consists of two actions: U: Reimport linked company and user and I: Create actions for Company Documents. U: Reimport linked company and user is an Update Action that updates the Main Contact ID and Supplier ID by reimporting the source record. I: Create Actions for Company Documents is an If-Then-Else action that primarily sends emails to the relevant contacts whenever a new record is created.

```

if (Attachment Type ID=5 or Attachment Type ID=11 or Attachment Type ID=6 or Attachment Type ID=13 or Attachment Type ID=12) {
  // Attachment type is insurance certificate, invoice, purchase order, performance bond or performance report
  if (Contract ID!='$global.null') {
    L: Send Email to Contract Owner of current contract
  } else {
    Send Emails to Contract Owner of Active/in progress contracts
  }
} else if (Attachment Type ID=10) {
  // W9
  Email Vendor Creator that a W9 has been uploaded
  Set W9 has been provided to Yes in company record
}

```

- **Edit: If linked service provider changes and it is for insurance certs, push the name to the insurance certificate:** This rule runs whenever the Company field in a Company Document record is edited by a user or web services, as long as the value in the Type of Document field is Insurance Certificate. This rule uses the L: Update Company ID in linked insurance certificates action.
- **TB: Insurance Coverages are expiring in 30 days (disabled):** This time-based rule runs every time a valid insurance certificate is set to expire in 30 days, and sends an email to the main contact using the E: Email main contact to upload new insurance cert action. This rule is also disabled, by default.

- **TB Demo Data Update: Update date fields by one month each month so reports have data:** This time-based rule runs on the 11th of each month at 12:45 AM, and consists of two actions: U: Update Demo Dates and D: Delete history for TB Demo Data Update rule. U: Update Demo Dates increases the Date Created and Expiration Date fields by one month each, and D: Delete history for TB: Demo Data Update rule deletes all the 100-day-old history entries that TB Demo Data Update: Update date fields by one month each month so reports have data previously created.

## Ownership

---

Company Document records are owned by their creator. Specifically, a Company Document record is owned by the user whose Login in the People table that matches the Creator Login field in the History tab of a Company Document record. You can check for this data in the History Tab.

# Insurance Coverages Table

---

The Insurance Coverages table can be found within an Insurance Certificate record in the Company, Company Documents, or Contract table. The Insurance Coverages table holds Insurance Coverage records that are linked to Company, Company Document, and Contract records. Although each record in the Insurance Coverages table can be linked to only one Company and Company Document record, they can be linked to multiple Contract records.

## Use Case

---

Although Insurance Coverage records can be viewed, edited, or created in a separate table in the left pane under Contract Management, we recommend to only create new Insurance Coverage records within the Company Documents or Contracts records, which are part of the Supplier Portal. New Coverage records are typically created as follows:

- From a Company Document record. See [Company Documents Table](#) for more details.
- From a particular Contract record, using the Create New Company Document button on the Attachments tab.

Insurance Coverage records are often linked to Supplier Company records in the Company table. Once an Insurance Coverage is added to a Supplier record, that particular Insurance Coverage can be linked to any other Contract records for that Supplier by selecting them from the Contract Details section. Creating Insurance Coverage records directly from the Company Document and Contract tables can be advantageous because:

- They can be displayed as a linked file within individual Coverage records, which may have separate expiration dates.
- When several Coverage records have the same expiration date and are linked to the same Company Document record, the system can send an email to the supplier asking them to upload a new insurance certificate.

New Insurance Coverage records are created with a default Status of Valid, and can be set to either Expired or Contract Inactive. The Expiration Date and Main Contact are required fields. The Main Contact is the person at the supplier company from whom a replacement certificate can be requested. You can select Type of Coverage as well, and customize the choice list that appears in the drop-down list as needed. The options in the Standard System Demo include:

- Auto
- Employer's Liability
- Excess Liability
- General Liability
- Personal Liability
- Professional Liability
- Worker's Comp

The Standard System Demo is set up to show different fields in the Insurance Coverage record layout based on the value selected in the Type of Coverage drop-down list. This keeps similar-yet-slightly-different record types in the same table, preventing the need for subtables. Every Type of Coverage except Worker's Comp adds the Aggregate Amount field, which is used to input the total amount of money in the Insurance Coverage record. Selecting Worker's Comp adds a field called Meet Statutory Limits with radio buttons for Yes and No.

Save ▼
Cancel ▼
⋮
Insurance Coverage: IBM Worker's Comp

Status
Valid ▼
ID
61

Details
Emails
History
« »

[Collapse All](#)

▼ Insurance Coverage Information

Type of Coverage Worker's Comp ▼

Amount of Coverage \$ 1,000,000.00 📄

Start Date Jan 01 2018 📅

Meets Statutory Limits  Yes  No

\*Expiration Date Oct 28 2021 📅

▼ Company Document

Company Document ID 10

Company Doc Date Created Oct 05 2020 11:53

Attached Certificate [IBM-insurance.docx](#)

▼ Company Details

Company Name IBM 🔍

\*Main Contact Sam Smith ▼

Main Contact Phone 123-444-5555

Main Contact Email [supplieruser@example.com](mailto:supplieruser@example.com)

▼ Contract Details

Status: 3 record(s) found, 1 page(s). Click [here](#) to count records again..

<input type="checkbox"/> ID	Contract Title	Contract Type	Contract Start Date	Contract End Date	Contract Amount	Status
<input type="checkbox"/> 204	Consulting for IT Deployment project	Professional Services - Supplier	Jan 17 2022	Mar 15 2027	\$525,000	Pending Approval
<input type="checkbox"/> 202	IBM Annual Support Contract	Supplier Product Support and Upgrades	Jan 01 2022	Jan 01 2023	\$5,000,000	Approved
<input type="checkbox"/> 32	Master Services Agreement with IBM	Master Services Agreement	Nov 01 2021		\$650,000	Active

## Automation

The Insurance Certificates table contains a rule that can be turned on to send notifications if a coverage expires. However, you may want to use the rules in the Company Documents table instead, as this helps to avoid sending duplicate emails for multiple certificates with the same expiration date.

© 2022 Agiloft Inc.

36

A time based rule is designed to update the Contracts linked field with each Contract record for suppliers that currently have a Status of Pending or Active. Insurance coverages are then automatically displayed within those Contract records. This rule is disabled by default in the Standard System Demo.

An Insurance Certificate Owner is defined in the Company record just above the Insurance Coverages embedded table. The Insurance Certificate Owner is notified fourteen days before one or more certificates is due to expire.

When the Expiration Date arrives, the record's Status is updated in one of two ways:

- If any of the associated contracts has a Status of Active, the system sets the certificate's Status to Expired and an email notification is sent to all the Contract Managers about the expired insurance certificate.
- If none of the related contracts is Active, the system sets the certificate's Status to Contract Inactive.

## Ownership

---

Insurance Coverage records are owned by their creator. Specifically, an Insurance Coverage record is owned by the user whose Login matches the Creator Login field. You can check for this data in the History Tab.

# User Roles

---

When you begin to add customization to the out-of-the-box system, it's wise to think about the different types of users that will use your system, and how their roles might impact the amount of data that is available to them in the system. It's always a best practice to only give users access to data or features that they actually need to use. Giving a user access to anything additional can complicate their workflow or potentially cause conflicts. In order to regulate this, Agiloft users belong to Groups and Teams, and are given specific Roles.

- **Group** settings affect the level of access to tables, records, and fields. Users in multiple groups receive the superset of those groups' access settings. For easier system maintenance, it's recommend to keep the number of groups relatively small.
- **Team** settings affect other parts of the End User Interface such as the color scheme, available views, and the default home page. Teams also define collections of users, and can be used as an email recipient to send emails to every member of the team. Users can join multiple teams, but must always have a Primary Team.
- **Roles** are used to combine the appropriate Group and Team in order to determine a user's permissions level, as well as the notifications they can receive. They also flag whether or not the Employee uses an assigned license.

For more information on these concepts, visit their respective pages.

# Groups

This article contains a table lists the default groups in the out-of-the-box system and describes the general permissions of each. The process you can use to print or save the full details of a group's permissions is described below the table. You can find information on how to actually configure group permissions in the Group Permissions Wizard article.

Groups	Type	General description of access permissions
Admin	Power User	This group has full configuration and record access permission for the system. Admin users can see and do everything that is possible in the system. The number of admin users should be as small as possible. Admin users generally should not be deleted.
Admin Import	Power User	This group is a copy of the Admin group that has additional create permissions specifically for importing. Admin Import users generally should not be deleted.
ACA and AI Add-on Group	Power User	This is an additive set of permissions for users who require access to Word ACA or AI capabilities. This group does not provide users access to any Contracts or Attachments they don't already have access to, but simply allows them to use the Word ACA and AI capabilities on records they can already access. This should be be a user's only group, since it does not provide sufficient permissions to use the system normally. Instead, it should be used as an add-on with any other group.
Adobe Sign User	Power User	This group, along with the Admin and Business Admin groups, is the only group that can see and work with Adobe Sign elements, such as the Adobe Sign Envelope and Adobe Sign Recipient by default. This group can create, edit, delete, import, export, or copy records they own in any of the AdobeSign tables.
Anonymous	Power User	This group sets up unregistered users with the ability to edit records. Unregistered users can click on a hyperlink in an outbound email to edit records if they are given the Anonymous user distinction. If all your users have user records in the system, you do not need this group. As a power user, the Anonymous user uses an assigned or floating license. Anonymous users generally should not be deleted.
Approver	Power User	<p>This group contains people who can approve either Contracts, Change Requests, or both. Approvers primarily interact with their own Approval records, but they can also edit Approval records assigned to their team, and view related records. They can also view and edit Contracts and Change Requests for which they are an approver, and can view tables related to approving Contracts such as Approvals, Approval Templates, and Companies.</p> <p>Can view and edit own Sourcing Events; can edit other Sourcing Events where they are the Sourcing Event Owner/Requester/Selection Approver, have tasks assigned to them, or are one of the Approvers or assigned to no one and on approval team; can view other when Department matches, have tasks assigned to them, or are one of the Approvers or assigned to no one and on approval team.</p>

Base Service Desk	Power User	<p>This group uses the same base permissions as the highly privileged groups who work with Service Desk tables. Users in those privileged groups should also be in the Base Service desk group. All IT Staff should belong to this group, as well as any additional groups for special permissions.</p> <p>This group has full create and edit access to all the records in the Support Case, Service Request, Incident, Problem, and Task tables, and create and edit access to Change Request and Time Entry records that they own. These users have full view access of the Asset, Service, Company, and Employee tables, can edit their own Employee records, but does not have any other create or edit access in those tables. It can create and edit End Users records. It cannot delete records.</p>
Budget Manager	Power User	Person responsible for reviewing and entering contract and sourcing budgets.
Business Admin	Power User	This group is for business administrators who can view or edit all records in all tables. Business Admin users generally should not be deleted.
Change Manager	Power User	This group is responsible for management of Change Request records and has full privileges on the Change Request table. Members can create, edit, and delete records in this table and are typically users with Change Manager or Change Owner roles. They can also create task and approval workflows for Change Requests, and can edit Change Request related services.
Configuration Manager	Power User	This group has full control over records in the Asset and Model tables. People responsible for working on and configuring Asset records, managing asset resources, or other similar projects, are typically in this group. They might also be added to the Service Manager group if they are responsible for setting up change request workflows or services related to assets.
Contract Creator	End User	This is a read/request group that can create contracts and view them.
Contract Manager	Power User	This group has full control over records in the Contract, Approval, Approval Templates, Approval Workflow, Company, and Supplier Evaluation Management tables. They also have limited access to the End User and Employee tables. They are responsible for creating, editing, and approving contracts for customers or the company.
Contract Requester	Power User	This group is for internal employees who can create and edit their own contracts as power users. They can also view all contracts, see dashboards and reports, and interact with the contract system.
Customer	End User	This group is used for end user customers, who can submit and view their own support cases. This group is generally only used when providing external customer support.
Customer Manager	Power User	This group is used so Customer Managers can view all support cases for their own company. Similar to the Customer group, the Customer Manager group is generally only used for providing external customer support.
Document Creator	End User	This group can create, edit, and export their own Document records. However, they cannot view the Document records of others.



Document Manager	Power User	This group has nearly full control of all records in the Documents table. However, they do not have the ability to modify the Status field of a Document record manually.
Document Reviewer	Power User	This group can edit Approval records where they are the Approver. They can also view all records in the Document table.
DocuSign User	Power User	This group, along with the Admin and Business Admin groups, is the only group that can see and work with DocuSign elements, such as the DocuSign Envelope and DocuSign Recipient tables, by default. This group can create, edit, delete, import, export, or copy records that they own in any of the DocuSign tables.
Guest	End User	This group is assigned to external users who can click on a hyperlink in an outbound email that allows them to create new requests, such as leads, users, or incidents, in the system without needing to access the rest of the End User Interface. Guest users generally should not be deleted.
Internal Customer	End User	This group is for customers in the Employee table who can create Service Requests and Purchase Requests, report Incidents, as well as see their own Asset records. This group can also edit some of their profile information, view other employee contact information, and may also have access to the Knowledge Articles table.
Internal Supplier Manager	Power User	Employee with full control over Supplier Profiles and companies who manages the supplier onboarding process.
Legal	Power User	Members of the legal team handling legal requests and matters if matter management is used. They also have all the permissions that Contract Managers do in Contract related tables.
Legal Requester	End User	This is a read/request user who can submit legal requests for help from the legal team and view some matters.
Marketing	Power User	This group is responsible for coordinating and recording information about marketing campaigns and providing quotes to prospective customers. They have full access to the Campaign, Company, Lead, Opportunity, and Product tables. They also have limited access to the Product Quoted, Quote, Task, Team, Time Entry, People: External User, and People: Employee tables.
Procurement Group	Power User	This group is responsible for managing the Purchase Request, Item, and Item Requested tables. They can also view and edit all records in the Company Document table.
Project Manager	Power User	This group has full control over Project, Task, and Task Template records that are related to their project. They can also create records and edit others' records in the Asset, Billing, and Billing.SR Time Entry tables.
Response Evaluator	Power User	Can view all Sourcing Events, Responses, and Response Evaluations for Sourcing Events in which they're a named Evaluator. Can view and edit their own Response Evaluations; can view other Response Evaluations when they're on the Sourcing Event's Selection Committee, and Evaluation Status = Complete or Evaluation Type = Consensus.

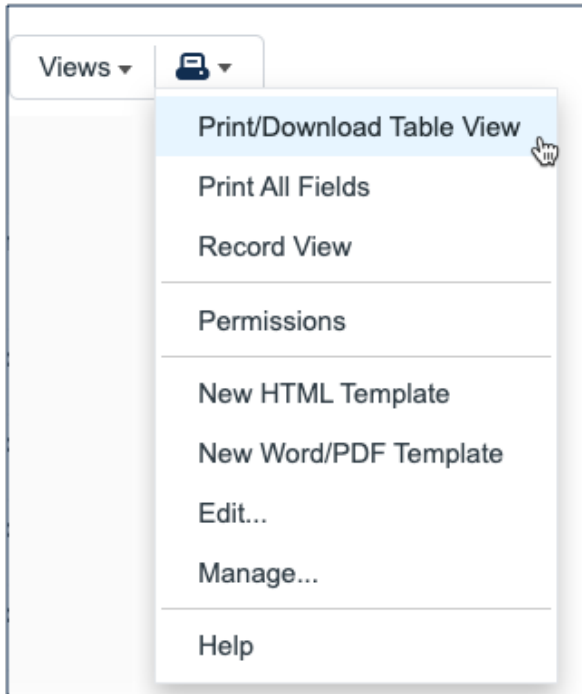
Sales	Power User	This group is responsible for recording sales efforts for specific companies, as well as the Purchase Order records that are created. This group can also create and update Support Case records for the companies they represent. They have full control over records in the Company, Contract, Lead, Opportunity, and PO tables. They also have partial access to records in the Campaign, Product, Product Quoted, Project, Quote, Support Case, Task, Team, Time Entry, People: End User tables.
Self-Registered Supplier	End user	When a Person record is created for a new supplier going through onboarding, they are assigned this Group until the supplier is approved. This Group has limited permissions.
Service Manager	Power User	This group has full control over records in the Service, Task, Task Step, Task Template, and Task Workflow tables. Besides Admins and Business Admins, Service Managers are the only group that can create new Services.
Sourcing Event Creator	End User	Internal user who can request and view/edit their own Sourcing Events; can view other Sourcing Events when Department matches their Department. Has view-only access to Contracts – same visibility as Contract Creator.
Sourcing Event Manager	Power User	Full control over Sourcing Events, Sourcing Event Approvals, Sourcing Event Tasks, Responses and conversion to Contracts.
Sourcing Event Requester	Power User	Internal user who can request and view/edit their own Sourcing Events; can view other Sourcing Events when Department matches their Department. Has view-only access to Contracts, the same visibility as Contract Requester. If they should also be able to create contracts, members should be added to the Contract Requester group.
Supplier	End User	This group is used for people at supplier companies that can use the supplier portal. This group can create, edit, and view their own Company Document records, edit and view their own Company records, and view their own Contract records. Supplier users can also submit Responses to Sourcing Events.
Supplier Evaluator	End User	This is an add-on group containing permissions to view and respond to their Supplier Evaluations. They do not have access to create new evaluations or perform any configurations for Supplier Performance Management.
Supplier Lead	End User	This is the designated main contact for a supplier who can edit user records at their company, locations, and other information.

## Access Group Permissions

To access and print group permissions in the system:

1. Go to **Setup > Access > Manage Groups**.
2. Edit a group.

3. Select the Tables tab.
4. Click Access to sort the Access column with Yes at the top.
5. Click the box to the left of Edit in the header row, and click Select all found records.
6. Hover over the printer icon and choose Print/Download Table View.



This produces a printout showing the basic Record permissions for each table. You can copy/paste the page contents into a text editor in order to document system permissions for each group, or group permissions for each system.

# Teams

---

Teams are used to define collections of users, and can be accessed by clicking the **Setup** gear in the top-right corner and go to **Access > Manage Teams**. Users can be a part of multiple teams, but must always have a Primary Team. The Primary Team determines a lot about how you can interact with the system, so it is vital that users in your system are assigned to the right team. Improper team assignments can prevent employees from doing their jobs, or can enable someone to approve records they shouldn't be able to approve.

## End Users

---

For end users, teams are used to control how the End User Interface (EUI) appears. In the Standard System Demo, the end user teams are Customer Team and Supplier Team. If you have multiple teams that require different branding, color schemes or views, multiple EUIs need to be created. EUIs are stored in the EUI templates table, and are selected through the Primary Team field. Teams can also be associated with a different default language, so it makes sense to have language-based customer teams if you plan to operate in a multi-lingual environment.

## Power Users

---

For power users, teams are also used as a way to assign ownership for records requiring completion, follow through, or approval. Each assignment group requires a separate team. For example, whenever someone creates a Support Task record, the Support Team is notified and is expected to complete the task. Teams can be hierarchical, so it is wise to set up a hierarchy that can send an email to a mid-level team where the members of the mid-level team's sub-teams also receive the email. Power users are assigned a Primary Team, which defines their Look and Feel scheme and default table views. Power users should be members of as many additional teams as needed, so that they are included in relevant emails and assignment lists.

## Accessing Teams

---

The Teams table is used to store Team records in the Standard System Demo. Access teams from **Setup > Access > Manage Teams**. In the Teams table, you can view the list of teams in your system, as well as their ID and a brief description.

## Team Record Settings

---

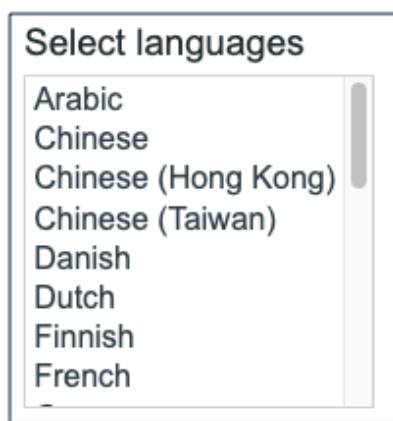
Each Team record holds an interesting array of settings that are used to ensure that each member has access to the correct data. These settings are configured using the tabs of the Teams wizard.

## Working Hours

Team records contain a special hard-coded field called Working Hours. This field is configured under a tab in the Team wizard with the same name. The Working Hours tab is used to determine each team's Working Hours, which can be used to control when emails are sent.

## Language

The Language tab determines the language that the EUI appears in for that team. The system supports 20 different languages, as well as additional dialects for Chinese and Portuguese.



## Date Format

The settings of a user's Primary Team controls how the default date and time fields appear. For example, Primary Team defines whether a date field is displayed as May 15 2020 18:00 or 05/15/20 6:00 PM. This is determined on the Format tab of the Teams wizard for each particular team. Some individual date fields can be configured to always use a specific, customized format, but if they use the default format, then the person's Primary Team determines the format that the user sees. This format is used wherever a date or time field is used throughout the system and on print templates.

### Working Hours

Same hours as Company Team ▾

As defined below

Sun	----- ▾	-	----- ▾
Mon	08:00 ▾	-	17:00 ▾
Tue	08:00 ▾	-	17:00 ▾
Wed	08:00 ▾	-	17:00 ▾
Thu	08:00 ▾	-	17:00 ▾
Fri	08:00 ▾	-	17:00 ▾
Sat	----- ▾	-	----- ▾

## Custom Fields

Team records contain fields for dates, the team name, label, description, Team Leader, and some screen refresh options. From a customization standpoint, you can use the Custom Fields tab of the Table wizard to modify some fields that come by default in the Standard System Demo, or you can add new fields to the Teams table by:

1. Clicking the arrow next to Teams in the left pane
2. Clicking Setup [Teams]
3. Clicking the Fields tab

## Team Membership

---

Team membership, particularly Primary Team membership, determines a user's working hours, email distribution, available views, Look and Feel schemes, and search access. However, team membership itself is determined by two Person record fields that are linked to the Teams Table: a single-choice Primary Team field and a multi-choice Teams field. By default, the Standard System Demo adds the Primary Team value to the multi-choice Teams field. This way, all of a user's team memberships can be found in a single field, which makes searching and filtering easier.

When you initially import users into the system, you can import both their Primary Team and Teams using multiple comma-separated values with no spaces. Once users are in the system, you can update team membership by:

- Editing the Person records of specific users.
- Editing a Team record by looking up and importing users to either the Primary Team Members table or Team Members table, which are embedded in the Custom Fields tab. Looking up and selecting a user for either of these tables changes the linked field in the user's own user record to point to this Team.

# Default Teams

---

The teams shown below are the default teams available in the Standard System Demo. You can delete any of the default teams you do not need, create additional teams, or rename the default teams to match your company's naming conventions. You can delete, create, or edit teams from **Setup > Access > Manage Teams**.

Teams	Description
1st Level Support Team	First Level Support Team
2nd Level Support Team	Second Level Support Team
Admin Team	Used for system notifications about rules, emails, and other errors
Backup and Storage Team	Asset Backup and Storage Team
Budget Management Team	Team for Budget Managers
Change Advisory Board	Change Advisory Board
Change Approver Team	Change Approver Team
Change Management Team	Change Team
Clause Library Team	Manages language in the clause library
Company Team	Main parent team for other internal teams
Compliance Team Approver	Compliance Team used in contract approvals
Configuration Management Team	Asset Team
Contract Creator Team	For contract requesters
Contract Management Team	Contract Management Team
Custom Applications Team	Asset Software Team
Customer Team	External Customer Team
Database Team	Asset Database Team
Desktop Applications Team	Asset Desktop and Support Team
Document Creator Team	Document Creator Team for internal end users. If using external users, then change the parent team.

Document Management Team	Team for Document Management
Document Reviewers Team	People who have been identified to review documents.
Evaluation Committee Team	Team members evaluate and score Responses.
Executive Team	Executives for Contract and Sourcing Event approvers
Facilities Team	Facilities support team
Finance Team Approver	Finance team used in contract approvals
HR Team	Human Resources Team. Acts on new employee Service Request Tasks.
Internal Customer Team	Internal Customer Team
Internal Signer Team	For contract signers
IT Executive Board	IT Executive Board
Legal Management Team	Legal Team who manages and approves contracts
Legal Requester Team	For people submitting legal requests
Legal Team Approver	Legal Team member who approves contracts
Litigation Team	Handle matters about litigation
Marketing Team	Marketing Team
Network Operations Team	Asset Network Team
Project Manager Team	Team for internal projects
Purchasing Team	Purchasing Team responsible for purchase requests
QA Team	QA for software changes
Risk Team	Risk team approves contracts
Sales Team	Sales Team
Security Team	Asset Security and Support and Change Team
Service Management Team	This is the primary team for Service Managers
Sourcing Event Creator Team	Team that requests Sourcing Events.
Sourcing Event Manager Team	Manages all Sourcing Events.



System Admin Team	Asset Sys Admin Team
Supplier Evaluator Team	Team for users that perform Supplier Evaluations.
Supplier Management Team	Internal Supplier Management Team
Supplier Team	End User team submits Responses.

# Roles

You can access your system's roles by expanding People and Companies in the left pane of the system, and then clicking the Roles table. Roles are associated with teams and groups, so using the Add or Remove Roles on a user's record adds or removes the appropriate group and team. In the Standard System Demo only a few groups are actually able to modify a user's role. By default, these groups include the admin groups of Admin, Admin Import, Business Admin, but also tend to include relevant managerial roles. For example, the roles 1st Level Support and 2nd Level Support are available to the admin groups, as well as the Service Manager, which shows that the Service Manager oversees 1st and 2nd Level Support roles. You can view a complete list of the groups that each role is available to by viewing the Roles record or by consulting the table in the [Default Roles](#) section.

Roles also have a flag called Uses Assigned License that can be used to track which users hold an assigned license. It should be noted that this does not actually assign a license to the individual with the selected role, although a search can be created to automatically assign available Assigned Licenses to users who have this flag set to Yes in their Employee record.

## Default Roles

Below are the default roles and how they appear in the Standard System Demo's Roles Table, listed in alphabetical order. To list Roles in alphabetical order, click the Role Name column.

Role Name	Associated Group	Associated Team	Available to Group(s)	Uses Assigned License
1st Level Support	Base ServiceDesk	1st Level Support Team	admin, Admin Import, Business Admin, Service Manager	Yes
2nd Level Support	Base ServiceDesk	2nd Level Support Team	admin, Admin Import, Business Admin, Service Manager	Yes
admin	admin	Admin Team	admin	Yes
AI User	AI User		admin, Admin Import, Business Admin	Yes
Backup and Storage Team Member	Base ServiceDesk	Backup and Storage Team	admin, Admin Import, Business Admin	Yes
Base Service Desk group only	Base ServiceDesk		admin, Admin Import, Business Admin	Yes
Budget Manager	Budget Manager	Budget Management Team	admin, Admin Import, Business Admin	
Business Admin	Business Admin	Admin Team	admin, Admin Import, Business Admin	Yes
Change Advisory Board Member	Change Manager	Change Advisory Board	admin, Admin Import, Business Admin	Yes

Change Approver	Approver	Change Approver Team	admin, Admin Import, Business Admin	Yes
Change Manager	Change Manager	Change Management Team	admin, Admin Import, Business Admin	Yes
Clause Library Manager	Business Admin	Clause Library Team	admin, Admin Import, Business Admin	Yes
Compliance Team approver	Approver	Compliance Team	admin, Admin Import, Business Admin	Yes
Configuration Manager	Configuration Manager	Configuration Management Team	admin, Admin Import, Business Admin	Yes
Contract Creator	Contract Creator	Contract Creator Team	admin, Admin Import, Business Admin, Contract Manager	No
Contract Manager	Contract Manager	Contract Management Team	admin, Admin Import, Business Admin	Yes
Contract Requester	Contract Requester	Contract Creator Team	admin, Admin Import, Business Admin	Yes
Custom Applications Service Desk Team	Base ServiceDesk	Custom Applications Team	admin, Admin Import, Business Admin, Change Manager, Service Manager	Yes
Database Team	Base ServiceDesk	Database Team	admin, Admin Import, Business Admin, Configuration Manager, Service Manager	Yes
Desktop Applications Team	Base ServiceDesk	Desktop Applications Team	admin, Admin Import, Business Admin, Configuration Manager, Service Manager	Yes
Document Creator	Document Creator	Document Creator Team	admin, Admin Import, Business Admin, Document Manager	No
Document Manager	Document Manager	Document Management Team	admin, Admin Import, Business Admin	Yes
Document Reviewer	Document Reviewer	Document Reviewers Team	admin, Admin Import, Business Admin, Document Manager	Yes
Evaluation Committee	Response Evaluator	Evaluation Committee Team	admin, Admin Import, Business Admin	Yes

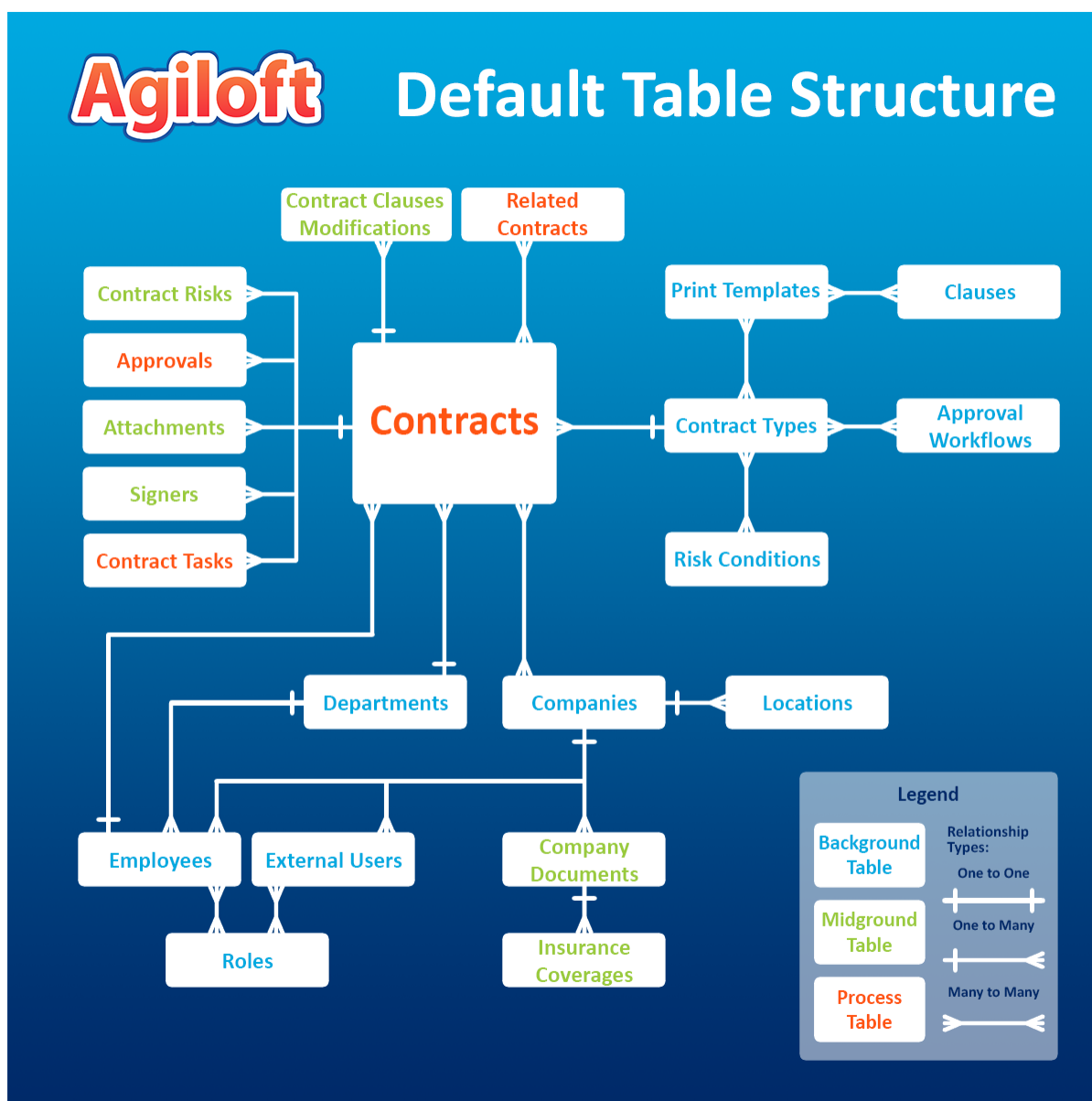
Facilities Team	Base ServiceDesk	Facilities Team	admin, Admin Import, Business Admin, Service Manager	Yes
Finance Team Approver	Approver	Finance Team Approver	admin, Admin Import, Business Admin	Yes
HR Team	Base ServiceDesk	HR Team	admin, Admin Import, Business Admin	Yes
Internal Customer for service desk	Internal Customer	Internal Customer Team	admin, Admin Import, Business Admin	No
Internal Signer for contracts	Internal Customer	Internal Signer Team	admin, Admin Import, Business Admin	No
Internal Supplier Manager	Internal Supplier Manager	Supplier Management Team	admin, Admin Import, Business Admin	Yes
IT Executive Board for change approvals	Approver	IT Executive Board	admin, Admin Import, Business Admin	Yes
Legal Request /Matter Manager	Legal	Legal Management Team	admin, Admin Import, Business Admin	Yes
Legal Requester	Legal Requester	Legal Requester Team	admin, Admin Import, Business Admin	No
Legal Team Approver	Approver	Legal Team	admin, Admin Import, Business Admin	Yes
Litigation Legal Team	Legal	Litigation Team	admin, Admin Import, Business Admin	Yes
Marketing Team	Marketing	Marketing Team	admin, Admin Import, Business Admin	Yes
Network Operations Team	Base ServiceDesk	Network Operations Team	admin, Admin Import, Business Admin, Service Manager	Yes
Patent Legal Team	Legal	Patent Team	admin, Admin Import, Business Admin	Yes
Project Manager	Project Manager	Project Manager Team	admin, Admin Import, Business Admin	Yes
Purchasing Team	Procurement Group	Purchasing Team	admin, Admin Import, Business Admin	Yes
QA Team	Base ServiceDesk	QA Team	admin, Admin Import, Business Admin	Yes

Risk Approval team for contracts	Approver	Risk Team	admin, Admin Import, Business Admin	Yes
Sales Person	Sales	Sales Team	admin, Admin Import, Business Admin	Yes
Security Team	Base ServiceDesk	Security Team	admin, Admin Import, Business Admin	Yes
Service Manager	Service Manager	Service Management Team	admin, Admin Import, Business Admin	Yes
Sourcing Event Creator	Sourcing Event Creator	Sourcing Event Creator Team	admin, Admin Import, Business Admin	No
Sourcing Event Manager	Sourcing Event Manager	Sourcing Event Manager Team	admin, Admin Import, Business Admin	Yes
Sourcing Event Requester	Sourcing Event Requester	Sourcing Event Creator Team	admin, Admin Import, Business Admin	Yes
Supplier Evaluator	Supplier Evaluator	Supplier Evaluator Team	admin, Admin Import, Business Admin	No
System Administrator	Base ServiceDesk	System Admin Team	admin, Admin Import, Business Admin	Yes
Trademark Legal Team	Legal	Trademark Team	admin, Admin Import, Business Admin	Yes

# Background Tables

Background tables function as repositories of records, primarily hold the static data that is used in process tables, and contain little to no associated business processes or workflows. In short, the data stored in background tables is used to directly support other tables, which are referred to as process tables. Although data in background tables isn't changed by business processes or workflows, it is still created and often updated by power users. A good example of a background table that appears by default in the Standard System Demo is the People table. Records in the People table represent employees or external users, and aren't consistently being updated from the results of a workflow, like Contract and Task records are. Like most background tables, People record data stays relatively static, but can still be updated manually when necessary. Some examples are when an employee receives a promotion and their Role changes, or they get married and choose to change their last name.

The blue text in the diagram below represents the background tables in the default CLM table structure of the Agiloft standard system demo.



# People Table

---

The People table stores records that represent the people who interact with your system, making it one of the most important tables in your system. The People table is one of, if not the most, prominent background tables in Agiloft. The People table is considered a top-level table, which simply means that it has subtables.

## Use Case

---

Most systems categorize users into two types, which influence how they are able to interact with the system. In the Standard System Demo, these user categories are Employee and External User, which are represented in the system as subtables of the People table. When you create a record in the People table, the user category determines which subtable the record is stored in. In general, all subtable records are contained in their top-level table, so you can view all Employee and External User records directly from the People table.

The two subtables, Employees and External Users, are chiefly used to store information about individuals, such as the company they are associated with, or their contact information. Users may be external or internal to your company, so it is vital from both a security and workflow-enabling standpoint to put users in the right groups and teams.

Users outside your company should generally go to the External Users table, while Employees should go into the Employees table. We recommend that all individuals who are involved with your company, even people who are not able to access the system as a user, be stored in the system as either an Employee or an External User. The primary benefit of adding them all is that email notifications can be sent to them via Agiloft if needed. This gives users like suppliers or leads the potential to interact with the system, if it becomes necessary.

## Automation

---

In the standard system demo, the People table contains one active rule. This rule is accessed by expanding the People table in the left pane, selecting Setup People, and then selecting the Rules tab:

- **Create/Edit: Update Role is not empty validation; add or remove roles updates:** This rule uses a saved search to find people records in which Update Role field is not empty and runs an update action to ensure that a group does not get removed if another active role is associated with it. It also contains an If-then-else action to handle role updates.
- **Create/Edit: Append Primary Team to Teams (web, API):** This rule uses a saved search to find people records in which Primary Team is not contained in the Teams field and runs an update action to append the Primary Team to Teams.

- **TB Demo Data Update:** This time-based rule runs once every month, updates Demo Date fields, and deletes History. It consists of two actions: "U: Update Demo Dates" and "D: Delete History for TB: Demo Data Update." "U: Update Demo Dates" is an Update action that replaces the Date Created, Date Updated, Original Start Date, and Reference As Of fields with a date one month in the future. "D: Delete History for TB: Demo Data Update" is a Delete action that deletes history entries that are created after "U: Update Demo Dates" updates the designated fields.

## Ownership

---

Records in the People table are owned by the user in the Contact Owner field.



# Employees Table

---

The Employees subtable holds general employee information, like their role, primary team, and manager. It also holds personal information, like a home address and phone number. In addition to the People and Employee tables, LDAP or Active Directory authentication can be used to create and update Employee user records.

## Use Case

---

Employee records can be created in a variety of ways:

- A user with permission to create Employee records can create them in either the People table or the Employee table directly
- Via sync with Active Directory or LDAP. The first time a user logs in using one of those authentication methods, an Employee record is generated for them
- From a SAML provider, such as Okta, when they first log into the system
- Imported during implementation from an Excel or .csv spreadsheet

Once an employee is given access to the system, their user information can be modified in a variety of ways:

- An admin user can make changes to their record, and do things such as deactivate their access or update their information
- A sync with LDAP or AD
- Scheduled import/updates from another backend system
- The user may modify any fields they are allowed to edit by clicking on My Profile in the Home section of the left pane

It is a best practice to develop your own procedure for deactivating Employee records when that employee has been terminated. It is better to simply terminate employees who have left the company; we do not recommend deleting these users. Setting an empty value in either the Groups or the Primary Team field prevents the user from logging in, but also preserves the history of any edits the user has made in the system.

Save
Cancel
⋮

### Employee: Emily Dickinson

ID 378

Work Status Working Export to Outlook

Contact Information
Job
Related Records
Emails
History
« »

Collapse All

▼ Employee Information

First Name	Emily		Last Name	Dickinson
Pronouns				
Title	System Administrator		Department	
Email	example7@example.com			
Direct Phone	555-444-5558	Ext.	Cell Phone	
Company	Agiloft Q		Location Name	

▼ User Information

*Login	sysadmin		*Password	.....
			*Confirm Password	.....
User time zone	Choose one			
Picture	<a href="#">Attach/Manage</a>			

## Automation

In the standard system demo, the Employees table contains five active rules. These rules are accessed by expanding the Employees table in the left pane, selecting Setup Employees, and then selecting the Rules tab:

- **Create: Create Adobe Sign user:** This rule uses a saved search to find employee records in which Adobe Sign Sender field is Yes and copies the user's Email value into the Adobe Sign Sender Email field if it is empty, and then runs Add/Activate user to Adobe sign action.
- **Edit: Update Preferred Interface (web, API):** This rule uses a saved search to find employee records in which Role Preferred Interface field got changed in last modification and is not equal to Preferred Interface, and then it runs an update action to set Preferred Interface field as Role Preferred Interface.
- **Edit: Approval Record Creation:** This rule uses a saved search to find employee records in which Last Document ID Text field got changed in last user's modification and Add Document IDs Converted field does not contain Last Document ID Text and then runs a conversion action to convert that record into an Approval record. It also runs an update action to append All Document IDs Converted field's value with Last Document ID Text.

# Ownership

---

Employee records are owned by the user with a login that matches the Login field of the record.

# External Users Table

---

The External Users subtable holds information on non-employees who may or may not be users of the system. Each External User record includes fields that associate the user with a company, contracts, events, and other activities.

## Use Case

---

External users can be created manually by guests and members of the Base ServiceDesk, Contract Manager, Customer Manager, Guest, Marketing, Project Manager, Sales, Supplier, Business Admin, Admin Import, and Admin groups. They can also be created as the result of a conversion from a Lead or Contract record, as part of an import from another database. They can also be created via self-registration, such as with the supplier onboarding module.

If a new External User record is created (either directly or from a contract or contract party) without a login value, the system runs a rule that:

- Sets the user's login value to their email address
- Sets a default, unique password
- Blanks out the default team. This allows the user to be recognized if they respond to an email from the system without actually giving them the ability to login to the system

This rule can be modified if you want such users to belong to a specific team so they can access the system through an end-user portal.

## Self-registration

Self-registration is available and allows users to create their own logins using the limited-access "register" account. By default, records that are created with the "register" login are added to the Customer Group and the Customer Team. If the self-registration was performed as part of supplier onboarding, they are added to the Self-Registered Supplier Group and Supplier Team instead.

To create a link to permit general self-registration, substitute the items in <brackets> below with the URL of your system, your KB Name, and the Exit URL you want to take users to. Make sure to remove the brackets after adding your information.

```
https://<server-hostname>/gui2/login.jsp?KeyID=0&KB=<KB-name>&user=register&password=Register678&State=New:contacts.Customer&GUI=no/EUI&ExitURL=<yourpage>
```

To create a link to allow suppliers to self-register, an additional parameter must be added to the above link.

```
https://<server-hostname>/gui2/login.jsp?KeyID=0&KB=<KB-name>&user=register&password=Register678&State=New:contacts.Customer&field=trigger_vendor_profile_creation:Yes&GUI=no/EUI&ExitURL=<yourpage>
```

This link allows the user to enter their contact information, and then logs them out. Users are not able to choose from a list of companies, but instead, type in their company name manually. For more information on how this hyperlink is constructed, see [Hyperlink Syntax and Examples](#).

It is strongly recommended that these links be encrypted to protect the login and password details. See [Hotlinks](#) for more information.

When the user saves their record, an email is sent to the 1st Level Support Team informing them that contact has self-registered. The email also asks them to validate the user's access, as well as link them to the appropriate company in the system. This email template can be modified, as well as sent to anyone in your organization who might be responsible for vetting new users.

## Automation

---

In the standard system demo, the External Users table contains eight active rules. These rules are accessed by expanding the External Users table in the left pane, selecting Setup External Users, and then selecting the Rules tab:

- **Create: Delete spam bot records:** This rule identifies and deletes records created by automated bots.
- **Create: Contract Source Actions (web, API):** This rule uses a saved search to find records in which the Source Contract ID field is not empty and runs a Linked record action to set Party Main Contact ID as Contact Id in Contract table through an update action. It also runs an If-then else action to set Group and Primary Team for suppliers.
- **Create: Set External User Info if Login is Empty (email, web, API):** This rule uses a saved search to find records in which Login is empty and runs an If-then-else action to set Login, Password, Group and Team for the supplier.
- **Edit: Sent Login changed to yes last modification. Send an email to contact with their login info:** This rule uses a saved search to find records in Sent Login changed to Yes in the last modification and then runs an Email action to send user guide and login information to the supplier.
- **Edit: Contract Source Actions (web, API):** This rule uses a saved search to find records in which Source Contract Id changed in last modification and does not equal to null and then uses a linked record action to update Contact Id in Party Main Contact Id field in Contracts table.
- **Create: Handle self-registered user (created by register):** This rule uses a saved search to find records in which Creator Login equals register. If the 'Trigger Supplier Profile Creation' flag is set to 'Yes', it creates a new Supplier Profile. Otherwise, it runs an Email action to send a notification to 1st Level Support Team regarding account information verification.
- **Edit: Sourcing Event Source actions (web, api):** This rule uses a saved search to find records in which Latest Sourcing Event ID is not null and adds the user to the Supplier group and generates a Supplier Response record. It then appends the Latest Sourcing Event ID to a list of Invited to Sourcing Event IDs and blanks out the Latest Sourcing Event ID.

- **Create: Sourcing Event Creation Actions (web/API):** This rule uses a saved search to find records where Source Sourcing Event ID is not null and adds the user to the Supplier group and team, and also appends the user to the invitation list in the Sourcing Event.

## Ownership

---

External User records are owned by the user with a login that matches the Login field of the record.

# Companies Table

This table holds information about the companies that interact with your organization. Each Company record is assigned a role, which is used to categorize the records, as well as determine the fields that appear on their layouts. A few examples of company roles that are included by default in the Standard System Demo are customers, suppliers, prospects, or manufacturers. As one of the more prominent background tables in the system, the Company table contains mostly static data, and does not have any associated workflow actions.

Company record layouts change depending on the Primary Role they are given when the record is created. This is similar to how the People table is broken down into subtables of Employees and External Users, but prevents the need to split the Companies table into separate subtables for Customer, Supplier, or Prospect records, etc. Record layouts change because sometimes, a certain Company Role record requires additional or different information. However, regardless of Company Role, the majority of the Company record layout stays the same.

Each Company record uses specific tabs that contain data about:

- **Key Info:** holds contact information, basic financial information, some representative information of the company, and goods and services provided by Suppliers.

Edit
Close
⋮
Company: Tesla

ID	54	*Status	Active
Company Number			
*Company Name	Tesla		
Parent Company			

<a href="#">Key Info</a>	<a href="#">Locations and Contacts</a>	<a href="#">Contracts and Documents</a>	<a href="#">Customer Info</a>	<a href="#">Emails</a>	<a href="#">History</a>
--------------------------	--	---	-------------------------------	------------------------	-------------------------

[Collapse All](#)

[▼ Key Info](#)

*Primary Role	Customer	Company Roles	Customer
Company Type	Legal Entity	Primary Industry	
Region		Public Company	
Annual Revenue		# of Employees	
Website URL		Tax ID	
Date of Establishment		Number of Years of Operation	
Currency	US \$	Account Number	
Telephone		Fax	
Use as Reference	No	Reference as of	
Account Mgmt URL			
Alternate (DBA) Company Names			
Attached File(s)			
Ongoing Notes			

- **Locations and Contacts:** contains embedded tables for Location and Contact records that relate to the company.
- **Sales Info:** contains embedded tables for Opportunity, Quote, and Purchase Order records that relate to the company.
- **Related Records:** contains embedded tables for Support Case, Contract, Insurance Certificate, Assets, and other records that relate to the company.
- **Supplier Information:** becomes visible if the company's Primary Role is Supplier. Contains Supplier Onboarding Information, Supplier Profile(s) list, Related Supplier Companies, Supplier Stakeholders, Supplier Responses to Sourcing Events, Supplier Insurance Coverage, Supplier Performance Evaluations and Performance Scores.

## Use Case

---

Company records can be created in a variety of ways:

- Passively, via the Company Name field, whenever a new record gets created in the Leads table
- By members of the Admin, Admin Import, Business Admin, Contract Creator, Contract Manager, Contract Requester, Marketing, Project Manager, and Sales groups directly in the Companies table
- Directly in the Contract Party Information section of a new Contract record: by clicking the New Company radio button, filling in the necessary information, and clicking Create Company
- Via the supplier onboarding module. Either triggered manually by a supplier manager, or created automatically when a supplier profile is approved.

Many other tables link to the information stored in the Company table, which is partially why Company records can be created in other places, and how Company records themselves can create new records in other tables. When a new Company record is created, the address information is inputted under the Locations and Contacts tab, and then stored as an individual Location record in the [Locations background table](#). A Company with the Parent type may have several Location records, such as one for their billing office, for branch locations, and for their headquarters. If the location in question doesn't already exist as a Location record in the system, the new Location records are created automatically when Company records are created, similar to how Company records can be created when new Lead or Contract records are created. This connectivity allows workflows to run optimally while minimizing the potential for human error. For example:

- When new Insurance Certificate records are created from the Related Records tab of the Company record, the Insurance Certificate Owner gets notified 14 days before one or more certificates is due to expire, provided that there is at least one active or pending contract. The Insurance Certificate Owner's information can be found just above the Insurance Certificates embedded table.
- When new Insurance Certificate records are created from the Related Records tab of the Company record, they are automatically linked to all Contract records associated with that company.



If a Company record has a Primary Role of Supplier, their Company record contains a link to the Goods and Services table. This table displays the list of goods and services selected by the given Supplier. This list can be used to filter Suppliers by the goods and services they provide.

## Automation

---

In the Standard System Demo, the Company table contains four rules. These rules are accessed by expanding the Company table in the left pane, selecting Setup Companies, and then selecting the Rules tab:

Details on each rule are included in the list below:

- **Creation for all companies:** This rule runs when a company is created from any source. It sets the Company Roles to the Primary Role.
- **Create: Supplier Profile Source Actions:** This rule runs when a company is created from a Supplier Profile. There are two ways a company can be created from a Supplier Profile:
  - The Supplier Manager clicks the 'Create Company' button.
  - The Supplier Profile is approved. This rule copies the Source Supplier Profile ID to the Latest Supplier Profile ID. If the Source Supplier Profile is not Approved, it sets the Company's status to Pending. Finally, it performs linked record actions on the Source Supplier Profile and all Supplier Related Companies, Supplier Stakeholders, and Company Documents to update their Company ID to the new Company's ID.
- **Create: Contract Source Actions (web, API):** This rule runs whenever a new Company record is created from within a Contract record using the 'Create New Company' option. It consists of two actions: L: Set Company ID in source contract and U: Set Company Roles. L: Set Company ID in source contract is a Linked Field action that links the ID field in a Company record to the Company ID field in a related Contract record, and U: Set Company Roles is an Update action that updates the Company Roles field with the Company Type.
- **Create: Sourcing Event Source Actions:** This rule runs when a company is created from within a Sourcing Event. It sets the Status of the company to Pending. This rule only runs if the Supplier Management function is enabled.
- **Create: Supplier Response Source Actions:** This rule runs when a company is created from within a Supplier Response. It sets the Supplier ID in Supplier Response to this Company's ID. Additionally, if the Supplier Management function is enabled, it sets the Status to Pending.
- **Edit: Contract Source Actions (web, API):** This rule runs whenever a Contract Source ID field has been edited and changed to a non-zero value. It consists of a Linked Field action called L: Set Company ID in source contract.

- **TB: Notify about expiring insurance certificates (disabled):** This time-based rule runs every other day at 3 AM, and contains an action called E: Email Contract Manager of Upcoming Insurance Cert Expiration. This action uses a saved search to check if any active or in-progress Insurance Certificates records are set to expire within 14 days, and then emails the Contract Manager with results. This rule is comes disabled by default.
- **TB Demo Data Update:** This time-based rule runs once every month, updates Demo Date fields, and deletes History. It consists of two actions: "U: Update Demo Dates" and "D: Delete History for TB: Demo Data Update." "U: Update Demo Dates" is an Update action that replaces the Date Created, Date Updated, Original Start Date, and Reference As Of fields with a date one month in the future. "D: Delete History for TB: Demo Data Update" is a Delete action that deletes history entries that are created after "U: Update Demo Dates" updates the designated fields. This is a good example of ensuring that the actions in your rules are added in proper order, otherwise, the Delete action would have nothing to delete.

## Ownership

---

Records in the Company table are owned by People who are listed as being employees of that Company: the "Company ID" from the Person table matches the "ID" of the Company record.

# Departments Table

The Departments table holds records that relate to the different departments in your company. Each Department record typically stores the department name, a main contact, and contact information for that main contact. In the out-of-the-box system, the Departments table holds ten default Department records.

- Customer Support
- Development
- Finance
- HR
- IT
- Marketing
- Sales
- Legal
- Operations
- Procurement

Edit		Close		Department: Procurement	
Department	Email	History	<< >>		
ID		11			
Department Name		Procurement			
Department Head		<a href="#">Richard Morton</a>	Department Head Email	<a href="mailto:rmorton@example.com">rmorton@example.com</a>	
Department Head Cell Phone			Department Head Phone	<a href="tel:555-444-5555">555-444-5555</a>	

## Use Case

Department records can be created by members of the Admin, Admin Import, and Business Admin groups. As a background table, other tables link to the Departments table. Notably, the Department, Department Manager, and Department ID fields in the Employees subtable are linked to the Department Name, Department Head, and ID fields of the Departments table, respectively.

## Automation

The Standard System Demo does not contain any rules, or actions, in the Departments table by default.

# Ownership

---

Department records are owned by the user whose Login matches the Creator Login field in a Department record. Simply put, a Department record is owned by the user who created it.

# Locations Table

---

The Locations table is used to store Location records, which are used to store specific information about where the companies in Company records are found geographically. Some companies have multiple Location records because they have multiple physical company locations, such as one Location record for their headquarters and another Location record for a subsidiary. To view some examples of companies with multiple Location records, sort the records in the Location table alphabetically by clicking Company Name.

ID ↓	Location Name	Company Name	City	State / Province
18	Acme Micro Fremont	Acme Micro	Fremont	CA
17	Agiloft Primary Billing	Agiloft	Petersburg	FL
16	Acme Micro Main Office	Acme Micro	Loma Linda	CA

## Use Case

---

Location records can be created by members of the Admin, Admin Import, Business Admin, Contract Creator, Contract Manager, Contract Requester, Sales, and Supplier groups.

Each Location record can be linked to a parent Company record from the Companies table. These Location records contain a single address, but can have multiple Location Types.

Location records are created directly from the Locations table, but can also be created by conversion. Location records can be created by conversion when:

- A new Company record is created from within a Contract record
- A Lead record is converted to an Opportunity record

When you name a Location record, that name should reflect the actual name of the building, or a similar distinguishing factor; there are other, built-in fields that are used to hold more granular information. While you can add city or town names to Location records by simply typing the name into the City field, you must select a value for the Country field from the Country table with the look-up icon.

Save ▼
Cancel ▼
⋮
Location: Ingels & Herd main office

ID	92		
Company Name	Ingels & Herd <span style="font-size: 0.8em;">🔍</span>	Primary Role	Supplier
*Location Name	Ingels & Herd main office <span style="font-size: 0.8em;">📄</span>	*Location Type	Headquarters <span style="font-size: 0.8em;">🔍</span>

Location Details
People and Contracts
Emails
History
⏪ ⏩

Collapse All

▼ Street Address

Street Address 1	123 South Street	Street Address 2	Suite 200
City	North Fork	Country	United States <span style="font-size: 0.8em;">🔍</span>
State Abbreviation	MN <span style="font-size: 0.8em;">▼</span>		
Zip or Postal Code	04356		
Telephone	<input type="text"/> Ext. <input type="text"/>	Fax	<input type="text"/>

Map It ▶
Find Local Hotels ▶
Find Local Hotels ▶

## Automation

In the Standard System Demo, the Location table contains five rules. These rules are accessed by expanding the Locations table in the left pane, selecting Setup Locations, and then selecting the Rules tab:

- **Create: Contract Source Actions (web, API):** This rule runs whenever a new Location record is created by a user or by another rule in the system. It consists of two Linked Field actions: L: Set Location ID in source contract and L: Set Main Location ID in company. L: Set Location ID in source contract is a Linked Field action that links the ID field in a Location record to the Location ID field in a related Contract record, and L: Set Main Location ID in company is a Linked Field action that links the ID field in a Location record to the Main Location ID field in a related Company record.
- **Edit: Update State/Province (web, API):** This rule uses a saved search to run whenever the State / Province field of a Location record is edited. It uses an If-Then-Else action called "I: Set State province" to ensure that there is always a value in the State / Province field.
- **Create: On Creation Actions:** This rule runs whenever a new Location record is created by a user or by another rule in the system. It consists of an If-Then-Else action that ensures the Address fields have values.

- **Create: Copy state/province to new fields:** This rule runs whenever a new Location record is created by a user or by another rule in the system. This rule uses the same action as Edit: Update State/Province (web, API), but runs when a record is created instead of edited.
- **Edit: handle address update if it changes:** This rule uses a saved search to run whenever the address fields of a Location record are edited. It uses an If-Then-Else action called "I: Set Address fields" to ensure that there are always values in the Address fields.

## Ownership

---

Location records are owned by the user who creates them. Specifically, a record is owned by the user whose Login matches the Creator Login field.

# Global Process Tables

---

Unlike background tables, which generally hold static data, process tables hold records that are actively worked on by following a workflow or other similar dynamic activity. However, process tables generally pull in records and field values from background tables, like when a Contract record has a field that holds a Person record as the value, such as Contract Manager.

The difference between a global process and a regular process table is that, like global variables, global processes are often general enough to apply to and be used within multiple different tables, instead of being specifically formulated with one goal in mind, like workflows. Global processes that apply to multiple other kinds of records in the system are concepts such as approvals or tasks.

The tables listed below are used by several modules in the system to manage approvals and tasks, provide a service catalogue, and track time spent on requests or tasks:

- **Approvals** can be incorporated into other process tables. Out-of-the-box examples of approvals are found within Contracts and Change Requests.
  - **Tasks** may be incorporated into other tables as well. In the out-of-the-box configuration, they are linked to Service Requests, Projects, Assets, Support Cases, Change Requests, and External Users.
  - **Services** define the service catalogue that is used by Service Requests, Change Requests, and Purchase Requests.
  - **Time Entries** are incorporated into several of the default tables, including Service Requests, Problems, Change Requests, Incidents, Tasks, and Projects.
- 
- Approval Management
  - Task Management
  - Services Table and Service Catalog
  - Time Entries Table



# Approval Management

---

The Approval Management process consists of three tables, listed below: Approvals, Approval Workflows, and Approval Templates. Approval Workflows are used by default in the Standard System Demo within the Change Request, Service Request, Contract, and Document tables, but can be added to other tables as needed. In the Standard System Demo, the Approvals table can be found under the Contract Management section of the left pane. The Approval Workflow and Approval Template tables can be found under the Contract Setup section of the left pane.

To begin using automated approvals, you generally begin by creating an Approval Workflow record. Within an Approval Workflow record, you can create a step-by-step process for how Approvals should occur, as well as define where the Approval Workflow should be available. The steps of an Approval Workflow are called Approval Templates. The Approval Templates within the Workflow should be numbered in the order of approval using the Step Number value in each Template, and can be set to trigger either sequentially or concurrently. Each Approval Template record can only be used by a single Approval Workflow record. When an Approval Workflow is selected and triggered in a process record such as Contracts, the Contract ID is added to the Approval Templates within the selected workflow, which triggers a conversion of the Approval Templates to create new records on the Approvals table using the template as a guide.

- Approvals Table
- Approval Templates Table
- Approval Workflows Table

# Approvals Table

---

Approval records are a tangible instance of something that is usually considered intangible: an approval. Approval records consist mostly of information that belongs to other records. An Approval record allows you to keep track of things when the parent record, such as a Contract or Change Request record, requires approval by a stakeholder or manager. The Approvals table holds a physical instance of, for example, a contract approval that needs to, or has been, sent to a signing or reviewing party.

Each record in the Approvals table is an individual instance that is linked to a parent Change Request, Service Request, Purchase Request, Document, Sourcing Event, Project, Contract, Opportunity, Contact, Support Case, or Asset record. You can tell which table an Approval record is related to by checking the Related To field. In the Standard System Demo, there are currently only Approval records for Contracts, Sourcing Events, Documents, and Change Requests present.

Notably, each Approval record has a field for the Approval Team, the Approver, Approval Notes, the ID of the parent record, and others. On the History tab, there are fields that capture and display timestamps that relate to when the approvals occurred.

Approval records are usually generated by the Contract Manager from the record that requires approval using Approval Workflows and their related Approval Templates, but can also be created ad hoc from the parent record by users with the appropriate privileges. After the Approval records have been created, they will sit in a status of Queued until the approvals are launched. When the status is changed to Pending Approval, the Approver or a member of the Approval Team can add notes about the approval or rejection in the Approval Notes field. Notes added to the Approval Notes field of Approval records are appended to the Approval Notes field under the Approvals tab of the parent record.

When generated from Sourcing Event records, an approval can be in either of these two states:

- Pre-Approval, such as you would see from an Initial Sourcing Event.
- Final Approval, such as you would see for Selection Approvals. When in a Final Approval state, the Approval record includes an embedded search under the Solicitation heading of the Details tab. This search lists any supplier responses related to the Sourcing Event that have been accepted, and thus have a Status of Awards Recommended. This allows the approver to see any successful supplier responses for the sourcing event.

## Use Cases

---

Read the following use cases to learn more about how to create related Approval records from the Contract, Document, and Change Request tables.

### Use Case for Contract Approvals

Contract Approval records can be created in three ways:

- Clicking Create Approvals in the Approvals tab of a Contract record
- Clicking New in the action bar of the Approval Needed section in the Approvals tab of a Contract record
- Manually, from the Approvals table

Generally, the best option is to create an Approval directly from the Contract record by clicking Create Approvals. However, before you can click Create Approvals, you must first select an Approval Workflow from the Workflow Title field in the Approvals tab. The Approval Workflows that are available to Contract records can be checked by looking at the Related To column of records in the Approval Workflow table. Remember to ensure that your Approval Workflow record is available for the correct Contract Type by checking the Available for Contract Types field of the Approval Workflow record. The default workflow by Contract Type can be set within the Contract Type table.

Users who click Permanently Rejected or Require Changes must enter Approval Notes explaining the decision. When the record is saved, the Approval Notes are appended to the All Contract Approval Notes field and are visible from any Approval record linked to that Contract. For more information on approvals for Contracts, see the [Contract Management Table](#) section.

In a Contract Approval Workflow, one may also include Reviews and Notifications. Reviews do not allow the assigned reviewers to reject the Contract. However, reviewers may still provide feedback the same way an approver would. Notifications inform the assigned users via an email, without requiring any action on their part.

## Use Case for Document Approvals

Document Approval records can be created in two ways:

- Clicking Submit for Approval from the Details tab of a Document record
- Manually, from the Approvals table

Generally, the best option is to create an Approval directly from the Document record by selecting Yes for the Requires Approval field from the Progress tab of a Document record. Then, choose the necessary Approvers, and click Submit for Approval to generate the Document Approval record.

The default Status for a new Document approval record is Pending Approval. Document Approval records are all created with a Step Number of one through conversion. For more information on approvals for documents, see the [Documents Table](#) section.

## Use Case for Sourcing Event Approvals

Sourcing Event Approval records can be created in two ways:

- Clicking Create Approvals in the Selection Process tab of a Sourcing Event record
- Manually, from the Approvals table

Generally, the best option is to create an Approval directly from the Sourcing Event record by clicking Create Approvals. However, before you can click Create Approvals, you must first select an Approval Workflow from the Workflow Title field in the Approvals tab. The Approval Workflows that are available to Sourcing Event records can be checked by looking at the Related To column of records in the Approval Workflow table. Remember to ensure that your Approval Workflow record is available for the correct Sourcing Event Type by checking the Available for Sourcing Event Types field of the Approval Workflow record. The default workflow by Sourcing Event Type can be set within the Sourcing Event Type table.

### Use Case for Change Request Approvals

Change Request Approval records can be created in two ways:

- Clicking Generate Approvals in the Approvals tab of a Change Request record
- Manually, from the Approvals table

The default status for a new Change Request approval record is Queued.

## Create and Launch Approvals

Clicking Create Approvals generates all of the Approval records needed for the selected workflow. If an approval template's Approval Usage field has a value of Conditional, then it is not created unless the condition is met.

The approvers are not notified until the Contract or Change Manager launches the approval process by clicking the Launch Approvals button. At that point, the Approval record with the lowest number is updated to Pending Approval and the approver is notified that the approval is due. If there is no value in the Approver field, the approver team is notified. If there are any concurrent approvals for a particular step, the Approval record is updated with those concurrent approvals.

If an approval step is marked as Auto-Approved, the Approval is updated to Approved and the approver or the Approval Team is notified of the auto-approval, unless the Notify for Auto-Approval field has a No value. This is a method of notifying someone about a Contract or Change Request without requiring them to respond.

The approver can approve the change by email through an Approval hotlink, but can also click the 'Require Change or Reject' hotlink. After clicking the 'Require Change or Reject' hotlink, the user can enter their comments, and then click either the Require Change button or Reject button. When editing the Approval record directly, comments are required if the Approval record is Rejected or marked as Require Changes.

A validation rule requires that any individual who clicks one of the three buttons to Approve, Reject or Require Changes is a member of the Approval Team.

Whenever the Approval Notes field is updated, a rule copies the update into the linked Contract or Change Request's All Approval Notes append only field, and the original Approval Notes field gets blanked out.

If the approver marks the approval as Require Changes, the linked Contract or Change Request is not changed, but the Contract or Change Management team and Contract or Change Manager are notified. They decide whether any changes require restarting the whole approval process, or can continue onward after revising the rejected approval. If they want to start over, they click the Relaunch Approvals button which sets all linked approvals to Queued and then relaunches the first step. Otherwise, they can set Require Changes back to Pending Approval for the process to continue without restarting.

If the approval is marked Approved and there are no concurrent approvals, the next Approval record in the sequence is updated to Pending Approval and the Approver or Approval Team are notified. If there are concurrent approvals, they all must be completed prior to the next approval step being updated to Pending Approval. The approver and the date approved are updated to reflect whoever clicked the Approve button.

If the approver marks the approval as Permanently Rejected, the linked Contract or Change Request is updated to a status of Rejected and the Requester and Contract or Change Management Team are notified. The user is required to resubmit the Contract or Change Request if it still required, albeit with the appropriate changes. All other approvals in the Contract or Change Request in a status of Queued or Pending Approval are updated to Not Needed. If an approval is updated from a status of Pending Approval to Not Needed as a result of a related approval's Permanently Rejected status, the Approver or Approval Team are notified that their approval is no longer necessary.

## Automation

---

In the standard system demo, the Approvals table contains eight rules. These rules are accessed by expanding the Approvals table in the left pane, selecting Setup Approvals, and then selecting the Rules tab. They are listed based on approval type (Change Request, Document, Contract, other):

- **Create: All Change Approval Creation Actions (web, API):** This rule runs whenever a new Approval record is created for a Change Request record by a user or by another rule in the system. It consist of two If-Then-Else actions called I: Change Request Creation Actions and I: Assign Actions. I: Change Request Creation Actions automatically sets the values for Next Step Number, Concurrent Approvals, Lowest Step Number, and Next Approvals using Update Actions. These Update Actions contain saved searches that use global variables to ensure the values being used to populate the aforementioned fields are accurate. I: Assign Actions sets the value for Approval Team if the Approval Team field is left blank.
- **Edit: All Change Approval Edit Actions (web, API):** This rule runs whenever an Approval record for a Change Request record is edited by a user or by another rule in the system. It consists of a single If-Then-Else action called I: All Change Approval Edit Actions. This action ensures that when the record is edited, Approval Notes are copied to the parent record, and the values of the record are properly set. It can also send emails to Approvers.
- **Create: All Document Approval Creation Actions (web, API):** This rule runs whenever a new Approval record is created for a Document record by a user or by another rule in the system. It consists of a single If-Then-Else action that works more like a repository for four Update actions and an Email action. Similar to Create: All Change Approval Creation Actions (web, API), the Update Actions contain saved searches that use global variables to ensure the values being used to populate the Related To, Approval Team, Status, Concurrent Approvals, and Approval Title fields of the Document Approval record are accurate.
- **Edit: All Document Approval Edit Actions (web, API):** This rule runs whenever an Approval record for a Document record is edited by a user or by another rule in the system. It consists of a single If-Then-Else action called I: All Document Approval Edit Actions, which ensures that when the record is edited, Approval Notes are copied to the parent record, and the proper people get emailed if the Status changes.

- **Create: All Contract Approval Create Actions (web, API):** This rule runs whenever a new Approval record is created for a Contract record by a user or by another rule in the system. It consists of two If-Then-Else actions called I: Contract Approval Creation Actions and I: Set Approval Team to Contract Assigned Team if empty. I: Contract Approval Creation Actions automatically sets the values for Related To, Contract Title, zApproval Packet Files, Next Step Number, Concurrent Approvals, and Next Approvals. It also sets Approver ID or Approval Team, based on the value in the Assign Approval Based On field. I: Set Approval Team to Contract Assigned Team if empty sets the Approval Team if the Approval Team or Approver fields are blank.
- **Edit: All Contract Approval Edit Actions (web, API):** This rule runs whenever an Approval record for a Document record is edited by a user or by another rule in the system. It consists of a single If-Then-Else action called I: All Contract Approval Edit Actions. This action ensures that when the record is edited, Approval Notes are copied to the parent record, and the values of the record are properly set. It can also send emails to Approvers.
- **Create: Notify if Needed for Contract Approvals (web, API):** This rule runs whenever a new Approval record is created for a Contract record by a user or by another rule in the system. Because of the saved search, this rule only runs if the new record is created a valid Contract ID and a Status of Pending Approval. It contains an If-Then-Else action called Handle Approvals created in Pending Approval Status, which emails stakeholders about approving Contract records when necessary.
- **Edit: Approval by Email (web):** This rule runs whenever an Approval record for a Contract record is edited by a user. Because of the saved search, this rule only runs if the new record's Approved by Email field has just been changed to Yes, and if the Status is Pending Approval. It consists of two Update Actions called U: Set Approved by Email to No and U: Set Status to Approved, which are self-explanatory.
- **Create/Edit: Set Due Date to Working Day (web, API):** This rule runs on approvals where the status is Pending Approval whenever a new Approval record is created or edited for a Contract record by a user or by another rule in the system. The logic sets the Due Date to the date the approval changed to Pending Approval + 2 business days.

## Ownership

---

Approval records and Approval Template records are owned by the user who creates them. Specifically, a record is owned by the user whose Login matches the Creator Login field.

# Approval Templates Table

---

The Approval Templates table holds Approval Template records, which can be thought of as steps of an Approval Workflow. Approval Template records predefine the Approval Team and Approvers, and control whether the approval is Conditional or Required. Each Approval Template can only be used by a single Approval Workflow record, so there is a one-to-many relationship between Approval Workflow records and Approval Templates. Approval Template records can only be related to Contract, Sourcing Event, and Change Request records.

## Use Case

---

Approval Templates can be created by users in the Admin, Admin Import, Business Admin, Contract Manager, Change Manager, Internal Supplier Manager, and Service Manager groups. New Approval Template records are normally added from under the All Approval Templates section of an Approval Workflow record. Creating an Approval Template record from the Approval Workflow record is best practice, because it automatically links the Approval Template record to the Approval Workflow record. However, if an Approval Template is created directly from the Approval Template table, a Workflow Title should be manually added in the record layout's common area. The required fields are Approval Title, Assign Approval Based On, and Step Number. Step Number and Approval Title are used when converting the Approval Template record to an Approval record.

Each Approval Template record contains information about the Approval Workflow that uses it, but Approval Template records can consist of different layouts based on what is selected from the following fields:

- **Approval Usage:** This field allows you to set whether the approval is Required or Conditional.
- **Approval Type:** This field allows you to choose whether it's an approval, review, or notification. It is available as an option only for Contracts.
- **Assign Approval To:** This field allows you to choose whether approvals are filtered to a specific team, a specific person, or both.
- **Step Number:** This field allows you to designate the order that the Approval Template record occurs in the Approval Workflow record.
- **Auto-Approve?:** This field allows you to choose whether or not an approval can be approved automatically. It is available as an option only for non-Contract records.

## Approval Usage

Each Approval Template record contains information about the Approval Workflow that uses it, as well as whether the approval is Required or Conditional. You can determine these conditions yourself by selecting Conditional from the Approval Usage drop-down list and then filling in the Condition field using the Formula Help button. Both required and conditional Approval records are automatically generated when the Create Approvals button is clicked in the Contract record, a Sourcing Event is progressed, or the Generate Approvals from Workflow button is clicked in the Change Request record.

When Conditional is selected, the Condition field appears. The user can then input a formula that gets evaluated when an approval is generated. This formula can contain any number of conditions that can be linked together by operators such as "or", "and", "contains", etc. Typically, the Condition field contains a search criterion based on other field value(s) in the Contract or Change Request records. Conditional approvals are only generated if the condition is met.

The Approval Template record below is an example of a conditional Approval Template record that has had the approval condition defined in the Condition field. This example shows that this Approval Template is only generated for a particular Change Request record if the Risk if Done value of the Change Request record is Category 2 - Significant or Medium. The Related Records tab displays all other Approval Template records that are used in the same Approval Workflow.

**Approval Details**

Approval Usage ?      Conditional ▼      \*Step Number ?      3

Auto-Approve? ?       Yes  No

Condition ?      `$latest_change_request_id.risk_if_done=="Category 2 - Significant or Medium"`

## Approval type

Status      Active ▼

Approval Type

Choose one

✓ Approval

Notification

Review

"Approval" is the standard Approval Type. This provides the approver options to approve, request changes, or reject the contract. "Review" allows the reviewer to provide feedback, but they cannot outright reject the contract. "Notification" informs the selected user via email without requiring any action on their part.

## Assign Approval Based On

Approval Templates dictate where Approvals can be assigned to. Approvals can be assigned to either a relevant team from the parent record, a relevant person from the parent record, or a specific team and person. You can determine the type of parent record by checking the Related To field of the Approval Template record.

- To assign a relevant team, select "Team from Contract", "Team from Sourcing Event", or "Team from Change Request" and then select the relevant team from the Assign To drop-down list.



- To assign a person in a relevant role, select a user type, and then select the relevant role from the Assign To drop-down list.

The screenshot shows a configuration interface for an approval step. It includes the following elements:

- Auto-Approve?**: A radio button group with 'Yes' (unselected) and 'No' (selected).
- \*Assign Approval Based On**: A dropdown menu currently showing 'Person from Change Request'.
- \*Assign To**: A dropdown menu currently showing 'Contract Owner'.
- Change Manager**: A button with a list of roles: 'Submitter Manager' and 'Contract Owner' (indicated by a checkmark).

- To assign generally, select "Assigned Team / Person." The Approval Team drop-down list contains every team in the system, and Approver contains every person in the team chosen in Approval Team. Although it's required to select an Approver Team, it is not required to select an Approver.

The selections in the Assign To field are based on records in the Replacement Variables table. Refer to the Replacement Variables Table section for more information.

## Step Number

The sequence of Approval Template records depend on the values in the Step Number field. Approvals are generated and ordered based on Step Number, and have their Status changed to Pending Approval in ascending order of Step Number. To set up parallel Approvals, give the same Step Number to each Approval Template that should occur simultaneously. All Approvals with the same Step Number must have a Status of Approved in order to trigger the next step.

Notably, the rule that controls the triggering and ordering of approvals is managed from the Approval record, not the Approval Template record. Fields in the Approval record are used to determine if there are concurrent approvals and to define the relevant approval with the lowest Step Number. Not all sequences begin with a Step Number value of one, such as when the first step is a conditional Approval record marked Not Needed.

## Auto-Approve?

Approval Template records can be used as a notification, instead of an approval, by setting the Auto Approve? field to Yes. When the template is converted into an Approval record, a rule in the Approval table automatically sets the approval's Status to Approved. If Notify for Auto-Approval is set to Yes, this rule also sends a custom notification message in place of the assignment notification.

## Automation

---

In the Standard System Demo, the Approval Templates table contains three rules. These rules are accessed by expanding the Approval Templates table in the left pane, selecting Setup Approval Templates, and then selecting the Rules tab:

- **Edit: All Change Approval Edit Actions (web, API)**: This rule runs whenever an Approval Template record is edited by a user or another rule in the system. It uses an If-Then-Else action called I: Handle Flags to Generate or Check Change Approvals to ensure that Change Request approval templates still contain all the necessary information after being edited.

- **Create/Edit: Blank out fields based on Assign Approval Based On (web, API):** This rule runs whenever an Approval Template record is created or edited by a user or another rule in the system. It uses two If-Then-Else actions called I: Set Approval Template Relationship and I: Blank out fields on Assign Approval Based On. I: Set Approval Template Relationship is used to set approval template relationships based on whether a parent record is a Contract or Change Request record. I: Blank out fields on Assign Approval Based On blanks out certain fields in the layout based on the value in the Assign Approval Based On field. For example, if Assign Approval Based On is set to Assigned Team / Person, the rule blanks out the Assign To field, since this field's functionality is replaced with the Approval Team and Approver fields.
- **Edit: All Contract Approval Template Edit Actions (web, API):** This rule runs whenever an Approval Template record is edited by a user or another rule in the system. It uses an If-Then-Else action called I: Handle Flags to Generate or Check Approvals that does the same thing as Edit: All Change Approval Edit Actions (web, API) does, except this rule impacts Contract approval templates instead of Change Request approval templates.

## Ownership

---

Approval Template records are owned by the user who creates them. Specifically, a record is owned by the user whose Login matches the Creator Login field.

# Approval Workflows Table

---

The Approval Workflows table contains records that define the steps an Approval record must go through for different approval processes. The steps are predefined by the information included in the Approval Template records that are related to the Approval Workflow record. In other words, each Approval Template can be thought of as a step in the Approval Workflow. Each Approval Template defines an approver and the order that approval should occur in, as well as some other characteristics. An Approval Workflow record usually includes a combination of both parallel and sequential Approval Templates.

Although Approval Templates are only available for Contracts, Change Requests, and Sourcing Events (which can be for both Pre-Approval and Final Approval workflows), Approval Workflow records are built out for Contracts, Change Requests, Service Requests and Documents.

## Use Case

---

Approval Workflow records may be created by members of the Admin, Admin Import, Business Admin, Change Manager, Contract Manager, Internal Supplier Manager, and Service Manager groups. Approval Workflows are created by either:

- Clicking New in the Approval Workflow table
- Clicking Clone Workflow in a previously-created Approval Workflow record. Clicking Clone Workflow also clones any related Approval Templates, so cloning is ideal when you need to re-use data in an already-used Approval Template.

Newly created Approval Workflow records have some required fields, marked by red asterisks, called Workflow Title and Related To. Workflow Title is used to name the workflow, and Related To is used to determine which table the workflow can be used with. Although the layouts stay the same for Change Request, Service Request, and Document records, some additional fields may be shown:

- If Contracts is selected in the Related To field, additional options allow the user to specify which Contract Types can use this workflow.
- If Sourcing Event is selected in the Related To field, additional options allow the user to specify whether the Approval Workflow will be available only as an initial Pre-Approval or as a Final Approval workflow.

Additionally, the value in the Related To field limits the Approval Workflow for use in Approval records of that specific record type only.

To actually define the steps needed in the Approval, Approval Workflow records require Approval Template records. Best practice is to add Approval Templates to the Approval Workflow record directly by clicking New under the All Approval Templates section. More information on how to design Approval Templates can be found at [Approval Templates Table](#), specifically under the Step Number section.

The Approval Workflow record is usually selected for use in an approval process directly from, for example, the Contract record right before a user clicks Create Approvals. If a Contract record is created without selecting an Approval Workflow, though, the default value is Legal Approval (One Step). The system then generates required Approval records based on the Approval Template records within the Approval Workflow record selected next to Workflow Title.

Approval Workflow records are either in a Status of Active or Inactive. An active Approval Workflow record appears in the Workflow Title or Approval Workflow Title drop-down menu of a Contract or Service Request record, respectively. Workflows with a Status of Inactive are no longer available for use in the approval process, so inactive workflows do not appear in the drop-down menu as a possible selections. Admin group members can change a workflow from Active to Inactive.

## Automation

---

In the Standard System Demo, the Approval Workflow table contains a single rule. This rule is accessed by expanding the Approval Workflow table in the left pane, selecting Setup Approval Workflow, and then selecting the Rules tab:

- **Create: All Create Actions (web, API):** This rule runs whenever a new Approval Workflow record is created by a user or by another rule in the system. It consists of one If-The-Else action called I: All Create Actions, which contains two actions that runs when the Source Workflow ID value is not empty, which means the record has been created via cloning from another record. These two actions are a Linked Field action called L: Map ID into Source Workflow Approval Templates and an Update action called U: Set Cloned Workflow Title. L: Map ID into Source Workflow Approval Templates adds the Approval Workflow ID to the relevant Approval Template records, and U: Set Cloned Workflow Title updates the title to ensure that the new, cloned record has the correct title format for a cloned record.

## Ownership

---

Workflow records are owned by the user who creates them. Specifically, a record is owned by the user whose Login matches the Creator Login field.

# Task Management

---

The Tasks table is a global process table, and the records it holds can be linked to appear within records of other tables. This is strategic, because Task records often reflect individual tasks that relate to other tables. The Standard System Demo is currently set up to link Task records to Service Requests, Change Requests, Projects, and Assets, and is also set up to create Task records that are completely independent of other tables. It is possible to customize the setup so that Task records relate to the tables of your choosing.

By default, Tasks and the fields used for generating them are shown within Service Request, Change Request, Project and Asset records. Projects use the same methods of task generation as service requests. Task records can be created from and linked to Asset records. Asset records show all of their related Task records that have been created from other records, such as Change Requests or Service Requests.

The Task Management tables consist of the tables listed below:

- Tasks Table
- Task Templates Table
- Task Workflows Table
- Task Steps Table

## Tasks vs. Approvals

---

Tasks are similar to approvals in their basic setup. They have workflow and template tables where they can be predefined, and those predefined records are used to automatically generate a set of tasks to be done in a specified order within some other record, such as a Contract or Service Request. The Task Steps table can be thought of in a similar way as the Approval Templates table.

However, there are some differences in the kind of sequencing used between the two Task and Approval tables. Tasks have a more sophisticated relationship to each other than approvals do. Approvals have a step number, and all approvals of a given step number must be completed before the next step number approvals are assigned. They can combine parallel and sequential approvals. Here, the approvals with step 1 are parallel in sequence, and they must both be completed before step 2 is assigned, and step 2 must be done before step 3 is assigned:

1- Contract Manager Approval

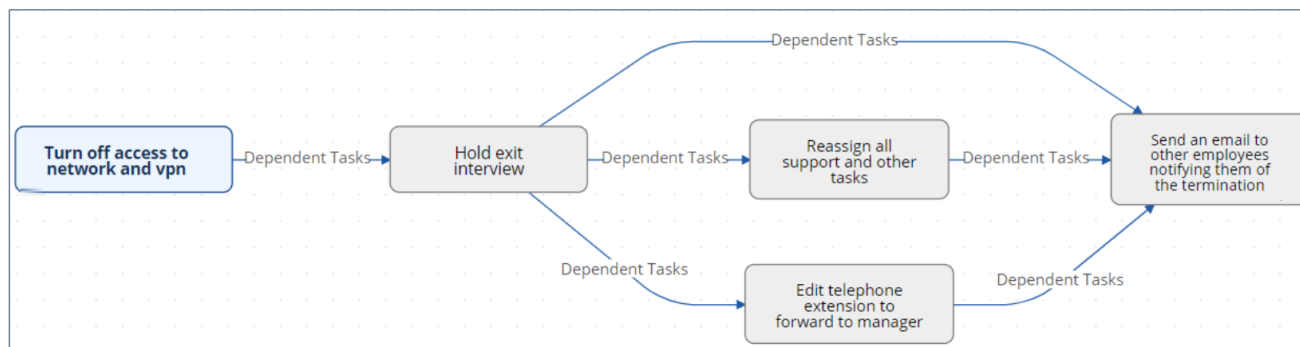
1- Submitter Manager Approval

2 - Finance Approval

3 - Risk Approval

Because the step number controls the sequencing, it is not necessary to relate specific approvals to other approvals in the setup, which makes approval workflows simpler to set up and maintain. But it is also not possible to have multiple branches of approvals operating in parallel but independently, as it is with tasks.

Tasks can be related to each other in more complex prerequisite structures, allowing for more sophisticated branching and triggering. The diagram shows an example of these relationships:



If an approval situation requires these complex relationships, it can make sense to use the prebuilt task structure instead of the approval structure to provide this flexibility. It is also possible to add a task type of Approval and mix approval tasks with other kinds of tasks in a specific sequence.

## Linking Tasks to Other Tables

Within the Tasks table, the Related To field indicates the type of record the task is associated with. If you need to use tasks within additional tables, there are several steps to that configuration. This advanced functionality is best done after attending a training class or with our professional consulting team's assistance:

1. Open Setup [Tasks].
2. Navigate to the Fields tab.
3. Modify the Related To field by adding the desired table to the choice list.
4. Create a linked set of fields sourced from the table in step 1.
5. Make these fields visibility dependent on the value in the Related to field.
6. Navigate to the table from step 1. Create a related table field pointing to the Tasks table.
7. Determine what kinds of task generation you want to support: ad hoc, workflow based, user selected, or a combination. Depending on the requirement, you may need an intermediate table where that generation method is defined, or you may be able to use the existing Task Workflow and Task Templates tables, with the new Related To value added to each of them, to define the task workflows that you need.
8. Add the relevant fields to your process table. This allows you to generate and manage tasks, as well as update the Task table rules to process tasks for this new table.

# Tasks Table

---

The Tasks table is used within several other process tables to automate and track tasks. The Tasks table is a global process table that holds Task records, which can be linked to records in other tables. The Tasks table holds individual tasks. The Standard System Demo is currently set up to link tasks to Contracts, Service Requests, Change Requests, Projects, and Assets, but they can also be created completely independent from other tables. Although the Task table only links to the aforementioned tables by default, it is always possible to add or remove tables from this list.

**i** Fields related to task generation and the related Tasks table are shown in Service Requests and Change Requests for services that include tasks.

Tasks, and the fields used for generating them, are also available in Projects and Assets records.

- Projects allow the same method of task generation as service requests.
- Assets allow single tasks to be created and linked to the asset, and show all tasks that have been created from other records, such as change requests or service requests, that relate to that asset.

## Layout

---

This section contains an overview of the important tabs of a Task record, along with some of the more important fields:

- **Task Details:** Contains fields defining the nature of the task, such as Task Type, Task Summary, and the task Description. It also shows task Status, Assigned Team, Assigned Person, Date Due, Assignment Trigger, and Recurrence settings if it is a Parent Task of a recurrence sequence. Child tasks have a link to the parent task instead. Tasks with the Task Type Obligation have additional information about the Obligation Source, Type and Output. The main task screen also includes an area for managing the related asset, if any. Tasks based on a template may be defined to have specific task steps, and if the task has such steps, they appear with checkboxes in the Working Notes section. There are no default rules enforcing that all checkboxes are checked before completing a task, but such a rule could be added. The user can add working notes at any time, and these will be added to the running history of all working notes: When working on an asset-related task, the technician can click one of the buttons shown above to update the Operational Status of the asset to reflect that it has been taken offline or brought back online.

- **Related Tasks Tab:** Shows the prerequisite tasks, if any, and allows the current task to be related to prerequisite tasks within in the same parent record. It also shows any dependent tasks, that is, tasks for which this task is a prerequisite. When a task has two prerequisites that are already defined, the Trigger Condition defines whether this task will be set to Assigned only when both prerequisites are done, or as soon as any of them are done. Additional tasks associated with the same Service Request can be added to the prerequisites by selecting the task and clicking the Add to Prerequisites button. Either of these two tasks could be removed by selecting it in the Remove Task from Prerequisites field and clicking the Remove from Prerequisites button. The default Status for a task is Queued when it is created. When tasks are launched, any task without a prerequisite is automatically set to Assigned (see below for more details).
- **Related Info Tab:** Shows details about the record linked to the task, which will typically be either a Contract, Project, Service Request, or Change Request. It provides hyperlinks to get to the source request to see more information.
- **Process & Time Tab:** Contains attachments, overdue reminder settings, a timer where you can record Actual Start Time and Actual End Time. Time Entries are stored in the All Time Entries linked table.

## Use Case

---

Task records can be created by users in the Admin, Admin Import, Base ServiceDesk, Business Admin, Contract Manager, Internal Customer, Marketing, Project Manager, Sales, and Service Managers groups.

## Creating Tasks

In the Standard System Demo, Task records can be created in in the following ways:

- **Predefined Task Workflow:** A workflow selected on the process table is used to trigger the creation of Task records when a user clicks the Generate Tasks button using the related Task Templates. This includes Recurring Tasks, which get automatically created at selected time intervals, and Obligations, which get created for certain Contract Types and Clause Types.
- **User Selected Tasks:** The user selects the necessary tasks from a multi-choice field of Task Templates in the process table. The selected Task Templates trigger the creation of Tasks records when the Generate Tasks button is clicked.
- **Ad Hoc Tasks:** The user clicks The Add an Ad Hoc Task button in a Contract where Ad Hoc Tasks are enabled on the Contract Type, or manually by clicking the New button in the Task table.

## Task Details Tab

It's important to ensure the following fields of the Task Details tab are configured properly when creating Task records:



- **Assigned Team / Assigned Person:** When a Task record is generated from a Task Template record, it is automatically assigned to the appropriate team or person designated on the Task Template record. Refer to the Task Template section for more information on how Task Templates define the parameters used in generated Tasks. If the task is created ad hoc by the user, the Assigned Team should be set by the creator. If no Assigned Person is set, any member of the team is able to update the task.
- **Date Due:** For Tasks generated from a Task Template, the Date Due is set when the status changes from Queued to Assigned based on the working hours of the Assigned Team. When creating an Ad Hoc Task, the Date Due should be set manually.
- **Assignment Trigger:** For Tasks generated from a Task Template, the Assignment Trigger will be populated from the Task Template. When Prerequisite Tasks are used, the Task will become assigned when the prerequisite is completed. For Ad Hoc Tasks, the creator can define what the Assignment Trigger that will be used to set the status to Assigned and notify the Assigned Team or Person.
  - **Creation / No Open Prerequisites:** Chosen when the task should be assigned immediately on create.
  - **Date:** Fixed dates and dates Relative to the Contract can be used.
  - **Status:** The Task will change to assigned when the contract status changes to the selected status.
- **Task Recurrence:** A recurrence interval is set for recurring Tasks that are generated from a Task Template. For some tasks Number of Occurrences will also be populated. In other cases the recurrence interval and the recurrence end trigger should be set manually. The end of recurrence can be based on the number of occurrences or a specific date. These settings can be set or changed in the parent task that starts the recurrence chain.

## Working the Task

The person assigned to a task can add working notes to it, refer to the linked Contract, Service Request, Project, or Change Request from it, and ultimately complete the task. There are several default statuses: Queued, Conditional, Assigned, Completed, Not Needed, Failed, and Waiting for Others.

- When the user completes the task, they change the Status to Completed/Approved and save the record. If there is no value in the Date Done field, the system will put the current date/time into the Date Done field. Alternatively, the user may enter a time in the Date Done field directly.
- While working on the task, the user may enter any time spent on the task in the Time Spent and Time Description fields, then click Add Time to convert them to Time Entries.
- When working on an asset, the Start Clock and End Clock buttons can be used to set the Actual Start Time and Actual End Time as needed. The user may also manually put values in these fields.

The screenshot shows a task management interface with the following fields and buttons:

- Date Done:** A text input field with a calendar icon and a dropdown arrow.
- Actual Start Time:** A text input field with a calendar icon and a dropdown arrow.
- Start Clock:** A button to initiate time tracking.
- Actual End Time:** A text input field with a calendar icon and a dropdown arrow.
- End Clock:** A button to stop time tracking.

- When a task record is saved a rule called Edit: All Edit Actions (API enabled) is run.
  - If the Status has changed to Completed, Failed, or Not Needed, the system updates the Dependent tasks by refreshing their Number of prerequisite tasks counts. If this was the last prerequisite, then that will trigger the next rule to assign the dependent tasks.
  - The rule also sets the Assigned Person, if it is blank, to the person who completed the task.
  - If the task is for a project, the project manager is notified of the task completion.
  - If the Working Notes field was updated, the text is copied into the Running Notes field and blanked out. And if the task is related to a change request, the notes are also updated into the change request's running Working Notes field.
  - If the status has just changed to Assigned (by launching the tasks from the main record or by the prerequisite tasks having been completed), the Date Due is set based on specified criteria. If the task was an auto-completing task, then it is marked as Completed and the assignee notified. Otherwise, the assigned person or assigned team is notified that the task is now assigned.
- When a prerequisite task is completed, its dependent tasks are updated, and if all prerequisite tasks are now completed, then the rule called Edit: Assign tasks when number of completed prerequisites meets criteria (API) runs. This rule checks if the task was conditional, and if so, checks the condition to see if it is met. If the task is not conditional or its condition is met, then it sets the Status to Assigned. Otherwise, it sets the status to Not Needed.
- When all tasks for a particular record are completed or marked as failed or not needed, the person / team assigned to the main request is notified that all tasks are done.

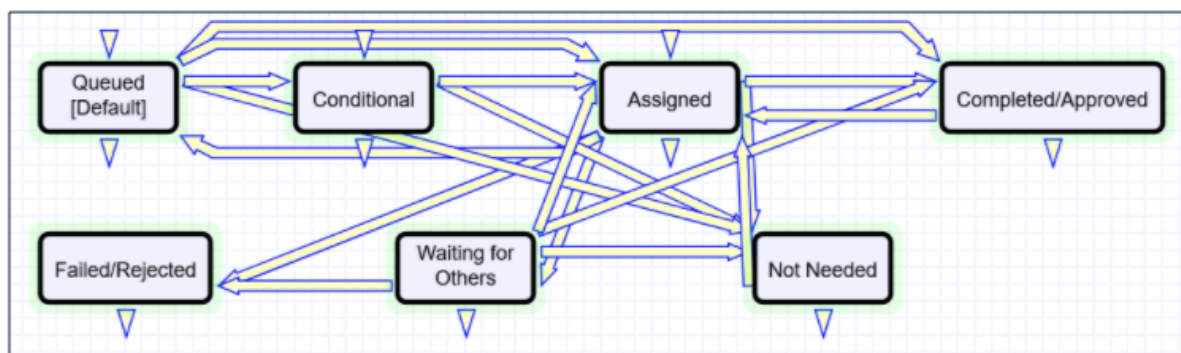
## Measuring Time for a Task

In addition to time that is manually entered, the system tracks two kind of elapsed time. The Working Hours to Complete field is set to the difference between the Date Created and Date Done, excluding the non-working hours of the assigned team and also excluding the time during which the Status was Queued, Conditional, or Not Needed. The Actual Working Hours field measures the time between the Actual Start Time and Actual End Time, excluding the non-working hours of the assigned team.

These fields can be used in reports to see the average amounts of time tasks of specific types are taking. They can also be compared against the Template Number of Hours to Due Date value, which sets the expected working hours that should be needed for the task.

# Workflow

There is a simple workflow for tasks that currently executes no actions:



# Automation

The following is a summary of the rules and validations that run when new tasks are created, either manually or from templates:

- When a task is created manually, if it is related to a Project whose status is Completed or Canceled, the user is prevented from saving the task.
- If the Date Due is in the past when the task is created, the user is warned but allowed to correct or save the task. These actions are performed by a rule called Create: All create validations.
- Next a rule called Create: All Creation Actions runs, and it performs several actions based on the record the task is related to. If the task template usage is Conditional, then the Status of the task is set to Conditional. Otherwise, the default status is Queued.
- If the task was assigned to an individual from the related record, such as the Change Manager or Project Manager, then the Assigned Team is set to that person's Primary Team. If no one was assigned due to a failure of the template, then the Assigned Team is set to the 1st Level Support Team.
- If the task is created in a Status of Assigned, and if the Assigned Person is not the creator and there is an Assigned Person, that person is emailed. Otherwise, the Assigned Team is emailed.
- If the task is for a change request and was generated as a single task, its sequence value is set to 1.
- If the task source is a task template that had prerequisite templates, then the corresponding tasks are set to be prerequisites. The prerequisites are then sorted and the one with the highest sequence value is set in another linked field called Highest Sequence.
- A rule called Create/Edit: Update Sequence based on Highest Sequence then runs to set the new task's sequence value to the highest sequence plus 1.
- Note that the Sequence field is purely informational. No automation is triggered based on the sequence, but it is there to provide a general idea of the order in which tasks will be triggered and completed.

- A rule called Edit: Handle Recurring Task runs on tasks that are recurring and related to non-canceled sources, and creates the next task in the sequence if the conditions to end recurrence aren't met yet.

## Disabled Time Based Rules

There are two time based rules that are set up but not running. These are:

- **TB: (DISABLED) Notify of upcoming task:** It will notify the assigned person or team when the due date is one day away, once it is turned on. Currently it is disabled. There is a radio button at the bottom of the General tab in the table settings if this rule is desired. The schedule may need to be changed from every 10 years to something more useful.
- **TB: (DISABLED) Set alert color to red if overdue:** This sets the alert color to red when the date due has passed, so that views that use row coloring can show to users that the task is overdue.

# Task Templates Table

---

This table holds records that serve as templates for automatically generated tasks. Each Template record specifies a Task related to one of the other tables. Task Templates have a Related To field, just as tasks do, and they may be linked to a specific contract, service, task workflow, or project type. Task Templates define the method of assignment, the expected number of working hours to complete, and any prerequisite tasks.

Task Templates may be combined within a Task Workflow, or they may be independent of a workflow. They can be combined to form a set of "User Selected Tasks" linked to a service or project type, or a single task template may be linked to a service for a change request.

## Use Case

---

Task Templates are related to either the Contract, Project, Change Request, or Service Request tables using the Related To field at the top of the Task Template record.

Whenever a Task Template is used to generate a Task, a conversion is done from the Task Template table to the Task table, mapping important information in the Task Template to the Task record that is generated. This Task record is linked to the Contract, Service Request, Project, or other process table that triggered it, as well as being linked back to the source task template.

Templates can be made inactive when they should no longer be used, and that will prevent them from being generated as tasks. When the Status is changed to Inactive, an edit rule called 'Edit: Other edit actions - unlink inactive task template, handle cloned templates' will blank out any link to a task workflow, project type, or service, so that it will no longer appear as available in those services or new projects.

## Template Details Tab

All the fields that users can fill out are on the Template Details tab:

Save ▼
Cancel ▼
⋮
Task Template: Usage

ID	397	Template Status	Active <span style="font-size: 0.8em;">▼</span>	*Related To	Contracts <span style="font-size: 0.8em;">▼</span>
*Task Title <span style="font-size: 0.8em;">?</span>	Usage <span style="float: right; font-size: 0.8em;">📄</span>				
Diagram		Sequence <span style="font-size: 0.8em;">?</span>	1 <span style="border-bottom: 1px solid #ccc; width: 50px;"></span>		

Template Details
History «»

[Collapse All](#)

Task Type	Obligation <span style="font-size: 0.8em;">▼</span>	Auto-Complete?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Task Generated from a Workflow?	No <span style="font-size: 0.8em;">▼</span>		
*Task Usage <span style="font-size: 0.8em;">?</span>	Optional <span style="font-size: 0.8em;">▼</span>	Notify Contract Manager on Completion?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Assign Task Based On	Person from Contract <span style="font-size: 0.8em;">▼</span>	Assign To	Contract Requester <span style="font-size: 0.8em;">▼</span>
User Selectable for Contract Types	Master Services Agreement <span style="font-size: 0.8em;">🔍</span>		
Obligation Source	Contract Type <span style="font-size: 0.8em;">▼</span>		
Obligation Type	Customer <span style="font-size: 0.8em;">▼</span>		
Obligation Output	Report <span style="font-size: 0.8em;">▼</span>		
Description	Customer agrees to send an extract of their usage of our system on a monthly basis for the duration of their subscription.		
Attached Files	<a href="#">Attach/Manage</a> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; font-size: 0.8em;">Drag&amp;Drop files</div>		

- The Task Title field should not contain commas, as this prevents errors when running the task automation rules. A rule prevents task titles from having commas in them, and if a comma is stripped out, provides a popup message alerting the creator that it has been stripped.
- The Related To field links Task templates to Service Requests, Change Requests, or Projects.
- Sequence field gives a rough idea of the order of dependent tasks.
- The Task Type field is used to define how the task is used. The selected option can be used in filters, but there is no logic behind any options other than Notification and Obligation.
  - When Notification is selected, additional fields appear that allow the user to define the Email Subject and Body for notification. Notifications are also set to auto-complete.
  - When Obligation is selected, additional fields appear: Obligation Source (Contract Type / Contract Clause / Ad Hoc), Obligation Type (Customer / Internal / Customer and Internal / Partner / External), Obligation Output (Audit / Delivery / Document / Hold Private / Notification / Payment / Report / Other).
- Task Usage may be Default, Conditional, or Optional. Both Default and Conditional tasks are created with a Queued status when tasks are launched. Default tasks are set to Assigned immediately when the Assignment Trigger is met. Conditional tasks are evaluated when the Assignment Trigger is met. If the condition is false, then the conditional task is set to Not Needed. For Conditional Tasks, the condition should be defined using the variables from the Tasks table since the evaluation takes place there. Optional is the usage of a task that is not generated from a Workflow.

- The Assign Task Based On field allows you to define a task template whose resulting task is assigned to the person defined in the main record. The default of Assigned Team / Person lets you add the assigned team or person in the task template. A different value allows you to choose a variable that has been pre-configured in the Replacement Variables table. For instance, for a task related to a Change Request you will see these options:

*Task Usage ?	Optional ▾	Notify Contract Manager on Completion?	Contract Department Head Contract Owner <input checked="" type="checkbox"/> Contract Requester Contract Requester Manager Internal Contract Signer
Assign Task Based On	Person from Contract ▾	Assign To	
User Selectable for Contract Types	<a href="#">Master Services Agreement</a> 🔍		
Obligation Source	Contract Type ▾		

- The choices in the Assign To field are set, edited, and created in the Replacement Variables table.
- The Number of Working Hours to Due Date field is used to set the task's Date Due once the status is marked Assigned, by adding the defined number of working hours (for the assigned team) to the current time.

Note that if you set a task to be assigned in this way, but there is no value in the selected field, then the task will not be properly assigned. For instance, there is no submitter manager defined in the Service Request record. As a backup, such tasks are assigned to the 1st Level Support Team.

## Assignment Trigger

This section allows you to define the Assignment Trigger, which is used to set the status from Queued to Assigned. The options for this field are:

- **Date:** Choose from a fixed date or a relative date based on the contract. Choosing a fixed date may require the task template to be updated in the future.
- **Status:** When the contract changes to the selected status, the associated task created from the current Template is set to Assigned.
- **Creation / No Open Prerequisites:** The task is set to assigned as soon as it is created, provided the Task Usage is Default, Optional and selected, or Conditional and the condition is met.

## Task Recurrence

This section allows you to set task recurrence. When Recurring Task choice is switched to Yes, new fields will appear:

- **Default Number of Occurrences:** Optional field for circumstances when number of occurrences for a task can be easily predicted, for example if the contract term is typically 5 years, there will be 5 occurrences of an annual task.
- **Recur Every:** number field to hold number of Days / Weeks / Months / Years between task occurrences.
- **Recurrence Unit:** Days / Weeks / Months / Years.

## Prerequisite Tasks

If the Task Template is associated with a workflow where Enable Prerequisite Tasks is set to Yes, and the Assignment Trigger is set to Creation / No Open Prerequisites, the Prerequisite Tasks section appears.

- The Choose a Task to Add field is used to select a task for the same workflow to be a prerequisite task to this one.
- The Prerequisite Task to Remove field is used to remove a task that was previously defined as a prerequisite.

These fields are used in conjunction with the action buttons to their right. Note that prerequisite task setup is only visible and enabled if the task template is linked to a Task Workflow and if the linked field Workflow Enable Task Prerequisites = Yes. Otherwise, these fields are not be visible.

▼ Prerequisite Tasks

Choose a Task to Add Add Task to Prerequisites

Prerequisite Task to Remove Remove Task from Prerequisites

Prerequisite Tasks

Status: 1 record(s) found, 1 page(s). Click [here](#) to count records again..

<input type="checkbox"/>	ID ↓	Task Title	Task Usage	Assign To	Assigned Team	Assigned Person
<input type="checkbox"/>	362	Post RFP to website	Default		Purchasing Team	

## Task Steps

At the bottom of the tab is the option to set up a task checklist. If Yes is selected, then you can add individual steps and define the order the checkboxes should use.



▼ Task Steps

Use Task Checklist  Yes  No

Create Task Step

Task Step Name

Task Step Number

Create Task Step

Status: No records.

Mass Edit
Save Changes
Cancel Changes
Views ▼

To add steps, first check the Create New Checklist Item? checkbox, then fill out a Step Name and Step Number, then click Create Task Step. This is a handy way to provide a list of troubleshooting steps or a list of things to be done within a single task.

## Related Information Tab

This tab may show the record that contains this task template. If the template is part of a task workflow, the workflow will be listed.

Template Details
Related Information
History
« »

[Collapse All](#)

\*Task Workflow Title [Tasks for Supplier Contracts](#) Q

▼ Dependent Task Templates

Dependent Task Templates

Status: No records.

Save Changes
Cancel Changes
Remove Task
Views ▼
Search ▼

# Automation

---

The automation on the Task Template table includes rules to strip out any commas from the task title, a rule to update the sequence of task templates in relation to other templates for the same workflow, and a rule to unlink inactive task templates.

In addition, the system tracks the service requests and projects for which a task template based on user selection has been generated so that users are prevented from generating the same task for the same parent record. Since change request tasks must be generated multiple times, one for each asset, we cannot block this in the same way.

## Cloning Task Templates Along with a Task Workflow

Task workflows may be cloned and then modified, and when a task workflow is cloned, its task templates and any task steps are also cloned and linked to the new workflow.

Cloning reproduces all the elements of the original task template.

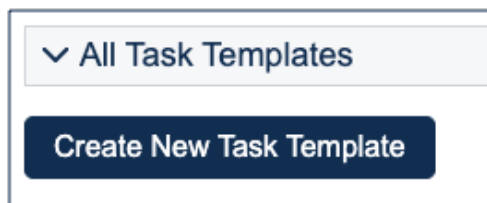
# Task Workflows Table

Task Workflow records are used to create a set of Task Template records that can be organized to trigger all at once or in a specified sequence. They can be selected in services for Change Requests or Service Requests, and they are also associated with Project Types. They essentially predefine the tasks that should be completed for a particular request type. They are used in conjunction with the Task Generation Method of "Predefined Task Workflow."

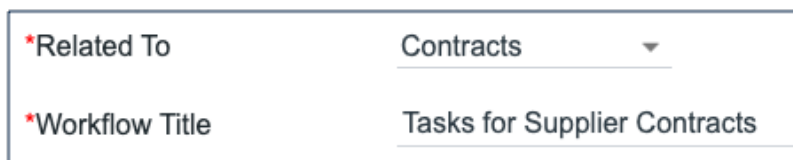
## Use Case

Task workflows can be created by members of the Contract Manager, Project Manager, Change Manager, Service Manager, and Admin groups. Users may only edit the workflows related to their primary tables, so change managers can edit workflows related to change requests, while project managers can edit workflows related to project types. Only Admin users can edit workflows that are unrelated to their primary tables.

A task workflow can be created directly in the Task Workflows table or it can be created from within a Contract Type record, Change Request record, Service Request record, or Project Type record, using an action button:



The advantage of creating Task Workflow records from these other records is that the Related To field will be populated automatically with the correct table:



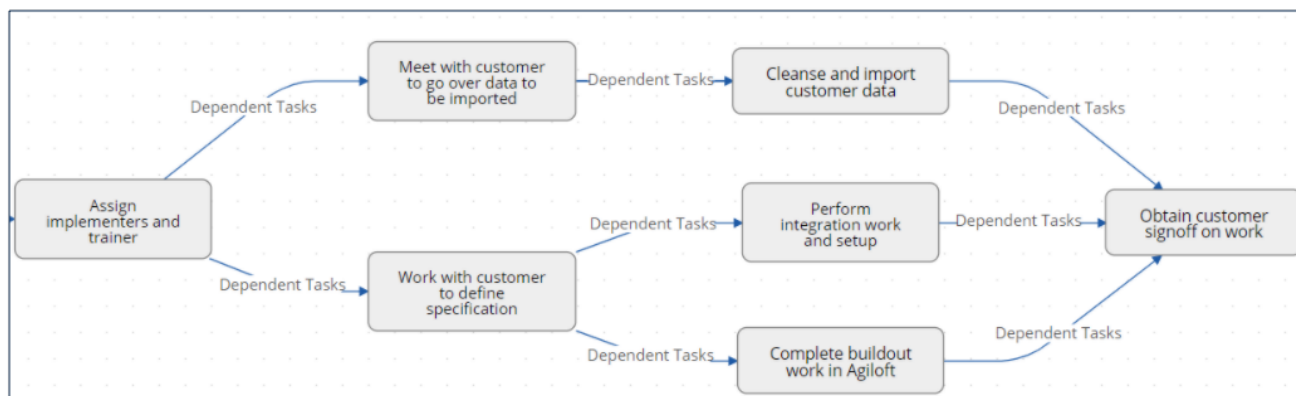
Regardless of how the creation process is initiated, setting up a new Task Workflow record involves giving it with a unique name, ensuring it is related to the correct table, adding a description, and then creating the task templates.

When the Task Workflow is related to a Contract Type, the Available for Contract Types field should be populated with the appropriate Contract Types. Clicking the Create New Task Template button saves the workflow and then brings up the new task template screen. See the Task Templates section for more information on how to create and fill out the task template form. Once the first template is created, if the Enable Prerequisite Tasks field is set to Yes in the workflow, then additional templates are able to define earlier ones as prerequisites.

## Prerequisite Task Handling

Within a single task workflow, there may be multiple threads of dependent tasks with different prerequisites, and these threads may proceed independently.

Tasks in a workflow can be displayed in a diagram showing their relationships and dependencies:



As shown in the diagram above, it is possible to launch two separate threads and then bring them back into alignment by making their final tasks prerequisites of the next task.

Task templates can be conditional, and if their condition is not met, then they will be marked as not needed when they would otherwise be assigned. When they are marked as not needed, their dependent tasks will be assigned.

This is an important point: tasks that are dependent on conditional tasks are not prevented if the condition is not met. If they should be prevented, then they should also be made conditional based on the same condition as their prerequisite task.

Note that when tasks are launched for a project or a request using a Launch Tasks button, the Status of tasks will be changed to Assigned based on the following logic:

- The task status was Queued or Conditional;
- The task has no prerequisites and is either not conditional, or its condition is met;
- The task has some prerequisites but they are set to a status of Not Needed or Completed – i.e. they are conditional and are not needed, or they have been removed and marked as not needed by a technician before the tasks are launched.

Below is an example of a task workflow for employee termination:

▼ All Task Templates

Create New Task Template \*Enable Prerequisite Tasks  Yes  No

Status: 7 record(s) found, 1 page(s). Click [here](#) to count records again..

Save Changes | Cancel Changes | Remove Task

<input type="checkbox"/> Edit	ID	Diagram	Sequence ↑	Task Title	Task Usage	Task Type	Assigned Team
<input type="checkbox"/>	367		1	Provide supplier access to invoicing portal	Default	Task	Supplier Management Team
<input type="checkbox"/>	366		1	Notify contract management team if no progress made two days after submission	Conditional	Notification	Contract Management Team
<input type="checkbox"/>	364		1	Complete supplier onboarding checklist	Default	Task	
<input type="checkbox"/>	363		1	If approved amount is >50000 notify Finance Approver Team	Conditional	Notification	Finance Team Approver

There are two tasks without prerequisites, ID62 and ID61, that will be assigned right away. The tasks with a sequence value of 2 will be assigned as soon as the Hold Exit interview is completed, so they might get assigned before ID62 is completed. The final task will be assigned as soon as the exit interview is completed and the support and tasks are reassigned. So it is conceivable that ID62, ID160 and ID63 are all in progress at the same time and any may be completed first.

The ability to choose exactly which tasks must be finished before another task is assigned provides a flexible model for complex task workflows.

The sequence number gives a general idea of the order of tasks, but it is not definitive and does not control any of the processing. It allows the tasks to be sorted more or less in order of assignment.

## Cloning a Task Workflow

Workflows can also be cloned using the Clone Workflow button. The effect of cloning a workflow is to create a new workflow with the workflow title changed to prefix it with information that it was cloned, i.e. Cloned on 05/27/2016 02:58 - General IT Project. The task templates are also cloned and linked to the new workflow.

Note that task templates may only be linked to one workflow and are created independently for each workflow, since they may have a sequence and order within that workflow that would be different within a different workflow.



# Task Steps Table

Task Steps are used to define a multi-step process within a single task rather than creating several tasks. This makes sense especially when the same person is performing all the steps, and when there is no need to track the time it takes for each step to be completed. They can simplify workflows and reduce the overall number of tasks, while providing reminders about steps that should be done.

Individual task steps are linked to a specific task template and can only be used in that template. Task Step records are simple records with a Step Number, Status, Title, Description and link to the Task Template.

Task steps are created from within a task template, as shown below, or they can be created directly with the task template specified. There is no automation on this table.

They appear within task template records as a related table ordered based on the Step Number.

Task Steps			
Use Task Checklist	Yes		
Create Task Step			
Status: 2 record(s) found, 1 page(s). Click <a href="#">here</a> to count records again..			
<input type="checkbox"/>	ID	Step Name 	Step Number  ↑
<input type="checkbox"/>	30	Check calendar for open time frame	1
<input type="checkbox"/>	31	Discuss most urgent training needs with internal support staff	2

When a task is created from the template, task steps are displayed as a list of items with checkboxes.

# Services Table and Service Catalog

---

The Services table is the source for the support operation's Service Catalog. It holds a record for each service that may be offered to end users through the service catalog. All services offered by the organization to end users should be managed here and this table's workflow is used to manage the approval process for a new service. Each service is offered through a different request type, such as a Service Request, Purchase Request, or Change Request. Each service is therefore associated with one of these three tables, and this association is defined in the Services field called Show in Table.

## Use Case

---

There are two ways to request a particular service: one is to create a new request of the correct type, such as a Service Request, and then to pick the service category and then the service from the drop-down list of services. The second method is to use an internal hotlink such as "Request a Password Reset" which will take the user to a new record in the appropriate table with the Service automatically set to password reset.

The Standard System Demo contains some sample services. Naturally, your organization will want to create its own services, delete some of our sample services, or change the associations we have made for those services. For instance, the onboarding of new employees is currently managed through the Service Request table under the Service Category New Employee Setup. Some organizations may prefer to manage new employee setup through the Change Request table instead. Making this kind of change is a matter of modifying the service record and changing the field called "Show in Table" to point to the desired table.

Since the Service Catalog is the backbone for many support operations, the Services table has several special fields that are pulled into the corresponding request to enable automation, escalation, and special field visibilities and dependencies based on the type of service.

Note that in an effort to allow simplicity, we have not added a table to hold different SLAs, but instead have added simple SLA fields to the Services table. For organizations with a variety of complex SLAs based on multi-field criteria, it will make sense to create a separate table to manage all SLAs and then to pull in the appropriate SLA record for a particular service.

## Service Requests vs. Change Requests

For some services, it may be unclear whether they should be offered through a service request or a change request. For instance, account provisioning, employee offboarding or onboarding, or simple application changes could theoretically go under either category.

The system is constructed on the principle that service requests do not require approvals. They include only "pre-approved" services. Change requests may have approval workflows and complex approval processes. So if you do not require approvals for employee offboarding or simple application changes, they may be best handled as service requests, while if you require approvals for employee onboarding, it may make sense to put that service in the change request category.

Of course, it is also possible to build out approvals for service requests if needed, but we like to use the approval question to help distinguish where a particular service should go.

## Approvals and Tasks Related to Services

Some services may have associated approval workflows or standard tasks or task workflows. These options are available from the additional tabs in the Service record:

The screenshot shows a service record for 'Server Security Updates'. At the top, there are buttons for 'Save', 'Cancel', and a menu icon. Below these are fields for 'ID' (73) and 'Status'. A field for '\*Service' contains 'Server Security Updates'. At the bottom, there are tabs for 'Details', 'Approvals', 'Tasks', 'Emails', and 'History'. The 'Approvals' and 'Tasks' tabs are highlighted with a red box.

In the current version of the ITIL template, approvals are available out of the box only for Change Requests. Tasks are available for both Service Requests and Change Requests.

## Approvals for Change Requests

There are three options for how to handle approvals for a change request, shown in the Approval Generation Method drop-down below: using a predefined approval workflow, manually created ad hoc approvals, or both:

The screenshot shows a drop-down menu for '\*Approval Generation Method'. The menu is open, showing three options: 'Predefined Workflow Only', 'Manually Created in Request Only', and 'Both Options Available' (which is selected with a checkmark).

For a Predefined Workflow Only, users will select from existing approval workflows related to change requests. If none yet exist, they can use the button to create a new approval workflow on the fly.

If they select Manually Created in Request Only then no further information is needed in the service record, and the users will be able to add the approvals manually within the individual change request.

## Approval View in the Change Request

The selections made in the Service will result in different options appearing within the Change Request.

In a Change Request based on a predefined workflow only, the user will see the workflow listed and a button to generate the approval records. If the user has permission to edit the Approval Workflow Title field, then it will also be able to select a different workflow as needed:



▼ Approvals

\*Approval Workflow Title Server Updates Workflow Q

---

▼ Approvals Needed

Status: No records.

Delete
Save Changes
Cancel Changes
Unlink
Request Reapproval
Views ▼
Search ▼

Number of Approvals Needed 0
Number of Approvals Completed 0

If both predefined and manual approval creation are permitted, the user will see an additional checkbox, Create Approvals, that can be expanded to add one or more ad hoc approvals.

▼ Approvals

\*Approval Workflow Title Manager and Finance Approval Q

Launch Approval Process

Recheck Conditional Approvals

---

▼ Manual Approval Creation

Create Approvals

Approval Title		Step Number	
Approval Team	▼		
Approver	▼	Approver Working Status	

Generate Approval

If only the manual approval creation is defined, then the user will just see the option to Create Approvals and will add any approvals needed.

Note that if the Approval Required field in the service has a Yes value, at least one approval will need to be created and approved to move the change request forward to completion.

## Tasks for Change Requests

The Tasks tab of the service allows the selection of a method for task generation. The available methods depend on the request type and they are different for service requests and change requests. Change Requests have two options for the task generation method: Predefined Task Workflow and CR Single Task from Template.

Change requests are typically associated with one or more assets. Task handling for change requests is therefore designed to create a task for each asset that has been associated with the request. If the user chooses 100 assets for a change request and generates tasks, whichever tasks are defined for the change request are created 100 times, one for each asset. The tasks are generated in this way by using a task template and pushing its details down through the asset records, so this necessitates restricting some of the other task generation options.

Predefined Task Workflow allows the selection and/or creation of a Task Workflow with predefined task templates arranged in a sequential or parallel order (see more details about configuring task workflows in the Task Workflows section).

▼ Task Details

\*Task Generation Method Predefined Task Workflow ▼

---

▼ Default Task Workflow

Create New Task Workflow

Default Task Workflow Title Server Security Updates ▼ Refresh Workflow List

Workflow Description Includes tasks for patching servers and user confirmation.

Workflow Number of Tasks 3

Default Workflow Task Templates

Status: 3 record(s) found, 1 page(s). [Click here](#) to count records again..

<input type="checkbox"/>	Edit	ID	Diagram	Sequence ↑	Task Title <a href="#">↗</a>	Task Usage	Task Type	Assigned Team <a href="#">↗</a>	Assigned Person <a href="#">↗</a>	Assign To	Prerequisite Titles
<input type="checkbox"/>	<a href="#">↗</a>	135		1	Update Windows server with latest patches	Conditional	Asset Change	System Admin Team			
<input type="checkbox"/>	<a href="#">↗</a>	72		1	Update Linux server with latest patches	Conditional	Asset Change	Security Team			
<input type="checkbox"/>	<a href="#">↗</a>	103		2	Change Manager confirmation of success	Default	Asset Change			Change Requester	Update Windows server with latest patches Update Linux server with latest patches

Note that if your workflow has 3 tasks, they will each be generated for each asset.

The CR Single Task from Template option is more common for change requests involving numerous assets. Here you define a single task template to be used with the change request.

Note that a single task may have several predefined steps, presented as a checklist, to assist technicians in performing the task. See the sections on Task Templates and Task Steps below for more details on how to set this up. Below is an example of a task template that has been defined with specific steps:

Task Steps

Use Task Checklist  Yes  No

Create Task Step

Status: 5 record(s) found, 1 page(s). Click [here](#) to count records again..

Mass Edit | Save Changes | Cancel Changes Views ▾

<input type="checkbox"/>	Edit	ID	Step Name <a href="#">↗</a>	Step Number <a href="#">↗</a> <a href="#">↑</a>	Description
<input type="checkbox"/>	<a href="#">↗</a>	3	Perform Backup	1	Lorem ipsum dolor sit amet, eum no quodsi consequat.
<input type="checkbox"/>	<a href="#">↗</a>	4	Stop all Services	2	Sea ullam suavitatem interesset no, mei meis iracundia ei, ea per natum omnes conclusionemque.
<input type="checkbox"/>	<a href="#">↗</a>	5	Install Patches	3	In accusam vivendum iudicabit quo. At agam adhuc vis, cu est graeci labores habemus, eam nemore laboramus no.
<input type="checkbox"/>	<a href="#">↗</a>	6	Reboot Server	4	Eum adhuc autem intellegebat at, semper aliquando his te. Graeco viderer reformidans nam ex, cu per maiestatis scribentur.
<input type="checkbox"/>	<a href="#">↗</a>	7	Check Services are running	5	Lorem ipsum dolor sit amet, eum no quodsi consequat.

Using task steps within a single task makes sense for a change request.

While setting up the service, if the task template you want to use does not yet exist, the Create and Apply New Task Template button can be used to bring up the task template screen to define a new template, and once saved, that template will be selected for the service you launched it from.

In the actual change request, it is possible when using this task method to select more than this one task template to generate. Once having generated the default task, the user may select from other pre-defined tasks and generate them as well.

## Tasks for Service Requests

For service requests, there are some different task generation options. There are three possible methods:

Task Details

\*Task Generation Method

Default Task Workflow

Choose one

- Predefined Task Workflow
- User Selected Tasks
- User Generated Ad Hoc Tasks

Predefined Task Workflow has the same usage as it does in change requests, except that the tasks are not tied to assets and are just created once per request.

\*Task Generation Method Predefined Task Workflow Enable Ad Hoc Tasks?  Yes  No

▼ Default Task Workflow

**Create New Task Workflow**

Default Task Workflow Title Employee Offboarding Refresh Workflow List

Workflow Description This workflow will create tasks to disable all access, recover Personal Computing equipment and archive intellectual property.

Workflow Number of Tasks 4

Default Workflow Task Templates

Status: 4 record(s) found, 1 page(s). Click [here](#) to count records again..

<input type="checkbox"/>	Edit	ID	Diagram	Sequence ↑	Task Title <a href="#">🔗</a>	Task Usage	Task Type	Assigned Team <a href="#">🔗</a>	Assigned Person <a href="#">🔗</a>	Assign To	Prerequisite Titles
<input type="checkbox"/>	<a href="#">🔗</a>	97		1	Disable all access	Default	Task	Security Team			
<input type="checkbox"/>	<a href="#">🔗</a>	125		2	Conduct exit interview	Default	Task	HR Team		Service Request Submitter	Disable all access
<input type="checkbox"/>	<a href="#">🔗</a>	101		2	Recover personal computing equipment	Default	Task	1st Level Support Team			Conduct exit interview Disable all access
<input type="checkbox"/>	<a href="#">🔗</a>	102		3	Archive all intellectual property in the user's account	Default	Task	Backup and Storage Team			Recover personal computing equipment Conduct exit interview

With this choice in a service request's service, another field - Enable Ad Hoc Tasks – appears, and if it has a Yes value, then in addition to the predefined tasks, the user may create additional tasks for a particular request.

User Selected Tasks allows the service manager to create a set of possible tasks that will be displayed in a service request as checkbox items, so the user may select which tasks are relevant for this particular service request and generate just those tasks:

▼ Task Details

\*Task Generation Method User Selected Tasks Enable Ad Hoc Tasks?  Yes  No

▼ User Selected Tasks

**Create Task Template**

Status: 6 record(s) found, 1 page(s). Click [here](#) to count records again..

Delete Save Changes Cancel Changes Remove Task Views ▼ Search ▼

<input type="checkbox"/>	Edit	ID	Task Title	Task Usage	Assign To <a href="#">🔗</a>	Assigned Team <a href="#">🔗</a>	Assigned Person <a href="#">🔗</a>
<input type="checkbox"/>	<a href="#">🔗</a>	7	Set up a laptop computer	Default		System Admin Team	
<input type="checkbox"/>	<a href="#">🔗</a>	6	Order cell phone service	Default		Purchasing Team	
<input type="checkbox"/>	<a href="#">🔗</a>	5	Install office furniture and supplies	Default		Facilities Team	
<input type="checkbox"/>	<a href="#">🔗</a>	4	Set up a telephone extension	Default		System Admin Team	
<input type="checkbox"/>	<a href="#">🔗</a>	3	Set up technical desktop computer	Default		System Admin Team	
<input type="checkbox"/>	<a href="#">🔗</a>	2	Set up standard desktop computer	Default		System Admin Team	

The Create Task Template button is used to create the potential tasks as templates. Ad hoc tasks may also be enabled for this type by selecting Yes for the Enable Ad Hoc Tasks? field shown above.

▼ Task Generation

Select New Tasks

Install office furniture and supplies     Order cell phone service  
 Set up a laptop computer                       Set up a telephone extension  
 Set up standard desktop computer     Set up technical desktop computer

Generate Task(s)

The user checks the boxes for the desired tasks, then clicks Generate Task(s) to create the individual task records. These tasks, since they are all optional, are defined as parallel tasks without specific prerequisites.

User Generated Ad Hoc Tasks – this selection allows the user to create manual tasks in the service request without reference to any preexisting templates. In this case, the user will see a button in the service request to create a new task:

▼ Tasks

Create Ad Hoc Task

When creating an ad hoc task, you can make it sequential by selecting one or more prerequisite tasks.

## Service Catalog Management

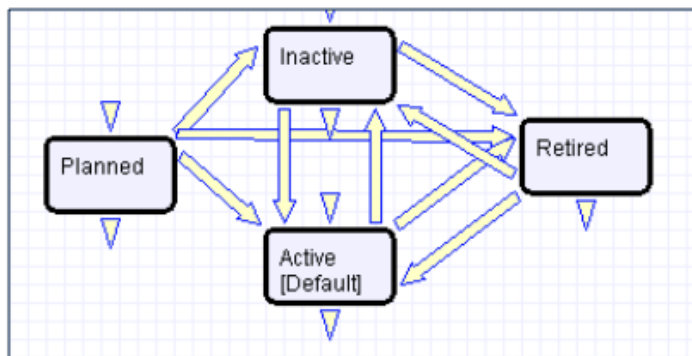
Note: Because the Services table has some special fields, several of them have onscreen explanations. These explanations are accessed in the input form by clicking on the underlined field labels.

Once the Service Catalog is initially set up by creating the appropriate services in the Service table, new service items will be created by staff members only when a new service is planned or initiated. Existing services may naturally be modified as needed. Initial permissions are set so only users in the admin, Service Manager, and Change Manager groups can create/modify/delete services.

Service records may be created in a state of Planned or Active. Once all active services have been set up during the initial system configuration, it may be desirable to edit the workflow to deselect the Creatable box for the Active State, so that future services must start in a status of Planned and go through an approval process. Temporarily inactive services should be placed in the Inactive state. Services no longer in use can be placed in the Retired state for record keeping.

# Workflow

---



# Saved Searches

---

Some of the default saved searches provided are detailed below.

Saved Search Name	Search Description
Service Pipeline	Status is Planned
Service Catalog	Status is Active
Inactive Services	Status is Inactive
Retired Services	Status is Retired
Planned Services	Status is Planned

# Ownership

---

Services are owned by the person who creates the service. Specifically, a Service record is owned by the user whose Login matches the Creator Login field.

# Time Entries Table

This table tracks Time Entry records created by power users. Since users can create Time Entry records from many other tables, Time Entry records can be related to all kinds of records. By default, a time entry can be related to the Support Case, Service Request, Change Request, Project, Incident, Problem, Task, Matter, and Legal Request tables, but it can be integrated into any table where tracking employee time can be useful.

**Save** ▾
Cancel ▾
⋮
**Time Entry: Called Contract Owner**

ID 58

Time Detail
Related Record
Emails
History
⏪ ⏩

Collapse All

▾ Time Detail

<b>*Related to</b>	Task ▾	Done By	Ralph Knowles ▾
Time Spent	0 H 20 M	Done On	Dec 26 2021 📅
Non-Billable Hours	0		
<b>*Work Description</b>	Called Contract Owner		

Billable  Yes  No

## Use Case

Time Entry records are used to track employee labor for reporting, usually for billing or accounting purposes.

Time Entries can be created:

- Directly in the Time Entry table.
- From linked fields in other tables with rule automation to automatically convert the entries into a separate Time Entry record. The automatic conversion from simple fields is available from the Support Case, Service Request, Project, Task, Change Request, Matter, and Legal Request tables.

It's recommended to create Time Entry records from another table, as default values for selected fields can be included in the record conversion mapping. This ensures greater accuracy and uniformity of data. If the Related To field of a Time Entry record is left blank, a rule updates the field upon saving with the first non-empty field from the following list: Change Request ID, Service Request ID, Project ID, Support Case ID, Task ID, Legal Request ID, or Matter ID. If all of the fields are blank, indicating that there is no related table, the Related To field is set to the value in the Employee Time field.

Admins and members of the Marketing, Project Manager, Legal, and Sales groups can view and edit their own time entries. Marketing, Project Manager, Support Manager, Support Staff, Legal, and Sales groups may view, but not edit, all time entry records. No other groups have access to the table by default.

## Ownership

Time Entry records are owned by the user who creates the record. Specifically, they are owned by the user whose Name matches the Done By field.

## Reports

There are several reports on the table. The 'My Time in past year' report shows all hours entered in the past 12 months, while 'My Time this Month by table' shows all time entries for the current month.

<input type="checkbox"/> Edit View	Title ↑	Filter	Published	Date Updated	Output Format	Type of Report
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Last month's Invoicing summary</a>	C: Done last month	No	Nov 26 2018 15:49	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">My Time in past Year</a>	My Time Last 12 Months	Yes		Graphical chart, HTML, Excel	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">My Time this Month by Table</a>	C: Done in current month	No		Graphical chart, HTML, Excel	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Pie of all time by Type of Task</a>		Yes	Nov 26 2018 16:35	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Service Request Time by Service</a>	Service Request Time	Yes	Nov 26 2018 15:50	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Time Entries by employee</a>		Yes	Nov 26 2018 15:50	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Time Entries by Table</a>		Yes	Nov 26 2018 15:50	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Time Spent last calendar month by employee</a>	C: Done last month	Yes	Nov 26 2018 15:51	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Total Hours by assignee</a>		Yes	Nov 26 2018 15:51	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Total Hours by project</a>		Yes	Nov 26 2018 15:51	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Total Non-billable Hours by Assignee</a>		Yes	Nov 26 2018 15:52	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Uninvoiced Billable Hours over time</a>	Non Invoiced Hours	Yes	Nov 27 2018 15:54	Graphical chart, HTML	Trend Analysis

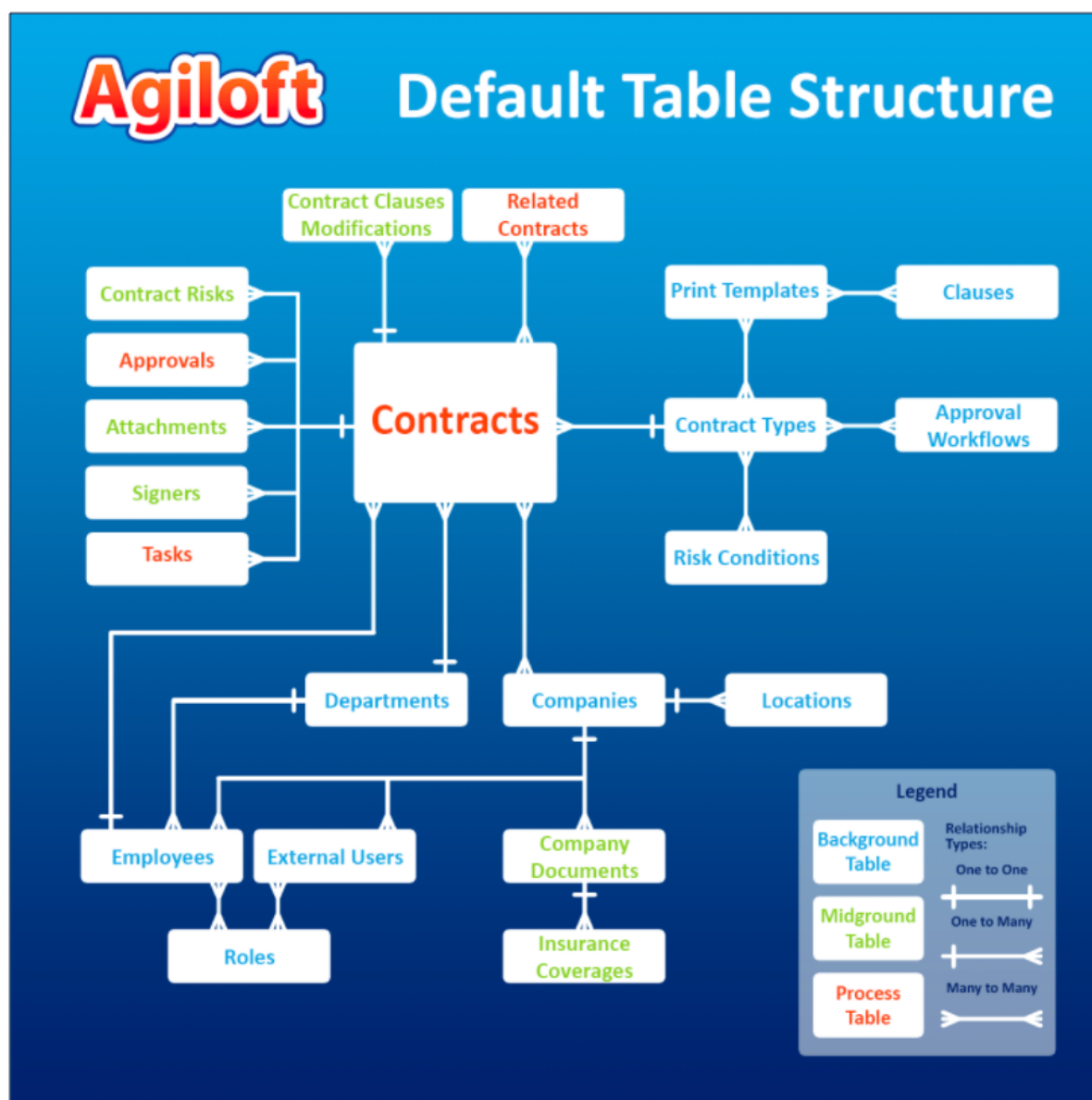


# Contract Management Tables

The Contract Management system is designed with a variety of out-of-the-box approval processes. It is easy to eliminate or modify functions to better fit a desired business process.

Most of the time-based rules are disabled by default and need to be enabled to work correctly. To do this, go to the Rules tab of the Setup Contracts page, edit a rule with "(DISABLED)" in the title, and click Yes in the "Rule is enabled" section at the bottom of the page. Once you've enabled the rule, remove "(DISABLED)" from the Description section to prevent confusion.

The diagram below represents the default CLM table structure of the Agiloft standard system demo.



The Contract Management system is comprised of a few main tables, with background tables playing a supporting role. The system comprises of the following tables.

- **Approvals:** This table holds the individual approvals related to a contract. The approval records are shown within the contract.
- **Approval Templates:** This table holds the templates used to generate Approval records. A Workflow contains references to multiple Approval Templates.
- **Approval Workflows:** This table holds workflows used to manage approvals. A workflow may have a combination of sequential or parallel approvals that can be selected prior to the initiation of the approval process. Approvals can also be generated manually on an ad hoc basis.
- **Attachments:** This table holds all of the contract files and associated documents for each contract.
- **Attachment Types:** This table holds the list of different types of attachments used to categorize contract attachments.
- **Clause Library:** This table holds default paragraphs or clauses for your standard contract types and their variations and may provide the source of all approved language within Document Templates and contracts.
- **Clause Types:** The list of clause types associated with particular clauses in the clause library.
- **Companies:** A table holding all companies with which your company does business, including suppliers and customers.
- **Company Documents:** A table holding documents related to external companies, such as Insurance Certificates, Status Reports, Performance Bonds, and onboarding materials.
- **Contracts:** This table holds all contract data and contains several embedded tables holding attached files and supporting documents, approvals, risk conditions, and so on.
- **Contract Clauses:** Clauses used within and linked to specific contracts, which may include clauses from the clause library or clauses extracted from 3rd party documents.
- **Contract Risk Conditions:** Generated from the Risk Conditions, these records sum the various elements of risk for a particular contract.
- **Contract Types:** This table holds a list of your contract types as well as information about additional metadata, Document Templates, approval workflows, and more for each contract type.
- **Departments:** A list of departments and the department heads for your organization, so that contracts can be associated with a department and approved by department heads, if desired.
- **Document Templates:** This table holds the templates that hold the standard language elements for contracts. A Document Template can be automatically pulled into a contract record based on Contract Type and other essential information, and it can be used to generate a custom contract document that fills in the metadata from the contract.
- **Document Template Clauses:** This holds the set of clauses from the clause library related to a particular Document Template.
- **Email Texts:** This table holds preconfigured email texts that can be selected by users to send in relation to a contract.
- **Insurance Coverages:** This table is used to manage individual insurance coverages for insurance certificates so they can be applied to multiple contracts and renewals automatically requested from suppliers.
- **Locations:** This table holds address information for companies. A company may have a primary location and multiple additional locations.

- **Payments:** This table can be used to hold payment information related to contracts.
- **People—Employees and External Users:** Two subtables that hold all contact information for employees and people with whom you do business. These hold records for customer contacts, supplier contacts, and employees and partners – anyone who should be automatically emailed by the system or who will be able to log in to the system.
- **Risk Conditions:** This table holds custom risk elements and weightings defined for your contracts, based on meta data in the contract, such as length of the contract, value, type of contract, and so on.
- **Roles:** The set of roles for users of the system that determine their default groups and teams.
- **Tasks:** This table can be used to schedule contract obligations, milestones, fulfillment, approval, or other tasks.
- **Task Templates:** This table holds the task templates that will be used to generate tasks for a contract or project.
- **Task Workflows:** This table holds workflows predefined with task templates that can be generated for contracts based on the contract type or other features.

In addition, the Supplier Portal is designed to be used with the Contract Management system if you are handling buy-side contracts. It simplifies the task of managing insurance certificates and other company documents.

- Contracts Table
- Contract Types Table
- Document Template Clauses Table
- Contract Clause Table
- Clause Library Table
- Clause Types Table
- Risk Conditions Table
- Contract Risk Conditions Table
- DocuSign Tables Overview
- Adobe Sign Tables Overview
- Payments Table
- Contract Budget Items Table

# Contracts Table

The Contracts table holds all Contract records, and controls the associated automation and notifications that are related to them. Contract records are an integral part of the Standard System Demo, and hold information the contracting party, approval information, renewal details, attached contract files, and supporting documents. Contracts may be created manually from the Contracts table or converted from Sourcing Events.

Edit
Close
⋮
Contract: Acme NDA

ID	148		
*Record Type	Contract		
*Contract Manager	Robert Barash	Assigned Team	Contract Management Team
*Contract Type	Non-Disclosure Agreement	Status	Active
Based on Sourcing Event?	No	Terminate Early	

Details
Attachments
Approvals
Emails
Renewal / Re...
Signature
Tasks and O...
Risk Analysis
Performance ...

[Collapse All](#)

▼ Requester Information

Requester Name	<a href="#">Christopher Lee</a>	For Department	Sales
----------------	---------------------------------	----------------	-------

▼ Contract Information

*Contract Title	Acme NDA		
*Contract Description	standard		
Cost Type			
Amended	No		
General Notes			

▼ Contract Term and Renewal

Renewal Type	Auto-renewing	*Days in advance to notify for renewal	45
*Auto-Renewal Term in Months	3	Days in Advance to Cancel Auto Renewal	45
Auto-Renewal Terminated	No		
Set Contract Start Date To	Specific start date	*Contract Start Date	Jan 22 2021
Set Contract End Date Using	Specific end date	*Contract End Date	Apr 22 2022

▼ Internal Contracting Entity

Internal Legal Entity	Agiloft		
Internal Entity Location Name	Agiloft Redwood City		

Fields that are required when creating Contract records are marked with an asterisk in the image above. Required fields include:

- Record Type
- Contract Manager
- Contract Type

- Days in advance to notify for renewal
- Contract Title
- Contract Description

## Use Case for Power Users

---

This section covers the use case for power users.

### Creating Contracts from the Contract Table

Contract records can be created by members of the Admin, Admin Import, Business Admin, Contract Creator, Contract Requester, Contract Manager, Contract Manager, Project Manager, and Sales groups. Contracts may be created in one of two ways:

- Clicking New in the Contract table action bar.
- Using the Create Related Contract button on the Renewal / Related Contracts tab of an existing Contract record. This creates a new a Renewal, SOW, or Amendment Contract record directly from the current Contract record. This button is available only if the contract is in a Status of Signed, Active, Expired, or Canceled. Creating a new contract with the Create Related Contract button automatically links it to the current Contract record by populating the Parent Contract ID field in the newly created record. For a more detailed explanation of creation by this method, see the Handling Related Contracts and Renewals section.

By default, contracts fall into one of four categories, chosen from the Record Type field:

- Contracts
- Master Agreements
- SOW
- Amendments

Contracts, SOWs, and Amendments can all be created from an existing Contract record, whereas Master Agreement records are created manually in the Contract table. The Record Type field in the common area of a Contract record indicates the contract's category. "Contract" is the default Record Type for newly created contracts. It can be used to indicate either a stand-alone contract, or a contract that exists under a Master Agreement. In the latter case, the Parent Contract ID can be filled in upon creation of the contract. SOWs and Amendments are linked to a parent contract automatically if they are created by clicking the Create Related Contract button in the parent Contract record.

Contract: Amendment to support contract for Acme Fremont			
ID	188		
*Record Type ?	Amendment	*Parent Contract ID	31 Q
*Contract Manager ?	Robert Barash	Assigned Team	Contract Management Team
*Contract Type	Supplier Product Support and Upgrades	Status	Draft
Based on Sourcing Event?	<input type="radio"/> Yes <input checked="" type="radio"/> No		

Below the Record Type are fields that store the Contract Manager and the Assigned Team. The default Assigned Team is the Contract Management Team. The Contract Manager is the person responsible for overseeing the contract and ensuring timely renewals and approvals. The list of available managers is filtered to users who are in the Contract Manager Team. The default Contract Manager is the user who creates the Contract record, provided that user is in the Contract Manager Team. Users in the Contract Manager or Admin group can manually change the Assigned Team and Contract Manager if needed. Information about the contract requester, external company involved, and locations related to the contract may be added by clicking the lookup icon next to those fields. If a desired Requester, Company, or Location does not exist, a record must first be created in order to link it to the Contract.

You can specify in this section whether the contract was the result of a Sourcing Event by selecting Yes. This makes the Sourcing Info tab visible, where you can link the contract to an event and select the appropriate supplier. Once the appropriate fields are filled in, the contract may be saved in a Status of Draft.

The contract's Status field is changed automatically by the system at appropriate points in the workflow, generally when an action button is pressed or when some condition is met. However, users in the Admin group can manually override the Status if necessary.

## Creating Companies and Contacts during Contract record creation

In the Contract Party Information section, users can find and link to an existing company, or create new ones as needed. To find an existing Company record, select the Existing Company option and use the lookup icon next to Company Name to search for the company. If the contract party isn't found, power users can add a new company by selecting the Create New Company checkbox. Enter the name and address information, then click Create Company. Before adding new information, ensure that you check for all possible alternate spellings or stylizations of the desired Company.

▼ Contract Party Information

Create New Company ?

Create New Supplier Profile ?

<p>*Company Name <span>?</span> <input type="text"/></p> <p>*Street Address <input type="text"/></p> <p>*City <input type="text"/></p> <p>*Zip or Postal Code <input type="text"/></p> <p>Main Contact First Name <input type="text"/></p> <p>Main Contact Email <input type="text"/></p> <p>Main Contact Title <input type="text"/></p>	<p>*Primary Role <span style="float: right;">Supplier ▼</span></p> <p>Street Address 2 <input type="text"/></p> <p>Country <input style="float: right; text-align: right;" type="text"/>Q</p> <p>Main Contact Last Name <input type="text"/></p> <p>Main Contact Phone <input style="float: right; text-align: right;" type="text"/>Ext. <input type="text"/></p>
--	---

Be sure to click this button, after confirming that this company does not already exist with a different spelling. Otherwise, the contract will not be linked to a contract party.

Create Company

Both Company and Location records are created in the background, and linked to the new contract when the record refreshes.

▼ Contract Party Information

Company Name New Company Limited Q

Create New Company ?

Location Name New Company Limited-Anywhere ▼

Create New Location ?

Address 123 Main St, Anywhere, UT 12345, United States

Similarly, you can create new entries in the People table if the main contact for the contract party is not an existing contact. Select the Create New Contact checkbox, enter the information, and click Create Main Contact. Multiple contacts can be created in this way, and then the primary contact can be selected from the Main Contact drop-down.

▼ Contract Party Information

Create New Contact ?

\*Main Contact First Name  \*Main Contact Last Name

\*Main Contact Email  Main Contact Phone  Ext.

Main Contact Title

Be sure to click this button if a new contact has been input.

Create Main Contact

When contract requesters submit a new contract, they can enter a new company and contact information, but they cannot see the buttons to create new records due to their permissions. When a contract is submitted for review, contract managers can edit the contract party information, or click the button to confirm the new company or contact to finish adding records.

This setup is intended to prevent contract requesters from creating duplicate companies with slightly different spellings and to ensure that contract managers have ownership and control of this data. However, permissions can be changed easily to allow contract requesters to create companies and contacts directly. It is important for contract managers to evaluate the new additions, and either replace them with existing data or create the appropriate background data. Otherwise, the linked data can't be used in print templates and emails.

## Creating Contract Attachments from Default Print Templates

The Attachments tab shows all attached files related to the contract and provides the user with options to create and edit related attachments. For certain contract types, when the Document Source is set to Standard Template or Modified Template, the 'Print Template to Generate' field appears. The Document Source can be set to:

- **Standard Template:** used when a file is generated from an internal template. This option appears only for contract types where Has Print Template(s) is set to Yes.
- **Modified Template:** used when a file originally generated from a template, but is then modified. This option appears only for contract types where Has Print Template(s) is set to Yes.
- **3rd Party:** used to indicate a document provided by the external contract party.
- **Internal – Other:** used when a document has been internally generated, but not from a template.

Print Template to Generate has a default set of values that are based on the Contract Type, and there may be some visibility dependent fields that appear based on whether the print template uses user-selected or optional clauses. For instance, the Customer Service Contract default template has some additional fields such as 'Select Governing Law Clause' and 'Select Optional Clauses:'



The Create and Attach action button is used to auto-generate a contract document from the MS Word print template specified in the Print Template to Generate field, which is then stored in the Print Template File field. Clicking Create and Attach generates the document and creates an Attachment record to hold the attached file. If there are clauses associated with the selected Print Template, the Contract Clauses will populate with the clause text used in this Contract. As updates are made to the clauses, the Contract Clause text will be updated.

If the Contract Party Information section is not properly filled out and linked to records, a validation action warns the user to finish creating new records before generating the attachment. However, many other fields in a contract may also be referenced in the template, such as Clauses and Signing Parties. For this reason, it's usually best to check that as many fields as possible are finalized before generating attachments from templates.

## Creating Contracts from the Sourcing Events

Once a sourcing event proposal has been approved and the supplier has been notified, the Status will be Selection Approved. In this status, the Sourcing Event Manager Team can create Contract records directly from the Sourcing Event record. To create Contract records from the Sourcing Event record, navigate to the bottom of the Selection Process tab. Under Selected Proposal Information, select values for the Selected Supplier Summary and Contract Type and then click the Create Contract button. This step can be repeated multiple times if the award should result in multiple contracts or involves multiple parties. Clicking Create Contract creates a new Contract record with a default Status of Draft, which inherits relevant information from the Sourcing Event record, such as Contract Type, Contract Title, Company Name, and Party Name Contact. The information in the Selected Supplier Summary field is distributed to the relevant fields in the Contract record.

## Creating Contracts and Attachments from Inbound Emails

Attachments can be automatically generated from inbound emails that contain attached files. Files from inbound emails are mapped to the Transitional Contract Files field in the Contract record, assigned a predetermined Attachment Title and Attachment Type value of 'Document Provided by Outside Party,' and then converted into a new Attachment record. The file is mapped into the Attached File field in the Attachment record. If multiple files are attached to an inbound email, each one is converted into a separate Attachment record for that contract.

Contract Attachments				
<input type="checkbox"/> Edit	ID ↓	Attachment Type	Title	Attached File
<input type="checkbox"/>	603	Generated Agreement from Template	Generated Draft Contract	<a href="#">Contract ID 145 Acme Micro NDA Dec 18 2020.docx</a>

## Contract Confidentiality Management

Contracts can be made confidential and made available only to certain people or roles. Confidentiality can be managed by Contract Managers and members of the Legal group. In addition to the people/roles selected, the Requester of the Contract and any Approvers assigned the Contract for approval will also be able to view the Contract.

▼ Confidentiality Management

\*Confidential? ?  Yes  No

People who can view ? ✕ Henry Brooks (budgetmgr)  
✕ Vanessa Miller (suppliemgr)  
✕ Katie Rose (supplierevaluator) Q

Roles that can view ? Purchasing Team Q

## Attachments Tab

The Attachments tab shows all attached files related to the Contract record, and provides the user with options to create and edit related attachments.

## File Upload

To add files from a local source, drag and drop the file(s) from your computer onto the "Drag&Drop files" square. Alternatively, click the "Attach/Manage" text and choose "Local Source" to navigate to the file(s) to upload.

If an Attachment Type is defined, the default settings for the selected Attachment Type will be applied regarding permission level, approvals, and e-signature.

To replace a file that has already been added to the Contract, choose the appropriate file from the "Files to Replace" drop-down list, add your file, and the new attachment replaces the existing attachment.

## Reviewing Attachments

The All Contract Attachments related table is also used to manually create and attach files to the contract, such as supporting documents or signed agreements. Create attachments from within the Contract record by clicking New on the related table's action bar.

The Select Files drop-down on the action bar can be used to add or remove a selected file in the Approval Packet, add or remove a selected file from the e-signature envelope, set status fields, convert from PDF to Word or Word to PDF, and compare a revised document to its baseline.

- **Add or Remove for the Approval Packet:** sets the Include in Approval Packet field to Yes or No.
- **Add or Remove for the E-sign Packet:** changes the To Be eSigned field to Yes or No.
- **Set Status to Superseded:** sets the Status for the selected attachments to Superseded.
- **Convert to Word/PDF:** converts a Word document to a PDF or a PDF to a Word document and saves the conversion as a separate document, but does not supersede the original.

When an attached .docx file is edited using Edit and Checkout, the revised file automatically creates a revision record. The revision is then immediately compared to its baseline, which is the template attachment that was originally generated. A markup document can be located within the attachment record. Markup on Contract Clauses appears automatically.

## Contract Clauses

This table stores all the Clauses used in a Contract. Contract Clauses are populated automatically when the Print Template is created. When revisions are compared against the baseline, the Contract Clauses update to show the markup against the source text. The Contract Clauses are sorted in the order they appear in the print template when the source is Print Template. If the Contract Clause is changed from the source, Modified from Default changes to Yes. For more information on Contract Clauses, see the Contract Clause Table.

Contract Clauses									
Contract Clauses from Library									
Status: 26 record(s) found, 1 page(s). Click <a href="#">here</a> to count records again..									
<input type="button" value="New"/> <input type="button" value="Unlink"/> <input type="button" value="Mass Edit"/> <input type="button" value="Q"/>									
<input type="checkbox"/>	Edit	View Popover	ID #	Library Clause Title	Contract Clause Type	Status	Current Clause Text	Current Markup	Modified From Default
<input type="checkbox"/>			1337	Introductio n-II	Introduction	Created	This non-disclosure and non-competition Agreement (the " <u>Agreement</u> ") is entered into this 2nd day of April, 2021, between Agiloft, a Delaware corporation (" <u>Buyer</u> ") and Acme Micro, a Pennsylvania corporation (" <u>Stockholder</u> ")		No

## Tracking Company Documents and Insurance Certificates

The Attachments tab also holds tables of Company Document and Insurance Certificate records. The Create New Company Document button opens a new Company Document record that is linked to this Contract record.

Company Documents									
<input type="button" value="Create New Company Document"/>									
Status: 2 record(s) found, 1 page(s). Click <a href="#">here</a> to count records again..									
<input type="button" value="Mass Edit"/>									
<input type="button" value="Views"/> <input type="button" value="Print"/>									
<input type="checkbox"/>	Edit	ID #	Type of Document	Period Covered Start Date	Period Covered End Date	Company Contact	Date Created	Upload File	Status
<input type="checkbox"/>		40	Insurance Certificate			Maurice Sendak	Feb 09 2022 20:17	<a href="#">Acme COI.pdf</a>	Uploaded
<input type="checkbox"/>		20	Insurance Certificate			Maurice Sendak	Nov 20 2021 12:10	<a href="#">Document for demo.pdf</a>	Uploaded

For more information on company documents, see the Company Documents Table section.

Insurance certificates can be found directly in the Insurance Coverages table, and in related tables in the Company, Contracts, and Company Documents tables.

When you add an insurance certificate to a Company record, it can be automatically linked to all pending or active contracts with that supplier by a time-based rule that runs daily. However, this time-based rule is disabled by default in the Standard System Demo.

The Insurance Certificate Owner, which defined in the related Company record, is notified fourteen days before an insurance certificate's Expiration Date. When an insurance certificate expires without being renewed, the Contract Managers of any related active contracts are notified on the date of the expiration.

For more information about insurance certificates and related automation, see the Insurance Certificates Table section.

## Another Method for Managing Insurance Certificates

You may prefer to manage insurance certificates as contract attachments, instead of using the Insurance Certificates table. For example, if Contract Managers are responsible for renewing and maintaining insurance certificates, it may be best to use the Attachments table to hold the certificates, along with all other types of attached documents for contracts. Managing insurance certificates as contract attachments means the Contract Manager will receive email notifications instead of the Internal Certificate Owner.

If this method makes the most sense for your particular business, you can remove the default Insurance Certificates field from the Contract record's layout. Then, go to the Attachment Type table and edit the record called Insurance Certificate. By default, this record's Status is Inactive; change the Status to Active to make it visible in the Attachments table.

## Tracking Changes

When an attachment record is edited using 'Edit and Checkout', a new attachment is created, and the prior attachment is set to Superseded. The Attachment record can be compared against the previous version, or against a baseline, within the attachment.

By editing the attachment and navigating to the 'Comparison Against Previous Version' heading, the user can select the Previous Attachment Type they want to evaluate the current attachment against, as well as the Previous Attached File. Clicking the Compare Documents button generates a markup file that can be opened in word for comparison.

The Comparison Against Baseline button also runs a document comparison action, but against the original standard system template. When this button is used, Contract Clause Modification records are created if the source template used clauses. See [Print Template Clauses](#) for more information.

## Approvals Tab

Approvals for a contract are handled on the Approval tab of the Contract record. The order and nature of approvals depends on the Workflow selected on the Approvals tab. Selecting a Contract Type in the common area filters the available Workflow Title choices. For information on setting up the individual Workflows, refer to the Approval Workflows section.

The order and nature of approvals depends on the Workflow Title selected on the Approvals tab. Selecting a Contract Type in the common area filters the available Workflow Title choices. For information on setting up the individual Workflows, refer to the Approvals Table section.

To submit a contract for approval:

1. Select the correct Workflow Title from the drop-down list.
2. Click Create Approvals. This generates a set of related Approval records in a Status of Queued.
3. Click Launch Approval Process to update the Status of the contract to Pending Approval, as well as update the Status of the approvals with the lowest step number to Pending Approval. There can be more than one approval at the lowest step number for parallel approvals.

The screenshot shows a user interface for managing approvals. At the top, there is a section header 'Approvals' with a downward arrow. Below this, there is a label 'Workflow Title' followed by a dropdown menu currently displaying 'Dept. Head and Legal Sequential Approval'. Underneath the dropdown are two buttons: a dark blue button labeled 'Launch Approval Process' and a light blue button labeled 'Recheck Conditional Approvals'.

The system automatically notifies the first approver in the sequence. To advance the contract workflow, an approver will use one of three action buttons to change the Status of the approval record:

- **Approve:** sends the contract to the next approver in the sequence.
- **Require Changes:** sends the contract back to the contract manager to make changes.
- **Permanently Reject:** used only if the contract requires significant changes.

Both Require Changes and Permanently Reject require the user to enter notes in the Approval Notes field. These notes are appended to the Approval Notes field in the Contract record, and are also viewable from any other Approval record linked to that contract.

As each Approval record is approved, the system notifies the next approver in the sequence that a Contract record is pending their approval. A list of all Approval records is displayed under the Approvals Needed section, and automatically updates as Approval records are modified.

If a user who is not on the current approval team attempts to approve a contract, the system recognizes the error and prevents the user from completing the approval action. When all the required approvals are received by the system, the Contract record's Status is automatically changed to Approved.

## Adding Notes and Sending Emails

Notes that are relevant to the general contract process are entered into the General Notes field on the Details tab, and notes pertaining to the approval process are entered into the Approval Notes field on the Approvals tab.

▼ All Notes by Approvers

Approval / Review Notes [Agiloft Admin Jan 20 2022 15:24]

This looks like we need to update the liability section and reduce our liability.

Emails can be sent to Internal Contacts and External Party Contacts from the Emails tab.

1. Choose the type of Recipient(s), which can be Internal Contacts, External Party Contacts, or External Party and Internal Contacts.
2. Select the Email Title, which can be used as a template. For more information see [Email Texts](#).
3. Click the lookup icon to select the contacts to email. Fill out the Email Subject and Email Text fields as needed.
4. Select necessary files to send with the email, then click Send Email.

▼ Send Email

Recipient(s) Internal Contacts ▼

Email Title Freeform email ▼

Click the magnifying glass to search for internal contacts to cc.

Internal Contact(s) to Email   Add Requester

Addresses to CC ?

Email Subject

Email Text

Edit

Select any files that you want to send with the email. Only active attachments will be available

Files to Send with Email

Send Email

## Turning Off Approvals

Contract Management tables have Approval handling set up by default. The associated processes may be turned off in order to use Agiloft as a contract repository. To turn off Approvals, do the following:

1. Edit field permissions to allow the Contract Manager Group to edit the contract Status field in their own contracts and in others' contracts.
2. Remove two status changing buttons from the layout: Submit for Approval and Mark as Signed.
3. Remove the Approval tab and related fields from the layout.

## Renewal / Related Contracts Tab

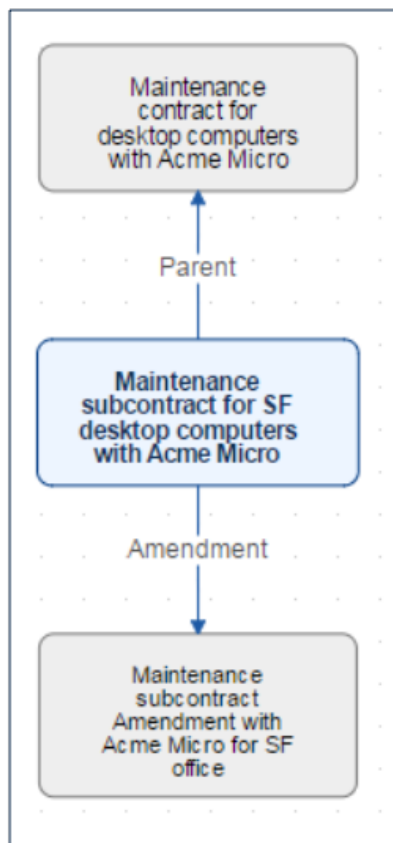
Information about the renewal process is stored on the Renewal / Related Contracts tab. Fields for capturing the Renewal Notification Date and Days in Advance to Notify for Renewal are provided as a default. If relevant, information about the renewal contract or previous contract are automatically updated by the system. The Create Renewal Contract button is used to create a renewal Contract record that is linked to the previous Contract record. This button is only visible when the contract's Status is Active, Canceled, Expired, or Signed. A new contract generated in this way can be edited before saving.

If applicable, the system automatically links renewal contracts to any preceding contracts, creating an audit chain. Typically, users do not manually enter information into the Renewal Contract and Previous Contract Information fields.

This tab is also used to create an amendment or SOW of an existing contract. Select the type of record you wish to create, then click the Create Related Contract button. The new record gets linked to the current contract in a child relationship.

The Diagram icon is used to generate a diagram of Contract records that are related to this Contract record.

For example, the diagram for a subcontract of a master agreement, with its own amendment, is shown here:



Any direct children of the current Contract record are shown in the table in the Related Contracts and Amendments section.

## Signature Tab

The Signature tab contains fields for contract document signers, and contains all fields related to DocuSign and Adobe Sign. If you are not using either system, these fields can simply be removed from the layout.

▼ ESignature Files

Status: No records.

Select For Signature

▼ Signers

Internal Signer <input type="text"/>	Internal Signer Email <input type="text"/> <span style="float: right;">Q</span>
Internal Signer Title <input type="text"/> <span style="float: right;">Q</span>	Internal Signer ID <input type="text"/> <span style="float: right;">Q</span>
1st Party Signer Name <input type="text"/> <span style="float: right;">Q</span>	1st Party Signer Email <input type="text"/> <span style="float: right;">Q</span>
1st Party Signer Title <input type="text"/> <span style="float: right;">Q</span>	1st Party Signer ID <input type="text"/> <span style="float: right;">Q</span>
2nd Party Signer Name <input type="text"/> <span style="float: right;">Q</span>	2nd Party Signer Email <input type="text"/> <span style="float: right;">Q</span>
2nd Party Signer Title <input type="text"/> <span style="float: right;">Q</span>	2nd Party Signer ID <input type="text"/> <span style="float: right;">Q</span>



Fields under the Signers heading are used to populate the signature page of the contract's print templates and to identify the signers for either program. For this reason, these fields must be filled before generating an attachment from a template, which in turn must be generated and set as To Be eSigned before returning to the Signature tab in order to create envelopes.

Before using either DocuSign or Adobe Sign, you will need to configure the integration by going to **Setup > Integration** and choosing the appropriate platform. For DocuSign, you must sign up for a DocuSign account directly with DocuSign. For Adobe Sign, Agiloft can set up the account and allow you to purchase envelopes directly without any long term contract. See the sections on DocuSign and Adobe Sign below for more details.

## Using DocuSign

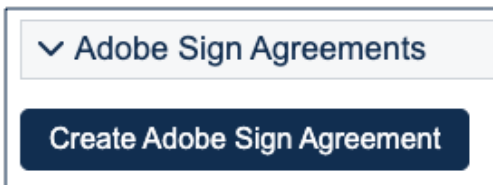
Once the contract is ready to sign, use the Create DocuSign Envelope action button to create a DocuSign Envelope record and attach the files held in the Files to Sign field.



This also create a DocuSign Recipient record for each signer. These records are then shown in the related tables for DocuSign Envelopes and DocuSign Recipients on the Signature tab. Only users in the Admin and DocuSign Users groups can access the DocuSign fields on the Signature tab. For more information on DocuSign, refer to the DocuSign User Manual.

## Using Adobe Sign

Once the contract is ready to sign, click the Create Adobe Sign Envelope button. This creates an Adobe Sign Envelope, and convert the signers into recipients.



## Contract Processing

This section covers the remaining Status changes that have not been mentioned in the explanations above. Once a contract changes to a Status of Signed, the system automatically updates the contract to a Status of Active when the Contract Start Date occurs.

Similarly, the Status is changed when the Contract End Date arrives. If the contract does not have an associated renewal contract, the Status is automatically set to Expired; if the contract does have a renewal, the Status is set to Renewed. If the contract is auto-renewing, the Contract End Date is increased by the Renewal Term in Months and the contract remains Active.

To cancel a contract, click the Cancel Contract button in the common area. Users of the Admin group can also manually change the contract Status to Canceled.

If the contract has a Status of Approved, the Mark as Pending Signature button is visible in the common area. This button sets the contract Status to Pending Signature.

Once the Status of the contract is Pending Signature, a Mark as Signed button appears. This button sets the contract Status to Signed.

## Tasks and Obligations Tab

This tab is used to manage various tasks and obligations related to to the Contract. The three sections, described in more detail below, help provide an overview of and track all activities that must be performed in the course of executing and managing a contract.

### All Contract Tasks

This section becomes visible when the Contract Type selected is marked as Uses Tasks on the Contract Type table.

The Task Generation Method is established in the Contract Type record. In the Standard System Demo, all contract types are set to show the Tasks tab and to allow the creation of ad hoc tasks. Depending on the Task Generation Method set on the Contract Type, the user will be able to choose from a task workflow, select from possible tasks, or create ad hoc tasks as needed. Refer to the [Contract Types](#) section for more information on setting the Task Generation Method.

### Predefined Workflow

To create tasks from a predefined workflow:

1. Select the workflow from the choices available in the Task Workflow field drop-down list
2. Click the Generate Tasks button.

### User Selected Tasks

To create tasks using a generation method of User Selected Tasks:

1. Select the relevant tasks from the multichoice list

2. Click the Generate Tasks button

▼ All Contract Tasks

Select Tasks

Notify relevant parties of new NDA

Notify Sales Team of new NDA

Send executed copy to other party

Generate Tasks

Add Ad Hoc Task

## User Generated Ad Hoc Tasks

When this is the task generation method, the user creates tasks using the Add Ad Hoc Tasks button as needed. Refer to the Tasks Table section for details on creating tasks.

## All Contract Obligations

This section allows the user to add ad hoc obligations and/or generate default ones. Clicking the 'Generate Default Obligations' button finds and creates all default obligations for the Contract's selected Contract Type, as well as for all the Clause Types used in the Contract (as seen in the Attachment tab). The 'Add Obligation' button allows the user to add a new Obligation in the same way they add an ad hoc Task.

▼ All Contract Obligations

Add Obligation

Generate Default Obligations

Obligations are tasks of Type 'Obligation'. They provide all the assignment and recurrence options found while creating a standard Task, but also some additional Obligation-related options.

- **Obligation Clause Text:** Obligations created from Clause Type defaults display the Clause Text for reference.
- **Obligation Type:** The primary party responsible for the obligation - Customer, Internal, Customer and Internal, Partner, or External.
- **Obligation Output:** The output of the Obligation, such as Payment, Report, Document, etc.

## Manage Task/Obligation Recurrence (via Parents)

This section displays the parents of all recurring Tasks and allows you to manage their recurrence settings or even cancel further recurrences.

▼ Manage Task/Obligation Recurrence (via Parents)

New
Save Changes
Cancel Changes
Unlink
Views ▼
Search ▼

## Working with Tasks and Obligations

All Tasks and Obligations are created regardless of their Task Usage (Default/Conditional), and are set to Assigned based on their Assignment Trigger (Date/Status/Creation). Tasks and Obligations that are Queued do not yet require action, as their Assignment Trigger has not been met. Tasks and Obligations that are conditional remain conditional until their Assignment Trigger is met, at which point the condition will be evaluated, and they either become Assigned if the condition is met or Not Needed if the condition is not met.

As individual Tasks and Obligations are completed, the Contract Manager is notified if the individual task is configured to notify the Contract Manager. Once all individual Tasks and Obligations on the Contract are completed, the Contract Manager is notified regardless of how individual task notifications are configured.

## Finance Tab

This tab contains Budget details as well as information regarding Payments.

## Add Budget Details

This section allows the user to add new Budget Items for the Contract. The following fields are available:

- **Cost Center:** Choose from a list of Cost Centers.
- **Filter by Department / Show All:** Field that determines if the list of Cost Centers to pick from is limited to the Contract's Department's Cost Centers.
- **Fiscal Year:** The Fiscal Year for which the Budget Item is being added.
- **Budget Amount:** A currency field for the budget amount.
- **Add Budget Item:** Button to convert the above details into a Contract Budget Item record.

## Budget Details For This Contract

Shows the Budget Items added directly to this Contract from the above section in a related table. The related table allows you to quick-edit all of the fields from above in order to allow for easy corrections.

The section additionally displays:

- **Total Budget for This Contract:** The sum of all Active Budget Items linked to this Contract.
- **% of Contract Amount Budgeted:** The Total Budget for This Contract as a percentage of the Contract Amount.
- **Budget Remaining for This Contract:** The difference between the Total Budget for This Contract and the Total Payments for This Contract.
- **% of Budget Spent for This Contract:** The remaining budget for the contract as a percentage of the Total Budget for This Contract.

## All Related Budget Items

This section is only displayed for Master Agreements or Contracts that have no parents. It displays all budget items for the current Master Agreement / Contract as well as all their children, providing the user a complete view of the budget for the entire hierarchy.

It additionally displays a calculated result for the Total Budget for All Contracts (in the hierarchy).

## Related Payments

This section displays all Payment records linked to the current Contract record. Its visibility is based on the current Contract Type. The fields in this section include:

- **Related Payments:** Related table that shows all the payment records associated with the contract.
- **Total Budget:** Same as Contract Amount.
- **Total Payments for This Contract:** Sum of Completed payments within the Related payments table.
- **Budget Remaining:** Amount obtained by subtracting Total Completed Payments from Total Budget.
- **Budget Used:** Percentage of Total Budget used.

The visibility of the Budgeting sections is dependent upon the Cost Type being Payable.

## Risk Analysis Tab

A Contract Manager can perform Risk Analysis on Contract records. Risk Conditions are pre-defined on the Risk Conditions table based on criteria within the contract or modifications made to standard clauses. To run a Risk Analysis:

1. Navigate to the Risk Analysis tab.
2. Click Trigger Risk Conditions. The current contract is evaluated and assigned a Total of Weighted Risk Condition Assessment and Overall Risk Percentage based on the highest potential risk for the current contract.

See the [Risk Conditions Table](#) and [Contract Risk Conditions Table](#) articles for more detail.

# Performance Management Tab

This tab appears only when the primary role of the contract party is Supplier.

## Performance Evaluation Setup

Performance evaluation is off by default, but can be changed by the Contract Manager or Contract Requester to one of the three options:

- **Launch Manually (One Time):** On the Date of Next Evaluation a reminder to manually launch the evaluation is sent to the Performance Manager.
- **Launch Manually (Scheduled):** On the Date of Next Evaluation a reminder to manually launch the evaluation is sent to the Performance Manager. Then the Date of Next Evaluation is set to a selected amount of time in the future.
- **Launch Automatically:** On the Date of Next Evaluation the evaluation process is launched automatically if at least one evaluator has been selected. Otherwise the Performance Manager is notified of a failed launched and reminded to select at least one evaluator. After the evaluation is successfully launched, the Date of Next Evaluation is set to a selected amount of time in the future.

Other setup fields include:

- **Performance Manager:** By default, this field is set as the same person as the Contract Manager, but can be manually changed to any other Contract Manager or this contract's Requester.
- **Evaluation Frequency (months):** Only visible if Launch Manually (Scheduled) or Launch Automatically are selected in Performance Evaluations. Determines when the Date of Next Evaluation will be set to after the evaluation is launched.
- **Date of Next Evaluation:** When the contract enters Active or Signed status, it is automatically set to Contract End Date (for Manual (One Time) Evaluations) or Contract Start Date plus Evaluation Frequency (months) unless it was already filled in manually. For evaluations launched automatically, or manually on schedule, the Date of Next Evaluation is set to a future date after each successful launch until it is past the Contract End Date.

## Add Evaluators

In this section, the Evaluator and Question Set are selected and added to the list of evaluators. Each record in the list becomes an evaluation when it is launched. For example, a person from the Finance Department can be set to evaluate the financial qualities of the supplier using a question set with price-related questions, while a person from Procurement Department evaluates the delivery timeliness and product quality of the supplier.

If no evaluators are selected, the Evaluation cannot be launched.

## Evaluations

This section contains the list of Evaluations created for this contract, the Launch Evaluations button, and information about the latest evaluation (Date Launched and Performance Score).

Launch Evaluation button creates new evaluations (one per selected Evaluator), notifies the Evaluators, and resets the Date of Next Evaluation to the next scheduled date (if applicable).

## Use Case for Portal Users

---

This section covers the use case for portal users in a Contract Management context.

Members of the Contract Creator group are internal employees who access the system by way of the End User Interface (EUI). Contract creators, also called contract requesters, are users who submit requests for contracts, but do not work on or manage the contract once it is requested and submitted.

## Creating Contracts

Users in the Contract Creator group can create contracts by:

- Clicking the Create a Contract Request link on the home page of the EUI.
- Selecting **New > Contract** from the menu.

A simplified contract form is presented to the contract creator. Many of the fields are hidden from the layout or restricted by field-level permissions.

In the Contract Party Information section, users can find and link to an existing company and contact, or create new ones as needed. Before adding new information, ensure that you check for all possible alternate spellings or stylizations of the desired value. To create a new company, elect New Company and then enter the name and address information. After the contract is submitted for review, Contract Managers need to confirm the new company before the new Contract record can be finished. Similarly, contract creators can suggest a new company contact by filling out the fields in the Party Main Contact section of the form.

Once the required information is filled in, the Contract record can be saved for later revisions. The contract requester can also press the Submit for Review button to request approval from a contract manager. Contract requesters can be contacted to update the submitted contract, but they are typically no longer involved in the approval process from this point forward. After the contract requester submits the contract for review, a contract manager decides whether to continue with the approval process or reject the contract request.

# Working with Contracts

At any time, the contract requester can view contracts they previously submitted by:

- Choosing **View > My Contracts** from the menu
- Clicking on the View My Contracts link.

Contract Creator group members can edit certain fields in contracts they own. Other fields such as Contract Amount, Contract Start Date, and Contract End Date, among others, are not editable by the contract requester if the contract's Status is Pending Approval, Approved, Signed, Active, Renewed, or Expired. This is to prevent changes to currently active or in process contracts.

The contract requester can view all contracts they have permission to see by clicking on the All Contracts home page link or tab.

## Automation

---

Some of these rules have been mentioned or quickly described in the use cases above. In the Standard System Demo, the Contracts table contains twelve active rules. Most time-based rules, marked with a "TB," are disabled by default in the Standard System Demo. These rules are accessed by expanding the Contracts table in the left pane, selecting Setup Attachments, and then selecting the Contracts tab:

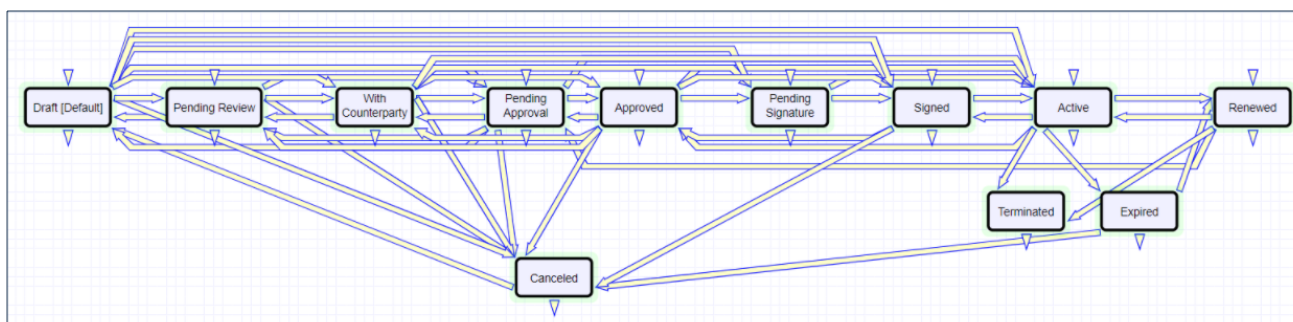
- **Edit: Validate that end date is after start date (web):** This rule ensures that when a Contract record is edited, the start date is before the end date. If this is not the case, a Validation action warning the user about this conflict is triggered.
- **Edit: Update Renewal Notification Date if underlying fields change (web,api):** This rule ensures that when a Contract record is edited, the Renewal Notification Date gets updated. This rule can update auto-renewing contracts or set a renewal notification date for non auto-renewing contracts. It also can set the Alert Color to red for Contract records that have a past Renewal Notification Date.
- **TB: (DISABLED) Daily check for start date:** This rule uses a saved search to check for Contract records that start on the present day, or earlier, with a Status of Signed, and changes their Status to Active. It also sets the Status of any previous contracts to Renewed.
- **Edit: Handle Status Changes (rule should always be lowest priority):** This rule runs any time a record's Status changes. It creates a new Status Time record and also updates the Previous Status field to reflect what the record's Status was before the change was made. This rule runs from edits made by users, rules, or emails.
- **TB: (DISABLED) Notify of upcoming expirations:** This rule sends emails to contract managers of records that have a renewal date of one day in the future, as long as those records can be renewed more than once. It runs every two days, early in the morning.



- **Edit: Update Alert Color if Renewal Notification Date Changed (web, api):** This rule ensures that a record's Alert Color is still accurate whenever a record's Renewal Notification Date is changed by either a user or another rule.
- **Edit: Updates by Party:** This rule ensures that if an outside party makes an update to a Contract record, the manager of the contract and the Contract Manager team are notified. It also creates an Attachment Type and a Title for any files that may have been added.
- **Create/Edit: If Transitional Contract Files field has value, convert to Attachment:** This rule runs on new Contract records, or records that have had their Transitional Contract Files field changed. It converts the newly added file to an Attachment record, and then clears the Transitional Contract Files field for future uploads.
- **TB Demo Data Update: Update date fields by one month each month so reports have data:** This time-based rule runs once every month, updates Demo Date fields, and deletes the History associated with the Demo Date fields being updated.
- **Edit: Most edit actions by web or api:** This rule runs whenever a Contract record is edited by a user or another rule, and ensures that all the data in the record remains unified and consistent with the current stage of the contract lifecycle.
- **Create: All New Contract Actions:** This rule runs whenever a Contract record is created by a user or another rule, and ensures that all the data in the record is unified and consistent with the beginning of the contract lifecycle. For example, some of the things this rule ensures are that the contract end date isn't before the contract start date, and that if the new Contract record is a renewed version of a previous Contract record, the records are linked.
- **TB: (DISABLED) Daily check for expiration date:** This rule runs daily on Active records with an End Date on the present day or before. It ensures that the renewable contracts get renewed and resets their end date. If contracts cannot be renewed, it sets their Status to Expired. Either way, the rule also notifies the contract manager of the End Date.

## Workflow

The Contracts table has the following default workflow:



**Default:** All contracts are created in this status.

**Pending Review:** Change to this status with the "Submit" button. Also, set by the "Edit: Updates by Party" rule that handles inbound email updates. If the status is "With Counterparty" and the external party replies, the status will be set back to "Pending Review." The status will also be moved back to this status from "Pending Approvals" if Approvers require changes.

**With Counterparty:** Change to this status with the "Set Status to With Counterparty" button. Additionally, the "Send Email" button sets the status to "With Counterparty" when an email is sent to an external party and the status is "Pending Review."

**Pending Approval:** When there are Contract approvals in a Pending status, the "Edit: Most edit actions by web or api" rule on Contracts and "Edit: All Contract Approval Edit Actions (web, API)" rule on Approvals sets the status to "Pending Approval."

**Approved:** When all Pending approvals are completed (Approved/Not Needed), the status is moved to Approved by the Edit: All Contract Approval Edit Actions (web, API)" rule on Contracts.

**Pending Signature:** Change to this status with the "Mark as Pending Signature" button or by setting the DocuSign or AdobeSign envelope status to "Sent."

**Signed:** Change to this status with the "Mark as Signed" button or by setting the DocuSign or AdobeSign envelope status to "Signed."

**Active:** A time-based rule is used to evaluate the contract start date, and assigns the appropriate status. If the status is "Signed" at the start date, the status is changed to "Active." If the contract becomes signed and the start date was in the past, the Contract status immediately changes to "Active."

**Renewed:** Set by the rule that checks for the contract end date. If a renewal contract exists, the status is set to "Renewed."

**Canceled:** Set with the "Cancel Contract" button, or by Approvals being permanently rejected.

**Terminated:** Set by the "TB: Terminate Contracts on Termination Date" rule that evaluates the Terminate Early field. If the the Termination Date is today or in the past, the status is set to "Terminated."

**Expired:** Set by the "TB: (DISABLED) Daily check for expiration date" rule on Contracts. This rule should be enabled only when the system is ready to go live.

## Ownership

---

Records in this table are owned by the Contract Requester. Specifically, a record is owned by the user whose ID matches the number in the Requester ID field. By default, the Contract Requester is the user who created the Contract record. For this reason, the owner of a Contract record is often the requester, rather than a power user Contract Manager.

## Reports

---

The Contracts table contains the following default Charts and Reports:

**Charts/Reports**

Status: 18 record(s) found, 1 page(s). Click [here](#) to count records again..

<input type="checkbox"/> Edit	<input type="checkbox"/> View	Title ↑	Filter	Published	Date Updated	Output Format	Type of Report
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">All Active Contracts with Suppliers</a>	Active Supplier Contracts (C)	No	May 18 2021 03:16	HTML	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">All Active Customer Contracts</a>	Active Customer Contracts (C)	No	Oct 15 2013 15:24	HTML	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">All Contracts for Combined Report</a>		No		Excel	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Contract Amount by Status</a>		No	Nov 26 2018 14:48	Graphical chart	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Contract Amount by Status (RT Company)</a>	C: RT Company	No	Oct 28 2021 18:56	Graphical chart, HTML	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Contract Expirations in next 90 days</a>	Active Contract expiring within next 90 days (C)	No	Nov 26 2018 14:48	Graphical chart, HTML, Excel	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Contracts by Party Type</a>		No	Nov 26 2018 14:48	Graphical chart, HTML	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Contracts by Type</a>		No	Nov 26 2018 14:48	Graphical chart, HTML	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Contracts Excel Dashboard</a>		Yes	Nov 29 2017 10:01	Excel	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Contracts in Progress</a>	Contracts with an In Progress Status (C)	Yes	Nov 26 2018 14:49	Graphical chart, HTML	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Contracts in Progress Ring Chart</a>	Contracts with an In Progress Status (C)	Yes	Feb 03 2020 13:12	Graphical chart, HTML, Excel	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Contracts Pending Approval by Contract Type</a>	Status is Pending Approval	Yes	Nov 26 2018 14:50	Graphical chart	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Time To Negotiate</a>	C: Status is Signed or Active	No	Jun 29 2020 11:01	Graphical chart, HTML, Excel	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Time to Signature</a>	C: Status is Signed or Active	No	Aug 19 2019 15:33	Graphical chart, HTML, Excel	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Value of Signed and Active Contracts by Fiscal Year</a>	C: Status is Signed or Active	No	Dec 12 2018 15:26	Graphical chart, HTML	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Value of Signed Contracts starting in Past year</a>	Active Contracts whose start date is less than a year ago (C)	No	Nov 26 2018 14:50	Graphical chart, HTML	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Value of Signed Customer Contracts starting in Past year</a>	C: Active Customer Contracts whose start date is less than a year ago	No	Nov 26 2018 14:50	Graphical chart, HTML	Standard
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Value of Signed Supplier Contracts starting in Past year</a>	Signed Supplier Contracts whose start date is less than a year ago (C)	No	May 18 2021 03:17	Graphical chart, HTML	Standard

# Contract Types Table

The Contract Types table is a background table used to populate the Contract Type field of a Contract record. Each Contract Type record holds a value displayed as a choice in the Contract Type field. The Contract Type also determines the default approval workflow for the Contract record, the default print template for auto-generation of draft contract documents, the default question set for supplier evaluation, the risk conditions used for risk analysis, and the Task creation method.

Contract Types							
All Contract Types ▾							
13 record(s) found, 1 page(s). Click <a href="#">here</a> to count records again.							
<input type="checkbox"/>	Edit	ID ↓	Contract Type	Default Workflow Title	Has Document Template(s)	<input type="checkbox"/> Uses Tasks	Status <input type="checkbox"/>
<input type="checkbox"/>	<a href="#">✎</a>	14	Scope of Work (SOW)	Contract Mgr, Legal, Compliance, and Risk Parallel Approval	No	Yes	Active
<input type="checkbox"/>	<a href="#">✎</a>	13	Service Contract	Dept. Head and Legal Sequential Approval	Yes	Yes	Active
<input type="checkbox"/>	<a href="#">✎</a>	12	Professional Services - Supplier	Manager and legal Sequential	Yes	Yes	Active

## Use Case

Contract Types can be created and edited by admins and Contract Managers. The Contract Type, Contract Type ID, Has Print Template(s), Default Print Template ID, and Contract Type Default Workflow ID, Extra Fields to Show are pulled into the Contracts table as a link to selected fields from the Contract Type table.

The Default Workflow Title field is used to set the value for the linked field in a Contract that pulls in the Workflow Title from the Workflow table. Selecting a Default Workflow Title in the Contract Type record creates a link to the workflow. The choices available in this field are tied to the Available Workflows field in the Print Templates and Workflows tab.

The Default Question Set for Supplier Evaluation field is used to set the value for the linked field in a Contract that pulls in the Question Set Title from the SP Question Sets table. The list of available default question sets is determined by the 'Available for Contract Types' field in SP Question Set records.

If the Has Print Template(s) field value is Yes, additional fields in the Contract record are visible: Print Template to Generate and Create and Attach (an action button). The Default Print Template ID field is used to determine the default value in the Print Template to Generate field. Selecting a Default Print Template Title in a Contract Type record creates a link to the print template and updates the Available for Contract Types field in the associated Print Template record.

Save Cancel ⋮

### Contract Type: Non-Disclosure Agreement

ID 7 Status Active

---

Contract Type Related Records Tasks and Obligations History «»

**\*Contract Type** Non-Disclosure Agreement

Available for Record Types  Master Agreement  Contract  
 SOW  Amendment

**\*Party Type** Supplier

**\*Default Cost Type** Zero Dollar

This field can be used to show or hide fields in the Contract by making them visibility dependent on whether this field (when pulled into the Contract along with the Contract Type) contains a particular value. If you do not choose Locations, then that field will not be displayed in the Contract.

Extra Fields to Show

Description

Has Document Template(s)  Yes  No

\*Uses Tasks  Yes  No

You can view all associated print templates, workflows, and risk conditions on the Related Records tab of a Contract Type record.

Contract Type Related Records Tasks and Obligations History «»

[Collapse All](#)

▼ Available Document Templates

Status: 2 record(s) found, 1 page(s). Click [here](#) to count records again..

New Select Print Template Unlink Save Changes Cancel Changes

<input type="checkbox"/> Edit	ID ↓	Related To	Title	Status	Template File	Blank Form
<input type="checkbox"/>	<a href="#">21</a>	Contracts	NDA with Complex Clause Numbering in Column Format (AdobeSign)	Active	<a href="#">nda-normalwithnumbering-adobesign.docx</a>	<a href="#">nda-blank.docx</a>
<input type="checkbox"/>	<a href="#">12</a>	Contracts	NDA with Complex Clause Numbering in Column Format (DocuSign)	Active	<a href="#">nda-normalwithnumbering.docx</a>	<a href="#">nda-blank.docx</a>

Default Document Template Title NDA with Complex Clause Numbering in Column Format (DocuSign) Document Template File

▼ Available Workflows

Status: 4 record(s) found, 1 page(s). Click [here](#) to count records again..

New Select Workflow Unlink Save Changes Cancel Changes

<input type="checkbox"/> Edit	ID ↓	Workflow Title	Status	Related To	Number of Approvals
<input type="checkbox"/>	<a href="#">7</a>	Dept. Head Review, Finance, Conditional Compliance, and Legal Sequential Approval	Active	Contracts	4
<input type="checkbox"/>	<a href="#">5</a>	Dept. Head and Legal Sequential Approval	Active	Contracts	2
<input type="checkbox"/>	<a href="#">4</a>	Requester Manager, conditional Finance, and Legal	Active	Contracts	4
<input type="checkbox"/>	<a href="#">1</a>	Legal Approval (One Step)	Active	Contracts	1

From here, you can use the related table action bar to Unlink a print template, workflow, or risk condition from the contract type record if necessary.

The availability of the Task tab and Task fields within the Contract record are controlled by the Uses Tasks field on the Contract Type tab. When Uses Tasks is set to Yes, the Tasks tab appears after the Print Templates and Workflows tab of the Contract Type record. The Contract Manager or Admin should then define the Task Generation Method and define if Ad Hoc Tasks can be added on the Contract.

The Task Generation Method field has three options:

- Predefined Task Workflow
- User Selected Tasks
- User Generated Ad-Hoc Tasks

The following sections describe how to use each of the Task Generation Method options:

## Predefined Task Workflow

This method should be used when the tasks that need to be completed are standard for the current contract type. Enable Ad Hoc Tasks can be set to yes to allow the creation of unique tasks from the Contract record. To create a predefined task workflow:

1. Ensure that Uses Tasks is set to Yes on the Contract Type tab.
2. On the Tasks tab, click Create New Task Workflow. Refer to [Task Workflow](#) for more information. The new workflow appears.
3. Define the Default Task Workflow Title.
4. Once the Default Task Workflow Title is defined, the Task Templates for the selected workflow appear below. To edit these task templates, refer to the [Task Template](#) section.

## User Selected Tasks

This Task Generation Method allows for the user to select the appropriate tasks from a multiple choice check box on the Contract before generating the tasks.

1. Click Create New Task Template to create the associated tasks.
2. Define the User selectable for Contract Types field if it has not been set. Refer to the [Task Template](#) section for more information on creating task templates.

## User Generated Ad Hoc Tasks

Select this Task Generation Method if there are no standard tasks associated with a contract type, and the user should be able to create tasks manually.

## Obligations

A Contract Type can have one or more default Obligations associated with it. Setting the 'Has Default Obligations' choice field to 'Yes' allows the user to create or select default Obligations. Clicking the 'Create New Default Obligation' creates a new Task Template with Task Type set to Obligation. Most of the options are the same as we saw above with Tasks. There are a few additional fields:

- **User Selectable for Contract Types:** Select all the Contract Types for which this Obligation can be made one of the defaults. The Contract Type from which the user creates the Obligation is automatically added here. Note that after selecting additional Contract Types, the user must go into each one and select the Obligation as a default.
- **Obligation Type:** The party that is responsible for the Obligation - Customer, Internal, Customer and Internal, Partner, or External.
- **Obligation Output:** The expected output for this Obligation, such as report, payment, document, etc.

The lookup icon on the Action Bar allows the user to select Obligation templates that are available for the current Contract Type.

# Document Template Clauses Table

---

The Document Template Clauses table helps to identify how a Clause record is used in different Document Template records.

## Use Case

---

Document Template Clauses is used to identify clauses from the Clause Library that are available or in use for a particular Document Template record. It will appear as an embedded table in the Document Template record and can be organized in order of appearance. Records are created manually or by import when creating a document template and associated clauses. Each record also defines the Approval Team that should approve if the clause is modified during negotiations.

Each Document Template Clause record is linked to both the Document Template ID and to the Clause ID in the Clause Library. Document Template Clause records have usage factors such as whether it is used by default, conditionally, optionally, or as a fallback. Clause Usage is defined by the following:

- **Default** - Always used in a document template, hard-coded.
- **Conditional** - May be used if a specific condition is met in the Contract. When usage is Conditional, a Condition field is displayed along with a Condition Description. The purpose of the Condition field is to enter the condition as inserted in the Document Template record so that it can be referenced without opening the template.
- **Optional** - One of several clauses that could be used based on a user choice in the Contract.
- **Fallback** - Used when a default clause has an alternative clause that may be used in special circumstances. When used, you want to make the alternatives visible in the contract for copying/pasting into a document template.

## Automation

---

There are no rules in this table. Although the Document Template Clause records indicate the team responsible for their approval when included in a template, no logic is currently in place to trigger an Approval record.

## Workflow

---

Records are no longer used by the AI Clause script when they are dissociated with the corresponding Document Template and Clause Library ID.



# Ownership

---

Records are owned by the user who creates them and can be created and viewed by an Admin or Business Admin.

# Contract Clause Table

---

The Contract Clause table stores records of clauses within a contract that have been added as part of the Print Template from the Clause Library, annotated or added in the Word Add-in, or extracted using AI. Contract Clause records represent clauses located within the Contract document, and reflect changes to the Contract throughout the contract lifecycle.

It's important to know the difference between Contract Clause records and Clause records. Contract Clause records represent clauses from contracts that are non-native to your organization, whereas Clause records in the Clause Library represent the standard versions of common clauses your organization has legally vetted for use. Contract Clause records can be compared against Clause records to ensure the language in the non-native contract adheres to your organization's legal and professional standards.


This table is also used in the Clause AI handling script.

## Use Case

---

Records are automatically created in this table using four possible methods:

1. A print template with clauses is generated from the Contract record using the "Create and Attach" button in the Contract. In the standard system demo, the "Add contract clause IDs to document tags" is checked by default which allows the creation of the contract clauses before the print template is created.
2. Using the Word Add-in by either manually annotating clauses in the Word document or manually adding clauses from the library, then syncing to Agiloft.
3. Clauses extracted using AI via the Word Add-in.
4. Clauses extracted using the "Extract Clauses" button in the attachment record, which runs a machine learning action.

 For more information on how to use the Word Add-in, view the [Agiloft Contract Assistant - Word](#) articles.

Contract Clause records are automatically updated when the contract attachment is edited using "Edit and Checkout" and the change is saved. The "Compare the Baseline" action on Attachments runs and compares the newest version against its original, or "baseline." Changes to the clauses are marked up in the Contract Clause records.

## Automation

---

In the Standard System Demo, the Contract Clause table contains multiple active rules. These rules are accessed by expanding the Contract Clause table in the left pane, selecting Setup Contract Clauses, and then selecting the Rules tab:

- **Create: all create rules for contract clauses (Web, API):** This rule sets the source field, source text, current clause text, and clause type.
- **Edit: Handle status changes and updates (do not run on creation after other rules):** This rule sets the Clause Modified flag and updates the status.

## Ownership

---

Records are owned by their creator and can be created by Admin groups and Contract Managers. These groups can view their own Contract Clause Modification records as well as other Contract Clause Modification records.

# Clause Library Table

---

This table holds clauses that can be referenced in print templates. There are many ways to use a clause library that vary in complexity. The out-of-the-box setup includes examples of several reasonably simple approaches.

There are different reasons for using a clause library to hold contract language rather than simply storing all text and variables in the Microsoft Word print template. Here are a few of them:

- If all source clauses are stored in a library, then if the clause text needs to be changed, it must only be changed in one place, and all print templates or records that use that clause will be updated for future contracts.
- Clauses may have specific conditions associated with them so that they are only used if some particular meta data exists in the contract.
  - Note that it is also possible to add such conditions to print templates, so that this does not necessarily require a clause library.
- Workflow can be configured to handle changes to standard language, with approvals, statuses, and so on. Responsibility for maintaining and updating the clause can be assigned to a particular team or clause owner.
  - Alternatively, print templates could also have approvals and statuses if language is managed directly in the print templates.
- With a clause library, users may be presented with a list of alternative clauses for particular sections or a list of optional clauses that they can select to construct a given contract. A simple version of such selection is built into the contract template to demonstrate these approaches.
- Some companies want to identify approvers who will need to review a contract based on a particular clause that is changed for a given contract. Approval information can be stored in the source clause to provide approval automation. This typically requires a more complex setup and is not included in the out-of-the-box Clause Library table.

Our out-of-the-box setup is focused on providing the first four benefits. It provides a simple repository for clause language that can then be inserted into print templates, either automatically, or with some user selection.

## Use Case

---

The clause library has several fields to assist in managing the use of language throughout your contracts. The key fields and their usage is as follows:

- **Clause Type** - Categorizing clauses makes it possible to filter them if you want to allow users to select from alternative clauses for a specific section of the contract, for instance the termination provisions, or the indemnification provisions.

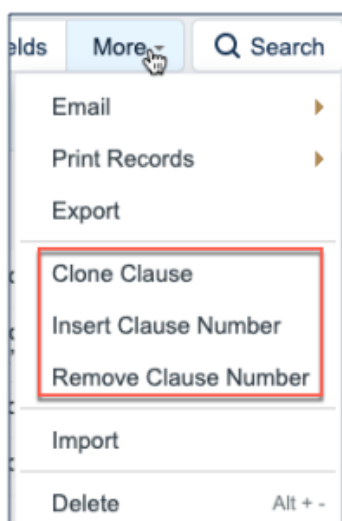


A screenshot of a dropdown menu. The text '\*Clause Type' is on the left, followed by 'Non-Competition' and a downward-pointing arrow on the right. The entire dropdown is enclosed in a thin blue border.

- **Status** - Statuses of Active, Pending Approval, Retired, Replaced or Rejected can be used to filter available clauses and to indicate where they are in any approval workflow.
- **Default Risk Rating** - indicates the level of risk for this clause type on a scale of 0 (no risk) to 1 (highest risk).
- **Clause Priority** - is used to sort a drop-down list of clauses that may be filtered and presented to the user. If you have four variants for indemnification, for instance, and you want to display them in a particular order, you would set the Clause Priority with the appropriate values (1 for the highest to appear on the list).
- **Approval Team** - can be used to define the approval team with responsibility for updating this clause.
- **Clause Owner** - can be used to indicate a specific person responsible for changes to the clause.
- **Language** - allows you to select the language of the clause text
- **Has Multiple Languages** - selecting Yes displays a related table where you can link multiple child clauses in other languages.

## Action Buttons on the Action Bar

The action bar above the clause table has three special options under the More drop-down. These options are Clone Clause, Insert Clause Number, and Remove Clause Number



- **Clone Clause** can be used with one or more clauses to clone them and create a copy. The copies will map most of the field values and will add the date cloned to the clause title. This makes it easy to create copies of a clause for some purpose such as revision, and then to edit the resulting clause.
- **Insert Clause Number** adds MS Word code that results in auto-numbering in front of that clause when the clause is used in a print template. This is one method of managing clause numbering within your contracts. See below for more details.
- **Remove Clause Number** removes the MS Word code for auto-numbering from the selected clause(s). This is handy if you change your mind about the method to use for numbering.

## HTML Field Conversion into MS Word

The Clause Text field is an HTML based field and can use standard HTML formatting tags. To see all formatting options, click the Edit button below the clause text field to bring up the HTML editor.

If you copy and paste clauses into the clause text field from a Microsoft office file such as MS Word or Excel, it is best to use the Cleanse HTML button to strip out some of the excess code that is typically inserted by Microsoft. This will give a cleaner result when the clause is inserted into a print template and converted back into MS Word.

**i** HTML text fields are treated in a special way in Microsoft Word. Depending on specific HTML field characteristics, content may be translated in the Word document to either the Normal or Normal(Web) formatting style. Including <p> codes in the paragraph results in the Normal(web) formatting. It is important to configure any print template in Word to set the same font, size, and spacing style for Normal (Web) as for Normal, or for whatever other main style is used in your template, for consistency. For instance, if your template has some hard coded text, followed by variables that point to specific HTML clauses, you would want to define Normal (Web) to look the same as the hard coded text style. For more information, see [Troubleshooting Print Templates](#).

## Methods for Auto-Numbering Contract Paragraphs

In example print templates, the numbering and indentation style is set in the print template, applied to the relevant clause variable. However, sometimes the HTML text that replaces the variable in the template does not retain the numbering or indentation.

If print template formatting doesn't work for you, you can choose to insert the auto-numbering formatting inside the clause text, instead of in the print template. To do so, edit the clause in Source HTML and insert the MS Word auto-numbering code at the front of the clause text. When the document is generated, this code automatically assigns a sequential number and applies list indentation. Note that if you use this method, these numbers are reassigned every time the document is opened, which means the clauses are always shown as recently modified when a contract is edited.

### Auto-numbering Code

```
<agiloft_tag_fc fc="al_fc_start LISTNUM LegalDefault \l 1 al_fc_end"><
/agiloft_tag_fc>
```

In the standard implementation, we handle numbering in the print template, not the clause text. Whichever method you choose, make sure to test it thoroughly.

## Using the Clause Library in Contract Print Templates

The standard setup of the clause library assumes that clauses may be created for any language that may be used in one or more contract types and print templates. It may make sense to put most of your contract language into the print template and just use the clause library for user-selectable alternative text or optional text. The choice is yours.

**i** If you do not reuse language in multiple print templates, there is really not much advantage to storing it in the clause library. In that case it is simpler to just put your language directly in the print template, where it does not need to be translated back and forth between Word and HTML and where users looking at the print template can see exactly what will be produced. It is easy to provide conditions directly in the print template for alternative or conditional clauses.

As you define your clauses, you can link them to the specific print templates where you plan to use them. Then they will appear within the print template in a related table of Clauses Included, for reference.

Once the clauses are created, you can create a print template that inserts the conditions and the specific clauses you want. Please review [Document Template Syntax Reference](#) for details on the syntax to use to insert a clause into a print template.

## Allow Users to Select Alternate Clauses

Sometimes, you may want contract managers to be able to select from multiple clause options. There are a few different ways to do this, depending on how many choices they will need to make.

- If there are only a few user decisions, it may be simplest to add a link to the selected clauses within the contract record, filtered to the choices available. Then whichever clause is selected can be inserted into the print template.
- If there are many decisions, it may be easiest to just provide questions for the user to answer and then have conditions built into the print template based on the answers given. This makes maintenance of the print template more complex, but may make it easier for the users making the decisions.

We have provided two examples of user selection in the out-of-the-box setup.

## Selecting Optional Clauses to Add to the Contract

For the same contract types, the user can also select clauses that have been defined in the Print Template Clauses table using the Select Optional Clause(s) field. The user can select the clauses he wants to add, and when the document is generated, those clauses will be added under the section called Additional Terms. This field is only visible if the Print Template record has a value of Yes in the "Has Optional Clauses" field. For more information on Print Template Clause records, visit [Document Template Clauses Table](#).

These basic approaches can be expanded upon for a given implementation, depending on the needs of your company.

## Conditional Clauses Based on Other Answers

The sample templates also include conditional clauses based on the choice made for the Renewal Type field. If Evergreen is selected, one clause is used, and if a different value is selected, an alternative clause is used that provides both the start and end date of the contract.

## More Complex Configurations

If greater control is needed over changes made to clauses within a specific contract, this requires one or two extra tables. In that case, it is generally necessary to have a "Contract Clauses" table that auto-generates new records for each clause linked to a specific contract type, so the contract clause record itself is edited, and then the print template just inserts all the clauses from the table of Contract Clauses.

For such implementations, we recommend that you contract with our professional services team for assistance. There are many variables in terms of requirements that help determine the optimal design.

# Workflow

---

There is currently no automation built out in the clause library, but there are fields that could be used to route approvals for new language to the approval team or the clause owner.



# Clause Types Table

The Clause Types table is used to categorize clauses and their basic purpose under names familiar to the customer. It will be used in standard clauses to define them and it will be used when extracting clauses from third-party agreements.

Save Cancel ⋮

## Clause Type: Warranties and Representations

Clause Type History « »

[Collapse All](#)

ID	84	Status	Active
*Clause Type	Warranties and Representations <span style="float: right;">🔍</span>		
Show Clause Type in Contract	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Default Risk Rating <span>?</span>	0.1	Risk Multiplier <span>?</span>	4
Description			

Some important fields are:

- **Clause Type:** defines the record elsewhere in the system.
- **AI Clause Type:** links to a hidden table that's used to identify the clause type to the AI Training models.
- **Default Risk Rating:** used to indicate the clause type's relative importance for risk with a higher number equating to a higher risk value.
- **Description:** provides detail on the clause type.

Additionally, the user can define a default Obligation associated with the Clause Type. Setting the 'Add Obligation' field to Yes makes the 'Obligation Title' field visible. The lookup in this field allows the user to pick from a list of Obligation Templates. If the Clause Type is used in a Contract and the user clicks 'Generate Default Obligations', the selected Obligation will be added to the Contract.

# Risk Conditions Table

---

This table stores Risk Condition records that are used as templates to generate Contract Risk Condition records. Risk Conditions are linked to Contract Types in a one-to-many relationship.

## Use Case

---

Risk Conditions are used to evaluate the risk of a contract based on metadata. Each Risk Condition record contains the following fields:

- **Summary:** holds the title of the risk condition.
- **Contract Types:** allows you to specify which contract types the risk condition is available for.
- **Risk Calculation:** this is a variable formula field that allows the user to input a formula that evaluates risk. The formula is calculated when the template is converted to a Contract risk condition record. The result of the calculation should be a numerical value between 0 (no risk) to 1 (highest risk).
- **Description:** stores information about how risk is calculated.

The Risk Condition record below uses the Renewal Type field in the contract's calculation in order to determine the risk assessment.

Risk Calculation	<input type="text" value="(\$contract_id.total_clause_risk&gt;2) ? 1 : (\$contract_id.total_clause_risk&gt;1) ? .5 : 0"/>	<input type="button" value="Formula Help"/>
Description	<input type="text" value="Based on the Total Clause Modifications Risk field. If Total Clause Modifications Risk &gt; 1 then, .5. If greater than 2, then 1, otherwise 0."/>	

## Automation

---

There are no rules in this table. Conversion of Risk Conditions to Contract Risk Conditions is triggered from the "Trigger Risk Conditions" action button in a contract record. A linked record action populates the latest contract ID, runs a data conversion to create a Contract risk condition record, and then blanks out the latest contract ID field.

## Ownership

---

Risk Condition records are owned by the user who creates them. Specifically, a record is owned by the user whose Login matches the Creator Login field. Records can be created by Admins and Business Admins.

# Contract Risk Conditions Table

This table stores records that are generated when the Trigger Risk Conditions button is clicked within a Contract record. Templates in the Risk Conditions table are used to evaluate the contract's risk in relation to risk condition and weighting.

## Use Case

Contract Managers can evaluate common risks within a contract using the conditions defined in the Risk Conditions table, and can then create Contract Risk Conditions specific to the current contract. When the Contract Manager uses Trigger Risk Conditions within a Contract, the evaluation of the current contract is assessed using the Risk Conditions that are already define, and records are generated in the Contract Risk Conditions table that show the Risk Assessment of the current contract. The Risk Assessment is usually a decimal value that can range from 0-1.

Within the Contract Risk Conditions record, the value in the Weighting field is assigned based on the standard Risk Condition weighting. The standard Risk Condition weighting is used to increase or decrease the impact that a specific risk can have on the Contract record.

If a condition changes within the contract, the Trigger Risk Conditions button will re-asses the risk of all conditions.

Contract Risk Condition records can be opened from the related Contract record in order to view the Risk Calculation that was used, the total Risk Assessment for the current contract, the Weighting for the current risk, and the Weighted Rating (Risk Assessment x Weighting). The overall risk for all Contract Risk Conditions is assessed on the Risk Details tab.

Risk Details		History	<<>
ID	6	Contract ID	<input type="text"/> <input type="button" value="Q"/>
Risk Summary	Total Clause Modification Risk <input type="button" value="i"/>		
Risk Calculation	<input type="text" value="(\$contract_id.total_clause_risk&gt;2) ? 1 : (\$contract_id.total_clause_risk&gt;1) ? .5 : 0"/> <input type="button" value="Formula Help"/>		
Risk Condition Description	Based on the Total Clause Modifications Risk field. If Total Clause Modifications Risk > 1 then, .5. If greater than 2, then 1, otherwise 0.		
Risk Assessment	0 <input type="text"/>		
*Weighting	1 <input type="text"/>		
Weighted Rating	0		

## Ownership

Records are owned by their Creator. Admins and Business Admins can create and edit Contract Risk Conditions. Contract Managers can only view Contract Risk Condition records.

# Automation

---

There are no rules within the Contract Risk Conditions table. All automation is handled by the Trigger Risk Conditions button within a Contract record.

# DocuSign Tables Overview

---

DocuSign is an e-signature provider that offers secure electronic signatures for digital documents. Agiloft's API is compliant with all DocuSign and e-signing requirement standards, provides embedded integration with DocuSign. Before configuring the Agiloft interface to use DocuSign, you need to set up a DocuSign account.

To use DocuSign with Agiloft, you need a Business or Enterprise license for at least one DocuSign user. A DocuSign administrator account is required to complete the initial configuration within Agiloft. Anyone in Agiloft who sends a contract document for a signature via DocuSign needs a corresponding DocuSign user account.

Turning on the DocuSign extension creates several tables, fields, and actions in Agiloft. The Standard System Demo has been preconfigured with DocuSign to the full extent possible without a DocuSign production account, so these tables, fields, and actions already appear by default.

Visit the [DocuSign website](#) to read FAQs and whitepapers, watch How-To videos, and learn more about the e-sign infrastructure. For full details on how to complete the configuration of DocuSign in order to deploy it in Agiloft, please review the [DocuSign Users Manual](#). The manual gives a full, detailed overview of how to use DocuSign and how it works.

## Use Case

---

The Standard System Demo is currently configured to use DocuSign with Contract records only, but DocuSign integration can be added to any table in Agiloft by a number of ways:

- Creating a DocuSign action in that table to create an envelope
- Adding the DocuSign Envelope related table
- Adding the DocuSign Recipients related tables to the other table

In Contract records, the DocuSign process begins when a user presses the Create DocuSign Envelope button on the DocuSign tab of a Contract record. This button runs a DocuSign action, and that action can be edited if you have a different preferred configuration of signers. It is currently set to use one internal signer and up to two external party signers. These fields are on the Details tab of the Contract record and need to be filled in during the contract process.

When the button is used to create the envelope, the user can click the Create & Preview button in the Envelope record to go directly to the envelope in DocuSign and preview everything. If the user approves, they can click Send in order to launch the signing process.

Further details of this process are provided in the [Contracts Table](#) section, and in the [DocuSign Integration](#) topic.

## Print Templates

The Standard System Demo contains several sample print templates with DocuSign tags. These are available as a guide for creating your own contract print templates. Most templates are found in the Contracts table, but there is one template found in the Attachments table. This lone template is simply a page with a tagged signature block.

The tagging process is fully discussed in the [DocuSign Users Manual](#), but to view a sample document in the system, go to Print Templates and open the print template with the title "Hosted Service Level Agreement DocuSign Tags." This template has DocuSign tags in the Signature area, and the tags are not visible unless you hover your cursor over the text and apply a different text color. The tags are stored in white font color so they do not appear on the final signed document. If you add more signers or change the basic signing configuration, you need to create your own tagged signature blocks.

# DocuSign Envelopes Table

---

This table holds DocuSign Envelope records, which link back to the Contract record they were created from. DocuSign Envelope records also contain an embedded table of the DocuSign Recipients list, as well as an Attached Documents field, which holds the attached files to be reviewed and signed.

## Use Case

---

By default, a DocuSign Envelope is created when a user clicks the Create DocuSign Envelope in the DocuSign Envelopes tab of a Contract record. The DocuSign Envelopes tab of a Contract is currently visible only to users in the admin and DocuSign Users groups. How the envelope and recipients are populated depends on the configuration of the action run by the Create DocuSign Envelope button, and it may be changed by updating that action.

The Status of an Envelope is updated automatically based on its progress at DocuSign. Once it has been sent to DocuSign, it has a Status of Created and shows the Envelope ID in DocuSign. As each Recipient signs the envelope, the Status of the Recipient record is updated to Completed.

More details on working with DocuSign Envelopes are provided in the section "Create a DocuSign Envelope" in the DocuSign Users Manual.

## Automation

---

In the standard system demo, the DocuSign Envelopes table contains two rules. These rules are accessed by expanding the DocuSign Envelopes table in the left pane, selecting Setup DocuSign Envelopes, and then selecting the Rules tab:

- **Edit: Convert to Attachments and set Contract to Signed when Status is Completed, API only:** This rule uses a saved search to run whenever the Status field of a DocuSign Envelope record is set as completed. It uses an If-Then-Else action called "Update Contract Status to Signed or Active" and updates the Status of Contract. It also runs a conversion action to create a new attachment record for the signed documents.
- **Edit: Set Contract to Pending Signature when Envelope is sent (Web, API):** This rule uses a saved search to run whenever the Status field of a DocuSign Envelope record is set as Sent. It uses a linked record action to change the related contract record's status as Pending Signature.

## Ownership

---

DocuSign Envelope records are owned by the sender of the envelope. Specifically, records are owned by the user whose Login matches the Sender Login field.

# DocuSign Recipients Table

---

This table holds records that contain information about Recipients for a particular DocuSign Envelope. They are linked to the relevant DocuSign Envelope record, as well as to the Contract record from which the DocuSign Envelope record was generated. The DocuSign Envelope and DocuSign Recipients tables are usually accessed from within the related Contract record.

## Use Case

---

Recipient records are created automatically based on the configuration of the DocuSign action that generates the DocuSign Envelope record. When necessary, DocuSign Recipient records can also be added manually to a DocuSign Envelope record. The Send Order controls the order in which signatures are requested by DocuSign. Each Recipient should have a different Role Name for a given contract.

## Ownership

---

DocuSign Recipient records are owned by the user whose Login matches the Sender Login field.

## Automation

---

**Edit: Set Contract to Pending Review and Email Contract Manager when Declined:** If any Recipient declines to sign the Envelope, or the Envelope is otherwise voided, this rule changes the Contract status back to Pending Review and notifies the Contract Manager. If a reason is provided by the Recipient, it is included in the notification email.



# DocuSign Signing Roles Table

The DocuSign Signing Roles table holds records of the roles that are assigned as Signers and Recipients when a DocuSign envelope is created. The Standard System Demo comes with five roles: Customer1, Customer2, Customer3, InternalSigner1, and InternalSigner2.

DocuSign Signing Roles				
<b>All DocuSign Signing Roles</b> ▾				
5 record(s) found, 1 page(s). Click <a href="#">here</a> to count records again.				
<input type="checkbox"/>	Edit	ID ↓	Signing Role Name	Type
<input type="checkbox"/>	<a href="#">✎</a>	5	InternalSigner2	DocuSign Signing Role
<input type="checkbox"/>	<a href="#">✎</a>	4	Customer3	DocuSign Signing Role
<input type="checkbox"/>	<a href="#">✎</a>	3	Customer2	DocuSign Signing Role
<input type="checkbox"/>	<a href="#">✎</a>	2	Customer1	DocuSign Signing Role
<input type="checkbox"/>	<a href="#">✎</a>	1	InternalSigner1	DocuSign Signing Role

## Use Case

When choosing recipients from within the Action wizard, the admin selects from the list of DocuSign Signing Roles for each recipient. The role name is used in the DocuSign tags that are added to the document to match a Signer to their role. The role names must match exactly.

New roles may be added as needed and applied to the Signers and the document tags.

## Automation

The Standard System Demo system does not contain any rules, or actions, in the DocuSign Signing Roles table by default.

## Ownership

The Standard System Demo system does not define ownership of records in DocuSign Signing Roles table by default.

# DocuSign Users Table

---

This table holds a record for each Agiloft user who can send documents to DocuSign. Each record must have a valid DocuSign login to enable sending.

## Use Case

---

The DocuSign Administrator and DocuSign Users, or Senders, must have existing DocuSign logins. The user must also exist in the Employees table in Agiloft. To set up the DocuSign User in Agiloft:

1. Click New in the DocuSign Users action bar. This brings up the DocuSign User tab.
2. Look up the user by typing their login or name into the Login or Full Name fields, respectively. You can also find users with the look-up icon.
3. Once you've located the user, fill in the remaining fields:
  - **Authenticate:** by default, the "With username" option is selected but it can be changed to another user. If JWT is selected, only the DocuSign User ID appears. This field should contain the APU Username value that you can access from DocuSign. For more information, visit the [DocuSign Integration](#).
  - **DocuSign User Name (Email):** visible if "With username" is selected. It must match the email address input in the user's existing DocuSign account.
  - **DocuSign Password:** visible if "With username" is selected. It must match the password input in the user's existing DocuSign account and be manually filled in.
  - **As DocuSign User:** visible if "As another user" is selected. Use the lookup tool to locate all the users with DocuSign access
4. Click Grant Access to DocuSign to finish adding the DocuSign user.

DocuSign Users, or senders, have account records on both Agiloft and DocuSign. DocuSign Recipients are not required to have Agiloft or DocuSign account records, even though they are the signature you require.

Users who sends out documents that require signatures are called 'DocuSign Users' in Agiloft, but are called 'Users with Sender Permissions' in DocuSign. These users must have a user record in the following places:

- The Employee table
- The DocuSign Users table
- The Users table of the company's account at DocuSign

At this point, the person is set up to send documents for e-signing through Agiloft and DocuSign.

# Automation

---

In the standard system demo, the DocuSign user table contains two rules. These rules are accessed by expanding the DocuSign Users table in the left pane, selecting Setup DocuSign Users, and then selecting the Rules tab:

1. **Revoke Access to DocuSign:** This rule revokes the Access to DocuSign for a user and then removes that user from DocuSign User group.
2. **Add to DocuSign User group:** This rule adds the user to the DocuSign User group.

# Ownership

---

DocuSign Users records are owned by the user whose Login field in DocuSign User record matches the Login field in the People table.

# Adobe Sign Tables Overview

---

Adobe Sign integration is available in addition to the DocuSign integration so that new customers can take advantage of either e-signature system, with minimal effort.

There is a permission group called Adobe Sign User. Only people in that group and the admin group will be able to see and work with the Adobe Sign elements, by default. These include record visibility of the three Adobe Sign Tables discussed below, and the fields within the contract record for the Adobe Sign elements, including the button to generate the Adobe Sign agreement from the contract.

Agiloft is an Adobe Sign partner, and Agiloft customers may use the Adobe Sign integration without setting up a separate account or contract with Adobe Sign. Agiloft admin users may set up the Adobe Sign integration directly from the Setup menu and may go there to purchase Adobe Sign agreements from Agiloft as needed, with a minimum purchase of 25 agreements.

## Setting Up an Adobe Sign Account

To set up your own Adobe Sign account, go to **Setup** gear in the top-right corner > **Integration** > **Configure Adobe Sign** to open the account form.



## Decision About Who Documents Come From

There is an important decision to make about how documents will be sent for signature. Two sending models are available:

1. You can use the Adobe Sign account's main email address for all sending. This is the "admin" account you are going to set up in just a moment. The emails to signers will appear to come from that address (they actually come from EchoSign), but they can include the actual person who is sending them in the subject or content of the email. This is currently the most reliable sending model, and unless you find the generic email address objectionable, we recommend using this approach, for simplicity.

- You can create "sub-account" users for each user at your organization who will need to send a document for signature, and let them send under their own identity. We have an automated process to create such users for your account, but due to a current Adobe Sign limitation, this is not 100% reliable. The limitation is as follows: if a person has ever signed an Adobe Sign document or if their email address is already associated with another Adobe Sign account, they cannot be automatically created via the integration API as a sub-account of your new Agiloft Adobe Sign account. Instead, they are in a locked or pending status at Adobe Sign, and only the Adobe Support team can create this user in a usable status so they can send documents for signature.

In the screenshot shown below, the option: "Choose an email field from the People table to identify the sender" is used to define the email account to use for sending. When a person tries to send a document for signature, the system looks at the value in the field defined here in the sender's user record to know what login (email) to use for the sending at Adobe Sign. If you choose the Email field, then the system will try to send under the user's own email address. You will need to make sure each user is created as a user in the Adobe Sign account, or their sending will be unsuccessful. If you prefer to have the documents sent under the admin account, then choose an email field here that will hold the admin email account in the user records for the users who you want to be able to send. We have provided a default email field called Adobe Sign Sending Account in the people table. If you have an older Agiloft KB you can add such a field yourself:

\*Adobe Sign Provider URL      https://adobesign.agiloft.com

Choose an email field from the People table to identify the sender

Adobe Sign Sending Account ▼

Choose one

Adobe Sign Sending Account

Email

Manager Email

Sales Rep Email

You can add the Adobe Sign admin email address to this field (located on the history tab, it is only accessible to admin users) for all users who should be able to send documents for signature. Then when they send, the system will use the value in that field as the login for the sending. It is of course, also possible to set up some users as senders and put their own email address in that field, and then only use the admin account for those who cannot be successfully set up at Adobe Sign.

## Creating the Adobe Sign Account

To set up an Adobe Sign account, click **Register a New Account**.

This will bring up a form on an Agiloft server where you can choose the account type, define the email address to use for the Adobe Sign account, and so on.

If you are still in testing mode, you can create a development account and send practice agreements at no cost. Once you are ready for production, you will deactivate the development account and create a new production account. The new account will need to use a different email address, so plan on that from the beginning.

Be sure to write down your account email address and password for the new Adobe Sign account. Once you finish filling out this form, you will be returned to your KB setup screen.

Check the email inbox for the account you entered as the Adobe Sign Account Email address. You will have received a verification email from Adobe Sign.

Click the link in that email to verify your account.

Back in the Agiloft setup screen, click on the Proceed with Account Setup button to refresh the screen with some additional options. Enter the Knowledge Base Server URL - this is the custom URL that is used as the hostname of the Agiloft server, i.e. <https://mycompany.agiloft.com>. When you have entered that URL and verified your Adobe Sign account, you can click the Grant Access to Adobe Sign Connect button. This will bring up an Adobe Sign login screen. Enter the credentials for your new account. You will be asked to allow access to Agiloft:



Click the Allow Access button. Go back to the Setup screen and click the Grant Access to Adobe Sign Connect button again. The screen will refresh and you should see that value in the Access Granted field is now Yes. Now, you are ready to start using the integration, unless this is a production account.

## Using a Production Adobe Sign Account

If you have created a production account, you need to buy agreements before you can send documents for signature. Three buttons on the Integration Setup screen allow you to manage your account and work with agreements:

- **Manage Account:** Takes you to a view of your account showing the number of Agreements you have purchased and sent, and allows you to also buy Agreements from there.
- **Deactivate Account:** Takes you to a view of your account where you can begin the deactivation process.

- **Buy Agreements:** Brings up the purchase screen where you can enter a credit card to purchase Agreements.

The current pricing tiers are shown on the purchase screen, and the price per agreement depends on the volume purchased. The default minimum purchase is 25 agreements, unless you have special volume discounted pricing. After you purchase agreements, you can start sending contracts for signature.

## Adding and Removing Adobe Sign Users Automatically

If you have chosen to have individual users send under their own Adobe Sign sub-account, you will need to update the users to create their Adobe Sign sub-account. There are two rule actions on the people table, similar to rule actions for DocuSign:

There is a field in the employee table called Adobe Sign Sender, which has a Yes/No value (default value is No). When a new employee is created in the system, if that field has a Yes value, the system will try to create the user at Adobe Sign.

There is also an edit rule on the employee table that runs if the Adobe Sign Sender field just changed. It handles the creation or removal of a user at Adobe Sign:

```

if (Adobe Sign Sender='Yes') {
  if (Adobe Sign Sending Account=NULL) {
    Set Adobe Sign Sending account from Email
  }
  Add/Activate user to Adobe Sign
} else if (Adobe Sign Sender changed from: 'Yes' to: 'No' during record's last modification) {
  Deactivate Adobe Sign user
}

```

So to create users at Adobe Sign, you just need to identify the users and update that field (located on the History tab). Only admin users can modify that field. Naturally, if you have not yet set up an Adobe Sign account, these actions will fail.

# Adobe Sign Agreements Table

---

This table holds the Adobe Sign Agreement, which contain a link back to the Contract record from which they were created in the Linked Record field. The table also contains an embedded table of the Adobe Sign Recipients list and the Documents to Send field which holds the attached files to be reviewed/signed.

Once the Agreement has been previewed and sent, it is given an Adobe Sign Agreement ID and one of the paid Agreements.

Within the Agreement record, you can see the recipients along with other details.

Signing may be set up to happen sequentially or in parallel. It is also possible to change the default reminder frequency and deadline before the Agreement expires within the Agreement record. As each signer responds, the Signed Documents are updated with the latest version of the signed document, and an Audit Log file tracks all behavior within the system.

The Send Reminder button is used to send a reminder email to any signer who has been notified but has not yet signed.

The Cancel Agreement button is used to cancel the signing altogether.

Sign by Sender adds the sender's signature if he/she has been identified as one of the signers.

## Automation

---

In the Standard System Demo, the Adobe Sign Agreements table contains two rules. These rules are accessed by expanding the Adobe Sign Agreements table in the left pane, selecting Setup Adobe Sign Agreements, and then selecting the Rules tab:

- **Edit: Completion actions - convert file and update contract:** This rule uses a saved search to run whenever the Status field of an Adobe Sign Agreement record is set as completed. It uses an If-Then-Else action called "Completion actions for contracts" and updates the Status of Contract. It also runs a conversion action to create a new attachment record for the signed documents.
- **Edit: When status changes to Sent, update linked contract, if any:** This rule uses a saved search to run whenever the Status field of an Adobe Sign Agreement record is set as Sent. It uses a linked record action to change the related contract record's status as Pending Signature.

## Ownership

---

Adobe Sign Agreement records are owned by the sender of the Agreement. Adobe Sign Agreements records are owned by the user whose Login matches the Sender Login field.



# Adobe Sign Recipients Table

---

This table holds the Recipients for a particular Adobe Sign Agreement. They are linked to the Adobe Sign Agreement record and to the Contract record from which the Agreement was generated. The recipient records are created automatically based on the configuration of the Adobe Sign Action that generates the Adobe Sign Agreement record. Recipients can also be added manually to an Adobe Sign Agreement if needed.

The Update Recipient at Adobe Sign button is used to modify the signer's contact details, in case of an error. This can only be used before the Agreement is sent to the signer.

## Automation

---

**Edit: Set Contract to Pending Review and Email Contract Manager when Declined:** If any Recipient declines to sign the Agreement, or the Envelope is otherwise voided, this rule changes the Contract status back to Pending Review and notifies the Contract Manager. If a reason is provided by the Recipient, it is included in the notification email.

## Ownership

---

Adobe Sign Recipient records are owned by the user whose Login matches the Sender Login field.

# Adobe Sign Statuses Table

---

This table holds records of Adobe Sign status values in order to provide users with a customizable list of statuses. Customizable status lists are included in the system because they can often be more useful than the default Adobe Sign statuses. The status values appear within the Adobe Sign Agreement and Adobe Sign Recipient records. The Adobe Sign Status table allows several statuses to be grouped under a status category, such as Draft or Sent, and can also provide meaning for some of the more obscure statuses.

## Automation

---

The Standard System Demo does not contain any rules, or actions, in the Adobe Sign Statuses table by default.

## Ownership

---

The Standard System Demo system does not define ownership of records in Adobe Sign Statuses table by default.

# Payments Table

---

The Payment table is a background table that holds records that are used to store payment information. This table contains Payment Status, Payment Detail, Payment Amount, Payment Due, Paid Date and Fiscal Year fields. It also has a linked set from the Contracts table that allows you to associate a Payment record with Contracts. These Payments records are displayed under the Finance tab in Contracts as a related table, along with the budget calculation fields.

## Use Case

---

Payment records can be created by Contract Managers in the Payments table or directly in a Contract record's Finance tab. The Finance tab becomes visible in the Contract record only if the Contract Type selected has a value of "Finance Fields" in the Extra Fields to Show field.

The Payment status field has the following options:

- Due
- Planned
- Pending
- Completed
- Returned/Refunded
- Canceled

The Contract Manager must choose the appropriate status while creating or updating a Payment record. When marking a payment as complete, the Mark Paid action button can be used. Clicking this button sets the Status of the Payment record as Completed and assigns a value to the Paid Date field that reflects the current date and fiscal year.

Payments are automatically linked to a related Contract Budget Item by matching on the Contract ID, Cost Center, and Fiscal Year.

## Automation

---

In the Standard System Demo, the Payments table contains one active rule. This rule is accessed by expanding the Payments table in the left pane, selecting Setup Payments, and then selecting the Rules tab:

- **Create/Edit: All create and edit validations:** This rule shows a validation and prevents saving the record if the Paid date is in future. It also shows a validation when the Payment amount exceeds the Contract amount and allows saving after confirming that the contract is overpaid.

# Ownership

---

Payment records are owned by their creator. Specifically, a payment record is owned by the user whose Login matches the Creator Login field.

# Contract Budget Items Table

The Contract Budget Items table is used to hold budget records for Contracts. Each record contains a fiscal year, cost center, budget amount, and is linked to a Contract record. Records in this table are created from within Contract records, where they are displayed in a related table under the 'Finance' tab. All Active/Paid Contract Items linked to a Contract make up the total budget for that Contract.

<input type="checkbox"/>	Edit	ID ↓	Contract ID	Fiscal Year	Department Name	Cost Center	Budget Amount	Status
<input type="checkbox"/>	<a href="#">✎</a>	136	210	FY 2020-21	Legal	350800 Legal	\$100,000.00	Active
<input type="checkbox"/>	<a href="#">✎</a>	135	210	FY 2019-20	Legal	350800 Legal	\$120,000.00	Active
<input type="checkbox"/>	<a href="#">✎</a>	134	210	FY 2018-19	Legal	350800 Legal	\$120,000.00	Active
<input type="checkbox"/>	<a href="#">✎</a>	133	210	FY 2017-18	Legal	350800 Legal	\$60,000.00	Active
<input type="checkbox"/>	<a href="#">✎</a>	132	32	FY 2023-24	Customer Support	352001 General Customer Support	\$200,000.00	Active
<input type="checkbox"/>	<a href="#">✎</a>	131	32	FY 2022-23	Customer Support	352001 General Customer Support	\$200,000.00	Active
<input type="checkbox"/>	<a href="#">✎</a>	130	32	FY 2021-22	Customer Support	352001 General Customer Support	\$200,000.00	Active
<input type="checkbox"/>	<a href="#">✎</a>	129	32	FY 2020-21	Customer Support	352001 General Customer Support	\$50,000.00	Active

## Use Case

If a Sourcing Event containing Sourcing Budget Items is converted to a Contract, the Sourcing Budget Items are converted to Contract Budget Items and linked to the newly created Contract.

Contract Budget Items can also be created or modified by a Contract Manager. A Budget Manager fully controls all Contract Budget Items for Contracts.

The ability to add Contract Budget Items to a Contract is dependent on its Cost Type; only Contracts with Cost Type 'Payable' can have Contract Budget Items associated with them. Under the 'Finance' tab in Contracts, one can select the Cost Center and Fiscal Year, add a Budget Amount, and click the 'Add Budget' button to convert the details to a Contract Budget Item.

All Contract Budget Items are created in an 'Active' status by default. A record's status can be changed to 'Canceled' if it no longer needs to be counted towards the overall Contract budget. If all payments against a Contract Budget Item have been made, the status can be updated to 'Paid'.

## Ownership

Contract Budget Items are owned by their creator. Specifically, a Contract Budget Item record is owned by the user whose Login matches the Creator Login field.

# Sourcing Event Management Tables

---

Use the tables below to manage sourcing events in your system.

- Sourcing Events Table
- Sourcing Event Types Table
- Supplier Responses Table
- Sourcing Event Questions Table
- Sourcing Event Criteria Table
- Qualification Criteria Table
- Response Evaluations Table
- Response Scores Table
- Goods and Services Table
- Sourcing Budget Items Table

# Sourcing Events Table

---

The Sourcing Event table holds records that reflect different requests, and manages the Sourcing Event process lifecycle. In the standard system demo, the Sourcing Events Table has three types: Request for Proposal (RFP), Request for Information (RFI), and Request for Quote (RFQ). For more information on Sourcing Event Types, visit [Sourcing Event Types](#).

Information stored in the Sourcing Event record includes:

- Sourcing Event Title
- Sourcing Event Type
- Publicity Level, which determines if the Sourcing Event is publicly available to suppliers who have access to the Supplier Portal or if only invited suppliers can respond
- Assigned Sourcing Event Manager
- Assigned Team
- Requester and Department information
- Statement of Intent, which includes the Purpose, scope of work, additional requirements, related services and products
- Funding information
- Tentative Schedule of Events, which also contains the Bidding Type distinction, which can be Open or Closed. This determines if competing suppliers will be able to see the amount of each other's bids
- Internal Notes
- Response settings, such as if responses must include attachment(s) or instructions
- Related attachments and an upload form, in the Attachments tab
- Email history and a form to send emails, in the History tab

## Use Case

---

Sourcing Event Requesters and Sourcing Event Managers create Sourcing Event records. Different fields are displayed in the record layout depending on the Sourcing Event Type selected. The system handles various notifications surrounding dates of the Sourcing Event, many of which can be found in the Tentative Schedule of Events section.

When all required fields are completed, the Requester submits the Sourcing Event for review, which notifies the Sourcing Event Manager Team that there's a new Sourcing Event to process. The Sourcing Event Managers assign an internal Sourcing Event Manager who is responsible for routing the Sourcing Event forward.

RFP and RFQ Sourcing Event Types involve an Evaluation of the Supplier Response. In these Sourcing Events, the Sourcing Event Managers define an Evaluation Committee who are responsible for evaluating [Supplier Responses](#), defining the Selection Approver, and defining the Evaluation method. There are three Supplier Response scoring methods: Skip Criteria, Add Template, or Create Criteria Manually.

If Skip Criteria is chosen, no scoring is needed.

If Create Criteria Manually is selected, it defines the qualification criteria used to evaluate the Supplier Responses, choosing from existing criteria that they may adjust for this Sourcing Event, or creating new criteria. For more information on qualification criteria, visit the [Qualification Criteria Table](#) page.

If Add Template is chosen and a template is uploaded, the Sourcing Event Manager manages the actual scoring outside of the application by manually updating the Scoring Template with an Evaluation Matrix with all of the suppliers added and scored accordingly. The scores from the template are then transferred to the Response Evaluation.

The process of defining an evaluation committee, defining a Selection Approver, and creating a Response Evaluation remains the same. However, the Evaluation Metrics will be based on data coming from the Scoring Template instead of Sourcing Event Criteria.

The Sourcing Event Managers generate one or more documents from selected print templates, make any changes, and then route the Sourcing Event for internal pre-approval based on the Sourcing Event Type's predefined workflow. Once approved, the Sourcing Event Managers can merge the files to create a final document, publish the Sourcing Event, and proceed with supplier invitation.

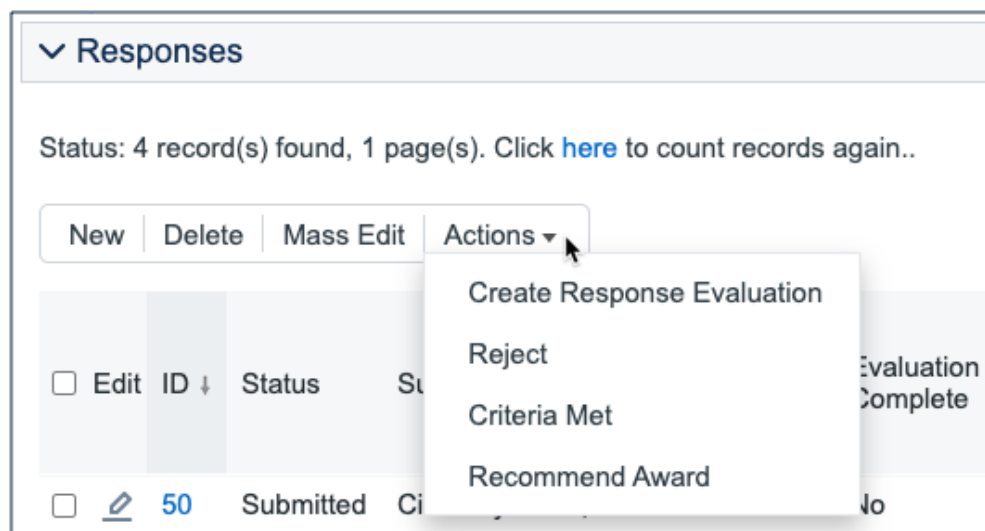
Sourcing Event Managers can choose specific Suppliers who they'd like to invite to respond by choosing from existing External User records, or by creating new Company and External User records. They can filter Company and External User records by the Purchase Type defined in the Sourcing Event matching the Goods / Services the Supplier offers. For more information, visit the [Goods and Services](#) page.

The Sourcing Event Manager can change the status to Posted by inviting suppliers or by clicking the Posted button on Public Sourcing Events. When suppliers are invited, a Supplier Response record is created for each invited supplier. The record is used to submit documents, questions, and ultimately, their response to the Sourcing Event. On public Sourcing Events, suppliers can click "I am Interested" in Sourcing Event from the Supplier Portal to create a Supplier Response record and submit questions, documents, and a response. For more detail, view the [Supplier Responses](#) table.

Suppliers can submit questions while the Sourcing Event is in the "Posted" status. The Sourcing Event Manager can respond to the questions from the Sourcing Event and mark select questions as published FAQs, which become available to other Suppliers invited or interested in the public sourcing event.

Once the "Date and Time Responses Due" date is reached, the Sourcing Event changes to the "Reviewing Responses" status, at which point the Evaluation Committee can review the supplier responses using the selected scoring method. After the response evaluation is completed, the Sourcing Event Manager can indicate how responses should be handled using the "Actions" on the related table. Responses can be Create Response Evaluation, Reject, Criteria Met, or Recommend Award.





When response(s) are marked as "Recommend Award", final approvals can be launched, if needed. The designated Selection Approver receives a final approval.

The Sourcing Event Manager can create contracts from any response marked as "Award Recommended" once the Sourcing Event Status is "Selection Approved." The status will be changed to "Contract Created." Once the Contract is signed, the Sourcing Event will change to "Contract Executed."

If the Sourcing Event Type does not require the Sourcing Event to end in a selection and a Contract, the Sourcing Event can be marked as "Closed."

## Automation

---

There are several rules in the Sourcing Events table:

- **Edit: Updates by Party:** This rule runs when the record is edited by the supplier via email. It notifies the Sourcing Event Manager and the Sourcing Event Manager Team of the outside party update.

- **Edit: All Sourcing Event Edit Actions (Web/API):** This rule runs when the Sourcing Event record is edited.

It does the most of this table's automation:

- If there are no awarded responses, prevents the Status changing to Pending Selection Approval or Selection Approved until at least one response is awarded.
- Sets Status to Approved and notifies the Sourcing Event Owner when all the approvals are finished.
- Sets Status to Selection Approved and notifies the Sourcing Event Owner when all the selection approvals are finished.
- If the Sourcing Event is Canceled, cancels connected Attachments, Approvals and Supplier Responses.
- Notifies Sourcing Event Owner and/or Selection Committee (depending on Source Event Type) when the record Status changes to Reviewing Responses.
- Notifies Sourcing Event Manager of executed contract.
- Notifies Sourcing Event Manger or Team to begin Selection process when all submitted responses have completed evaluations.
- **Edit: Validate that end date is after start date (web):** This rule runs on records in which the Expected Contract End Date or the Expected Contract Start Date has changed and prevents the change if the End Date is now before the Start Date.
- **Edit: Handle Status change (email, web, API):** This rule runs on records, in which the current Status isn't the same as the previous saved Status. It creates a new Status Time record and updates Previous Status and Date of Previous Status Change fields with current Status and date.

There is one inactive time-based rule:

- **TB: (Disabled) Hourly check for Proposal Due Date/Time:** When activated, it runs every hour on records in the Status of Posted, that have Responses Due Date and Time in the past and changes their Status to Reviewing Responses.

## Saved Searches

---

For convenience, the standard system demo has three searches added to the left pane of the Sourcing Events table:

- Pending Sourcing Event Manager
- Posted in last 30 days
- Sourcing Events In Progress

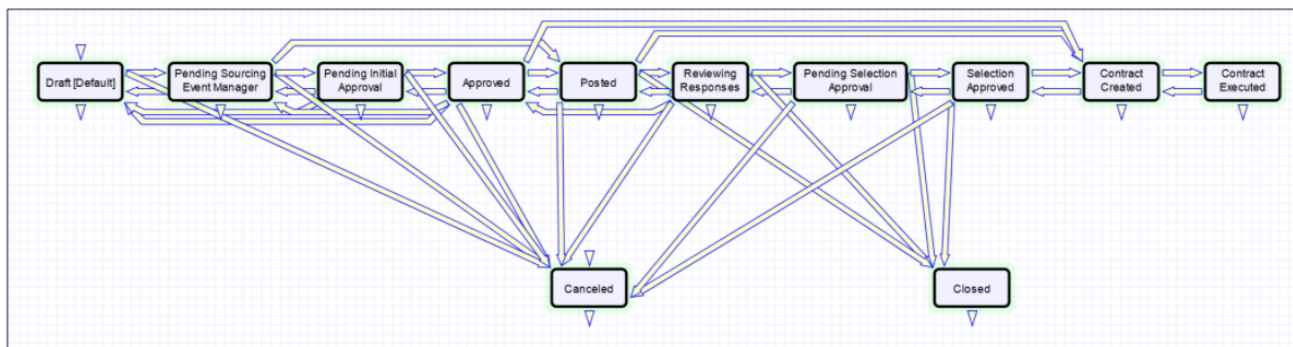
Other searches set up in this table are:

- Active Public Sourcing Events
- My Sourcing Events (ones in which the user running the search is either a Requester or a Sourcing Event Manager)

- My Sourcing Events Drafts (same as above, in Draft Status)
- My Sourcing Events In Progress: Evaluation Complete (ones in which the current user is an Evaluation Committee Member and the Status is Approved or Selection Approved)
- My Sourcing Events In Progress: Requester or SE Manager (current user is the Requester or the Sourcing Event Manager and the Status is Draft or Contract Created)
- Outstanding Questions with a Due Date of 1 week in the future
- Pending Initial Approval
- Pending Selection Approval
- Posted with Proposals Due in next week
- Sourcing Event Drafts Greater than 1 week old

## Workflow

There is a linear workflow for Sourcing Events that currently does not execute any actions. Status changes are performed with action buttons and automatic changes when certain conditions are reached.



## Ownership

Sourcing Event records are owned by the record Requester. The field by which the ownership is determined is user ID.

## Reports

Standard System Demo has three reports set for the Sourcing Events table:

- **In Progress Sourcing Events by Type - Segmented Bar Chart, Type by Status.**

Output format: Segmented Column Bar Chart, HTML report, Excel report

Horizontal axis: Sourcing Event Types

Vertical axis: Number of Sourcing Events of each type.

Bars segmentation: by Status

Records included in the report: All currently In Progress

Drill-down: by Sourcing Event Manager

- **SM My Sourcing Events In Progress**

Output format: Ring Chart, HTML report, Excel report

Ring segmentation: by Status

Width of the segment: Number of Sourcing Events in each Status.

Records included in the report: All currently In Progress

Drill-down: by Department

- **Sourcing Events for Evaluation Committee member In Progress**

Output format: Column Bar Chart, HTML report, Excel report

Horizontal axis: Status

Vertical axis: Number of Sourcing Events in each Status.

Records included in the report: In Progress Source Events for which the user running the report is the Evaluation Committee Member.

# Sourcing Event Types Table

The Sourcing Event Type table is used to hold records that define the types of Sourcing Events: Request For Proposal, Request for Quote and Request for Information. The table is a background table that controls visibility and workflow for Sourcing Event records based on their Sourcing Event Type. The Sourcing Event Type record defines this visibility in Additional Fields to Show, but also specifies which Approval Workflows and Print Templates are made available in the Sourcing Event.

Sourcing Event Types						
All Sourcing Event Types ▾						
3 record(s) found, 1 page(s). <a href="#">Click here</a> to count records again.						
<input type="checkbox"/>	Edit	ID ↓	Sourcing Event Type	Status	Sort Order ↕	Special Instructions
<input type="checkbox"/>	<a href="#">✎</a>	3	Request for Quote	Active	3	<b>RFQ - Request For Quote:</b> awarded to supplier with the lowest price that meets all requirements of the bid. Forms: Required Approvals: Pre-Posting Approvals and Selection Approvals Selection: Required
<input type="checkbox"/>	<a href="#">✎</a>	2	Request for Information	Active	2	<b>RFI - Request For Information:</b> used to solicit information/market research from interested suppliers, will not result in a contract. Forms: Required Approvals: Pre-Posting Approval only Selection: None
<input type="checkbox"/>	<a href="#">✎</a>	1	Request for Proposal	Active	1	<b>RFP - Request For Proposal:</b> awarded to supplier with highest evaluation score. Forms: Required Approvals: Pre-Posting Approval and Selection Approval Selection: Required

## Use Case

While all Groups should be able to view these records, only Admins and Business Admins can create and modify Sourcing Event Types. As we have built out the appropriate Sourcing Event Types for the procurement process, an implementer should be consulted to design an effective solution which expands on the out of the box procurement process.

Sourcing Event Types can be created and edited by Admins and Business Admins. There are several fields on the Sourcing Event Types table that are used as flags on the Sourcing Event or throughout the system:

- **Abbreviation:** the abbreviation entered into this field is displayed on Dashboards
- **Fields to Show:** used to control the visibility of fields based on Sourcing Event Type
- **Approvals Required:** determines if approvals are required prior to posting and for the supplier selection following supplier submissions of responses
- **Default Workflow:** determines the default approval workflow for the Pre-Posting Approvals. Selecting a Default Workflow Title in the Sourcing Event Type record creates a link to the workflow. The choices available in this field are restricted to active Sourcing Event workflows with overlapping Sourcing Event types
- **Default Selection Workflow:** determines the default approval workflow for the Selection Approvals
- **Has Print Template(s)?:** controls the visibility of the print template fields in the Sourcing Event. Print Template to Generate and Create and Attach (an action button). The Default Print Template ID field is used to determine the default value in the Print Template to Generate field.
- **Default Print Template:** determines the print template that will default to selected when creating templates from the Sourcing Event.

- **Show Contract Fields:** used to control the visibility of fields that indicate that a contract will be generated from the Sourcing Event such as in the case of an RFI or RFQ.
- **Sourcing Event Requires Attachments?:** determines if suppliers responding will be required to submit attachments with their response.
- **Require Supplier to Indicate Interest before Submitting?:** controls the visibility of the Submit button on the supplier response. If suppliers are required to indicate that they are interested before submitting, this should be Yes. This is useful for Invite Only Sourcing Events where the Sourcing Event Manager wants to determine how many suppliers will respond before the response deadline.
- **Evaluation Committee Included?:** controls the visibility of the evaluation committee fields.
- **Minimum Number of Responses Required:** can be used in a Sourcing Event where a certain number of supplier responses are required before the contract can be created. For example, you may want to configure your system to only allow use a Sourcing Event Types on Sourcing Event records that, for example, require three or more quotes.
- **Special Instructions:** pulled into the Sourcing Event table as a link to selected fields from the Sourcing Event Type table.

**RFP - Request For Proposal:** awarded to supplier with highest evaluation score.  
**Forms:** Required  
**Approvals:** Pre-Posting Approval and Selection Approval  
**Selection:** Required

If the Has Print Template(s) field value is Yes, the Print Templates tab in the Sourcing Event Type becomes visible: You can view all associated print templates on the Print Templates tab of a Sourcing Event Type record. From here, you can use the Unlink option from the related table action bar to unlink a print template record if necessary.

▼ Available Document Templates

Status: 2 record(s) found, 1 page(s). Click [here](#) to count records again..

<input type="checkbox"/>	Edit	ID ↓	Related To	Title	Status
<input type="checkbox"/>		19	Sourcing Events	Standard RFQ Template	Active
<input type="checkbox"/>		18	Sourcing Events	Conflict of Interest Form	Active

# Supplier Responses Table

---

This table holds all Supplier Response records, which are used to manage responses to individual Sourcing Events.

## Use Case

---

Sourcing Event Managers and Suppliers can create Response records. These users can create Supplier Response records in two ways:

- **Sourcing Event Manager:** can create Supplier Response records if "Include Supplier Invitation?" is Yes from the Supplier Invitation tab of the Sourcing Event and then clicking the "Invite to Apply" button within the Sourcing Event. The supplier then receives a notification with a link to edit their Response record.
- **Supplier:** can create Supplier Response records through the End User Interface (EUI). Users can view public Sourcing Events in a status of "Posted" and use a button in the Sourcing Event to express their interest, which creates the Response record.

Responses are created in a status of "New" by default. If the supplier is required to indicate their intent to bid before submitting a response, they can do so by clicking the "Interested" or "Not Interested" buttons on the EUI of the Response record. If the supplier indicates interest, they are able to ask additional questions about the Sourcing Event. The Sourcing Event Manager can then respond to the question directly and indicate if the question and its answer should be made public. All public Sourcing Event Questions are visible in the Response records as FAQs. If the supplier indicates they are not interested, then the status is changed to Not Interested.

The Response record indicates if the supplier is required to add documents before submitting. The supplier must provide the correct amount of additional documentation before submitting.

If the Sourcing Event Bidding Type is "Open", suppliers can view competitor bids from their Supplier Response in the "Competitor Bids" tab.

If the supplier does not submit before the Sourcing Event Deadline, the Response becomes Expired.

As responses are received, a staff member may review them and change their status to Criteria Met if they meet the general criteria, or to Rejected if they do not meet the general criteria.

Once the deadline for the submission of responses has passed, the Evaluation team reviews the proposals and marks ones they believe are the best with an Award Recommended status. These records are included in the selection approval, and once approved, their Status is changed to Awarded. Records that are not selected are given a Status of Not Awarded.

## Automation

---

There are three rules in the Supplier Response table. There are two active rules:

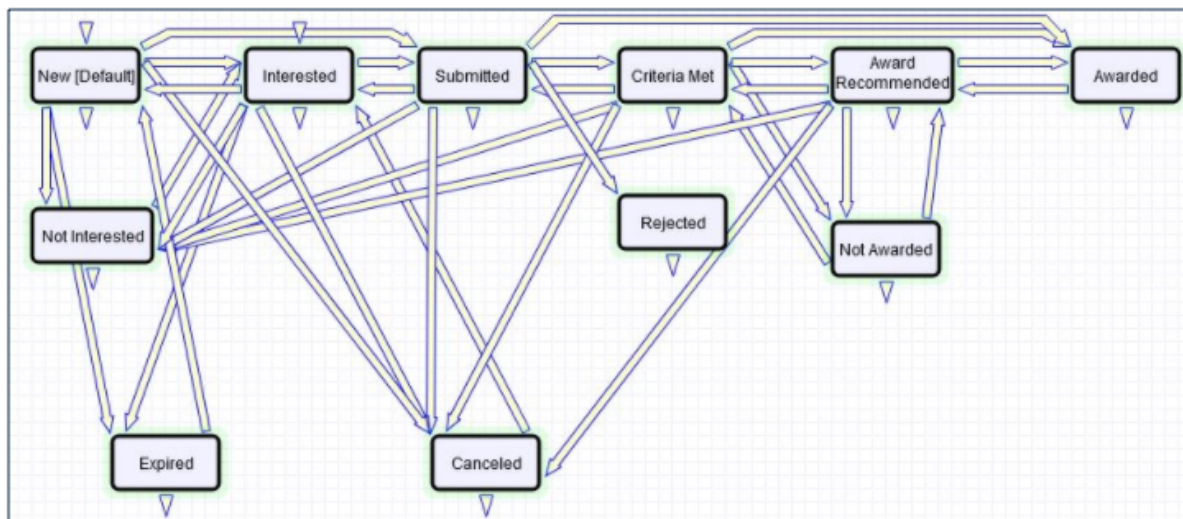
- **Create: All Supplier Response Create Actions:** This rule runs when the new record is created. If the Status is New it emails the Sourcing Event Invitation to Supplier Contact. Also, it shows the Submit button if the Supplier isn't required to indicate interest before submission.
- **Edit: Updates by Party (Email):** This rule runs when the record is edited by the supplier via email. It notifies Sourcing Event Owner of outside party update.

There is one inactive time-based rule:

- **TB: (disabled) Daily check for response expiration:** When activated, it runs every 2 days on Supplier Responses where the Solicitation Due Date in the past and the status is New or Interested. It sets their Status to Expired.

## Workflow

There is a simple workflow for Supplier Responses that currently does not execute any actions. Status changes are performed using action buttons.



## Ownership

Response records are owned by the Supplier company. They may be created and edited by the end users up to a point.



# Sourcing Event Questions Table

This table stores questions asked about [Sourcing Events](#).

## Use Case

Sourcing Event Question records are generated by suppliers from within their Supplier Response records in the Details tab under Questions. This heading allows the supplier to type in a new question and submit it or see previous questions to see any responses.

The Sourcing Event Manager can answer the question, and choose whether to make it publicly available for all suppliers by selecting Publish to FAQs. Answering the question automatically changes the status to Answered.

The screenshot shows a form with two tabs: 'Details' (selected) and 'History'. Below the tabs are three main sections:

- \*Question:** A text input field containing the question "How much storage will you need?".
- Answer:** A text input field containing the answer "10 TB".
- Publish to FAQs:** A checkbox that is checked.

## Automation

This table contains two rules:

- **Create: All Sourcing Event Question Create Actions (web/API):** This rule runs when a new record is created and notifies the Sourcing Event Manager of a new question.
- **Edit: All Sourcing Event Question Edit Actions (web/API):** This rule runs when the record is edited. It notifies the Question Creator about a new Answer. Also, if the answer is made publicly available, the rule sends a notification about a new published FAQ to all suppliers that have active Supplier Responses to current Sourcing Event.

# Workflow

---

Workflow for this table is very simple, there are only two statuses: Pending and Answered. Sourcing Event Question records are created with a Status of Pending.

# Ownership

---

Sourcing Event Questions records are owned by people in the same company as the record creator. Suppliers can see the records owned by their company and records owned by other companies if they are published.

# Sourcing Event Criteria Table

Sourcing Event Criteria records created from Sourcing Event records serve as the basis for the Response Score records created for the Response Evaluation record.

## Use Case

The following sections explain use cases relevant to the Sourcing Event Criteria table.

## Creating Sourcing Event Criteria from Sourcing Events

Sourcing Event Criteria records can be created from predefined Qualification Criteria records when selected from within the Sourcing Event record. To do so, visit the Response/Evaluation Setup tab of the Sourcing Event record. From there, you can choose or remove criteria under the Scoring Settings tab. To add records, click Choose Criteria.

▼ Scoring Settings

Scoring Method Create Criteria Manually ▼

Qualification Criteria  
Browse the Qualification Criteria library using the "Choose Criteria" button below, and then import any

Status: No records.

Number of Qualification Criteria 0

Sourcing Event Criteria  
All responses will be evaluated using the criteria listed here. While you may choose from the library of

Status: 9 record(s) found, 1 page(s). Click [here](#) to count records again..

Save Changes
Cancel Changes
Choose Criteria from Library
Remove Criteria

Following the selection of the Qualification Criteria records, a Sourcing Event Manager clicks the Add Criteria to create the Sourcing Event Criteria records.

Additional Qualification Criteria may be chosen and added to supplement the generated Sourcing Event Criteria records.

# Creating Sourcing Event Criteria Directly in the Sourcing Event Criteria Table

If the Sourcing Event Manager wants to create some criteria that was not previously defined, they can click New in the Action Bar of the related Sourcing Event Criteria table.

Using this method, the Sourcing Event Manager can create custom Sourcing Event Criteria by providing the Criterion; Instructions; Maximum and Benchmark scores; and Sort Order.

The screenshot shows a form titled "Sourcing Event Criteria" with the following fields and controls:

- \*Criterion**: A text input field with a search icon to its right.
- \*Instructions**: A large text area for entering detailed instructions.
- Edit**: A dark blue button located below the Instructions field.
- \*Maximum Score**: A text input field.
- \*Benchmark Score**: A text input field.
- \*Sort Order**: A text input field.

## Modifying the Sourcing Event Criteria

The main fields in the Sourcing Event Criteria record are Criterion, Instructions, Maximum Score, Benchmark Score and Sort Order. These fields are loosely linked to the Qualification Criteria table. This enables a user to modify values in the Sourcing Event Criteria record without affecting the source Qualification Criteria record. This is useful if the Sourcing Event Manager wants to refine instructions or change the scoring structure. To make edits to these fields, the record may be edited directly or edited using Quick Editing from the related table.

**Sourcing Event Criteria**

All responses will be evaluated using the criteria listed here. While you may choose from the library of Qualification Criteria, you can adjust the

Status: 11 record(s) found, 1 page(s). Click [here](#) to count records again..

Save Changes | Cancel Changes | Choose Criteria from Library | Remove Criteria | Views ▾ | Search ▾

<input type="checkbox"/>	Edit	ID	Criterion	Instructions	Sort Order	Maximum Score	Benchmark Score
<input type="checkbox"/>		78	Cost / Competitiveness	If an offeror met all the technical standards required in the proposal, but is the most expensive then 1/4 the points should be...	1	30	20

# Automation

---

Sourcing Event Criteria is converted into Response Scores from an Action Button in the Supplier Response record. When a Response Evaluator clicks the Create Response Evaluation button in the Supplier Response record to evaluate the Supplier's response or proposal, the Supplier Response record is converted into a Response Evaluation record. On creation of the Response Evaluation record, a linked record action will go up to the Supplier Response to the Sourcing Event and then down to the linked Sourcing Event Criteria to set the Latest Response Evaluation ID and convert to the Sourcing Event Criteria into a Response Score record linked to the Response Evaluation and Supplier Response.

# Ownership

---

Records are owned by their creator and can be created by Admin groups and Sourcing Event Managers. These groups can view their own Sourcing Event Criteria records as well as other Sourcing Event Criteria records. Sourcing Event Requesters should be able to view any Sourcing Event Criteria when they are the Sourcing Event Requester; Approver groups should be able to view all Sourcing Event Criteria records.

# Qualification Criteria Table

Qualification Criteria records hold preconfigured data that can be added to Sourcing Event records to create specific Sourcing Event Criteria records, which are ultimately used in Response Evaluations records.

Save Cancel ⋮

**Qualification Criterion: Cost / Competitiveness**

ID 1

---

Criteria
History
«»

---

**\*Criterion** 🔒

Cost / Competitiveness

Instructions

If an offeror met all the technical standards required in the proposal, but is the most expensive then 1/4 the points should be removed.

If the offeror is more than 20% higher than the next highest offeror then an additional 1/4 points should be removed.

Edit

**\*Maximum Score** 30

---

Benchmark Score 20

---

Sort Order 1

## Use Case

Qualification Criteria records are created directly in the Qualification Criteria table by a Sourcing Event Manager or a Response Evaluator by clicking New.

You can also create new Qualification Criteria records from the Sourcing Event table by clicking New under the Scoring Settings section of the Response/Evaluation Setup tab.

## Automation

Qualification Criteria is converted into Sourcing Event Criteria through an Add Criteria button in the Sourcing Event. Following the selection of the Qualification Criteria in the Sourcing Event, once the button is clicked, the Sourcing Event Criteria ID is updated in the selected Qualification Criteria records and converted into Sourcing Event Criterion records linked to the Sourcing Event.

## Ownership

Records are owned by their creator and can be created by Admin groups and Response Evaluators and Sourcing Event Managers. These groups can view and edit their own and others' Qualification Criteria records.



# Response Evaluations Table

---

Response Evaluations are container records for all the Sourcing Event Criteria being scored for a Sourcing Event. The table holds the evaluator information, notes, scores and Response Score records for both individual evaluators as well as a consensus evaluation.

## Use Case

---

The following sections contain common use cases for the Response Evaluations table.

## Response Evaluation Creation

Response Evaluation records are created in a Status of Pending by the Sourcing Event Manager, Sourcing Event Owner or a Response Evaluator. These users create Response Evaluator records from the relevant Supplier Response record using the Create Evaluation Response action button. When the button is clicked, if the Sourcing Event Scoring Method is Create Criteria Manually, the system checks to ensure that Sourcing Event Criteria have been specified in the Sourcing Event, and then converts the Supplier Response to a Response Evaluation. A creation rule in Response Evaluations triggers the creation of a Response Score record for each Sourcing Event Criteria found in the Sourcing Event. Multiple Response Evaluation records can be created for each Supplier Response, each one with a different Evaluator and score.

**i** Based on an Evaluation Type of Consensus, the system could be configured to automatically generate a single Consensus Evaluation record assigned to the Consensus Evaluator. Likewise, if set to Individual, a Response Evaluation record for each member of the Selection Committee is generated. This would require that the Evaluation Type is identified in the Sourcing Event or Supplier Response.

Ideally, there should be one Consensus record per Supplier Response. However, some customer may prefer to average multiple responses. Other customers may do a combination of individual scores and a Consensus score based on the individual scores. All three methods are supported. Based on the Evaluation type, calculation fields show the averages for the individual responses and scoring for the consensus response.

## Completing a Response Evaluation

When the assigned Evaluator is ready to complete the Evaluation process, they will edit the Response Evaluation directly or from the Supplier Response record. They will select the Evaluation Type and begin the scoring process, explained below:



## Sourcing Event Scoring Method: Create Criteria Manually

If the Sourcing Event Scoring Method selected was Create Criteria Manually, the Sourcing Event Criteria would have been converted to Response Scores and linked to the record. The evaluator can review the Response Score record for each Criteria generated and enter an Earned Score and Notes. The percentage earned will be automatically calculated and if the Earned Score falls below the Benchmark, when the record is saved, a rule updates the Below Benchmark field appropriately. The Evaluation Date gets updated when the Mark as Completed button is clicked.

## Sourcing Event Scoring Method: Scoring Template

If the Sourcing Event Scoring Method selected was Scoring Template, the Scoring Template uploaded in the Sourcing Event is shown in the Response Evaluation record. The Evaluator downloads the Scoring Template, fills it out, transfers the Total Earned Score to the Response Evaluation record, and uploads the Completed Scoring Template. The Total Possible Score is set by default to 100, but can be modified based on which template is being used. Overall Percentage Score is calculated automatically.

Evaluation			
*Evaluation Type	Individual	Evaluation Date	Nov 27 2020
Evaluator	Kelly Allen	Evaluator Login	sourcingmgr
Total Earned Score	101	Total Possible Score	120
Overall Percentage Score	84.17	Number of Criteria Below Benchmark	1

## Consensus Evaluation

When a Consensus record's status changes to Completed, a linked record action updates the Supplier Response to Evaluation Complete, and the selection process can proceed. Response Evaluations can no longer be created once evaluations are marked as Complete in the Supplier Response record.

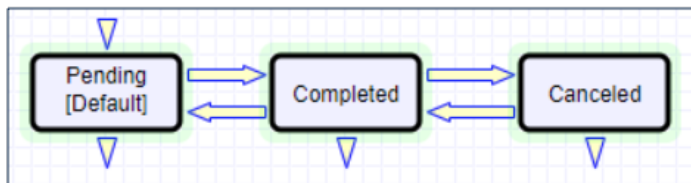
## Automation

Some of these rules have been mentioned or quickly described in the use cases above. In the Standard System Demo, the Response Evaluation table contains three active rules. These rules are accessed by expanding the Response Evaluation table in the left pane, selecting Setup Response Evaluations, and then selecting the Rules tab:

- **Create/Edit (web): All validation actions:** This rule ensures that when only one Consensus Evaluation can be created per Supplier Response. Additionally, if the Evaluation Complete in the linked Supplier Response has been updated to Yes, no new Response Evaluations can be created.
- **Create (web,api): All create actions:** This rule triggers the generation of Response Score records when the Sourcing Event Scoring Method is Create Criteria Manually

- Edit: All Response Evaluation Edit Actions:** This rule controls note management within the Response Evaluation and copying the information to the Supplier Response. Additionally, if the Evaluation Type is Consensus and the Status has been updated to Completed, the Consensus Evaluation information is updated in the Supplier Response.

## Workflow



## Ownership

Records are owned by their creator and can be created by Admin groups and Response Evaluators and Sourcing Event Managers. These groups can view and edit their own and others' Response Evaluation records.

## Reports

The Response Evaluations table contains the following default Charts and Reports:

Charts/Reports							
Status: 1 record(s) found, 1 page(s). Click <a href="#">here</a> to count records again..							
New   Copy   Delete			Views ▾   Search				
<input type="checkbox"/> Edit View	Title ↑	Filter	Published	Date Updated	Output Format	Type of Report	
<input type="checkbox"/>	<a href="#">My Evaluations Overall Percentage by Vendor</a>	My Completed Individual Evaluations	Yes	Oct 23 2020 02:53	Graphical chart, HTML, Excel	Standard	

# Response Scores Table

This table holds records that reflect the individual scored criteria in a Response Evaluation.

## Use Cases

The use cases that involve the Response Scores table generally include either creating or updating Response Score records.

## Response Score Creation

Response Score records are created by conversion when a Response Evaluation record is created and the Sourcing Event Scoring Method field is set to Manual Scoring. A rule converts each Sourcing Event Criteria into a Response Score record.

## Updating Response Scores

Evaluators will enter data primarily in the Earned Score and Notes columns using Quick Edit in the table view shown in Response Evaluations.

Evaluation Running Notes							
Evaluation Complete		No					
<a href="#">Mass Edit</a>   <a href="#">Save Changes</a>   <a href="#">Cancel Changes</a>   <a href="#">Delete</a>   <a href="#">Unlink</a>   <a href="#">Actions</a>					<a href="#">Views</a>   <a href="#">Search</a>   <a href="#">✉</a>   <a href="#">💬</a>   <a href="#">🖨</a>		
Edit	Sort Order ↑	Criterion	Instructions	Maximum Score	Benchmark Score	Earned Score	Notes
<a href="#">✎</a>	1	Cost / Competitiveness	<ul style="list-style-type: none"> <li>If an offeror met all the technical standards required in the proposal, one-half of the points should be awarded.</li> </ul>	30	20	29	<a href="#">✎</a>

A rule evaluates the benchmark, determines if the score is below the benchmark, and sets Below Benchmark field appropriately.

▼ Scoring Info			
Maximum Score	30	Benchmark Score	20
Earned Score	29	Percentage Earned	96.67%
Below Benchmark	<input type="radio"/> Yes <input checked="" type="radio"/> No		

## Automation

---

In the Standard System Demo, the Response Score table contains one active rule. This rule is accessed by expanding the Response Score table in the left pane, selecting Setup Response Score, and then selecting the Rules tab:

**Edit: All Edits by Web:** This rule compares the earned score with the benchmark score and sets the value to the Below Benchmark field appropriately.

## Ownership

---

Records are owned by their creator and can be created by Admin groups and Response Evaluators and Sourcing Event Creators, Managers and Requesters. These groups can view and edit their own Response Score records. Only Admins and Sourcing Event Managers can edit records owned by others.

# Goods and Services Table

This background table holds the various goods and services that can be associated with a Supplier company. These records can be used to filter Supplier companies when selecting Suppliers to invite to Sourcing Events.

## Use Case

Every Supplier in the Companies Table has a linked table in their record which displays a list of the goods and services they provide in record form. The Goods and Services table is that linked table. Goods and Services records are very simple. They contain a Status of either Active or Inactive, a Supply Category, a Name, and a Description.

The Standard System Demo contains this list of Supply Categories by default. For example, if a Supplier company offered boating as a service, they would choose Transporting and Warehousing as the Supply Category in their Good and Service record for Boats.

The screenshot shows a form for editing a record in the Goods and Services table. At the top, there are buttons for 'Save', 'Cancel', and a menu icon, followed by the title 'Good or Service: Transporting and Warehousing:Boats'. Below this, the record details are displayed: ID 284, Status 'Active' (selected with a radio button), and 'Inactive' (unselected). The form has two tabs: 'Details' (selected) and 'History'. Under the 'Details' tab, there are two fields: '\*Supply Category' with a dropdown menu set to 'Transporting and Warehousing', and '\*Good or Service' with a text input field containing 'Boats'. Below these fields is a large text area for 'Description'. At the bottom of the form is an 'Edit' button.

- Architectural
- Cleaning and Custodial
- Computer Hardware
- Computer Software
- Construction and Building Materials
- Construction and Remodeling
- Consulting Services
- Environment and Conservation
- Facility Rental and Management
- Financial and Accounting
- Food Services
- Garden and Landscaping

- HR Services
- Insurance
- Machine Shop and Fabrication
- Mailing
- Marketing and Communication
- Medical and Laboratory
- Office Supplies
- Other Products
- Other Services
- Printing, Reproduction
- Research
- Security and Safety
- Telecommunication
- Translation, Transcription
- Transporting and Warehousing

## Ownership

---

Good and Service records are owned by the record Creator.

# Sourcing Budget Items Table

The Sourcing Budget Items table is used to hold budget records for Sourcing Events. Each record contains a fiscal year, cost center, budget amount, and is linked to a Sourcing Event record. Records in this table are created from within Sourcing Event records, where they are displayed in a related table on the 'Budget' tab. All Active Sourcing Budget Item records linked to a Sourcing Event record make up the total budget for that Sourcing Event.

Sourcing Budget Items								<a href="#">+ New</a>	<a href="#">Views -</a>	<a href="#">Edit Fields</a>	<a href="#">More -</a>	<a href="#">Q Search</a>
All Sourcing Budget Items ▾												
21 record(s) found, 1 page(s). <a href="#">Click here</a> to count records again.												
<input type="checkbox"/>	<a href="#">Edit</a>	ID	Sourcing Event ID ↓	Fiscal Year	Department Name	Cost Center	Budget Amount	Status				
<input type="checkbox"/>	<a href="#">↗</a>	57	16	FY 2023-24	IT	350500 General IT	\$100,000.00	Active				
<input type="checkbox"/>	<a href="#">↗</a>	56	16	FY 2022-23	IT	350500 General IT	\$100,000.00	Active				
<input type="checkbox"/>	<a href="#">↗</a>	55	16	FY 2021-22	IT	350500 General IT	\$100,000.00	Active				
<input type="checkbox"/>	<a href="#">↗</a>	54	16	FY 2023-24	Sales	350700 General Sales	\$150,000.00	Active				
<input type="checkbox"/>	<a href="#">↗</a>	53	16	FY 2022-23	Sales	350700 General Sales	\$150,000.00	Active				
<input type="checkbox"/>	<a href="#">↗</a>	52	16	FY 2021-22	Sales	350700 General Sales	\$150,000.00	Active				

## Use Case

Sourcing Budget Items can be created by Sourcing Event Requesters/Managers from a Sourcing Event. The 'Include Budget' option on the main tab, if set to 'Yes', makes the 'Budget' tab visible. There, one can select the Cost Center and Fiscal Year, add a Budget Amount, and click the 'Add Budget' button to convert the details to a Sourcing Budget Item.

Sourcing Budget Items are fully controlled by Budget Managers, who can review, add, or remove Sourcing Budget Items from any Sourcing Event.

All Sourcing Budget Items are created in an 'Active' status by default. A record's status can be changed to 'Inactive' if it no longer needs to be counted towards the overall Sourcing Event budget.

## Automation

When a Sourcing Event is converted to a Contract, all the associated Sourcing Budget Items are converted to Contract Budget Items via a linked record action.

## Ownership

Sourcing Budget Item records are owned by their creator. Specifically, a Sourcing Budget Item record is owned by the user whose Login matches the Creator Login field.

# Supplier Management Tables

---

Supplier Management tables are used to create an easy supplier onboarding process. This process includes going through a screening process and an approval process prior to being provided access to the full supplier portal. Suppliers can self-register using a link within a customer's self-hosted website or be invited by a Supplier Manager from a Contract or Sourcing Event.

- Supplier Profile Table
- Supplier Related Companies Table
- Supplier Stakeholders Table
- Supplier Performance Management Tables



# Supplier Profile Table

The Supplier Profiles table contains records that represent Supplier Company registrations. These records need to be reviewed and approved by Supplier Management before the Company record can be created for a supplier. Supplier Managers can communicate with suppliers and request additional information if necessary.

Supplier Profiles										
All Supplier Profiles ▾										
9 record(s) found, 1 page(s). <a href="#">Click here</a> to count records again.										
<input type="checkbox"/> Edit	ID	Type of Request	Company	Company Type	Industry	Primary Contact	Assigned Supplier Manager	Source	Status	
<input type="checkbox"/>	<a href="#">84</a>	New	Ingels & Herd	Legal Entity	Insurance	Jess Fisher	Vanessa Miller	Self-Registration	Pending Supplier	
<input type="checkbox"/>	<a href="#">83</a>	New	Obtenderdirar	Legal Entity	Communications	Devan Hext	Vanessa Miller	Self-Registration	Pending Supplier	
<input type="checkbox"/>	<a href="#">82</a>	New	Hatch Foods	Legal Entity	Services		Vanessa Miller	Self-Registration	Pending Review	
<input type="checkbox"/>	<a href="#">80</a>	New	Rootmobile	Legal Entity		Gloria Santos		Contract	Draft	
<input type="checkbox"/>	<a href="#">79</a>	New	Verizon	Legal Entity	Communications	Hilton Freund	Vanessa Miller	Self-Registration	Approved	
<input type="checkbox"/>	<a href="#">78</a>	Modification	Acme Micro	Legal Entity	Computer Hardware	Maurice Sendak	Vanessa Miller	Clone	Pending Review	
<input type="checkbox"/>	<a href="#">73</a>	New	Acme Micro	Legal Entity	Computer Hardware	Maurice Sendak	Vanessa Miller	Self-Registration	Modification In Progress	
<input type="checkbox"/>	<a href="#">69</a>	New	GEAS Inc	Legal Entity	Agriculture		Vanessa Miller	Self-Registration	Rejected	
<input type="checkbox"/>	<a href="#">68</a>	New	Google	Legal Entity	Software	Ezekiel Ocasek	Vanessa Miller	Supplier Response	Approved	

Information stored in Supplier Profile records include:

- Status (Draft, Pending Review, Pending Supplier, Pending Approval, Approved, Rejected, Modification In Progress, Superseded)
- Type of Request (New or Modification)
- Assigned Supplier Manager
- Primary Contact name and email
- Company and Location details
- Stakeholders (fields for quick adding and a list of added)
- Related Companies (fields for quick adding and a list of added)
- Notes (General, Running, to/from Supplier, Internal)
- Documents
- Surveys
- Approvals
- Email Communications

## Use Case

The Supplier Profiles table is used for storing records that hold the registrations for Supplier Management to review and approve before the Company record is created. The supplier gets access to the full Supplier Portal only after their Supplier Profile has been approved.

## Supplier Profile Creation

There are four ways to create Supplier Profile records:

- **Supplier Self-registration:** A hyperlink is added to the public-facing web-site. Clicking it allows the supplier to create a new external user. After that an email containing a link to complete their registration is sent. Some fields are already populated with their user information, such as company name and primary contact.
- **New Supplier from a Contract:** When Supplier Management is enabled and a new Company is created from a Contract, a new Supplier Profile can be created if the Company's primary role is Supplier. In that case a Company record is created as Pending and an email is sent to the new supplier's Primary Contact, asking to complete the registration. If a Contract reaches the Pending Signature state while the company is still being reviewed, a warning is shown. If needed, this warning can be changed to a mandatory requirement.
- **New Supplier from a Sourcing Event:** When a new company is invited to a Sourcing Event, it gets created in a Companies Table. If Supplier Management is enabled, the new company is created in a status of Pending. If the new company's representative clicks "I'm interested" in a Sourcing Event invitation, a new Supplier Profile is created for the supplier to fill in.
- **Update Supplier Information (copy an existing record):** After a Supplier profile has been approved, the supplier can't edit it anymore besides adding new users and locations. If company details have changed, the Supplier Lead should click 'Clone and Request Changes' button to clone their current Supplier profile, make required changes and apply it for a new review by a Supplier Manager. When the new Supplier Profile gets approved, the old one becomes superseded.

## Supplier Screening and Approval

After the supplier has filled in all the generic details about their company, they click Submit and the Supplier Manager gets notified of a new Supplier Profile pending review.

The Supplier Manager reviews the request and verifies that the Supplier Profile is not too similar to existing Company records by using a lookup in the Supplier record. If the Supplier Profile is a duplicate, then the Supplier Manager can reject the request, providing a reason for rejection, which is sent to the supplier.

If the Supplier Profile is not a duplicate, the Supplier Manager can email the supplier for more information if needed, and create relevant surveys to be completed by the Supplier. The survey emails will contain a guest login hyperlink so that the Supplier Lead can reassign the survey to different people in their company simply by forwarding the email. Once surveys are completed, if required, the Supplier Manager can launch approvals.

Once approved, the supplier's Company record is created in a status of active, or if it has already been created, the status is changed to active. The Supplier, Location, and Person records are updated with any changes made to the Supplier Profile throughout the onboarding process, and the supplier can be used throughout the system. The supplier's main End User record, which is based on the main contact in the Supplier Profile, is updated to put the user in the Supplier Lead group along with the Supplier group, so they can also access the full supplier portal.

The approved Supplier Profile fields are then locked down from editing for Supplier Leads. A 'Clone and Request Changes' Button is used to create a new Supplier Profile record with a type of 'Existing Supplier Change'. The details from the original Supplier Profile are carried over to the new Profile where the supplier will complete and click a Submit button

## Automation

---

Rules in the Supplier Profile table include:

- **Create: All Create Actions:** this rule runs after a new Supplier Profile record is created.
  - It sets the fields based on the source the record was created from:
    - If it was created via a Contract: the rule creates a link to the source Contract, sets Source field to Contract and shows all linked records.
    - If it was created when a supplier clicks “I’m interested” in a Supplier Response to a Sourcing Event: the rule creates a link to the source Supplier Response, sets Source field to Supplier Response, shows company-related linked records.
    - If it was created by cloning an existing Supplier Profile: the rule updates links from Supplier Related Companies and Supplier Stakeholders to lead to the newest Supplier Profile, sets Source field to Clone, sets Status of the source Supplier Profile to Modification in Progress.
  - If the source is Contract or Self-Registration, the rule sends the Primary Contact an email with a link which they can click to finish registering their Supplier Profile.
  - Another notification is sent to the Supplier Manager Team if during Supplier Profile creation Primary Contact Email remains empty. This situation should never happen, but is built in as a safety precaution.
- **Edit: All Edit Actions by web or API:** this rule runs when the record is edited.
  - If Supplier submits the profile for review, a notification is sent to the Supplier Management Team
  - If the Supplier Manager rejects the Supplier Profile after reviewing it, a notification is sent to the Primary Contact. Email contains the reason for rejection.
  - If a new note addressed to the Supplier was added, it is copied to Running Notes, sent to the Primary Contact and cleared. If Status was Pending Review, it is changed to Pending Supplier.
  - If a Supplier responds to the note, the response is copied to Running Notes, sent to Assigned Manager and cleared. If Status was Pending Supplier, it is changed to Pending Review.
  - If all Approvals get approved, the Supplier Profile gets approved.
  - **Supplier Approval Actions:** this rule runs if the last edit of the record the Status is changed to Approved.
    - It creates a new Company or updates an existing one based on matching Company Name.
    - The status of the company is set to Active.
    - The Company Name is updated in the Primary Contact user record in case the name has changed.
    - The Primary Contact is added to Supplier Lead group that allows cloning the existing Supplier Profile to update the details.
    - Primary Contact is notified of approval.
    - If the Supplier Profile is a modification, the status of the source profile is set to Superseded.
    - Company address information is saved as Location record(s) and linked to the Company record.

- **TB: Remind Supplier Primary Contact to Submit Profile:** This rule serves to remind the supplier to submit their profile. It checks for profiles in Draft Status that were last updated 5 days ago and for which a reminder mail has not been sent yet. It sends a reminder email to the supplier's Primary Contact and sets the Reminder Sent flag to Yes.

## Saved Searches

---

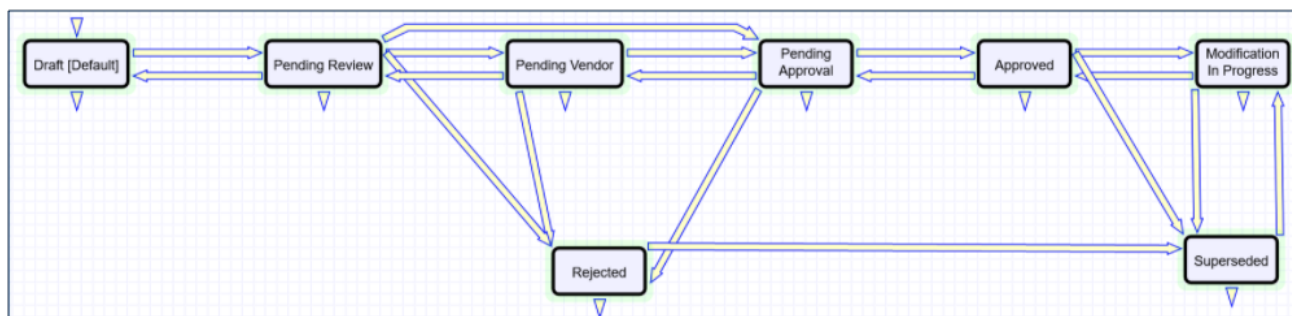
Saved searches in Supplier Profiles table include:

- My Supplier Profiles

## Workflow

---

Supplier Profile workflow is linear, and records are created in Draft status. Status changes are performed with action buttons and automatic changes when certain conditions are reached. Workflow status transitions do not execute any actions.



## Ownership

---

Supplier Profile records are owned by the person who is listed as the company's Primary Contact. The field by which the ownership is determined is user Email.

## Reports

---

Charts and Reports in Supplier Profiles table include:

- **In Progress Supplier Profiles by Assigned Supplier Manager**

Output format: Ring Chart

Ring segmentation: by Assigned Supplier Manager

Width of the segment: Number of Supplier Profiles assigned to each Supplier Manager

Records included in the report: All in Statuses of Pending Review, Pending Supplier and Pending Approval

# Supplier Related Companies Table

The Supplier Related Companies table holds records containing company information of companies related to the Supplier added by a supplier lead during the Supplier Profile creation.

Supplier Related Companies						
<b>All Supplier Related Companies</b> ▾						
4 record(s) found, 1 page(s). Click <a href="#">here</a> to count records again.						
<input type="checkbox"/>	Edit	ID ↓	Company Name	Type of Relationship	Related Company Name	Status
<input type="checkbox"/>		28	Ingels & Herd	Parent	Twix and brix	Requires Review
<input type="checkbox"/>		23	Acme Micro	Partner	Meca Co	Requires Review
<input type="checkbox"/>		22	Acme Micro	Parent	Acme Macro	Requires Review
<input type="checkbox"/>		21	Google	Parent	Alphabet	Requires Review

Information stored in the Supplier Related Companies records includes:

- Supplier Company Name
- Related Company Name
- Related Company Status (Active, Inactive, Requires Review)
- Type of Relationship (Parent, Subsidiary, Partner, Other)
- Notes

## Use Case

The Supplier Related Companies table is used to store the related companies (Parent/Subsidiary/Partner) to the Supplier in the Supplier Profile. They are not created in the Companies table because they may be duplicates of existing companies, and the Supplier Manager is not expected to review each of the subsidiary companies or the parent company to check if they are a duplicate record.

Save ▾
Cancel ▾
⋮
Supplier Related Company: Parent - Acme Micro

ID 22

Company Name Acme Micro 🔍

Details
History
« »

Collapse All

▾ Related Company Information

Status	Requires Review ▾
Type of Relationship	Parent ▾
Related Company Name	Acme Macro
Notes	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

Edit

Records in this table can be edited only when their latest Supplier Profile is in Draft, Pending Review or Pending Supplier status.

Records in this table are expected to be created via a Supplier Profile record.

## Automation

---

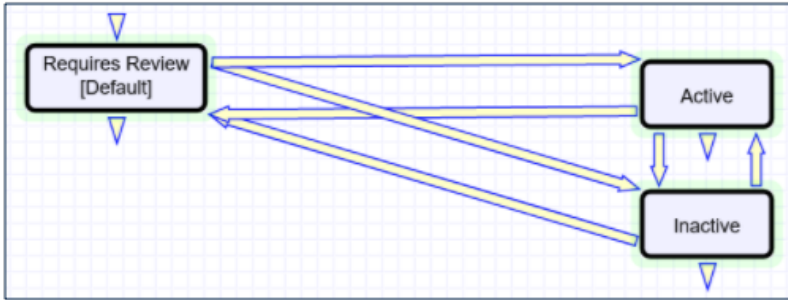
Rules in the Supplier Stakeholder table include:

- **Create: All Create Actions:** this rule runs after a new Supplier Related Company record is created. It sets the link to the related Supplier Profile.
- **Edit: All Edit Actions:** this rule runs when the record is edited.
  - If an active company is modified by a Supplier, update Status to Requires Review
- **Create/Edit: Append Notes to Supplier Profile Internal Notes:** this rule runs when the record is created or edited, and there are new Internal Notes. It goes into the Supplier Profile record and copies the latest Internal Notes to the Internal Notes field in that record.

## Workflow

---

The Supplier Related Companies table has a very simple workflow of three statuses with no executed actions. Records are always created in Requires Review status.



# Ownership

Supplier Related Companies records are owned by the record Creator. The field by which the ownership is determined is user Login.



# Supplier Stakeholders Table

The Supplier Stakeholder table holds records containing contact information of company stakeholders. These records are added by the supplier lead during the Supplier Profile creation.

Supplier Stakeholders									
All Supplier Stakeholders ▾									
<input type="checkbox"/>	Edit	ID ↓	Company Name	Type of Stakeholder	Full Name	Title	Email	Phone	Status
<input type="checkbox"/>	<a href="#">🔗</a>	47	Ingels & Herd	Board Member	Sloan Boyce	CEO	<a href="mailto:sloan.boyce@example.com">sloan.boyce@example.com</a>	555-564-8245	Requires Review
<input type="checkbox"/>	<a href="#">🔗</a>	46	Obtenerdirar	Board Member	Taylor Williamson	CEO	<a href="mailto:taylor.williamson@example.com">taylor.williamson@example.com</a>	555-564-7854	Requires Review
<input type="checkbox"/>	<a href="#">🔗</a>	44	Verizon	Board Member	Guru Gowrappan	CEO - Verizon Media	<a href="mailto:guru.gowrappan@example.com">guru.gowrappan@example.com</a>	555-874-1258	Requires Review
<input type="checkbox"/>	<a href="#">🔗</a>	43	Verizon	Board Member	Tami Erwin	CEO - Verizon Business	<a href="mailto:tami.erwin@example.com">tami.erwin@example.com</a>	555-741-9632	Requires Review
<input type="checkbox"/>	<a href="#">🔗</a>	42	Verizon	Board Member	Ronan Dunne	CEO - Verizon Consumer	<a href="mailto:ronan.dunne@example.com">ronan.dunne@example.com</a>	555-754-9568	Requires Review
<input type="checkbox"/>	<a href="#">🔗</a>	41	Verizon	Board Member	Hans Vestberg	CEO	<a href="mailto:hans.vestberg@example.com">hans.vestberg@example.com</a>	555-824-7852	Requires Review
<input type="checkbox"/>	<a href="#">🔗</a>	40	Acme Micro	Senior Manager	Casey Rayne	Head Western Operations			Requires Review
<input type="checkbox"/>	<a href="#">🔗</a>	39	Acme Micro	Senior Manager	Ashley Boon	VP Service Delivery			Requires Review
<input type="checkbox"/>	<a href="#">🔗</a>	38	Acme Micro	Board Member	Hadley Bancroft	CEO			Requires Review
<input type="checkbox"/>	<a href="#">🔗</a>	36	Google	Board Member	Eric Schmidt	Executive Chairman	<a href="mailto:eric@example.com">eric@example.com</a>	555-874-2494	Requires Review
<input type="checkbox"/>	<a href="#">🔗</a>	35	Google	Board Member	Sergey Brin	President	<a href="mailto:sergey@example.com">sergey@example.com</a>	555-852-9855	Requires Review

Information stored in the Supplier Stakeholder records includes:

- Company Name and Status
- Stakeholder Status (Requires Review, Reviewed/Approved, Deleted)
- Type of Stakeholder (Board Member, Director, Executive, Owner, Senior Manager, Other)
- First and last name
- Title
- Email
- Phone
- Notes

## Use Case

This table is used for storing supplier stakeholders. The intended usage is verifying conflict of interest. These records are created by quick add from the Supplier Profile.

▼ Stakeholder Information

<b>*Type of Stakeholder</b>	Board Member <span>▼</span>		
<b>*First Name</b>	Sloan <span>📄</span>	<b>*Last Name</b>	Boyce
<b>Title</b>	CEO	<b>Email</b>	sloan.boyce@example.com
<b>Phone</b>	555-564-8245		
<b>Notes</b>			

Edit

Records in this table can only be edited or deleted by a supplier lead if the latest supplier profile status is Draft, Pending Review, or Pending Supplier. If they do make an edit, or create a new record, it is set to Requires Review.

Supplier Stakeholders are kept in a table separate from People Table because it is strategic to have a separate library of contacts that does not include login credentials and other internal and system information.

## Automation

---

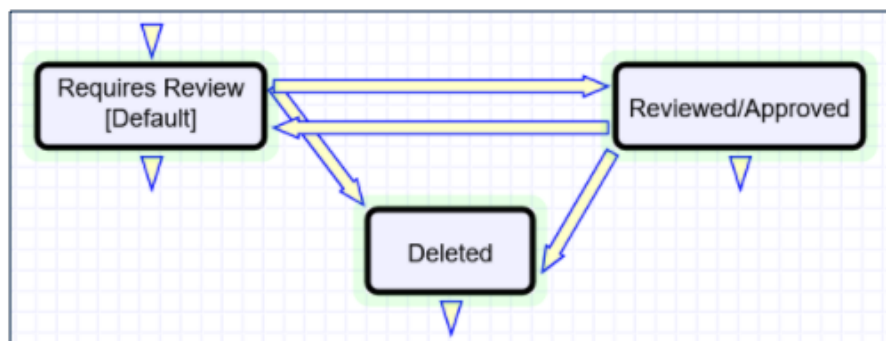
Rules in the Supplier Stakeholder table include:

- **Create: All Create Actions:** this rule runs after a new Supplier Stakeholder record is created. It sets the link to the related Supplier Profile.
- **Edit: All Edit Actions:** this rule runs when the record is created or edited.
  - If an approved Stakeholder is updated by the Supplier, the Status is set to Pending Review
  - If the Status is changed to Deleted, the record is permanently deleted. This is done to make sure the Supplier can only delete Stakeholders of a Supplier Profile that is still in Draft or Pending Review status.
- **Create/Edit: Append Notes to Supplier Profile Internal Notes:** this rule runs when the record is created or edited, and there are new Internal Notes. It goes into the Supplier Profile record and copies the latest Internal Notes to the Internal Notes field in that record.

# Workflow

---

Supplier Stakeholders table has a very simple workflow of three statuses with no executed actions. Records are always created in Requires Review status and after that can go either to Reviewed/Approved or Deleted status. If the record is edited after being reviewed it goes back to Requires Review status.



# Ownership

---

Supplier Stakeholder records are owned by the record Creator. The field by which the ownership is determined is user Login.

# Supplier Performance Management Tables

---

Supplier Performance Management allows you to measure, analyze, and manage the performance of suppliers. This feature is embedded within Contracts and Companies, allowing you to track a supplier's performance for a particular contract relationship or across all contracts. A Supplier Performance Dashboard allows you to track a supplier's rating over time at an overall level as well as for various KPIs such as Delivery, Price, Quality, and Service.

Supplier Performance (SP) evaluations can be run at any time, or based on your business processes. They can also be scheduled to run at specific intervals.

- SP Evaluations
- SP Question Sets
- SP Questions
- SP Answer Sets
- SP Answers
- KPIs
- SP Evaluation Questions
- SP Evaluators

# SP Evaluations

---

The SP Evaluations table is the main process table of the Supplier Performance Management module. The records in this table hold questionnaires that should be filled in by Performance Evaluators. This table can be accessed directly from the Navigation Bar by Contract Managers, through the End User Portal by Performance Evaluators, and through the Contract and Company records they are linked to.

Information stored in SP Evaluations records includes:

- Status (Created, Assigned, Completed, Canceled)
- Linked employees (Evaluator, Contract Performance Manager)
- Question set
- Relevant dates (Due, Completion)
- Supplier information: Company and Main Contact
- Evaluation Questions
- Scores calculated in points and percentages: Overall performance score and scores per KPI.

## Use Case

SP Evaluation records are created by Contract Managers semi-automatically from the contract, manually from the contract or table view, or automatically by the rules in the Contracts table at selected time intervals. After the evaluation is created, the assigned Evaluator is notified and can access the record either through the link in the email, or by logging into the End User portal and opening their assigned evaluations. After the evaluator answers all evaluation questions, they click the Mark Complete button, and the Performance Manager gets notified of a completed evaluation. The score results are displayed in the Contract and Company records and are used for charts and reports.

## Automation

Rules in the SP Evaluations table include:

- **Create: All Create Actions:** this rule runs after a new Supplier Profile record is created.
  - If Company is blank and the Contract ID is not, the Company is set to the company from the contract.
  - If Date Due is blank it is set to 7 days in the future.
  - If the Question Set is not selected the Performance Manager is notified that additional actions are required to launch the evaluation process. Otherwise the Evaluation Questions are created, Evaluator is notified and Status is changed to Assigned.
  - If Supplier Main Contact is blank, it is set to one from the Contract.

- **Edit: All Edit Actions by web or API:** this rule runs when the record is edited.
  - If the Status changes to Canceled, the Evaluator and Performance Manager are notified.
  - If the Evaluator changes, the new one gets notified.
- **TB Demo Data Update: Update date fields by one month each month so reports have data:** runs monthly on Demo Records:
  - Updates Date Created, Date Evaluation Completed, Date Evaluation Due by 1 months.

Other automation in the table includes:

- **Cancel Evaluation button**
  - Prevents execution if clicked by a person that is not the Contract's Performance Manager.
  - Prevents execution if the evaluation is already completed.
  - Sets Status to Canceled.
- **Mark Complete button**
  - Prevents execution if clicked by a person that is not the Evaluator.
  - Prevents execution if not all questions are answered.
  - Sets Status to Completed and notifies Contract's Performance Manager.

## Saved Searches

Saved searches in SP Evaluations table include:

- My SP Evaluations
- Score below 70%

## Ownership

SP Evaluation records are owned by a person whose ID matches the Evaluator ID in the record.

## Charts/Reports

Charts and Reports in SP Evaluations table include:

- **All Performance Scores (RT Supplier)**

Output format: Line Chart, HTML, Excel

X Axis: Date Evaluation Completed (Each value)

Y Axis: Average of the Overall Percentage Score

Records included in the report: Completed Evaluations linked to the Company selected by user when running the report.

- **Average Performance Score by Supplier, all suppliers (RT Period)**

Output format: Column Bar Chart, HTML, Excel

X Axis: Company Name

Y Axis: Average of the Overall Percentage Score

Records included in the report: Evaluations completed during the time period selected by user when running the report.

- **Overall Score by Quarter / Delivery Score by Quarter / Price Score by Quarter / Quality Score by Quarter / Service Score by Quarter** - meant to be used on the dashboard combined with a filter for Supplier Company.

Output format: Column Bar Chart

X Axis: Date Created (grouped in 3-month increments)

Y Axis: Average of the Overall Percentage Score

Records included in the report: All Completed Evaluations.

# SP Question Sets

SP Question Sets are survey templates that bundle a list of questions, which are used to cover one or more KPIs. Different question sets can be used for different evaluation purposes; for example, one evaluator could be assigned a question set specifically for scoring the supplier on their delivery, while another could be assigned a question set about the supplier's service.

- **Title:** The title of the question set selected from a Contract or SP Evaluation record.
- **Questions:** A list of SP Questions that make up the survey. Note that the question settings such as Sort Order or Answer Type cannot be changed for individual SP Question Sets. If you would like to present the same question text but with a different Answer Type or Sort Order, you must create a new SP Question. The fields shown in this related table are explained in more detail in the SP Questions article.
- **Usage:** This determines whether the question set is used from Contracts to rate suppliers for their performance in a specific contract, or when creating new evaluations directly from the supplier's Company record.

The next two fields appear only if the Usage is set to "From Contract".

Usage	From Contract ▾
<div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p>▼ Contract Types Information</p> <p>Available for Contract Types <span style="font-size: small;">Customer Service Contract, Master Services Agreement, Partner Agreement, Professional Services - Supplier, Service Contract, Supplier Parts only Contract, Supplier Product Support and Upgrades, Supplier Software License, Supplier Subscription Service</span> <span style="float: right; font-size: small;">Q</span></p> <p><b>Default for Contract Types:</b></p> <p>Status: No records.</p> </div>	

- **Available for Contract Types:** Select the list of Contract Types for which this Question Set can be used.
- **Default for Contract Types:** Default question sets can be picked in a Contract Type record. If this SP Question Set is selected in any Contract Types, they will show up here.



# SP Questions

SP Questions are question templates that are bundled into Question Set records. For more information on Question Sets, visit the SP Question Sets article. For reference, a question score is given for an individual answer to a question, whereas the performance score is a larger score comprised of the scores from multiple questions.

The screenshot displays the configuration interface for an SP Question. At the top, there are 'Save' and 'Cancel' buttons, and a title 'SP Question'. Below this, the 'ID' is 61 and the 'Status' is 'Active' (selected) with an 'Inactive' option. The interface has two tabs: 'Details' (selected) and 'History'. Under 'Details', the 'Answer Type' is 'Choice & Optional Comment' (selected), with 'Comment Only' and 'Section Divider' as other options. The 'KPI Type' is 'Price'. The 'Question' field contains the text 'Discounts provided'. The 'Answer Set' is '1 to 5 (scale)' and the 'Sort Order' is '17'.

- **Status:** Active by default. If set to Inactive, this question will not be included in future evaluations.
- **Answer Type:** Determines the behavior of this question, and if it is scored or not.
  - **Choice & Optional Comment:** Requires the evaluator to pick an answer from a provided list of choices, with the option to enter a text comment. These questions are scored and used to calculate the supplier's performance score.
  - **Comment Only:** Requires the evaluator to enter a text comment. These questions are not scored.
  - **Section Divider:** This does not require an answer from the evaluator. Instead, these are used only for visual separation of various question sections.
- **KPI Type:** In addition to the overall performance score, suppliers are also rated on individual KPIs such as delivery, price, quality, etc. The score for the question will be counted towards the KPI picked here.
- **Question:** The question text that the evaluator sees.
- **Answer Set:** Available if the "Answer Type" is "Choice & Optional Comment". Determines the list of options the user will see.
- **Sort Order:** Determines the placement of this question in the overall survey.

# SP Answer Sets

SP Answer Sets are similar to choice lists, with SP Answer records being similar to the choices within. Each SP Answer Set contains a list of SP Answers, each with their own Score. Note that the Sort Orders and Scores of SP Answers will be the same for each SP Answer Set. If you would like to list an existing SP Answer but with a different Score or Sort Order, you must create a new SP Answer with the same name.

Save Cancel ⋮

**SP Answer Set: Excellent / Very Good / Good / Fair / Poor**

ID 8

Details History «»

Answer Set Name Excellent / Very Good / Good / Fair / Poor

**Answer Choices:**

Status: 6 record(s) found, 1 page(s). Click [here](#) to count records again..

New Q Unlink

<input type="checkbox"/>	Edit	ID	Answer	Score	Sort Order ↑	Treat Answer as N/A
<input type="checkbox"/>	<a href="#">✎</a>	12	Excellent	10	1	
<input type="checkbox"/>	<a href="#">✎</a>	16	Very Good	7	2	
<input type="checkbox"/>	<a href="#">✎</a>	13	Good	5	3	
<input type="checkbox"/>	<a href="#">✎</a>	17	Fair	3	4	
<input type="checkbox"/>	<a href="#">✎</a>	14	Poor	1	5	
<input type="checkbox"/>	<a href="#">✎</a>	15	N/A		100	✓

# SP Answers

SP Answer records are similar to choices in a choice list. Multiple SP Answer records are bundled into an SP Answer Set record to create a scoring scale. Each SP Answer has an associated Score, a Sort Order, and an option to 'Treat Answer as N/A.' The Sort Order determines the placement in the SP Answer Set. Choosing Treat Answer as N/A will not count the answer towards the overall rating.

Normally, SP Answer records are created directly from an SP Answer Set record.

Save ▾

Cancel ▾

⋮

SP Answer

ID	12	Sort Order	<u>1</u>
----	----	------------	----------

Details

History






⏪ ⏩

Answer	<u>Excellent</u>	
Treat Answer as N/A <span style="font-size: 0.8em;">?</span>	<input type="checkbox"/>	Score <u>10</u>
Used in SP Answer Sets	<a href="#">Excellent / Very Good / Good / Fair / Poor</a> 🔍	

# KPIs

In addition to overall ratings, suppliers can also be scored against individual KPIs (Key Performance Indicators). The KPIs table is a background table where you can add the KPIs that are relevant for your organization. Note that additional implementation effort will be required to view the scores for non-default KPIs in SP Evaluation records.

Out of the box, the following KPIs are tracked:

KPIs			
All KPIs ▾			
5 record(s) found, 1 page(s). Click <a href="#">here</a> to count records again.			
<input type="checkbox"/>	Edit	ID ↓	KPI
<input type="checkbox"/>		6	Other
<input type="checkbox"/>		5	Service
<input type="checkbox"/>		4	Quality
<input type="checkbox"/>		3	Price
<input type="checkbox"/>		2	Delivery

# SP Evaluation Questions

This is a background table that stores the individual questions that make up each SP Evaluation. Normally, you do not need to access this table directly and it is hidden by default; SP Evaluation Question records can be seen and edited within SP Evaluation records.

Evaluation Questions				
Status: 25 record(s) found, 1 page(s). Click <a href="#">here</a> to count records again..				
Page: [Page 1] <a href="#">Next</a> <a href="#">Last</a> Go to page <input type="text"/> <a href="#">Go</a>				
<input type="button" value="Save Changes"/> <input type="button" value="Cancel Changes"/>				
KPI Type	Question	Answer	Comment	Answer Score
<b>Service</b>				
Service	Responsiveness			
Service	Professionalism of support personnel			
Service	Ability to resolve problems			
Service	Promptness of problem resolution			
Service	Communication of issues/concerns/delays			
<b>Delivery</b>				
Delivery	Timeliness of deliveries			
Delivery	Condition of delivered product			
Delivery	Accuracy of order fill			
Delivery	Completeness of order fill			
Delivery	Appearance of company personnel and vehicles			
Delivery	Professionalism of driver			
<b>Price</b>				
Price	Clarity of pricing sheets			
Price	Price competitiveness			
Price	Discounts provided			
<b>Quality</b>				
Quality	Adherence to product specifications			
Quality	Quality of materials			
Quality	Quality of packaging			
Quality	Quality of instructions and labeling			
Quality	Consistent quality across batches			
<b>Other comments</b>				
Other	Comments (use the comment box)			

# SP Evaluators

---

This is a background table that stores the individual Evaluators who are responsible for rating suppliers in various Contracts. Normally, you will not need to access this table directly as it is hidden by default; you will be able to see the SP Evaluator records as a table within the Contract record's Performance Management tab.

▼ Add Evaluators

Evaluator Katie Rose ▼ Question Set Complete Supplier Evaluation ▼

**Add Evaluator**

# Matter Management Tables

Basic Matter Management has been added to the standard system. It is a relatively self-contained module, with minimal connections to Contracts and to other standard objects, such as People, Teams, Roles, Groups, and Time Entries

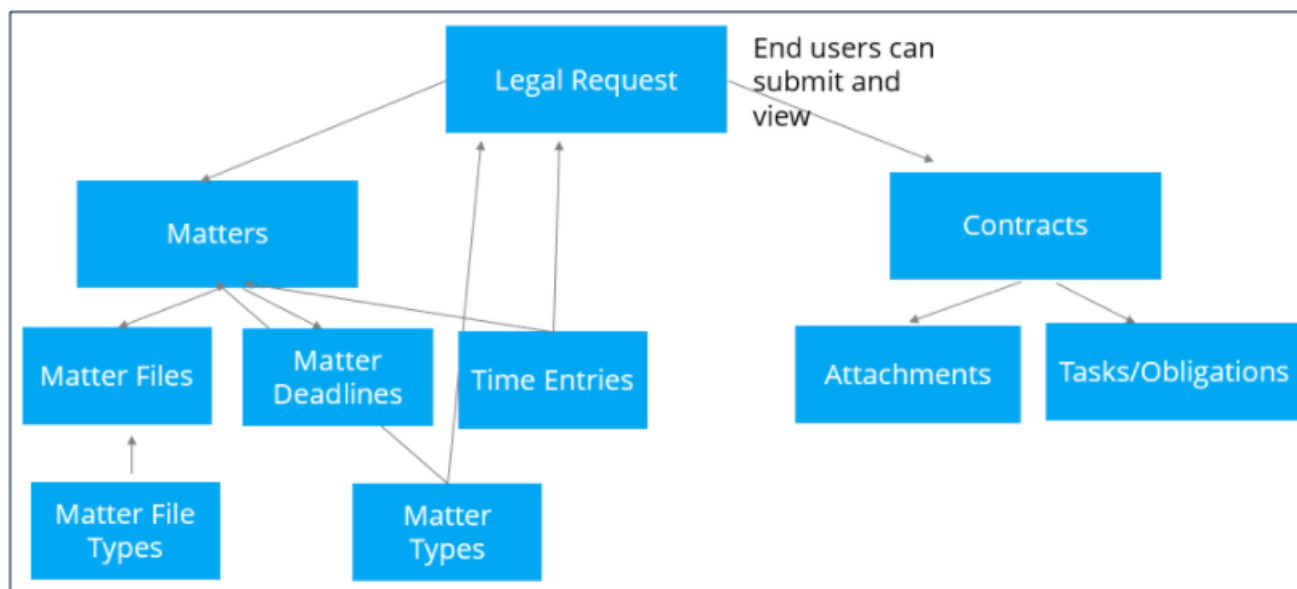
## Overview

Matter management is designed for use as a basic repository of matters, with matter files, deadlines, time keeping, and outside resource tracking included. It does not have complex workflows, approvals, or tasks built out-of-the-box, though such functionality can be added and customized as needed.

It also includes a Legal Request function for employees to request help from the legal team. With Legal Requests, employees can ask to have a matter or contract created, ask a question about existing matters or contracts, report an HR or confidential issue, or ask general legal questions. Legal Requests can be completed by the legal team creating a Matter or a Contract, using a button in the request.

There are a few tables specific only to Matter Management: Matters, Matter Files, Matter Deadlines, Matter File Types, and Matter Types. There is also the Time Entries Table, which can be used with other applications.

- Legal Requests Table
- Matters Table
- Matter Types Table
- Matter Files Table
- Matter File Types Table
- Matter Deadlines Table







# Legal Requests Table

---

The Legal Requests table is used to hold requests submitted by users for legal help. It functions similarly to the Helpdesk tables, but for legal issues. Requests are routed to the appropriate legal teams or people based on the type of request.

A Legal Request can turn into a new Matter record or a new Contract record, and can be linked to that record.

## Roles, Teams, and Groups

The Legal Requester role is able to submit Legal Requests. Users with this role are put in the Legal Requester group and the Legal Requester Team. They are given access to create their own Legal Requests and to view those submitted by others where they have been added as a Request CC. They are also given basic contract requester permissions. A user who is only in the Legal Requester group will enter via the Simple Portal interface and will be able to create a request and view their own and others' requests using the menu links.

If a Legal Requester is also added to a power user role such as the Contract Requester role, then they can access Legal Requests via the dashboard.

The people on the legal team who are responsible for resolving Legal Requests, as well as Matters, belong to a role called Legal Request/Matter Manager or one of the other Legal Team roles, and they will all be added to the Legal Group.

## Use Case

---

Use this section to learn about how to use the Legal Requests table.

### Submission of a Request

Legal Requests may be submitted by end users under the Read/Request license or by power users through either the main contract requester dashboard or the main navigation bar. When the request is submitted, the user selects the Request Type from a list of preconfigured matter types. This list is drawn from the Matter Types table, filtered to those that are available as legal requests.

Depending on the Request Type selected, certain fields will become visible. If "Issue Related to Existing" is chosen, a lookup to select a matter is visible. If "Contract Related Question" is chosen, a lookup to select a contract is visible. Each Request Type comes with some instructions that are defined in the Matter Types table, which inform the user about the details they need to provide. The user can then enter a summary, add CCs, and provide a preferred answer date.

The user can also set a priority, choose whether the request is confidential, and attach files. Note that the Confidential field values are based on the Matter Type; some matters types are always confidential, while others are optionally so.

When done, they click Save to submit their request. If they have identified any Request CC's those people are notified and the requester receives an acknowledgement email.

## Request Assignment

When the request is saved, it is automatically assigned according to the following logic.

- If a specific contract or matter has been selected, and that record has an owner, it is assigned to that person and to the main team for the request type.
- Otherwise, it is assigned to a team based on the default team identified for the Matter Type that was selected.

The assigned person or team is then notified in an email about the new request.

## Creating a Matter or Contract

If the request is to create a new Matter or Contract record, the corresponding button appears on the legal request form, available only to the legal team to use.

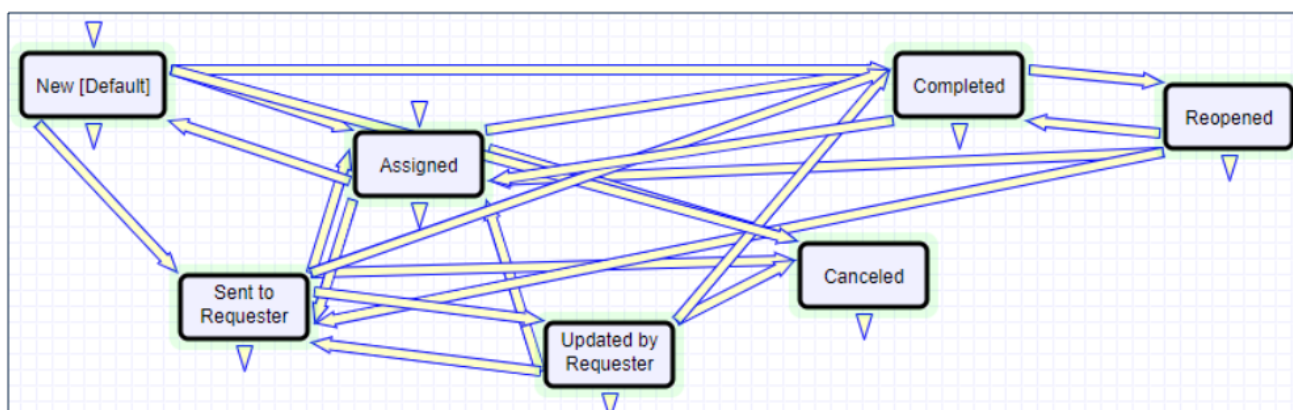
The user can choose the Record Type and Contract Type, but the legal team member can change it if needed after the fact. The user then clicks the Create Contract button. This brings up the new contract screen to fill out, with some of the information mapped from the legal request.

Once the contract is saved, it is linked back to the legal request for reference. The requester becomes the contract requester.

The same situation applies to a new Matter record. When the Matter record is created, the requester is added to the list of people who can view the record.

## Workflow and Automated Email Notifications

The workflow is a standard helpdesk or support workflow:



- When a person is assigned rather than a team, the status is automatically changed from Draft to Assigned. If the person was assigned by someone else, they receive an email notifying them of the new assignment.
- If the assignee needs further information from the requester, they can set the Status to Sent to Requester or just add notes to the Notes to and from Requester field, and the system sends the requester and any CC'd users an email with the notes.
- If the requester updates the request by adding notes, the assigned person is notified. If the status was Sent to Requester, the system also updates it to Updated by Requester.

- When the request has been completed, the assigned person changes the Status to Completed, which sends an email to the requester and CCs.
- At that point, the requester may reopen the request if needed by checking a box and adding notes. Doing so sets the status to Reopened and notifies the assigned person.
- A Cancel button on the layout can be used to cancel the request. No email is sent when canceled.

## Confidentiality

If a request is marked as confidential, it is only visible to the requester, any CC'd users, and members of the assigned team or assigned person. Other members of the legal team do not have access to it.

## Charts and Reports

A few reports have been created for Legal Requests, as well as saved searches for the Legal managers. There is also a Legal Manager dashboard that shows users their assigned legal requests.

# Matters Table

The Matters table holds records for each matter being managed by the system. The type of matter, and how it is assigned, is defined in the [Matter Types table](#). Default matter types are items such as Litigation Case, Patent Application, Trademark Application, Regulatory Filing, Confidential HR Matter, and Corporate Transaction / Merger or Acquisition.

Matter records are used to manage work being done by outside counsel, internal legal projects, or a combination of the two. They have an Assigned Team and a Matter Owner who belongs to that team. They also can have multiple files and deadlines associated with them. Time can be entered against them and reported on via the Time Entries table, non-legal users can gain access and be CC'd about them, and external legal firms and consultants can be identified and CC'd on emails sent about them.

## Use Case

Matter records can be created by members of the Legal group only. They can be created from a button in a Legal Request or by going to the table and clicking New.

The values in the Matter Type drop-down list is drawn from the Matter Types table, and includes values that have been defined for use in the Matters table. The Confidential HR Matter value controls the values in the Confidential field.

The screenshot shows a form with a dropdown menu for 'Matter Type'. The dropdown is open, showing a list of options. The selected option is 'Corporate Transaction / Merger or Acquisition', indicated by a checkmark. Other options include 'Confidential HR Matter', 'Litigation Case', 'Patent Application', 'Regulatory Filing', and 'Trademark Application'. The form also shows fields for 'ID', 'Status', and 'Owner'.

Depending on the Matter Type, some additional fields are visible. For instance, a Corporate Transaction matter has a tab for Related Contracts where multiple contracts can be selected and linked to the matter.

## Matter Record Tabs

Use this section to learn more about the tabs of Matter records and the fields and functions present on them.

### Matter Details Tab

The main fields of the Matter record are found on the Matter Details tab. These fields are:

- Matter Type

- Matter Name: a brief description of the matter.
- Matter Assigned Team: this is set by default based on the Matter Type.
- Matter Owner: the options of this field are filtered to people on the assigned team.
- Matter Number: this value is set by default to the ID of the record and can be modified by a user if needed.
- Confidential: a yes/no field that affects who can view the matter.
- Description: a text field describing the matter in significant detail.
- Related to Internal Entities: an optional multivalue field that determines if the matter should be linked to specific entities.
- Next Reminder Date: an optional field that uses a time-based rule to notify the Matter Owner on that date. This time-based rule is disabled by default.
- Visible to These Users: other than the legal team, only people specifically listed in this field can view the matter.
- Matter CC's: internal people who can be notified by email about changes related to the matter.
- Involves Outside Firms/People: a yes/no field used to identify outside law firms or companies involved in the matter, if yes is selected, then additional fields become visible called Primary Law Firm, Additional External Law Firms, and External Contacts:

A screenshot of a software interface section titled "Outside Firm Involvement". At the top, there is a header with a downward arrow and the text "Outside Firm Involvement". Below this, there are four rows of form fields:
 

- The first row is "Involves Outside Firms/People" with two radio buttons: "Yes" (which is selected with a blue dot) and "No".
- The second row is "Primary Law Firm" with a dropdown menu.
- The third row is "Additional External Law Firms" with a search icon (magnifying glass) and a small square icon with a diagonal line.
- The fourth row is "External Contacts" with a search icon (magnifying glass) and a small square icon with a diagonal line.

- A Primary Law Firm, as well as Additional External Law Firms, can be selected. The filter on these fields limits the choices to companies whose roles contain Supplier and whose Goods and Services include Consulting: Legal.
- External Contacts lists people at the primary law firm or additional law firms.

## Files and Deadlines Tab

The Files and Deadlines tab allows files to be uploaded, managed, and viewed. Files can be converted from Word to PDF and vice versa. It also allows deadlines to be created and managed.

If multiple deadlines are created, the next one is automatically updated based on date, and reminders can be sent to the responsible person or anyone related to the matter.

## Time Entry Tab

Time entries can be created for Matter records on the Time Entry tab.

▼ Enter Time Spent

Hours Spent ?

Time Description ?

Preparing the document.

Add Time

You can then view all time entries in the All Time Spent linked table.

▼ All Time Spent

Status: 3 record(s) found, 1 page(s). Click [here](#) to count records again..

New
Q
Unlink
Views ▼
 ▼

<input type="checkbox"/> Edit	ID ↓	Done On	Done By	Work Description	Hours Spent
<input type="checkbox"/>	79	Feb 04 2022	Agiloft Admin	Editing the document.	0.5
<input type="checkbox"/>	78	Feb 04 2022	Agiloft Admin	Writing the document.	2
<input type="checkbox"/>	77	Feb 04 2022	Agiloft Admin	Preparing the document.	1

Total Time Spent
3.5
Calculate

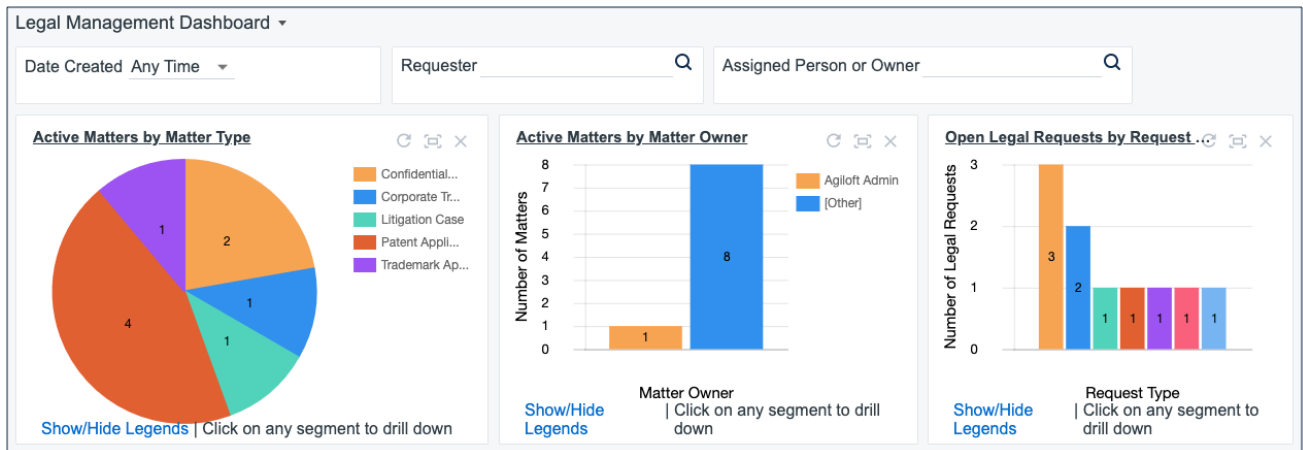
You can run reports on the Time Entry table to show all the user's time entries for the current month and for the last 12 months.

## Email Notifications

When a new Matter record is created, the requester and CCs are notified of the new matter. When created, if no person is assigned as the Matter Owner, then the default Matter Team is assigned and notified based on the Matter Type. If a person is assigned by someone other than the Matter Owner, that person is emailed about the new assignment. If the Next reminder date is today, the Matter Owner is emailed the reminder.

## Charts and Reports and Dashboard

Reports for the Matters table have been added to the Legal Manager Home Page Dashboard.



# Matter Types Table

The Matter Types table holds records that populate values in the drop-down lists for the Matter Type field in the Matters table or Request Type field in the Legal Requests table. A Matter Type can be used in a Legal Request, a Matter, or both.

A Matter Type record includes a few basic fields, in addition to the Matter Type.

ID	19	Status	Active ▾
*Matter / Request Type	Corporate Transaction / Merger or Acquisition		
Always Confidential ?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Used In	<input checked="" type="checkbox"/> Legal Request <input type="checkbox"/> Matter
*Default Assigned Team	Legal Management Team ▾		
Related Matter Type	Confidential HR Matter ▾		
Show Fields in Legal Request/Matter	Multiple contract linked set 🔍		
Instructions ?	<div style="border: 1px solid #ccc; padding: 5px;"> <p>This is confidential and only available to HR and the assignee.</p> </div>		
	<div style="background-color: #0056b3; color: white; padding: 5px 10px; border-radius: 3px; display: inline-block;">Edit</div>		

**Status:** values are Active or Inactive, which determine whether the Matter Type is visible in other tables.

**Always Confidential:** defines visibility access for Legal requests or Matters.

**Used in:** the list in Legal Requests or Matters is filtered by a match on this field.

**Default Assigned Team:** defines automatic team assignment for a new Matter or Legal Request of this type.

**Related Matter Type:** visible only for Legal Request Types, this defines the related Matter Type that should be used as a filter when searching for an existing matter to link into the request. For instance, if the Legal Request Type is Issue about an existing Patent, the related Matter Type would be Patent Application and when the user looks up the matter to select it, it is filtered to only matters of that type.

**Show Fields in Legal Request/Matter:** multi-choice list of specific fields that are optionally visible in the Legal Request or Matter record.

**Instructions:** used to provide HTML formatted instructions to the user submitting a Legal Request of this type.



# Use Case

---

Matter Types are managed by admin users or members of the Legal Group, and new Matter Types can be added easily as needed by selecting New in the Matter Types table. They may also be deactivated by changing their status to Inactive.

# Matter Files Table

The Matter Files table holds a record for file that are related to Matter records. You can upload and link an unlimited number of files to Matter records. These files are OCR'd as needed for effective searching. Other than the OCR action, there are no rules or automation running on this table.

The Matter File record has one main tab besides History: the File Details tab. Matter File records have Description fields, and inherit the access permissions from the linked Matter record. If the linked Matter record is confidential, or has called out specific people who can view it, the same people are able to access the files linked to the Matter record.

Save ▾
Cancel ▾
⋮
Matter File

File Details
History
« »

[Collapse All](#)

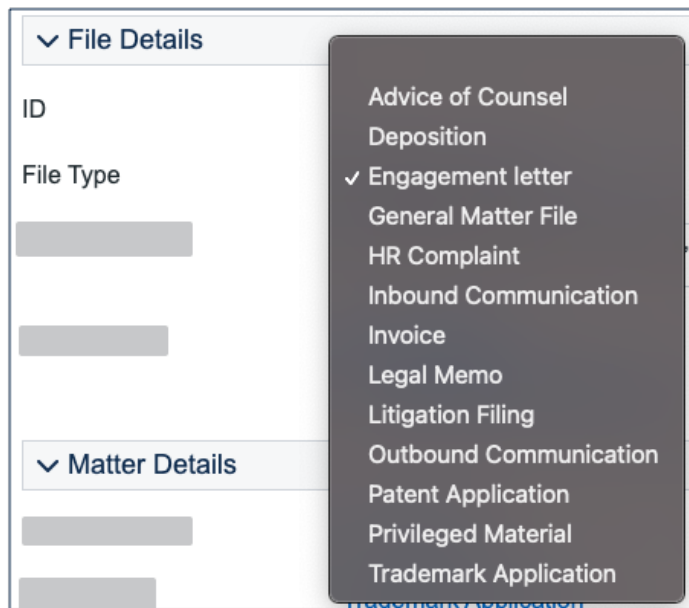
▾ File Details

ID	1	Status	Active ▾
File Type	Engagement letter ▾		
File Description	Engagement letter for Skjerven, Morrill		
Attached File	<a href="#">Attach/Manage</a> <div style="border: 1px solid #ccc; padding: 2px;">1. 2021-02-08_9-45-38.png</div>	OCR File	<a href="#">Attach/Manage</a> <div style="border: 1px solid #ccc; padding: 2px;">Drag&amp;Drop files</div>

▾ Matter Details

Matter Number	T-2307234 🔍	Matter Owner	
Matter Type	Trademark Application	Matter Status	New
Matter Title	Trademark for Agiloft 🔍		
Matter Visible to These Users	EWSYSTEM, Christopher Lee - example40@gmail.com	Matter is Confidential ?	No

The drop-down list in the File Type field is managed by the Matter File Types table, and includes the following values by default:



Matter Files are created when attachments are added to Matter records. You can also create Matter Files directly from the Matter Files table.

Files have a default Status of Active. When files are uploaded to a Matter record, the user can select an existing file to supersede, and that changes the status of the previous file to Superseded. There is also a status called Archived that is used for old or deprecated Matter File records that should be excluded from searching. There is no automation out-of-the-box to set files to Archived, but that can be easily added.

# Matter File Types Table

This table is used to define the types of Matter File records. Matter File records use Matter File Types to make searching and reporting easier; it also allows for a further filter on access for certain file types.

If the value of 'Visible only to Legal Team' is Yes, then only people in the legal group can view the Matter File record, even if others can view the Matter record. So a legal requester who is able to view both a Matter and its Matter Files will not see Matter File Types that are visible only to the legal team.

New Matter File Types can be added as needed from the Matter File Types table, and existing ones can be disabled by changing their status to Inactive.

Save
Cancel
⋮

### Matter File Type: Engagement letter

File Type	History	Status
ID	13	Active <span style="font-size: 0.8em;">▼</span>
*File Type	Engagement letter	
Visible only to Legal Team	<input type="radio"/> Yes <input checked="" type="radio"/> No	

# Matter Deadlines Table

The Matter Deadlines table is used to manage filing and deadlines related to a Matter record. An unlimited number of Matter Deadline records can be created and assigned to different people. Reminder notifications can be sent out to the person responsible for the record, and reports can also be created to notify relevant users in advance of upcoming deadlines.

The main fields of the Matter Deadline record are:

**Type of Deadline:** a choice field to define the nature of the deadline.

**Status:** contains values of Pending, Completed, Past, and Canceled. When the deadline date passes, a time based rule sets the status to Past.

**Responsible Person:** this is set by default to the Matter Owner, but may be modified.

**Deadline Name:** holds a brief description of the deadline. This is the summary field for the table.

**Deadline Date:** holds the actual date of the deadline.

**Reminder Date:** holds the date that a reminder email gets sent to notify the relevant users about the deadline.





## Automation and Notifications

There are two time based rules in this table that are disabled by default.

- **Notify Responsible Person of upcoming deadline:** This rule runs daily. It email the responsible person on the reminder date.
- **Set Status to Past on the deadline date:** This rule runs daily. It sets the status to Past and emails the responsible person and the matter owner of the past deadline.

## Reports

There are two reports that can run manually.

<input type="checkbox"/> Edit View	Title ↑	Filter	Published	Date Updated	Output Format	Type of Report
<input type="checkbox"/>  	<a href="#">All Pending or Past Deadlines</a>	Status is Pending or Past (C)	No	Mar 01 2021 12:19	HTML	Standard
<input type="checkbox"/>  	<a href="#">My Upcoming Deadlines</a>	Status is Pending and I am responsible person (C)	No		HTML	Standard

This page intentionally left blank.

# Service Desk Operation Tables

---

The system is prebuilt with the core functionality needed to manage a complex IT organization, including Service Request Management, Incident Management, Problem Management, Change Management, Asset Management, Purchase Management, Project Management, and more. The relationship between these tables was designed according to the basic principles of the ITIL framework. ITIL is a set of best practices intended to improve IT service while reducing failures and costs.

Please review the differences listed above between this standard system and our specialized ITIL system to determine which starting point suites your needs. This system is not a complete ITIL system and it does include full SLA and OLA management. If you need that functionality, we recommend starting from the ITIL template.

The general principal of the standard system setup is to point services that require no special approvals into the Service Request table and to point services that require approvals into the Change Requests table, keeping the workflows for each request type distinct and simple. Services such as New Employee Setup and Password Resets are therefore handled within Service Requests.

We have also designed the system so that if a person has a problem with a printer, it does not require creating an incident, a problem, and a change request just to get a new ink cartridge installed. Some would interpret this as the "correct" ITIL process, and if you want to use the more extended process we have made it as easy as possible. From any record a button can be clicked to create the related records and map field values from the current record to avoid duplicate text entries when creating problems, change requests and incidents.

We have prebuilt the relationships and functions that many companies may want, while trying not to force too much complexity on those who may prefer a nimbler and more efficient implementation. This is a rather difficult balancing act, and while we have done our best to get it right for the largest number of customers, the real power of the system is in how easy it is to change it to adapt to your company's specific preferences and needs.

We offer guidance throughout this document on how to make changes to the critical relationships and behavior to suit your needs.

- [Alternative Knowledgebase for Service Operations](#)
- [Request Tables Overview](#)
- [Service Requests Table](#)
- [Incidents Table](#)
- [Problems Table](#)
- [Change Requests \(RFC\) Table](#)
- [Assets Table](#)
- [Models Table](#)
- [Purchase Requests Table](#)
- [Items Requested Table](#)
- [Items Table](#)
- [Support Cases Table](#)

# Alternative Knowledgebase for Service Operations

Agiloft provides two starting points for managing service desk operations: this standard template, and a Pink Elephant-certified ITIL-based template.

There are many similarities between the two systems, and the standard system does follow some of the ITIL best practices. But if you want a fully ITIL compliant system that supports more complex processes and additional features, we do recommend starting from the ITIL template.

Please note that it is important to start with the best template - do seek our advice if you are not sure which is best for your needs!

Here is a brief list of the some of the differences between the two templates:

Standard KB	ITIL KB
<p><b>Service Requests:</b> Can include task workflows, no approvals Minimal SLA tracking</p>	<p><b>Service Requests:</b> Can include task and approval workflows Includes purchase request services Full SLA tracking with SLA targets and escalation OLA tracking Includes service cost tracking</p>
<p><b>Change Requests:</b> Includes approval and task workflows</p>	<p><b>Change Requests:</b> Includes approval and task workflows Calendar integration for scheduling changes Includes Change windows and freezes Includes baseline tracking Links to Release Management and Knowledge Management Includes configuration item diagrams to show relationships and impact of changes</p>
<p><b>Incidents:</b> Simple structure, independent of service catalogue No SLA tracking</p>	<p><b>Incidents:</b> Included in Service Catalogue Full SLA targets and tracking Links to Event Management and Knowledge Management</p>
<p><b>Documents:</b> Basic FAQ and internal document functionality with links from Service Requests, Incidents, and Problems</p>	<p><b>Knowledge Articles:</b> Full featured knowledge management, with links throughout the system Topic subscriptions by employees Automatic creation of articles from Service Request, Incident, Problem, Change Request, Configuration Item</p>
<p><b>SLA Management:</b> Limited to single targets for services No OLA Management</p>	<p><b>SLA Management:</b> Full featured system with multiple SLA groups and Service-specific, CI-specific, and Team-specific SLAs available</p>



	<p>Integrated into all process tables</p> <p>OLA (Operational Level Agreement) Management included at the individual task level to measure performance of internal and external teams</p>
<p><b>Event Management:</b> Not included</p>	<p><b>Event Management:</b> Included with ability to integrate with any event monitoring system Can automatically create and resolve incidents and update configuration item status Fully customizable event types and rules</p>
<p><b>Release Management:</b> Not included</p>	<p><b>Release Management:</b> Full featured system, with links to configuration items, change requests, and service requests Task and Approval workflows</p>
<p><b>Service Catalogue and Portfolio:</b> Includes basic service catalogue used within service requests, change requests and purchase requests</p>	<p><b>Service Catalogue and Portfolio:</b> Includes workflow for service onboarding Full featured service catalogue(s) with user-friendly, catalogue-based end user interface Supports multiple service catalogue subsets for different users and roles Services in the catalogue are used in service requests (purchase requests are folded into service requests), change requests, and incidents</p>

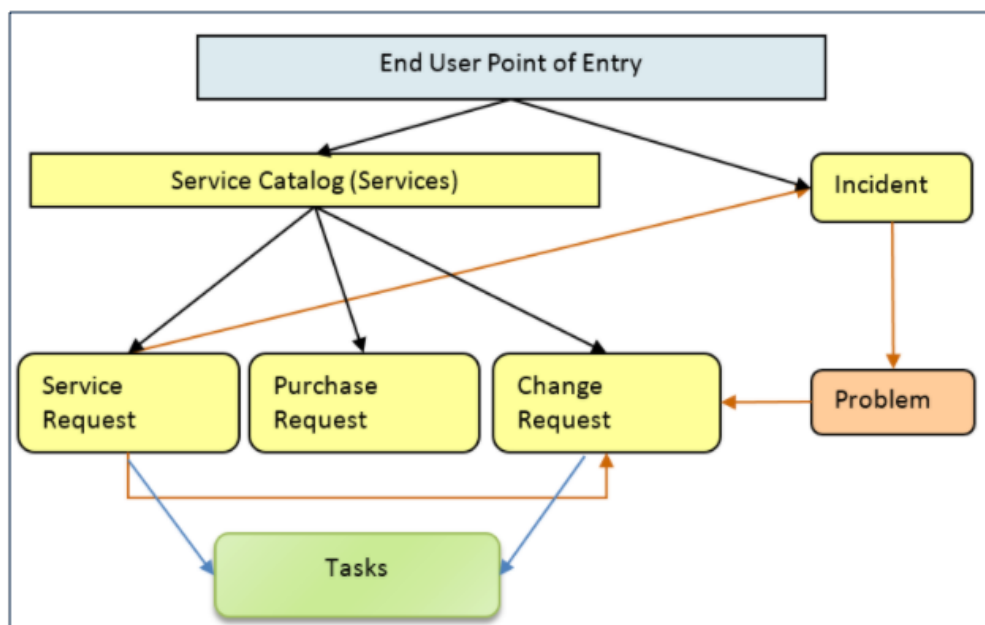
# Request Tables Overview

In defining the default table structure for the service desk operation, we had a few basic goals:

1. To make it easy for end users, or customers, to know where to go to request what they need and to follow up on their requests
2. To make the backend processing and workflows as simple and clear cut as possible for the technical users and approvers who must process the requests
3. To make the system easy for administrators to understand and maintain so that changes may be easily made to one kind of request and how it is processed without affecting everything else

The default setup aims to find a balance between all three of these goals.

We have chosen to segment customer requests into a few distinct request types and tables illustrated in the diagram:



The service catalog offers services to the end user that may be created in one of three tables: Service Requests, Purchase Requests, or Change Requests. Whether or not a particular group of users can request particular services can depend on their group permissions – for instance, our default internal end users cannot directly create a Change Request, while technical users can. An end user may also submit an incident to report a problem or interruption to a business or technical service. If merited, that incident may lead to the creation of a Problem and a Change Request by technical staff.

Service Requests and Change Requests may include a set of tasks that need to be completed before the request can be completed.

The system may be configured so that end users simply create records directly in any of these tables and choose the appropriate service from the service catalog once in the record, or it may be set up to offer users a set of hotlinks to create requests for specific services without them needing to know what table will be used to store and process the requests until after they have created them.

The separation of requests into these tables makes maintenance and processing simpler than if they were all in a single table, since the fields, form layouts, access permissions, workflows and rules can be specific to the needs of the particular request type.

The orange arrows in the diagram above show the predefined conversion paths a request may easily take, if a technician believes it is appropriate: a service request can, with a click of a button, generate an Incident or a Change Request, or can be linked to existing incidents or changes. Likewise, an Incident can generate or link to an existing Problem, while a Problem can generate or link to a Change Request.

A Problem may be related to multiple Incidents and a Change Request may be related to multiple Problems, Service Requests, and (through Problems) Incidents.

Naturally there are relationships within each of these tables to Users, Teams, Assets, and other essential components of the system.

# Service Requests Table

---

The Service Requests table holds all customer service requests. A service request (SR) is created when an internal customer needs a new service, a standard, pre-approved change to an existing service, a password reset, or some other kind of assistance or information.

When the user needs to report an interruption in service or a problem with an existing service, an Incident should be created instead. We have chosen to separate service requests from incidents because these two kinds of request have rather different workflows and resolution criteria. An incident may often require the generation of a Problem and a Change Request, while Service Requests will generally be self-sufficient and relatively quick to resolve.

The easy way to distinguish Service Requests from Incidents is to recognize that Service Requests are the kinds of things you will choose from a service catalog, such as application assistance, password resets, new employee setup, documentation or copying services, and so on.

If a user creates a Service Request when he should have created an Incident, the technician may click the Save Changes and Copy to Incident button on the Related Records tab of the SR form to easily convert that Service Request into an Incident and have all the fields mapped appropriately.

The Service Request table uses the same choice list of service categories as the Services table.

A user creating a service request chooses the category of service from a drop-down, and then sees all the active services that belong to that category in a second drop-down list. The default service categories for service requests can be seen in the services table or by creating a Service Request record and opening the drop-down list.

## Use Case

---

Service Requests may be created by telephone support staff or technicians on behalf of customers or by customers directly through the web interface or by inbound email, should an inbound email account be set up.

## End User Record Submission

When a customer submits a Service Request, the contact information fields automatically populate based on the details in his/her User record. In the default setup, a request cannot be submitted on behalf of a user who has no user record in the system. This may easily be changed by modifying the linked fields from the User table to enable "non-source" values to be used.

The user is required to select a service after selecting a service category. When the service is selected, the user will see a description of the service, any special instructions for that service, and any additional dependent fields defined to be visible for that service.

He may then provide further information and click Save to save the form, after which he will receive an email acknowledging receipt of the request.

## Automatic Assignment of New Requests

When a new request is saved, it is automatically assigned to a team based on the values in three fields pulled from other tables (Rule: All new Service Request actions, Action: Assign Service Request). The related service has a Responsible Team associated with it and a field called Give Service Team Priority over Asset Team that has Yes/No values. If a Asset was identified for the request, then there is also an Asset Responsible Team field that will be populated in the SR.

The current assignment logic is: if the Service Request involves a specific Asset, then the request is assigned to the responsible team for that Asset, unless the Give Service Team Priority over Asset Team field is set to Yes. In this case, or If no Asset is defined, then it is assigned to the Responsible Team for the Service. If there is no Responsible Team for the Service, then it is assigned to the 1st Level Support Team.

Naturally, this logic may easily be changed to suit your organization. You can simply set a default value such as the 1st Level Support Team or you may choose some other logic to use based on different fields. The current logic is implemented in the SR rule named "All New Service Request Actions" and may be modified there.

## Technician Record Submission

If a technician creates the SR, he may choose an assigned team and assigned person from the drop-down fields, and his changes will not be overwritten – the rule only assigns if the Assigned Team field is empty when the record is saved.

New SRs are created in a Status of Open by default. During creation, a technician may change the Status to In Progress if they wish to indicate they are already starting work on it, or Closed if they were able to resolve the issue immediately and want to capture the request for reporting purposes.

## Automatic Emails Sent upon Submission

If a Support Staff technician creates a record in a status of Closed an email is sent to the customer telling them how to reopen the Service Request. This email is sent by a workflow action and is displayed as a checkbox that can be turned off by technician users. This option is set in the workflow options, and can be modified.

If the status is not Closed when saved, the rule named "All New Service Request Actions" will send the customer an acknowledgement email and will also send an email to either the Assigned Person, if there is one, or to the Assigned Team.

## Using Tasks for a Service Request

Some services are defined to have a set of tasks that should be completed. The task method is defined in the Service Request record as described above in Tasks for Service Requests.

If tasks are associated with the service, they are manually generated by the technician responsible for the service request when ready, on the Tasks tab.

In the screenshot above, the user has generated two of the user-selected tasks by using the Generate Tasks button, and has also created an ad hoc task using the Create Ad Hoc Task button.

For the user-selected tasks, the Generate Tasks button remains visible in case the user decides to check additional boxes after generating the first tasks. Validation prevents the same tasks from being created a second time for the same service request.

Tasks are created with a status of Queued or Conditional. Conditional tasks are only needed if some particular field condition is met and are defined in the task template. A rule running on creation handles assignment.

Once the tasks have been generated, the Launch Tasks button becomes visible. When the Launch Tasks button is clicked, all tasks that have no prerequisite tasks, or whose prerequisites have been marked as Not Needed, are set to a Status of Assigned, and the assigned team or person is notified with an email. The Date Due is also set based on several criteria.

The Sequence field is used to indicate the general sequence of tasks. If all the tasks have a Sequence value of 1, this indicates that they are likely all parallel tasks triggered at the same time. If a task has one or more prerequisite tasks, its sequence value is automatically set to the highest sequence value of its prerequisite tasks plus 1. So if a task has prerequisites whose Sequence values are 1 and 4, it will be set to 5. This numbering is not functional, it is just descriptive of the general order in which the tasks are expected to be done.

If there are tasks that have prerequisite tasks, those tasks remain in the Queued or Conditional status until all of their prerequisites are completed. When they are completed, conditions are checked for the conditional tasks and the status is set to Assigned or Not Needed if the condition for a conditional task is not met. In the example above, the last two tasks are Queued waiting for their preceding tasks to be completed. The top two tasks were assigned at the same time, since they had no prerequisites.

When tasks are used, two fields track the number of tasks and the number of completed tasks with a terminal status.

When these two fields match, meaning that the final task has been completed, a rule notifies the assigned person, or assigned team if there is no assigned person, that the final task is done (Rule: Tasks Just Completed; Action: Notify Assigned team or person of completed tasks).

## Processing of Records

If a technician working on a Service Request needs more information from the customer in order to take further action, she can set the status to Pending Customer. A workflow action will automatically send an email to the customer requesting further information and including the content of the Additional Notes field, an append-only field that is used to communicate with the customer. The email includes a hyperlink for the customer to click to edit the Service Request directly.

If the technician needs to reassign the Service Request to a different team or person, he or she simply changes the Assigned Team and/or Assigned Person field and the system will email the new assignee notifying them of the reassignment (Rule: Assigned team or person changed; Action: I: Notify team or person of new assignment).

The Staff Only Notes field is an append-only field that holds technician working notes that are not visible to the customer.

When the technician has completed work on the Service Request, they set the Status field to Closed and put the solution notes into the Solution field. This triggers a workflow email to the customer that includes the content of the Solution field and tells the customer that the request has been completed. By default, no escalation rules are set up for the Service Request table.

## Reviewing for Knowledgebase and Standard Solution Inclusion

When the Status is changed to Closed, additional required fields become visible at the bottom of the Working tab:

▼ Knowledge Management

\*Standard Solution ?  Yes  No

\*Review for Knowledgebase? ?  Yes  No

Knowledge Document Status  Pending Review  
 Created  
 Not Needed

Create Knowledge Article

The person closing the request is required to update the Standard Solution field and the Review for Knowledgebase fields. The Standard Solution defines a subset of requests that have a Resolution field value that may be reused in another request. Requests with a Yes in that field become available to the lookup next to the Resolution field:

**Resolution**

Your desk and laptop are set up with your secure email account and group password access on LastPass. Welcome to Agiloft!

Q

HTML
  plain text

That lookup searches for standard solutions and provides a button to import their Resolution field value into the request that is currently being edited. So it is helpful to mark useful responses in this way so they can be reused.

The Review for Knowledgebase? field is used to create another subset of requests that should be considered for conversion into a Document FAQ. The conversion to a Knowledge Article may be done directly by the service technician using the Create Knowledge Article button shown above, or that button may be permission-controlled to be visible only to someone in a higher level group.

There is a built-in report finding all service requests with a Yes value in the Review for Knowledgebase field and a Pending Review value in the Knowledge Document Status field. This report can be scheduled and mailed to a team responsible for creating new Knowledge Articles in the Documents table.

Clicking the Create Knowledge Article button opens a new document record and maps fields from the request into fields in the new record. Additional fields can be filled out as well. When the document record is saved, it runs and updates the service request to set the Knowledge Document Status to a value of Created. That hides the create button so it will not be converted again.

If upon reviewing the request, the reviewer determines it should not be converted, they can change that field to Not Needed so that the request will stop appearing on the reports of items to review.

## Reporting Time Spent

Technicians may easily report the time they spend on handling service requests. There are two fields: Time Spent and Time Description, and an action button: Add Time, on the Time tab of the layout.

Entering values here automatically creates a new time entry record when the Add Time button is clicked. The time entry shows the work done by the technician and on the current date.

All Time Entries						
<input type="checkbox"/> Edit	ID ↓	Done On	Done By	Work Description	Hours Spent	
<input type="checkbox"/> <a href="#">🔗</a>	56	Dec 24 2021	Ralph Knowles	Created tasks and change request for new secure account	0.25	
<input type="checkbox"/> <a href="#">🔗</a>	10	Aug 07 2021	Paula Ling	Did something	1.05	
<input type="checkbox"/> <a href="#">🔗</a>	7	Nov 15 2021	John Martin	Set up the new system	1	

All the time entries for a request can be seen on the Time tab as well. If a technician needs to report time that was spent on a different day or by a different user, they may click the New button on the Time spent table to submit a time entry directly and change the date or "Done by" field. All time entered is totaled in the All Time Spent field, which can be used in reporting or billing.

The Add Time action button converts the time fields into a Time Entry record and then blanks out the current values so they will be empty.

Note that this same time entry methodology is used in the Incident, Problem, Change Request, and Task tables. Time spent on each type of request will be held in the Time Entries table, from which reports may easily be run for all kinds of time.

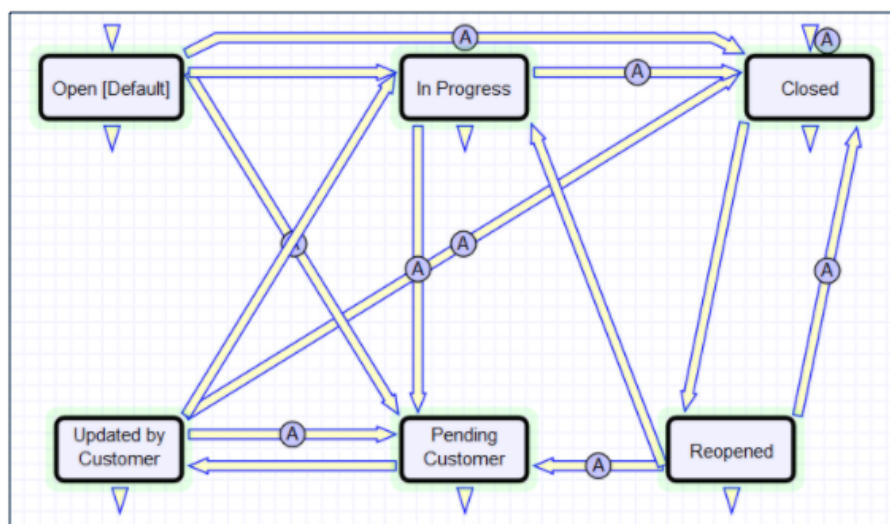
## Customer Updates

If the customer updates the Service Request at any point, an email notifies the assigned person, or assigned team if there is no assigned person, of the update.

When the customer replies to the email or edits a Service Request in a status of Pending Customer, the status changes to Updated by Customer (Rule: all customer update actions, Action: User Update Actions) and an email notifies the assigned person, or the assigned team if assigned person is empty, that the customer has replied. The customer is able to update the Additional Notes field directly and email replies are mapped to that same field.

The closing email to customers includes a hotlink back to the record if they wish to reopen it and instructs them to explain why they are not satisfied with the solution. Clicking the hotlink will automatically change the "I Would Like To Reopen My Service Request" field to Yes, which in turn sets the Status of the Service Request to Reopened and notifies the assigned person (Rule: All customer update actions, Action: User Update Actions).

## Workflow





# Ownership

---

Records in this table are "owned" by the individual customer. This means each record is associated with a particular login and no other "end user" employee will be able to edit that record. All technician users are able to edit any service request by default.

# Reporting and Statistics

---

Several fields are included that are used for statistical reporting. The following fields may be of interest:

- Number of Assignees – is auto-incremented each time the assigned person changes (Rule: Assigned team or person changed, Action: Notify team or person of new assignment)
- Number of Teams Assigned – is incremented each time a different team is put in the Assigned Team field (Rule: Assigned team or person changed, Action: Notify team or person of new assignment)
- Number of Reopens – is incremented each time a closed request is reopened by a customer
- Total Hours to Close – elapsed time between Date Created and Date Closed, which is the default value
- Working Hours to Close – elapsed time between Date Created and Date Closed minus the non-working hours of the team in the Assigned Team field and the time during which the Status was Pending Customer, which is the default value
- Solved Within SLA – yes/no field with default value of Yes, is set to No when the total hours to close is greater than the relevant SLA Hours to complete field, which is pulled in with the service and based on priority (Rule: Status Change Actions, Action: All status change actions)

There are default reports measuring Total Time Spent by Service Category, Average time to close by service category and by person who closed, as well as averages for number of people assigned, number of teams assigned, number of reopens, and so on. With the field structures already there, it is easy to add reports to slice and dice the information the way you need it.

# Incidents Table

---

Incidents are used to report service problems and outages. They are interruptions to customer service. The objective is to return to the normal service as defined in an SLA as quickly as possible with minimal business impact. An example Incident for an end user might be: "I cannot access my email".

What is the distinction between Service Request and Incident? Incidents are interruptions or degradations of an existing service that need to be rectified. They are problems that need to be solved, rather than a request for new service or a change to a functioning service, such as a new employee setup or new software application request.

Incidents may result from underlying problems caused by misconfiguration or hardware failures, and an underlying problem may result in the submission of several incidents by end users. When this is the case, the underlying problem may be reported and managed in a separate Problem record.

When an incident is caused by an underlying problem, the technician working on the incident can link the incident to an existing Problem record or convert it to create a new Problem record. They may also click the Save and Create Change Request if they wish. The Change Request table will keep track of Incidents that are converted onto it.

Problems may require significant changes in order to be permanently resolved. In this case, the technician working on the Problem will link it to a new or existing Change Request. While a Problem may stay open until the Change is implemented, often a workaround is found to resolve the interruption in service for the customer.

The system is set up to make it easy to generate and relate Incidents, Problems, and Changes, and to quickly and automatically propagate workarounds from problems into all related Incidents.

## Use Case

---

Incidents may be created by internal customers through the web portal or via email, or by a technician taking a telephone call from a customer. They may also be created by network monitoring systems configured to send problem reports to the system through one of the standard APIs. A field in the Incident form specifies the reporting source, such as email, web, or phone. A technician may also convert a Service Request to a new Incident via an action button in the SR form if a customer submitted a Service Request when they should really have submitted an Incident. See [Details of Incident Rules](#) in the Appendix for more details.

## End User Record Submission

When a customer submits an Incident, the contact fields automatically populate based on the details in the User record. In the default setup, an Incident cannot be submitted on behalf of a user who has no user record in the system. This may easily be changed by modifying the linked fields from the User table to enable "non-source" values to be used.

The customer selects a category for the Incident from the drop down list "I'm having a problem with...", such as 'Email' or 'Access Problem', then describes the problem in more detail via the Summary and Description fields.

The customer is also given two fields to describe the priority of the Incident: Impact and Urgency. Impact specifies how widespread the Incident is: A user whose desktop computer is malfunctioning would choose 'Affects Single User', whereas a critical server failure might be classified as 'Affects Company'. Urgency is a subjective measure of

the criticality and time sensitivity of the Incident, and ranges from Low to Critical. Both Impact and Urgency are used to automatically determine the official Priority of the Incident, a field which is hidden from the end user and only editable by power users. See [Incident Rules](#) for the current logic used to set the Priority. Priority is only set by a rule if the power user has not already manually set it.

After providing the summary, description, category, impact, and urgency, the user clicks Finish and receives an automatic email notification when the system creates the record.

## Technician Record Submission

A technician creating an Incident sees additional information relating to the status of the Incident, including assignee and status fields. Unlike end-users, power users can see an additional section on the details tab for Asset Information that shows fields relating to a specific Asset. By default, Incidents are created with the "Problem Asset Identified?" field set to No, but if a power user determines the Asset that is the root cause of the Incident, he or she may set this field to Yes and select a Asset via a linked field set.

By default, Incidents without an Asset identified are assigned to the 1st Level Support Team. Technicians can also set the assigned team and assigned person manually via drop-down lists in the Work Status tab. If the Problem Asset has been identified, the power user can set the field "Assign to Asset Responsible Team" to Yes and when the Incident is saved, a rule will detect the change and assign the team responsible for the Asset selected to the Incident. A technician may change the Assigned Team field later, as the rule will only set the Assigned Team at the time the Asset field changes to Yes.

New Incidents are created in a status of Open by default. During creation, a technician may change the status to Assigned to indicate they have already started working on it, or Closed if they are able to resolve the issue over the phone and wants to capture the request for reporting purposes.

## Automatic Emails Sent upon Submission

If a Support Staff technician creates a record in a status of Closed an email is sent to the customer telling them how to reopen the Incident. This email is sent by a workflow action and is displayed as a checkbox that can be turned off by technician users. This option is set in the workflow options.

If the status is not Closed when saved, the rule named "Incident - All Creation Actions" will send the customer an acknowledgement email and will also send an email to either the Assigned Person, if there is one, or to the Assigned Team if not.

## Processing of Records

When a technician works on an Incident, if they needs more information from the customer in order to take further action, they can set the status to Pending Customer. A workflow action will automatically send an email to the submitter requesting further information and including the content of the Additional Information field, an append-only field that is used to communicate with the submitter. The email includes a hyperlink for the customer to click to edit the Incident directly.

If the technician needs to reassign the Incident to a different team or person, they simply change the Assigned Team and/or Assigned Person field and the system will email the new assignee notifying them of the reassignment (Rule: Incident Edit Actions, Action: I: Notification Actions).

The Staff Only Notes field is an append-only field that holds technician working notes that are not visible to the customer.

When the technician has completed work on the Incident, they set the Status field to Closed and put the solution notes into the Resolution field. This triggers a workflow email to the customer that includes the content of the Resolution fields and tells the customer that the request has been completed.

## Relating Incidents to Problems

If an incident has an underlying problem that needs to be addressed, the technician may quickly convert the Incident into a related Problem record. Or they may use the Linked Problem lookup to search for existing Problems that may be the cause of this incident, and if one is found, link the Incident to that Problem.

When an Incident is linked to a new or existing Problem, the Incident may be automatically updated from the Problem record when a workaround or solution to the Problem is identified.

Within the Problem record, a button may be pressed to copy the workaround for the problem into all related Incidents, set the Status of the Incident to Workaround Provided, and email the customer and assigned rep. Another button may be pressed to populate the Problem's Solution into the related Incidents, set their Status to Closed, and email the customers.

## Reporting Time Spent

Technician users may easily report the time they spend on handling Incidents. There are two fields and an action button for this purpose called Hours Spent, Time Description, and Add Time on the Time tab of the layout.

▼ Enter Time Spent

Hours Spent ?

Time Description ?

Preparing the document.

**Add Time**

Entering values there will automatically create a new time entry record when the Add Time button is clicked. The time entry will show the work done by the technician and the current date.

▼ All Time Entries

<input type="checkbox"/> Edit	ID ↓	Done On	Done By	Work Description	Hours Spent
<input type="checkbox"/> <a href="#">🔗</a>	56	Dec 24 2021	Ralph Knowles	Created tasks and change request for new secure account	0.25
<input type="checkbox"/> <a href="#">🔗</a>	10	Aug 07 2021	Paula Ling	Did something	1.05
<input type="checkbox"/> <a href="#">🔗</a>	7	Nov 15 2021	John Martin	Set up the new system	1

All the time entries for a request can be seen on the Time tab as well. If a technician needs to report time that was spent on a different day or by a different user, they may click the New button on the Time spent table to submit a time entry directly and change the date or "Done by" field. All time entered is totaled in the All Time Spent field, which can be used in reporting or billing.

Note that this same time entry methodology is used in the Service Request, Problem, Change Request, and Task tables.

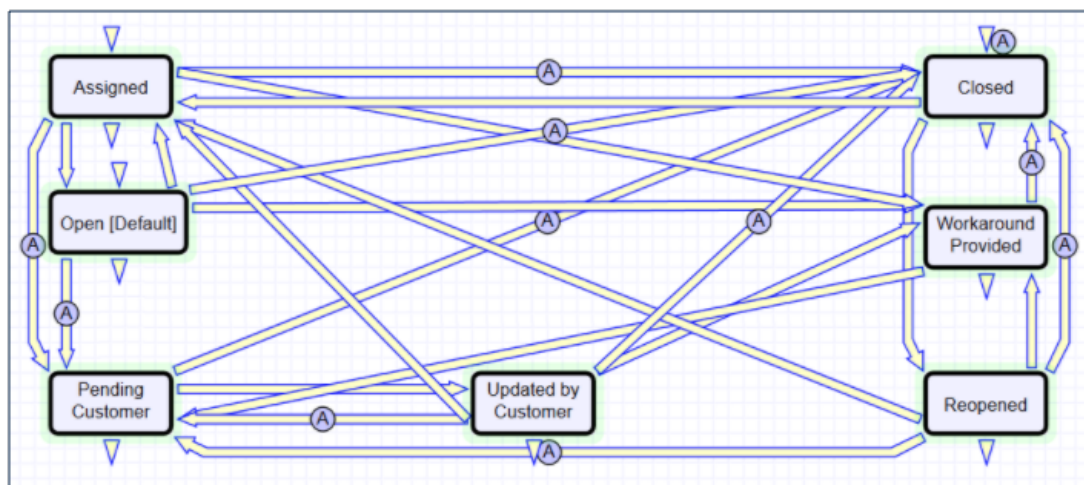
## Customer Updates

If the customer updates the Incident at any point, an email notifies the assigned person, or assigned team if no assigned person, of the update.

When the customer replies to the email or edits an Incident in a status of Pending Customer, the status changes to Updated by Customer (Rule: Incident Customer Update Actions, Action: Submitter Update Actions) and an email notifies the assigned person, or the assigned team if assigned person is empty, that the customer has replied. The customer is able to update the Additional Information field directly and any email reply from the customer is mapped to that same field.

The closing email to customers includes a hotlink back to the record if they wish to reopen it and instructs them to explain why they are not satisfied with the solution. Clicking the hotlink will automatically change the "I Would Like To Reopen My Incident" field to Yes, which in turn sets the Status of the Incident to Reopened and notifies the assigned person (Rule: Incident Customer Update Actions, Action: Submitter Update Actions).

## Workflow



## Ownership

Records in the Incident table are "owned" by the individual submitter. This means each record is associated with a particular employee login and no other "end user" employee will be able to edit that record. All technician users are able to edit any Incident by default.

# Reporting and Statistics

---

Several fields are included that are used for statistical reporting. The following fields may be of interest:

- Number of Assignees – is auto-incremented each time the assigned person changes (Rule: Incident Edit Actions, Action: Notification Actions)
- Number of Teams Assigned – is incremented each time a different team is put in the Assigned Team field (Rule: Incident Edit Actions, Action: Notification Actions)
- Number of Reopens – is incremented each time a closed request is reopened by a customer
- Total Hours to Close – elapsed time between Date Created and Date Closed
- Working Hours to Close – elapsed time between Date Created and Date Closed minus the non-working hours of the team in the Assigned Team field and the time during which the Status was Pending Customer

There are default reports measuring Total Time Spent by Type of Problem, Average time to close by Type of Problem and by person who closed, as well as averages for number of people assigned, number of teams assigned, number of reopens, and so on. With the field structures already there, it is easy to add reports to slice and dice the information the way you need it.

# Problems Table

---

Problems represent the root cause of one or more Incidents or possible Incidents. Resolving a problem means resolving/preventing related Incidents.

Incident Management is concerned with restoring service as quickly as possible, whereas Problem Management is concerned with determining and eliminating root causes, which eliminates repeat problems.

The primary objectives of Problem Management are to prevent Incidents from happening and to minimize the impact of Incidents that cannot be prevented.

## Use Case

---

The following sections contain information about multiple use cases of the Problems table.

## Problem Creation

When an incident is determined to be based on an underlying Problem, first-response support technicians create a Problem record from the Incident, automatically creating a link between the Incident record and the Problem. The new problem record imports relevant information from the Incident, such as the linked Asset. Problems are also creatable independent of existing Incidents, such as in cases where a problem is discovered internally but no Incidents have been reported.

Resolution of problems may require Changes to the system. Staff addressing the problem may determine that a shared Asset needs to be replaced or modified, and may therefore file a Change Request.

When the problem is resolved, a technician updates the record with relevant information and closes the record, in turn prompting automation to begin closing procedures for related Incidents. If the problem cannot be resolved it may be classified as a Known Error and a permanent work-around supplied. This will also update the related Incidents.

## Processing of Records

Once created, Problem records can be linked to Incidents from either the Problem record or from an Incident record.

Priority, a measure of the Problem's urgency and relative importance, is set by default to the Priority of the spawning Incident, but can be changed at the time of creation. Problem Priority, a measure of impact and risk, particularly with regards to IT service operations, may be determined separately as part of Problem Classification procedures. Together Priority and Problem Priority help IT managers make factual decisions for scheduling and planning and help determine the category of related Change Requests. By default, new Problems have a Problem Priority of Standard (0), indicating no special review or authorization is needed.

# Diagnosis

The Problem follows its own workflow separate from the Incident. Ops team members open the problem record in the default state of Pending Diagnosis to indicate that a diagnosis has yet to be determined, or Diagnosed if no further steps are required. A record may sit in a state of Pending Diagnosis for some time before staff actually begin to perform the diagnosis, so Start Clock and Stop Clock buttons let users indicate how much time was spent diagnosing a particular problem.

As part of the diagnosis, technicians select the service involved based on existing Incident reports or based on the most likely service to be affected by the Problem. If a particular Asset is identified as the source of the problem's root cause, staff can quickly link the Problem to the Asset record.

Once a diagnosis is supplied, staff will move the record into a state of Diagnosed and fill out the Root Cause description. They may suggest a temporary fix, or workaround, for the problem and related incidents if a permanent solution is not readily available. For example, use Printer B3 for now instead. While determining a workaround and /or permanent resolution, technicians can use Start and Stop Clock buttons to track the time spent determining workarounds and solutions for this Problem.

If at any time during the root cause diagnosis or determination of the proper solution staff need more information from a separate process, such as Incident details from first level support, the Problem record may be placed in a state of Pending More Information.

If a Problem is deemed too risky or of lower priority than more imminent issues, it may be put in a status of Deferred to reflect no ongoing diagnosis or pending changes.

# Solution

In most cases where a Problem's root cause deals with an Asset, a Change Request will be submitted to make the appropriate fixes to the Asset. Change Requests are creatable directly from the Problem record, instantly linking them. While a problem is waiting for a Change Request it can be put in the status of Pending Change.

If the Change Request linked to a Problem is closed, the system will send an email notification to the problem assignee so that the individual can take additional steps to close the Problem record if it was pending change for resolution.

A problem whose root cause is known but for which there is no permanent resolution is considered a Known Error. Known Errors should have Workarounds to allow Incident Management to restore service as quickly as possible. The Update Incident with Workaround button allows staff working the Problem to quickly disseminate workaround information to linked Incidents with the click of a button. Clicking the button will post the workaround in all related incidents and change their status to Workaround Provided, which will also trigger an email to both the end user and the assigned staff person of the Incident(s).

A similar button is used to transfer the problem Solution to related Incidents. Clicking the Update Incidents with Solution button in the problem will populate the Solution field of the Problem into the Incident Solution field and set the status of the Incident to Closed, emailing the customer.



Once a permanent resolution is determined and implemented, staff users enter the description in the Resolution field and set the status to Resolved. If the resolution contains information that is useful outside of this problem's particular scope, the Add to Knowledgebase? field can be set to Yes to make the Resolution field available via FAQs.

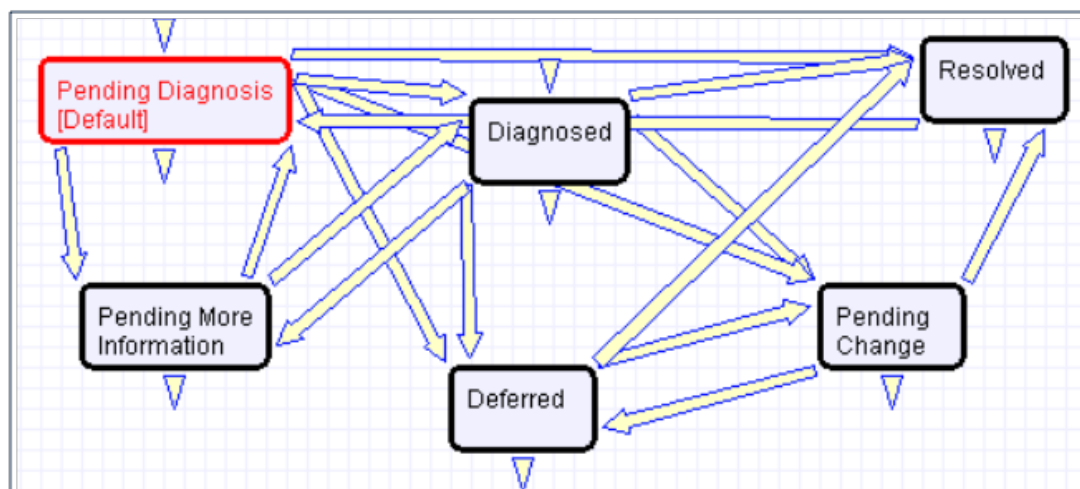
## Ownership

---

Problems are owned by the staff member who creates the Problem record. Since only internal staff will see Problem records, groups may share responsibilities between Incident Management and Problem Management and multiple individuals may share ownership over time.

## Workflow

---



# Change Requests (RFC) Table

---

The Change Requests table is used for Change Management. A Change request is created when a change is needed to an asset or to any other business object that may require a set of approvals before the change can be completed.

Once a change request is created, it can be assigned to the appropriate teams or individuals for one or many approvals. It can then be moved along in the process, from approval, to scheduling, to action by staff members actually making the change, to completion, testing, and release.

Of course each organization has its own definition of types of change that may need to be managed in this way, but we have prepopulated the service catalog with a list of common change types. You can easily add your own change categories and types to the services table.

Change Requests differ from Service Requests in that they are not visible by default to end users and typically follow a stricter set of procedures and approvals.

## Use Case

---

Change Requests (CRs) may be directly created by technician users or may be created by conversion from a Service Request or a Problem, in which case they are linked back to the generating record.

## End User Record Submission

By default, Change Requests are not visible to end users and cannot be created by them. This is defined by group permissions, and if you would like to allow end users to submit change requests, you can simply change the group permissions of the relevant groups to enable this.

## Technician Record Submission

When a technician submits a Change Request, the Submitter contact information fields automatically populate based on the details in the user's record. In the default setup, a request cannot be submitted on behalf of a user who has no user record in the system. However, the creator can select a different person if needed.

The user is required to select a service after selecting a service category. When the service is selected, the user will see a description of the service and any special instructions for that service.

When a technician creates the CR they may choose the Change Management Team and the Change Manager from the drop-down fields. If they do not choose the team, when the record is saved, the request will be assigned to the Service Responsible team, if any, or to the Change Management Team, if there is no responsible team defined for the service.

New CRs are created in the Status of Open by default. During creation, a technician may click the Submit for Review button to change the status to Pending Change Manager.

The Change Request table pulls its services from linked entries in the Services table. A user creating a change request chooses the category of service from a drop-down, and then sees all the active services that belong to that category in a second drop-down list called Service Title. The default service categories for change requests can be seen in the Assets table or by creating a CR record and opening the drop-down list. When the service is selected, several additional fields are pulled in with the service, including fields defining whether approvals are needed and the approval generation type.

Once the main fields are filled in, the user navigates to the Assets tab. This allows the user to look up several assets. The assets can be filtered by first choosing an Asset Type and then clicking the Select Assets lookup.

**All Assets**  
 Select the CI Type to filter the available configuration items prior to selecting the Configuration Item(s).  
 Asset Type   
 Status: 1 record(s) found, 1 page(s). Click [here](#) to count records again..  
 Select Assets | Unlink | Actions ▾ | Views ▾ | ▾  

<input type="checkbox"/> Edit	ID ↓	Asset Name	Asset Type	Asset Subtype	Status	Operational Status
<input type="checkbox"/>	53	No Asset Involved	None		Installed	Working

 Number of Linked Assets: 1

Note that if no assets are involved in the change request, you are still required to select one because of the way tasks are managed in change requests. Use the No Asset Involved asset record with the Asset Type of None in this situation. This allows all task generation and other functionality to work as expected.

**All Assets**  
 Select the CI Type to filter the available configuration items prior to selecting the Co  
 Asset Type  
 Status: 1 record(s) found, 1 page(s) found, 1 page(s) found again..  
 Select Assets | Unlink | A | Views ▾ | ▾  

<input type="checkbox"/> Edit	ID ↓	Asset Name	Asset Type	Asset Subtype	Status	Operational Status
<input type="checkbox"/>	53	No Asset Involved	None		Installed	Working

 Number of Linked Assets:

- ✓ Choose one
- Communication Device
- Computer
- Computer Peripheral
- Data Center
- Imaging/Printing
- Infrastructure Item
- Network Hardware
- Server
- Software Application
- Storage Device
- Video Conferencing
- Other
- None

Once the assets have been selected, to further process the change request, the user needs to click the Submit for Review button. This saves the change request, validates the required fields, sets some background fields that control visibility of the approval and task buttons, and sets the status to Pending Change Manager.

## Automatic Emails Sent upon Submission

If the status is not Closed when saved, the system sends the submitter an acknowledgement email and will also send an email to either the Change Manager, if there is one, or to the Change Manager Team (Rule: CR- All Creation Actions).

## Changing Assigned Team or Change Manager

If a technician needs to reassign the Change Request to a different Change Management Team or Change Manager, they simply change the field(s) and the system will email the new assignee notifying them of the reassignment (Rule: CR - Edit Actions (API Enabled), Action: Assignee Change Notifications).

## Managing the Approval Process

---

Change requests can use different approval methods, discussed in the Approvals for Change Requests section above. Based on the approval method defined in the service record, approvals will typically be created and launched within the change request using buttons.

If the change service does include approvals, then at least one approval record must be created and approved in order to proceed to generating and launching any tasks and moving the status forward.

Once the request has been sent for review, if it was for a service that requires approvals, the change manager can review it and generate approvals with the Create Approvals button.

Clicking Create Approvals generates approvals based on the predefined approval workflow. If the change request service allows ad hoc approvals, options are available to generate additional approvals as needed. Approvals are generated in a Status of Queued by default. Once the approvals are generated, new buttons called Launch Approval Process and Recheck Conditional Approvals appear under Approval Workflow Title.

When the change manager is ready for the approval process to start, she clicks the Launch Approval Process button, which will set all approvals with the lowest step number to Pending Approval. It will also update the Status of the Change Request to Pending Approval.

When an approval's status is set to Pending Approval, the approval team and/or Approver are notified by email.

The approval process is controlled by the step numbers. Approvals with the same step number value are launched at the same time, when the approvals with the next lower step number are completed.

This is a different model than in the task workflows, in which the sequence field is not functional. With approvals, the step number controls the process and there are no separate sequences or threads in the approval process.

Another way in which approval generation is different from the handling of tasks is that conditional approvals are not created at all unless their condition is met at the time of generating the approval. Since these conditions generally depend on the meta data and fields in the change request, it is important to make any critical fields required to hold a value before getting to the point of generating approvals. The Recheck Conditional Approvals button does allow the technician to recheck the condition if after generating the first approvals, the meta data changes. But it is best to ensure that any needed meta data is filled out first.

As the first approvals are completed, those with the next step number are set to Pending Approval and their assignees notified. Any approval notes put into the approvals are copied up to the change request in the running All Approval Notes field.

Two fields below the approvals table track the Number of Approvals Needed and the Number of Approvals Completed, and once those two numbers are equal and great than or equal to 1, the Status is changed to Approved and the Requester and the Change Management team are notified.

## Creating Tasks for the CR

Tasks can be created for the CR before the approvals are done. The only requirement is that the user must first enter the Change Window Start Time and Change Window End Time, as the End Time will be used as the Date Due for the tasks.

▼ Change Scheduling - Required to Generate Tasks

Change Window Start Time ?    Change Window End Time ?

Depending on the task generation method, one or more tasks will be created for each selected asset. If the task generation method is CR Single Task from Template, then a predefined template is shown.

Here the default task template is the one called Upgrade Windows OS. Clicking the Generate Tasks button will generate one task for each of the selected assets.

The user may then select another task to generate when that is done, if desired. They may also check the box for Create New Task to Generate to create another task template that can be generated for all the selected assets. Checking that box will display fields to fill in for the ad hoc task.

Clicking the button to Create New Task to Generate will create a new Task Template, save the change request, and reopen it to edit, with the new task selected in the Task to Generate field. From here, you can click the Generate Tasks button again to add the Task to this CR for each Asset that is selected.

## Launching Tasks

Tasks may not be launched until any approval process is completed. This is to ensure that no work is started without approval.

Once the approval has been received, click the Launch Tasks button to set the first tasks, those with no prerequisite or with any prerequisites completed or not needed, to a status of Assigned. It will also set the Status of the Change Request to In Progress, if it is not already in that status.

See the Task Templates and Task sections above for more details on how tasks are launched and processed.

## Completing the Change Request

When all tasks are completed, the Change Manager is notified. Based on whether the tasks were all completed or whether some of them failed, the change manager will then set the Status of the Change Request to Completed or Completed with Failures. Validation prevents the user from choosing Completed as the status if there are tasks whose status is Failed.

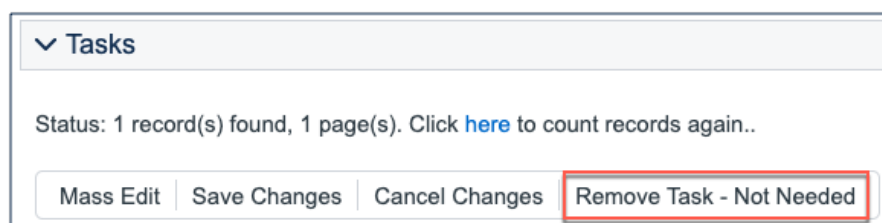
Changing the status to Completed or Completed with Failures will send an email to the Requester informing him that the change is completed.

## Working Notes

The Work Notes field is updated from the running working notes for all of the related Tasks.

## Related Records and Removing Tasks

During the working process, some tasks may be removed as not needed by the change manager. The action bar above the Tasks table in the change request includes a button to remove one or more tasks.



This changes the status of the selected tasks to Not Needed and they move into the Inactive Tasks table shown on the Inactive Tasks tab.

From this area, if it turns out that the task actually is needed, the change manager can select one or more tasks and click the Reassign Task to set their status to Assigned and move them back into the active Tasks table.

# Parent-Child Change Request Structure

Previously we used parent-child change requests to manage multiple changes to assets. That possibility is still available but the fields for relating parent and child change requests have been removed from the layout, since that was a more cumbersome process. If there is a need to relate change requests in a parent child structure, this logic can be used again.

## Reporting Time Spent

Technician users may easily report the time they spend on handling change requests. There are two fields and an action button: Time Spent, Time Description, and Add Time on the Time tab of the layout.

Entering values there will automatically create a new time entry record when the Add Time button is clicked. The time entry will show the work done by the technician and on the current date.

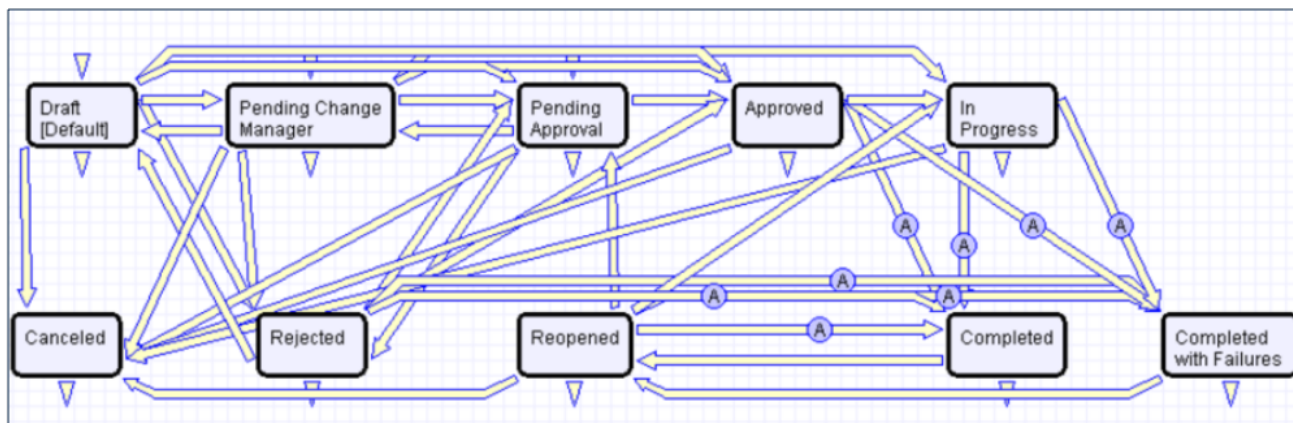
All Time Entries						
<input type="checkbox"/>	Edit	ID ↓	Done On	Done By	Work Description	Hours Spent
<input type="checkbox"/>		56	Dec 24 2021	Ralph Knowles	Created tasks and change request for new secure account	0.25
<input type="checkbox"/>		10	Aug 07 2021	Paula Ling	Did something	1.05
<input type="checkbox"/>		7	Nov 15 2021	John Martin	Set up the new system	1

All the time entries for a request can be seen on the Time tab as well. If a technician needs to report time that was spent on a different day or by a different user, they may click the New button on the Time spent table to submit a time entry directly and change the date or "Done By" field. All time entered is totaled in the All Time Spent field, which can be used in reporting or billing.

Note that this same time entry methodology is used in the Incident, Problem, Service Request, and Task tables.

## Workflow

The workflow is used to send the email when the change request is completed. Otherwise, it controls the state transitions, as shown in the screenshot below:



## Ownership

Records in the Change Request table are owned by the person whose login matches the Creator Login field.

## Reporting and Statistics

### Forward Schedule of Change

The Forward Schedule of Change represents approved changes and the proposed implementation dates. More generally, it is a list of Change Requests set to occur in the future. Functionally it might include CRs with restricted criteria, such as approved changes only, but by default the Forward Schedule of Change simply shows all Change Requests that are not in a status of Completed, Completed with Failures, or Canceled.

The Forward Schedule of Change is a saved search available from the vertical navigation menu under the Change Request table name. Change Requests are listed in order of Requested Date of Completion. This search is also used in a structured HTML report of the same name. The report groups the CRs by requested date of completion (by week) and shows summary data, including the sum of the Estimated Time to Complete for all records. The report can be configured to be sent in a weekly email to the Change Management team.



# Accomplished Change

Accomplished Change is the complement to the Forward Schedule of Change and by default shows all completed Change Requests, sorted by Date Closed.

# Assets Table

---

The Assets table holds records containing information about your company's Assets. It may include assets that are in inventory and not in service, as well as all assets that are in service.

## Use Case

---

### Asset Creation

Staff may add a Asset manually to the system by creating a new record, or integrated Discovery systems may create Asset records automatically with specified attributes.

Assets have type-specific attribute fields (Manufacturer, Model, Serial Number, etc.) and relationships to other Assets, Service Requests, Problems, Change Requests and Contracts.

Related Service Requests, Problems, and Incidents are displayed as lists of records within an Asset, so the history of a given Asset is readily available.

Assets may also be related to other assets in an upstream and downstream embedded table.

### Record Creation

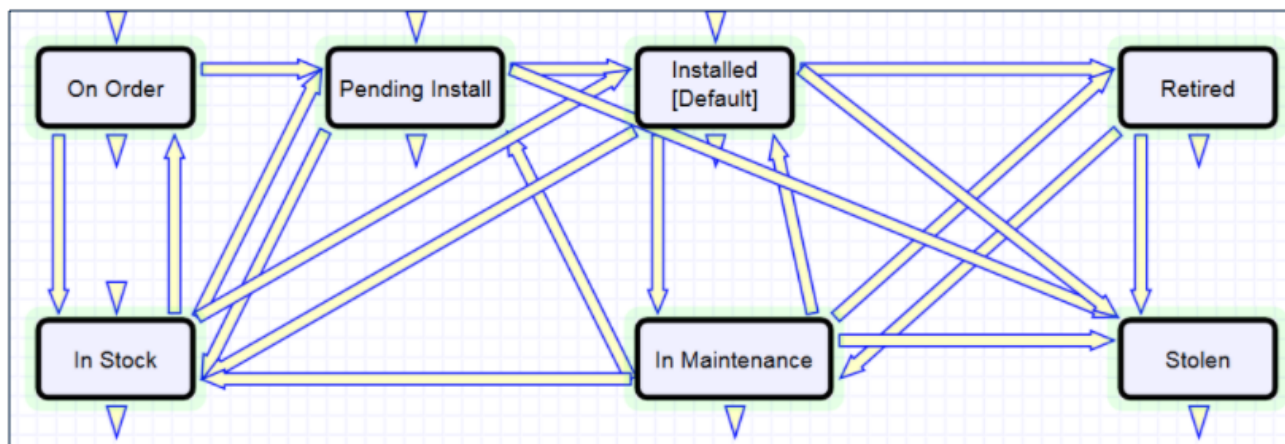
Assets may be created independently or when selecting Assets in Change Request and Contract records. Asset Name and Asset Type are required fields.

### Ownership

---

Asset ownership is defined as the user whose Login matches the User Login field in the Asset record.

# Workflow



Assets follow a lifecycle workflow from ordering through retirement. There are no business rules associated with the Asset table.

Assets are created in the state of Installed by default. Assets that are requested but not immediately available might be created in a state of On Order, moved to In Stock when the Asset is received, Pending Install while Operations is tasked with installing the Asset, and finally Installed. Installed Assets can change to In Maintenance for repairs and Retired or Stolen when the Asset is no longer in use.

# Models Table

This table controls the basic asset information that may be used within an individual asset. It holds records that define details of the Asset Type, Asset Subtype, Manufacturer, specific model numbers, and so on. Assets then link in the model on which that item is based to prepopulate all of that information for a single Asset.

## Use Case

Models can be created and edited by members of the admin, admin import, and configuration manager groups. It is expected that the Configuration Managers will be responsible for maintaining model information.

The list of Asset Types and Asset Subtypes are related in a hierarchical dependency.

The Latest Unit Price gives an idea of the latest pricing for the model. Rules could be set up to push the latest price paid in a purchase into this record to keep it updated as model purchases are made.

## Assets Use of Models

Models are pulled into Assets, as shown below. When setting up a new asset, the user selects the Asset Type, and then the Asset Subtype, and then chooses a matching Model Name/Number from the available models. The models are filtered based on Asset Type and Asset Subtype, and once selected, their details are pulled into the Asset Details section of the Asset record:

*Asset Type	Computer	Asset Subtype	Laptop
Manufacturer	Apple Inc	*Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive
Model Description	<input type="text"/>		
Data Sheets and Pricing Info	<a href="#">Attach/Manage</a>		
	<input type="text" value="Drag&amp;Drop files"/>		
Latest Unit Price	\$	Date Price Last Updated	
Responsible Team	Configuration Management Team	Responsible Team Leader	<input type="text" value="Q"/>

## Automation

There is no automation on the Models table. It is purely a background table.

# Purchase Requests Table

Purchase Requests are used to enable an end user to request new equipment, software, or furniture. A single purchase request can include multiple requested items, which are selected from a list of available items.

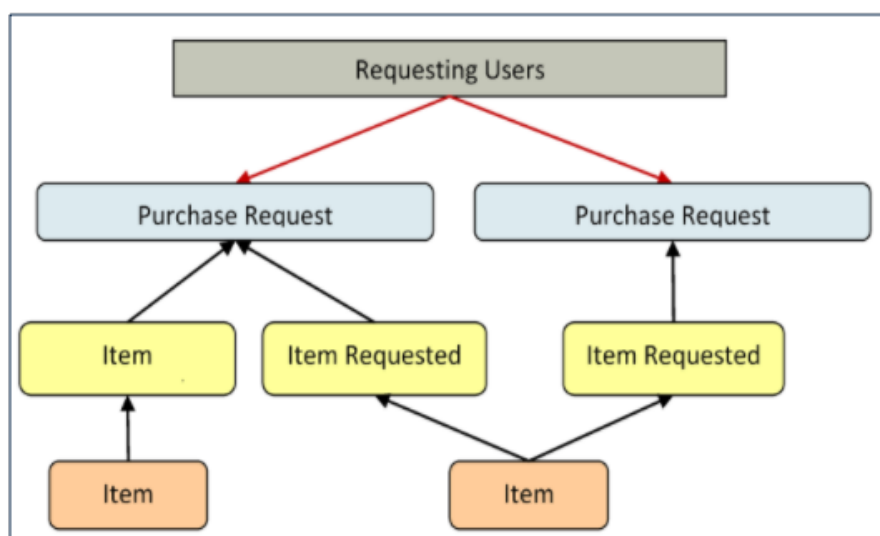
## Use Case

An employee end user needs a new laptop. The user logs in and creates a new Purchase Request from the End User Interface (EUI). They specify who it's for, the type of purchase by Service Category, the business justification for the request, etc. Lastly they select the item(s) they are requesting via a Related Table to the Items Requested table, which in turn draws from the Items table. The user may also select from Assets in stock that matches the type of purchase they chose.

The end user's manager receives an email that a new request needs approval. The manager can approve or reject directly from hotlinks in the email or edit the record manually from the Power User Interface. As a supervisor, the manager changes the Supervisor Approved field to either Yes or No. A rule running on edits will then change the status to Supervisor Approved or Supervisor Rejected. If the request is approved, a notification will be sent to the Purchasing Team.

Members of the Procurement Team receive an email stating that a new Purchase Request is awaiting their approval. Members of the Procurement Group will see some additional fields in the Purchase Request record, including a Procurement Group Approved field similar in function to the Supervisor Approved field. They will also see another Yes/No choice field called "All Items Received?" When the recipient/requestor has been satisfied, the Procurement Group changes the status to Fulfilled.

## Relationship Diagram



## Record Creation

Internal customers can create Purchase Requests from the EUI. Members of the Purchasing team can create records on behalf of other users.

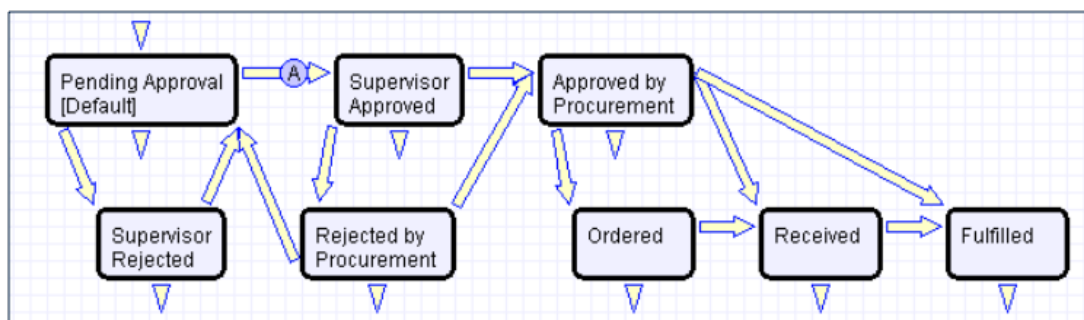
Upon creation, a rule sends emails to both the Requester the Requester's Supervisor and the Purchasing Team notifying them of the new Purchase Request.

## Processing of Records

Once created, Purchase Requests follow a two-stage approval process. The creation emails sent to the Requester's Manager and the Purchasing Team lets them know that their approval is required and provides a link in the email to edit the record. A supervisor can edit the Supervisor Approved? field to yes or no, and the Purchasing Team edits the Procurement Group Approved field to yes or no. Rules validate these changes and move the Purchase Request to the appropriate status, such as Supervisor Approved when the supervisor changes the field to Yes.

Once fully approved, Purchase Requests are Ordered, Received, and Fulfilled. Ordered and Received are used if the requested items are not immediately available, and changing the All Items Received? field to Yes will move the request into the status of Received. Purchase Requests can move to a status of Fulfilled any time after approval.

## Workflow



Purchase Requests have a two-stage approval process, first by the Supervisor and secondly by Procurement staff. Once approved, Purchase Requests can move to Ordered/Received states or directly to Fulfilled.

## Ownership

Purchase Requests are owned by the user whose Login matches the Creator Login field in the Purchase Request.

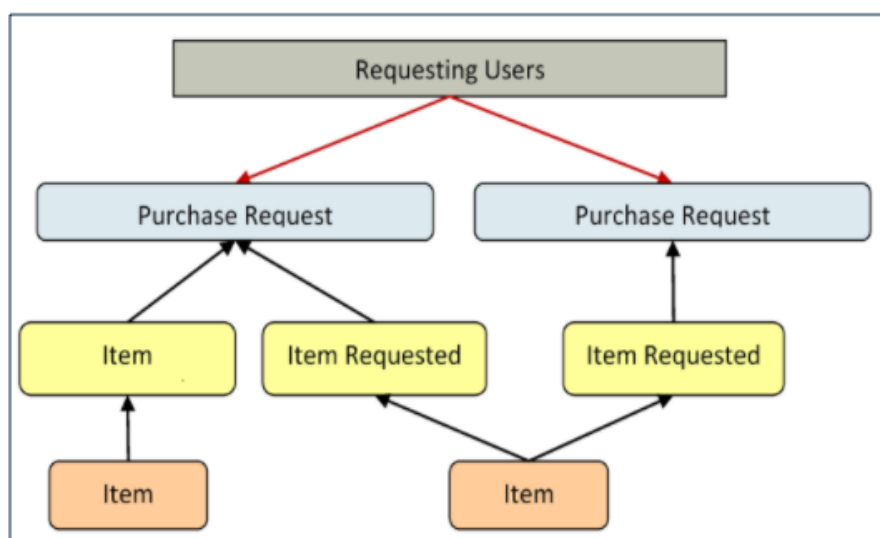
# Items Requested Table

The Items Requested table acts as an intermediary table for the Purchase Request and Item tables.

## Use Case

When users request items as part of a Purchase Request, they are creating new Item Requested records. These records represent the Items selected and their quantity for a particular Purchase Request.

## Relationship Diagram



## Workflow

These records have no workflow and instead follow the Purchase Request record they are linked to.

## Record Creation

From a Purchase Request record (see [Purchase Request Use Case](#)), a user creates new Item Requested records for each Item desired in the embedded table view. After selecting the Type of Purchase in the Purchase Request record, clicking New from the Purchase Request linked Items related table presents the user with the new Item Requested form, filtered to items that fall under the selected Purchase Request Type of Purchase.

The Item Requested form has three major sections: Item Requested details, linked Purchase Request Information, and an area to select a matching Asset. The requestor selects an item from the Item Name drop-down box, which is filtered to show only items in the Type of Purchase category chosen in the Purchase Request record.

The Purchase Request Information fields are automatically populated with data from the Purchase Request this Item Requested was created from and represents the link to the Purchase Request.

The Asset section allows the user or fulfilling staffer to select an existing Asset from the Asset table. The Assets available for selection are filtered to only in-stock Assets that match the Type of Item for this Item Requested. The Asset fields link the Item Requested to a physical, tracked asset rather than just the template description (Item), enabling greater control and accurate record keeping.

Clicking the Assign to Requestor button will automatically update the selected asset by linking that Asset's "User" fields to the same Contact linked here as the Requestor. That is, the button will assign the Asset selected to the person requesting the item.

## Processing of Records

Once created, Item Requested records remain unchanged and stay linked to the Purchase Request. Since the Item Requested records are maintained separately from the Item records they were spawned from, they retain data that might change over time, such as Unit Price. Thus, even when Items change, Purchase Requests will always show Item data as it was at the time of the Purchase Request and reflect an accurate total.

## Ownership

Item Requested records are owned by the Contact record whose Login matches the Creator Login field in the Item Requested. Since Items Requested are not maintained outside of a Purchase Request, the relevant ownership stems from the Purchase Request record.



# Items Table

---

The Item table stores information for each type of item that can be requested as part of a Purchase Request. The Item Requested table allows the user to select from the Item records in this table when creating a Purchase Request.

## Use Case

---

Item records are created by internal procurement staff to represent items that may be selected by end-users for Purchase Requests.

For example, say the Dell Inspiron 2000 Desktop PC is the default model for IT staffers and all employees are set up with one when hired. Procurement staff in charge of maintaining Purchase Requests would create a single record in this Item table to represent the Dell Inspiron 2000 model with all relevant details, such as Make/Model, Unit Price, and descriptive text/choice fields. When users request a Dell Inspiron 2000, an Item Requested record is created from the Item record as a template and then linked to the Purchase Request.

## Record Processing

Once created, Item records require little modification. By default, new Items are created as Active and not requiring Supervisor Approval. If a particular Item type is unavailable, no longer in use, or not ready for distribution, Procurement staff may set the Item's status to Inactive. Expensive or controlled Items can be toggled to require Supervisor Approval, which can act as a flag to apply approval processes when the Item is requested.

## Workflow

---

Items are not associated with any status fields, but instead contain an Active/Inactive choice field to differentiate selectable Items from non-selectable Items. By default, inactive items are not available for Purchase Requests.

The Item table does not have a Workflow State diagram.

## Ownership

---

Items are owned by the user with the login in the Creator Login field. However, since Items are templates for Requested Items, ownership is less relevant to the individual and records will likely only be maintained by a Procurement Group or similar staff team.

# Support Cases Table

---

Purpose: This table is used to manage external customer support requests. It is set up to be accessed by the Customer group and the Base Technical Group.

## Use Case

---

The following sections examine use cases for end users and technicians, respectively.

### End User Record Submission

Customers may create support cases using the tab in the end user interface or by sending an email if they have an inbound email address set up.

When a customer submits a support case, the contact information fields automatically populate based on the details in his/her user record. If the user record doesn't contain a value in the Customer Name or Email fields, the customer will be required to enter a value in those fields manually.

The Type of Issue is set by default to Question. If the customer changes it to Installation Issue or Bug, they will be required to fill out the Steps to Reproduce field. The case is assigned by default to the Support Team and the default status is Open.

### Technician Record Submission

Power user members may also submit support cases on behalf of a customer, associating the customer with the case. If an internal power user creates a case, they may assign it directly to an individual or a team other than the Support Team and may set its starting status to Open, Assigned, or Closed.

When the record is created, emails are sent to the customer acknowledging receipt of the support case and to the assigned team (or person) telling them the case has been assigned to them.

If a Support Staff technician creates a record in a status of Closed an email is sent to the customer telling them how to reopen their case.

Workflow actions send these emails automatically, but power users can override them if given permission to override workflow actions.

# Processing of Records

When a technician works on a case, if they need more information from the customer in order to take further action, they can set the status to Sent to Customer. This will automatically send an email to the customer requesting further information and include the content of the Additional Notes field, an append-only field that is used to communicate with the customer. The email includes a hyperlink for the customer to click to login to edit the case directly.

When the customer edits the case or replies to the email, the status changes to Updated by Customer and an email notifies the assigned person that the customer has replied. The customer is able to update the Additional Notes field directly and any text from an email reply to a system email maps to that same field.

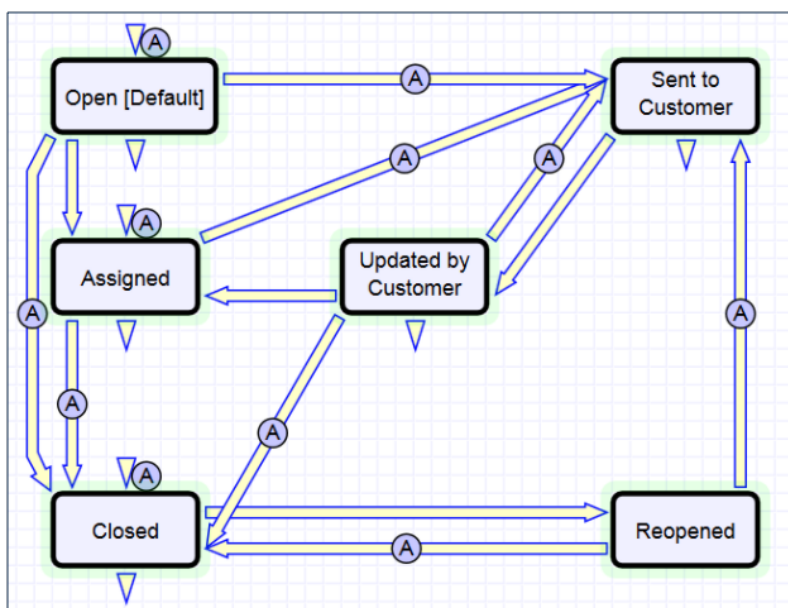
If the customer updates the case at any point, an email notifies the assigned person of the update.

If the technician needs to reassign the case to someone else, they simply change the Assigned Person field to that person's name and the system will email the new assignee notifying them of the reassignment.

The Staff Only Notes field holds working notes that should not be visible to the customer.

When the technician has completed work on the case, they set the Status field to Closed and puts the solution notes into the Solution field. This triggers an email to the customer that includes the content of the Solution field and tells the customer that the work is done. This closing email gives the customer a hotlink back to the record if they wish to reopen it and instructs them to explain why they are not satisfied with the solution. Clicking the hotlink will automatically change the "I Would Like To Reopen My Ticket" field to Yes, which in turn sets the Status of the ticket to Reopened and notifies the assigned person.

By default, no escalation rules are set up for the Support Case table.



# Ownership

---

Records in this table are owned by the individual customer. This means each record is associated with a particular customer login and no other customers will be able to edit that record, though members of the Customer Manager group can view all records submitted by other people at their company.

# Project Management Tables

---

Project tables can be used to track both internal and external project types. The Purchase Orders (POs) table manages purchase order documents for external projects in the Projects table. These tables are summarized in the following topics:

- Projects Table
- Project Types Table
- Purchase Orders (PO) Table

# Projects Table

---

This table holds records for project management activities. In the Standard System Demo, it is currently optimized for companies that provide consulting services to their clients. The system allows these companies to manage their billable and unbillable hours, work authorizations, and overall project status. It also accommodates internal project management.

## Use Case

Members of the admin or Project Manager groups can manually create Project records. Projects can only be created in the Planned, Assigned, Work in Progress, and Awaiting Customer Feedback states.

Only members of the Project Manager and admin groups can edit the Project records of others, but the Sales and Support Staff (Base ServiceDesk group) can view their own Project records. The user who created the Project is automatically set as the Project Manager. The Project Manager receives email notifications pertaining to the Project's status, such as when all tasks are completed or the authorized hours spent on a project have been exceeded. The Project CCs field allows other users to receive notifications when the Project is completed. The information on the Contact Information tab gets filled out with the information of the Project Manager's Manager, and is provided through the Employee record of the Project Manager.

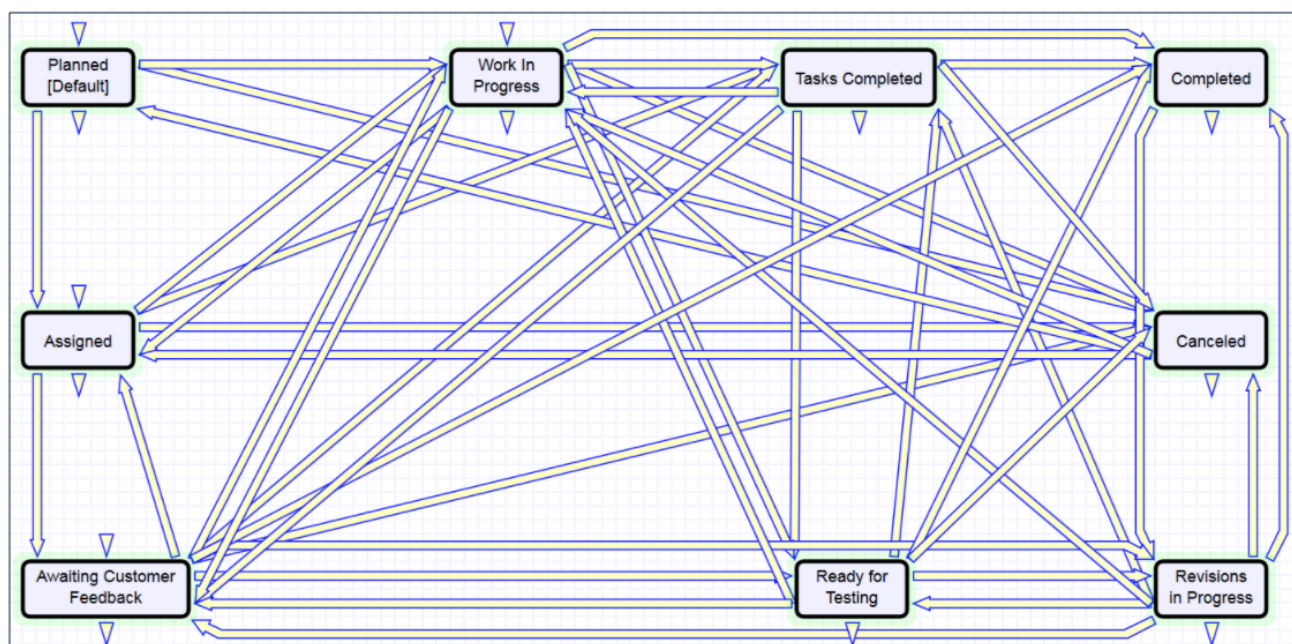
Project records are divided into two broad categories:

- Internal
- Client-Related. Additional fields are visible when a Project's Category is Client-Related. These fields hold information about customer contracts, contact details, and authorized hours.

These categories are further divided by type. The tasks that are automatically generated by a project depend on the type selected. For each Project type, there are task workflows or predefined user-selected task templates, which results in the automatic generation of certain tasks. The exact selection of these automatically generated tasks can be specified on the Tasks tab of the Project record. Ad-hoc tasks are created using an action button on the Tasks tab, as well.

The time spent on the project is tracked on the Time / Billing tab. It includes a small form to enter time spent, as well as a related table of Time Entry records for this project. Time entries can be searched for in the related table and linked to the project manually.

## Workflow



## Automation

In the Standard System Demo, the Projects table contains four active rules. These rules are accessed by expanding the Projects table in the left pane, selecting Setup Projects, and then selecting the Rules tab:

- Create: All Project creation actions:** This rule runs whenever a new Project record is created by a user, via an email or by another rule in the system. It uses an If-Then-Else action called "I: all project create actions" to send emails to Project cc's and the Project Manager regarding the new project assignment if the creator of the record is not Project Manager assigned to it.
- Edit by Web or API: Handle completion or addition of tasks and status changes - if tasks are done, mark as completed, if new task added, set to in progress:** This rule uses a saved search to run whenever the Project record is edited. It fetches all the records in which the number of tasks is greater than one and the number of open tasks changed in the last modification. It uses an If-Then-Else action called "I: Handle

completion or adding tasks" to update the status of the project record and to send emails to Project Manager and Project CCs. It sets the status of a Project record to Tasks Completed when the number of open tasks is zero and status is changed to Work in Progress. It also changes the status to Work in Progress if the number of open tasks changed from zero to greater than zero when the status is Tasks Completed.

- **TB Demo Data Update: Update date fields by one month each month so reports have data:** This is a time-based rule that runs only on demo records in the system to ensure that demo reports have data. It updates relevant dates of these records by one month and deletes the history entries created by this rule.
- **Edit by Web: All edit actions: cancel tasks when project is cancelled etc.:** This rule runs whenever an existing Project record is edited by a user in the system. This rule uses two If-Then-Else actions called "I: All Edit Validations" and "I: All edit actions". The first action shows a validation error message when a user attempts to change a record's status to Tasks Completed or Completed when the open task(s) exist on the record. The second action updates status of linked task records to Not Needed and sends an email notification to Project ccs and Project Manager when a user changes the status of the project record to Canceled. It also removes Project Id from All Project Ids field in the task template table through a linked record action if the status of the project record gets changed to Completed and project task generation method is 'User Select Tasks'.

## Ownership

Records in this table are owned by the employee designated as the Project Manager.



# Project Types Table

This is a background table that holds the Project Types referenced by the Projects table. It allows the creation of new Project Types by Project Managers and other users without Admin group privileges.




Project Types define the task generation method if any, and if task workflows will be used, they are defined in the Project Type record in the Predefined Workflows section.

▼ Predefined Workflows

**Create new Task Workflow**

Task Workflow Title Customer Training Session **Refresh Workflow List**

Status: 6 record(s) found, 1 page(s). Click [here](#) to count records again..

<input type="checkbox"/>	Edit	ID	Diagram	Sequence ↑	Task Title <a href="#">✎</a>	Task Usage	Task Type	Assigned Team <a href="#">✎</a>
<input type="checkbox"/>	<a href="#">✎</a>	171		1	Determine best date for training and training topic	Default	Task	
<input type="checkbox"/>	<a href="#">✎</a>	172		2	Book the training facility for the dates selected	Default	Task	Facilities Team
<input type="checkbox"/>	<a href="#">✎</a>	250		3	Notify the client business contact	Default	Task	

In addition to Predefined Task Workflows, project types may use User Selected Tasks or User Generated Ad Hoc Tasks as task generation methods.

\*Task Generation Method

Choose one

✓ Predefined Task Workflow

User Selected Tasks

User Generated Ad Hoc Tasks

The differences between these methods are discussed in more detail in the Tasks for Service Requests section above, and the same options available for Service Requests apply to Projects.

The methodology for setting up task workflows and the way in which the prerequisite tasks are handled is discussed above in the Task Workflows Table section and in the Task Templates section.

## Ownership

Project Type records are owned by the user who creates them. Specifically, a record is owned by the user whose Login matches the Creator Login field.

# Automation

In the standard system demo, the Project Type table does not have any rules and actions.

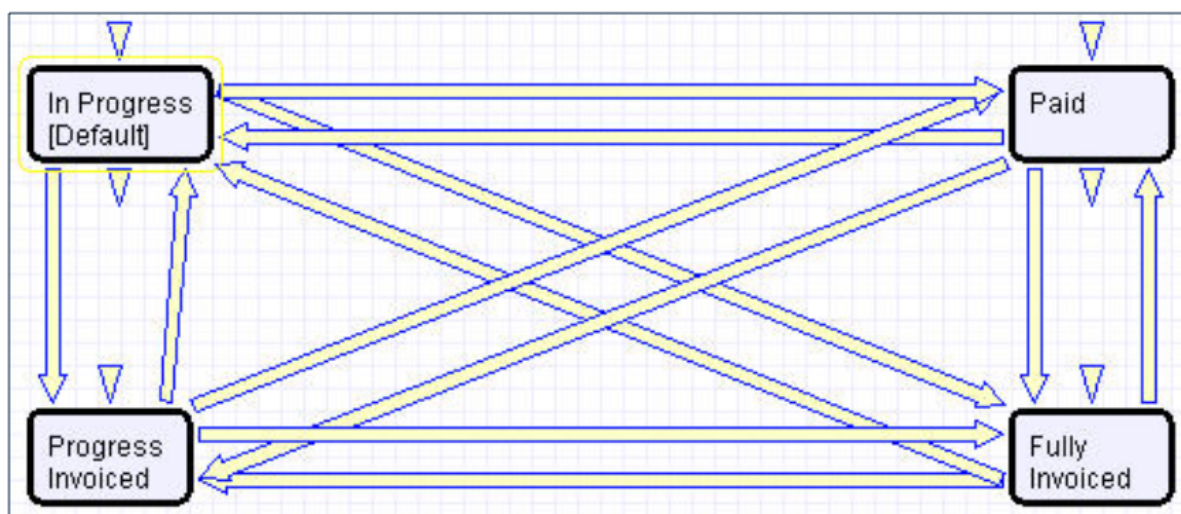
# Purchase Orders (PO) Table

The Purchase Order table tracks authorized billable hours for a project. It is shown as a related table within the Project table. It could easily be linked to Support Cases or Quotes or other tables within the system.

## Use Case

PO records are creatable manually via the web form, from within Project records in the related table, or via mass import. Only members of the Project Manager, Marketing, Sales and admin Groups may create or import records. PO records are creatable in any workflow state.

Only members of the Project Manager, Marketing, Sales and admin Groups may edit records, but Support Staff may view all PO records.



## Ownership

Purchase Orders (PO) records are owned by the user who creates them. Specifically, a record is owned by the user whose Login matches the Creator Login field.

# Automation

In the standard system demo, the Purchase Orders (PO) Table contains one active rule. This rule can be accessed by expanding the Purchase Orders (PO) table in the left pane, selecting Setup Purchase Orders (PO), and then selecting the Rules tab:

- **TB Demo Data Update: Update date fields by one month each month so reports have data:** This time-based rule runs once every month, updates Demo Date fields, and deletes History. It consists of two actions: "U: Update Demo Dates" and "D: Delete History for TB: Demo Data Update." "U: Update Demo Dates" is an Update action that replaces the Date Created, Date Updated, Original Start Date, and Reference As Of fields with a date one month in the future. "D: Delete History for TB: Demo Data Update" is a Delete action that deletes history entries that are created after "U: Update Demo Dates" updates the designated fields.

# Sales CRM Tables

---

The tables below are used to manage your customer relationships and support your sales team. These include:

- Leads Table
- Opportunities Table
- Products Table
- Products Quoted Table
- Campaigns Table
- Quotes Table
- Surveys Table
- Survey Types Table
- Survey Questions Table

# Leads Table

---

The Leads table is the initial point of entry for sales leads. Leads may self-register at your website or may be imported from a lead generation program. The initial qualification is done in this table, which contains all the fields desirable for managing sales.

Once a lead is qualified, it may either be fully worked in this table, or converted into a contact, an opportunity, and a company/account record, and the sales process may be managed in those records.

## Use Case

---

Leads can be created directly using the web form, or, once an inbound email address is set up, via email. New leads may start out as Qualified, Uncontacted, Contacted, or Left Message in the workflow. The Leads table is set up by default to allow those in the Guest group to create records, allowing "click to register" lead generation hotlinks, and the embedding of the lead creation form in a web page.

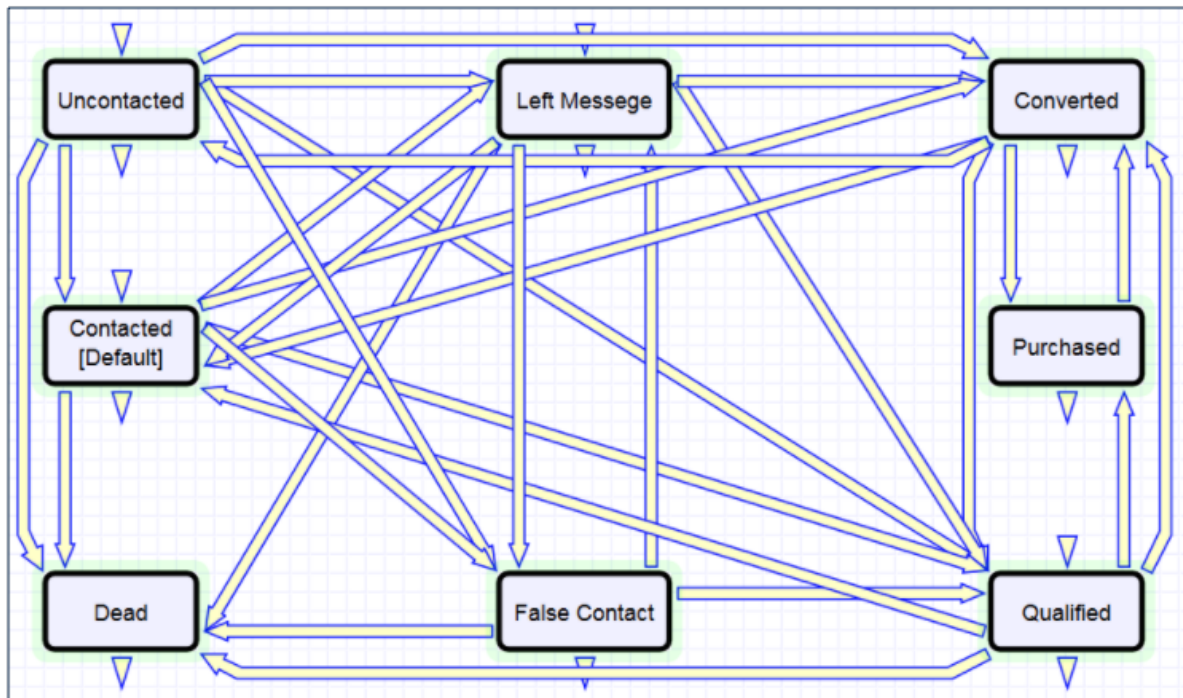
Naturally leads may also be imported from a spreadsheet from a lead generation program.

## Processing of Records

Admins and members of the Sales and Marketing groups can create, view, and edit Leads. No other groups have access to the table by default.

When a lead's status changes to Converted, Agiloft converts the information in the record into three new records in the three other tables: Company, Opportunity, and Contact. This order of creation is important because both the Opportunity and Contact records will contain links to the original Company via the new record. If the Company record is not created first, the Contact and Opportunity records will be unlinked and orphaned, disabling reporting features.

Data fields containing information relevant to the company, such as address and billing address, company website, industry, annual revenue and number of employees, map to the Company record. Sales-specific data fields, such as key requirements, earliest and latest possible close date, and sales actions taken, map to the Opportunity record. All data from the lead referencing a specific person at the company map into a new Contact containing the individual's desk and cell phone numbers, email address, email preferences, and so on.



## Ownership

Records in this table are owned by the individual assigned sales rep, so each record is associated with a particular user login. Only members of the Sales, Marketing and admin groups can view or edit Leads.

# Opportunities Table

This table tracks sales opportunity information and contract information when an opportunity becomes a sale.

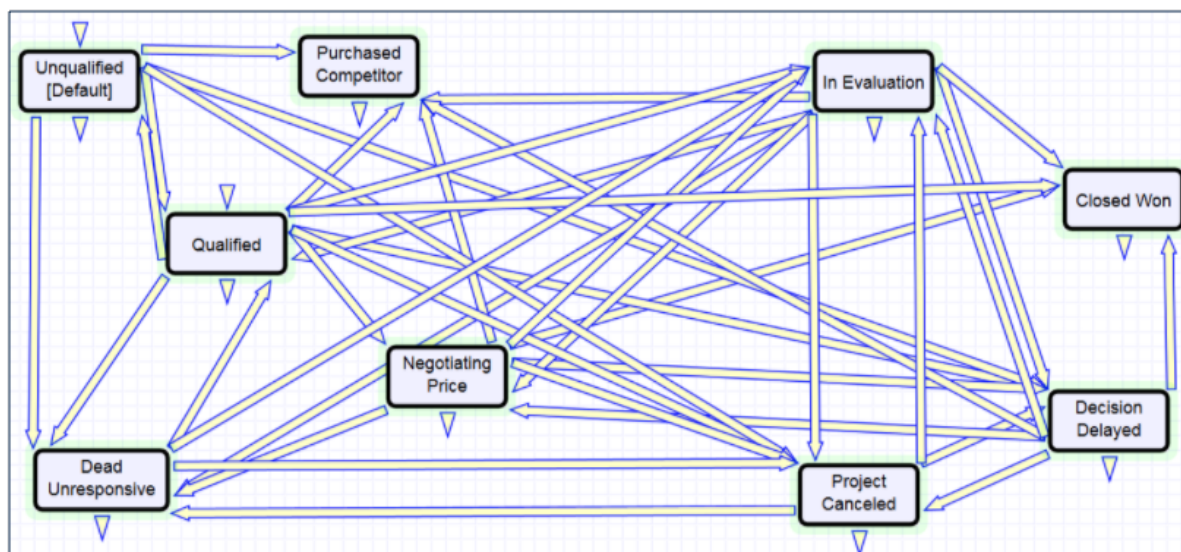
## Use Case

Most Opportunity records are created from Leads via a Conversion rule. Members of the Admin, Marketing or Sales groups may create records manually. Opportunity records track possible sales. On the Deal Info tab, sales staff can rate the opportunity, estimate the value and probability of the sale, and indicate the prospect's Key Requirements and Positive Factors in the appropriate fields.

The Related Records tab shows other people linked to the Opportunity, as well as Quotes or Contracts that are linked to the current record.

Admins and members of the Sales, Business Admin, and Marketing groups can create, view and edit Opportunities. Members of the Project Manager and Service Manager groups may view all Opportunities. No other groups have access to the table by default.

## Workflow



## Ownership

Records in this table are owned by the individual assigned sales rep, so each record is associated with a particular user login from the Contacts table.



# Products Table

---

The Products table holds products that your company sells and the product values are pulled into Opportunities and Products Quoted.

## Use Case

---

The following section contain information on creating and processing Product records.

## Creating Product Records

Product records can be created directly using the web form. Product records need to be created before they are available in any of the other tables such as Products Quoted.

## Processing Records

Admin users and members of the Sales group can create and edit Products. View access is limited to members of the Marketing, Sales and Service Manager and Support Staff groups. No other groups have access to the table by default.

Products are categorized by the type, e.g. Part, Software or Service. Products that are no longer needed can be marked Inactive and will not appear in drop down lists when quoting a product.

## Ownership

---

Records in this table are owned by the user who creates them.

## Reports

---

The Products table contains four default Charts/Reports.

<input type="checkbox"/> Edit View	Title ↑	Filter	Published	Date Updated	Output Format	Type of Report
<input type="checkbox"/>  	<a href="#">Completed Sales by Product Type</a>	C: Some units were sold	Yes	Nov 26 2018 16:52	Graphical chart, HTML	Standard
<input type="checkbox"/>  	<a href="#">Potential Sales by Product Type</a>	C: Some units were sold	Yes	Nov 26 2018 16:52	Graphical chart, HTML	Standard
<input type="checkbox"/>  	<a href="#">Products in Price Range</a>		Yes	Nov 26 2018 16:52	Graphical chart, HTML	Standard
<input type="checkbox"/>  	<a href="#">Sales Totals by Product</a>	C: Some units were sold	No	Nov 26 2018 16:52	Graphical chart, HTML	Standard

# Products Quoted Table

---

The Products Quoted table holds the specific products associated with a Quote.

## Use Case

---

The following sections contain information about how to create and process Product Quote records.

## Creating Product Quote Records

Product Quotes are created from the Quote table. As a Quote is created, either independently or from the Opportunities table, each added item or product creates a Products Quoted record.

## Processing Records

Admins and members of the Sales and Marketing group can create, view and edit Products Quoted. Only Admins and Sales are allowed to edit quoted products created by other Sales or Marketing members. No other groups have access to the table by default.

When a product is added to a Quote record and saved, the Total Price is updated by a calculation based on the Unit Price, Number of Units and Discount Percentage. When the quantity of an item in a quote is changed, the Total Price of the quoted product is updated.

## Ownership

---

Records in this table are owned by the person who created the associated Quote. Specifically, a record is owned by the user whose Full Name matches the Quote Prepared By field.

## Reports

---

The Products Quoted table contains five default Charts/Reports:

<input type="checkbox"/> Edit View	Title ↑	Filter	Published	Date Updated	Output Format	Type of Report
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Forecast of Parts Needed in next 6 months for accepted quotes</a>	Quote Accepted 6 months window	Yes	Nov 26 2018 16:50	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Forecast of Potential Parts Needed in next 3 months</a>		Yes	Nov 26 2018 16:50	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Pie Chart showing Total Revenues per Product</a>	Open quotes within 3 months of closing	Yes	Nov 26 2018 16:51	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Value of Completed Orders per month for past 12 months</a>	Products purchased in last 12 months	Yes	Nov 26 2018 16:51	Graphical chart, HTML	Standard
<input type="checkbox"/> <a href="#">🔗</a> <a href="#">🔍</a>	<a href="#">Value of Completed Orders per Product for past 6 months</a>	Open quotes within 3 months of closing	Yes	Nov 26 2018 16:51	Graphical chart, HTML	Standard

# Campaigns Table

---

Every sales process involves a marketing aspect. A key marketing capability is tracking and measuring multichannel campaigns, including email, partner website, print advertising, purchased lists, newsletters, trade shows, search engine, radio, and TV.

## Use Case

---

The effectiveness of a campaign created by members of the Marketing group can be seen through its association with a Lead or an Opportunity. After creating a campaign, members of the Sales, Sales Manager or Marketing groups can choose that campaign in a Lead or Opportunity record by selecting a Campaign Name from a choice list created from Planned, Launched or Ongoing campaigns.

## Creating Campaign Records

Campaigns can be created directly using the web form. New campaigns may only start out as Planned or Launched in the workflow.

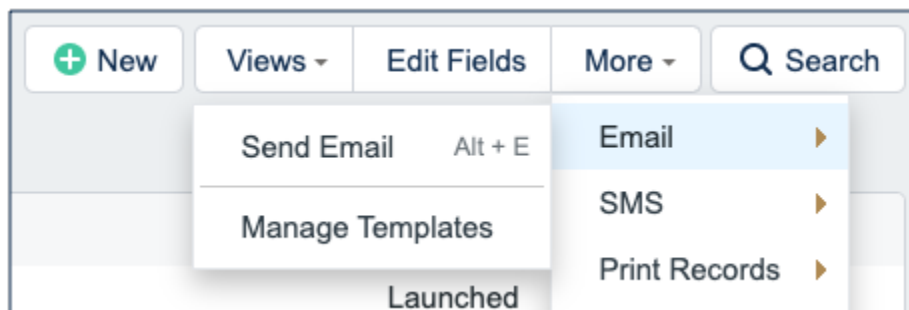
## Processing Records

Admin users and members of the Marketing group can create and edit Campaigns. Members of the Sales and Sales Manager groups have view access. No other groups have access to the table by default.

## Email Marketing Campaigns

Email marketing tracking has been set up by default on the Leads and People tables. This works in conjunction with the Campaign table, which contains many statistical fields to track the results of a sent email related to that campaign.

A marketing staff person sets up a Campaign to track results for a particular email. An email template may be created on the Leads and/or the People tables. Once the recipients are selected, mouse over More, Email, and click Send Email.



With the email window open, select **Insert > Populate from template > Search...**, then locate the desired marketing email template and import it. On the Options tab of the email dialog, the sender chooses the Campaign Name to use for email tracking.

When the email is sent out, all responses are captured by a service running in the background and the results are compiled in the related campaign as responses are received in the Email Results tab.

▼ Email Results			
Number of Sent Emails	5		
Number of Recipients who Clicked links	3	Percent Clicked	0.00%
Number Opened or Clicked but not Unsubscribed	3	Percent Opened or Clicked	0.00%
Number Opened but not Unsubscribed or Link clicked	0	Percent Opened but not clicked or unsubscribed	0.00%
Number of Opened, Clicked, or Unsubscribed Emails	4	Percent Opened, Clicked or Unsubscribed	0.00%
Number of Unsubscribes	2	Percent Unsubscribed	0.00%
Number of Bounced Emails	0	Percent Bounced	0.00%

If there were links in the email and any recipients clicked them, then new records are automatically created in the Email Clicks table for each link clicked, and these are also shown in the campaign record in the All Emails Clicked section.

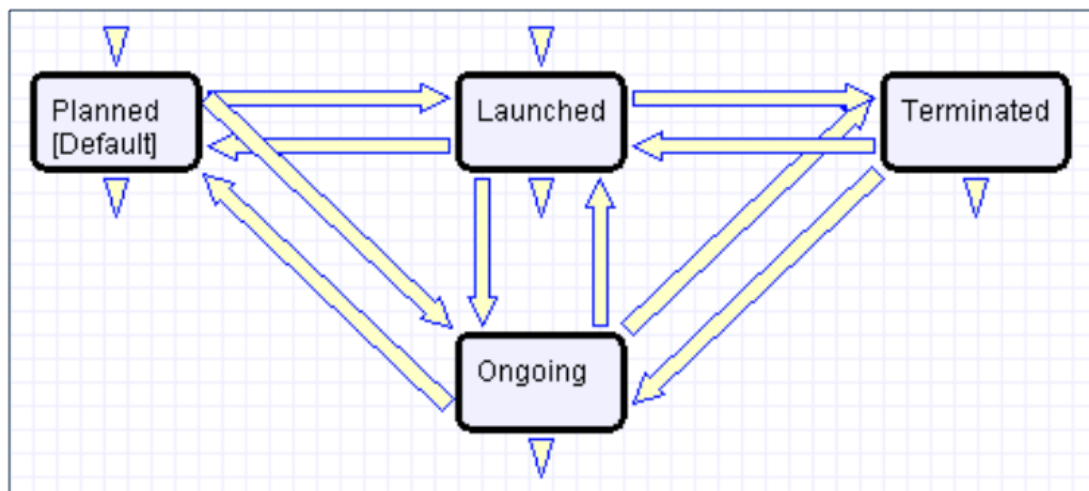
Further documentation about how the email campaign statistics are created and how to set up this functionality or modify it, please see [Email Marketing](#). This functionality can easily be turned on for additional custom tables other than Leads and People.

## Ownership

Campaign records owned by the user who creates them.

# Workflow

The Campaigns table has the following default workflow:



# Reports

The Campaigns table contains two default Charts/Reports.

<input type="checkbox"/> Edit View	Title ↑	Filter	Published	Date Updated	Output Format	Type of Report
<input type="checkbox"/>	<a href="#">Results for All Active Campaigns</a>	F: Not Terminated	Yes	Nov 26 2018 16:53	Graphical chart, HTML	Standard
<input type="checkbox"/>	<a href="#">Value of Orders by Type of Campaign</a>		Yes	Nov 26 2018 16:53	Graphical chart, HTML, Excel	Standard

# Quotes Table

The Quotes table is used to create purchase quotes for prospects or existing customers. It can be used independently, or within the Opportunities table. If you use Quotes as your primary way of indicating potential sales value, Agiloft offers preconfigured reports for the Quotes table that will forecast your sales over the next period and will report on past success rates. If you do not use Quotes, you can run these kinds of reports from the Opportunities table instead, using fields such as estimated Sale Value, Probability of Sale, and Expected Close Date to track the value of potential sales. Quotes include a related table of links from Products Quoted, listed under the Quoted Items header of the Quote tab.

Sales Info		Quote	Emails	History	<< >>																																																	
<div style="border: 1px solid #ccc; padding: 5px;"> <div style="background-color: #f2f2f2; padding: 2px 5px; margin-bottom: 5px;"> <span style="font-size: 1.2em;">▼</span> Quoted Items         </div> <p>Click New to add items to the quote. Each item you add will create a Products Quoted record. The list of items is drawn from the Products Quoted table.</p> <p>Status: 4 record(s) found, 1 page(s). Click <a href="#">here</a> to count records again..</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; display: flex; gap: 5px;"> <span>New</span> <span>🔍</span> <span>Unlink</span> <span>Views ▼</span> <span>🖨️ ▼</span> </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th><input type="checkbox"/> Edit</th> <th>ID ↓</th> <th>Item Number</th> <th>Item Name</th> <th>Number of Units</th> <th>Unit Price</th> <th>Discount Percentage</th> <th>Sales Tax</th> <th>Total Price</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> <a href="#">🔗</a></td> <td>33</td> <td>MSBOLT33-124</td> <td>Micro-seal bolt 33mm</td> <td>100</td> <td>\$2.00</td> <td>0%</td> <td>\$20.00</td> <td>\$200.00</td> </tr> <tr> <td><input type="checkbox"/> <a href="#">🔗</a></td> <td>32</td> <td>010101</td> <td>7mm Hexagonal Bolt</td> <td>100</td> <td>\$1.00</td> <td>10%</td> <td>\$9.00</td> <td>\$90.00</td> </tr> <tr> <td><input type="checkbox"/> <a href="#">🔗</a></td> <td>27</td> <td>010101</td> <td>7mm Hexagonal Bolt</td> <td>99</td> <td>\$1.00</td> <td>0%</td> <td>\$9.90</td> <td>\$99.00</td> </tr> <tr> <td><input type="checkbox"/> <a href="#">🔗</a></td> <td>19</td> <td>MSBOLT33-124</td> <td>Micro-seal bolt 33mm</td> <td>133</td> <td>\$2.00</td> <td>0%</td> <td>\$26.60</td> <td>\$266.00</td> </tr> </tbody> </table> </div>										<input type="checkbox"/> Edit	ID ↓	Item Number	Item Name	Number of Units	Unit Price	Discount Percentage	Sales Tax	Total Price	<input type="checkbox"/> <a href="#">🔗</a>	33	MSBOLT33-124	Micro-seal bolt 33mm	100	\$2.00	0%	\$20.00	\$200.00	<input type="checkbox"/> <a href="#">🔗</a>	32	010101	7mm Hexagonal Bolt	100	\$1.00	10%	\$9.00	\$90.00	<input type="checkbox"/> <a href="#">🔗</a>	27	010101	7mm Hexagonal Bolt	99	\$1.00	0%	\$9.90	\$99.00	<input type="checkbox"/> <a href="#">🔗</a>	19	MSBOLT33-124	Micro-seal bolt 33mm	133	\$2.00	0%	\$26.60	\$266.00
<input type="checkbox"/> Edit	ID ↓	Item Number	Item Name	Number of Units	Unit Price	Discount Percentage	Sales Tax	Total Price																																														
<input type="checkbox"/> <a href="#">🔗</a>	33	MSBOLT33-124	Micro-seal bolt 33mm	100	\$2.00	0%	\$20.00	\$200.00																																														
<input type="checkbox"/> <a href="#">🔗</a>	32	010101	7mm Hexagonal Bolt	100	\$1.00	10%	\$9.00	\$90.00																																														
<input type="checkbox"/> <a href="#">🔗</a>	27	010101	7mm Hexagonal Bolt	99	\$1.00	0%	\$9.90	\$99.00																																														
<input type="checkbox"/> <a href="#">🔗</a>	19	MSBOLT33-124	Micro-seal bolt 33mm	133	\$2.00	0%	\$26.60	\$266.00																																														

## Use Case

Read the following sections to learn about use cases for creating and processing Quote records.

## Creating Quote Records

A quote record is created with a default Status of Prepared. Upon saving the record, the quote is attached as a PDF to the record through an Attachment action. If a new quote is saved with a status of Sent to Customer, the quote is emailed to the prospect.



# Processing Records

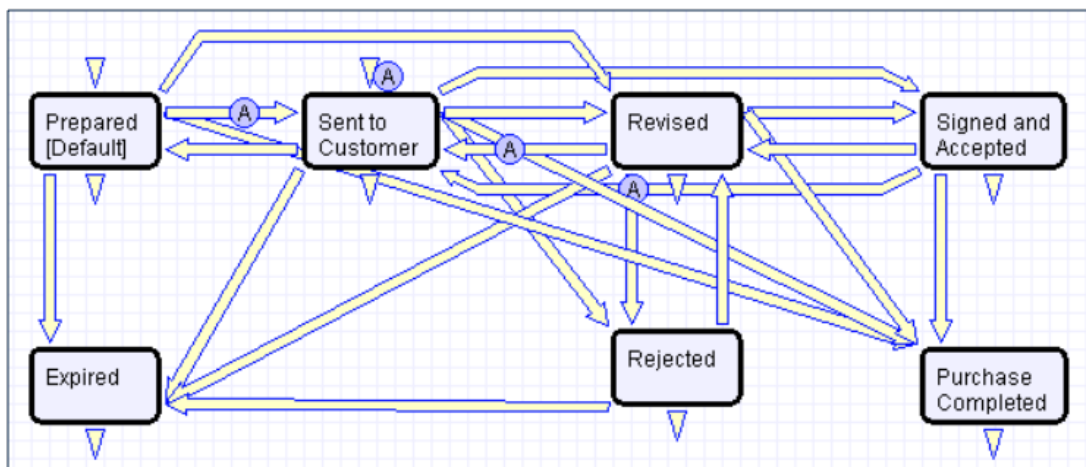
If the record is created and the Status is Prepared, the status can be changed to any one of the following states: Sent to customer, Expired, Revised, and Purchase Completed. If the status is changed to Sent to Customer at any time, a quote with the attached PDF will be emailed to the prospect.

# Ownership

Quotes are owned by the Sales Rep who prepares them. Specifically, a Quote is owned by the user whose Full Name matches the name in the Quote Prepared By field.

# Workflow

The Quotes table has the following default workflow:



# Automation

















A: Attach Quote as PDF

E: Email prospect attached quote

These actions occur when a Quote is created in a Status of Sent to Customer or when the Status changes from any value to Sent to Customer

# Reports

The Quotes table contains eight default Charts/Reports:

<input type="checkbox"/> Edit View	Title ↑	Filter	Published	Date Updated	Output Format	Type of Report
<input type="checkbox"/>  	<a href="#">Completed Purchases in Past Year</a>	Purchased Quotes	Yes	Nov 26 2018 16:48	Graphical chart, HTML	Standard
<input type="checkbox"/>  	<a href="#">Forecast 6 months, bar for each rep</a>	Purchased Quotes	No	Nov 26 2018 16:48	Graphical chart, HTML	Standard
<input type="checkbox"/>  	<a href="#">Forecast 6 months, runtime by rep</a>	Purchased Quotes	No	Nov 26 2018 16:48	Graphical chart, HTML	Standard
<input type="checkbox"/>  	<a href="#">Open Quotes value by Company</a>	C: Quote status is not Rejected or Purchased	No	Nov 26 2018 16:49	Graphical chart, HTML	Standard
<input type="checkbox"/>  	<a href="#">Open Quotes Value by Sales Rep</a>	C: Quote status is not Rejected or Purchased	No	Nov 26 2018 16:49	Graphical chart, HTML	Standard
<input type="checkbox"/>  	<a href="#">Open Quotes Value by Status</a>	C: Quote status is not Rejected or Purchased	No	Nov 26 2018 16:49	Graphical chart, HTML	Standard
<input type="checkbox"/>  	<a href="#">Purchases Completed Last Month</a>	Purchased Quotes	No	Nov 26 2018 16:50	Graphical chart, HTML	Standard
<input type="checkbox"/>  	<a href="#">Quotes by Preparer</a>		Yes	Nov 26 2018 16:50	Graphical chart, HTML	Standard

# Surveys Table

---

This table is used to collect customer feedback for Support or Service Requests, to send surveys on any subject to customers, or to send surveys to suppliers as part of their onboarding or review process.

## Use Case

---

Surveys to customers are typically generated through a hyperlink in an email to a customer requesting their feedback.

Dear `$formula($send_user_name)`,

Thanks for using our support system. We would appreciate hearing your feedback so that we may improve our service.

[Click here to submit a survey](#)

[Note, this link will need to be edited to replace the KB name, the URL, and any other information that changes when you create your own KB]

Surveys to suppliers are typically generated from a Supplier Profile record by an Internal Supplier Manager.

When the user clicks on the hyperlink, it will log them into the Knowledgebase as a Guest and take them directly to a Survey record, without giving them access to anything else. As part of the link, the Support Case ID or Service Request ID or Supplier Profile ID and Survey Type may be populated in the Survey record, linking the Survey to the case/supplier profile that generated the email and to the person who completes the survey.

Guidance on how to manually create the hyperlink URL can be found in the [Hyperlinks](#) section in the Administrator Manual. Below is a sample hyperlink. This link will log the user into a new Survey record, set the Survey Type to Demo Follow-up, the Text ID field to 4, the Visitor ID field to 35675 and set the Exit URL and Cancel URL using an account with Guest permissions:

Survey recurrence can be set in the Survey Types table. Surveys recur for as long as the linked company is active.

## Automation

---

- **Create: All Create actions:** Runs on the creation of all Surveys. Depending on the source of the Survey or the Survey Type, it sets the appropriate Submitter. If it is a recurring Survey, it sets the Date of Next Recurrence. If the 'Number of days to complete' value is provided, it also sets the Date Due for the Survey. For Surveys created as part of Supplier Onboarding and for recurring Surveys of any type, it sends an email to the Submitter with a link to respond to the Survey.
- **Edit: All Edit Actions:** Runs on edit of all Surveys. If the status is 'New', it is set to 'In Progress'. If a Supplier Profile related Survey is Submitted, it sends a notification email to the Assigned Supplier Manager for that Supplier Profile.

- **TB: Trigger Recurring Survey:** A filter finds all Surveys where the linked Company is Active and the Date of Next Recurrence is today. A conversion action creates a new recurring Survey and sets the status of the current one to Superseded.
- **TB : Send Survey Reminder Day Before Due Date:** Sends out a reminder mail to the survey responder day before the survey is due, if they haven't completed it yet.

## Ownership

---

Records in this table are owned by matching the Submitter Login to the Login in the People table.

# Survey Types Table

---

This table contains templates that can be used to generate individual surveys.

## Use Case

---

The Survey Types table is a special table used in the Survey table. Records in this table display Survey Types as templates for Surveys. Each template contains a number of Survey Questions and relationships between those questions that describe whether they are required as well as any dependencies on other questions.

Recurrence is also defined in this table. If 'Recurring Survey' is set to yes, it allows the user to define how frequently the survey should recur. These values are used by a time-based rule in the Surveys table called TB: Trigger Recurring Survey. For more information on this rule, visit the Automation section of the [Surveys Table](#) article.

## Ownership

---

Records in this table are owned by the person who submits them.

# Survey Questions Table

---

This table is used to generate and store the questions that are to be pulled into Survey Types.

## Use Case

These records represent the pool of questions available to be made into a survey from the Survey Types table. The Edit Question button in the record opens a wizard to assist in creating the question. On the General tab, the wizard allows the text of the question itself to be defined, as well as the type of response, which can be any of the field data types used in Agiloft. Various aspects of the question's presentation can be set here as well, and the question can be named if desired. Naming the question makes it searchable, but uses more resources on the server.

## Ownership

Records are owned by the user whose Login matches the Creator Login for the record.

# Documents Table

---

The Documents table can be used to manage the creation and publication of documents of various types, from marketing collateral to employee procedure manuals. A light-weight parallel publication approval process is included.

Examples of documents that can be included: FAQs, official memos, company policy/procedure, marketing collateral, user manuals, newsletters, press releases, and so on. The Documents table can be used to manage documents that are:

- Accessed through Agiloft, using the records in this table
- Published at the company website, intranet, or printed and distributed.

Access to documents is controlled through permissions that are based on a choice field within the Document record.

## Use Case

---

The following sections contain information on how end users and technicians can submit Document records, as well as how the Document Management team processes submitted records. Document records are generally created in a default status of Draft. After supplying the required information and uploading a document, the user clicks the Submit for Review button to begin the review process. The status of the record will be updated to Pending Document Manager, and the contact information fields are automatically populated based on the details in the user's record. If the user is not prepared to submit the record immediately, they can save the record until they are ready to make further updates. When a user submits a record, they are referred to as the Submitter. Both end users and power users can submit records:

- **End Users** belonging to the Document Creator team can create Document records through the End User Interface (EUI). Action buttons are provided so that the end user can move the document through the workflow.
- **Power Users** belonging to the Admin, Document Management, and Document Creator groups can submit Documents records. Support Staff members can also convert Incident or Service Requests into new FAQ documents. Only Admins and Document Managers can update the status of a Document record manually. All other groups will use Action Buttons to move the document through the workflow.

## Processing Records

When a document record is submitted, the Document Management Team is assigned by default and notified. A Document Manager reviews the document for content and formatting, and determines if the document requires additional review. If there are any issues with the initial document, the Document Manager clicks Return to Submitter to send the document back to Draft status. A rule then notifies the Submitter that the document requires revision. The user makes appropriate updates to the attached document or the Document record itself, then clicks Submit for Approval again.

Save		Cancel		Document	
ID	35	Status	Pending Document Manager		
*Title	MS Word				
Assigned Team	Document Management Team		Assigned Person	Agiloft Admin	
Return to Submitter		Submit for Approval		Publish without Approval	

## Handling Approvals

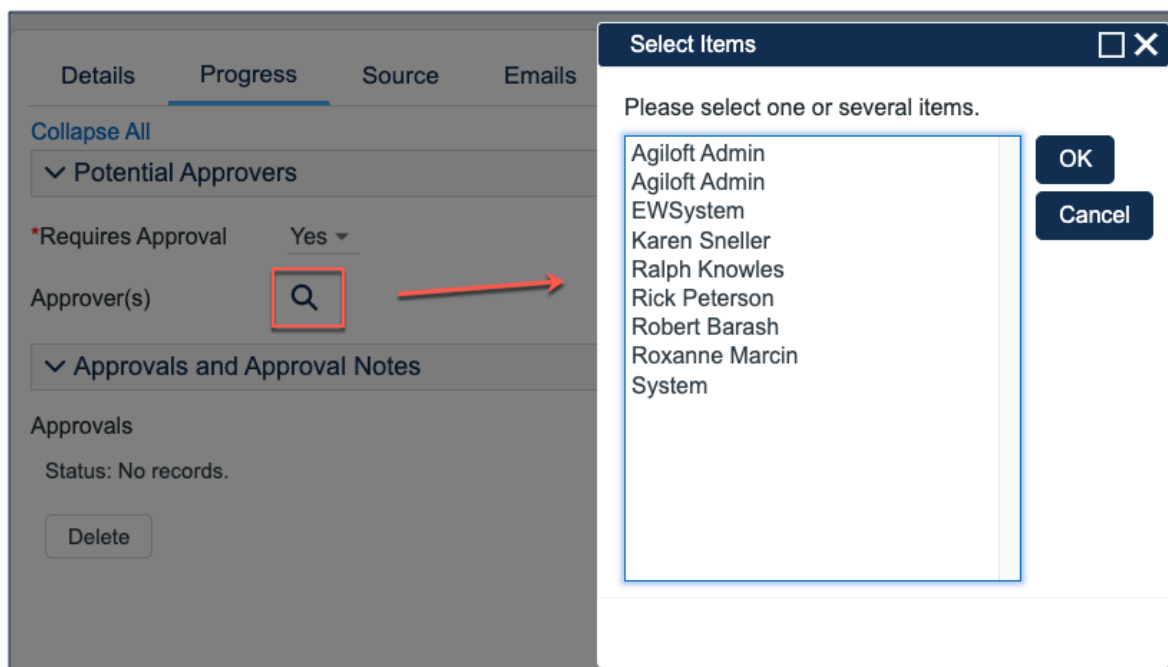
The Requires Approval field on the Progress tab determines whether approvals are needed before publication.

If the document does not require approval by document Approvers, the Document Manager clicks the Publish without Approval button. The Submitter is notified that the document has been published. If the Requires Approval field is set to Yes, a validation rule notifies the Document Manager that approval is required if the Document Manager attempts to publish without approvals.

## Selecting Approvers and Creating Approvals

If the document requires approvals by document Approvers, the Document Manager selects them by adding approver names under the Potential Reviewers heading on the Progress tab. This field is a link to a single field, called Full Name, with multiple values enabled in the Employee table. It is displayed as a multiple value box with a pop-up selection list, which is filtered to only list people on the Document Reviewers Team.





After selecting the appropriate Approvers, the Document Manager clicks Submit for Approval or manually changes the Status of the record to Pending Approval. A validation rule checks to see if the Document Manager has actually added Approvers to the record.

When the record is saved, an Approval record is created for each person named in the Approvers field by a conversion process from the Approver's Employee record. A linked record action updates the Last Document ID field in the Employee record.

When the system detects a change in the Last Document ID field, it performs a data conversion action using the Employee record to create an Approval record. The Approval record is linked to the Document record through the mapping of the Last Document ID field to the linked Document set in the Approval record. Additional approvers can be added during the approval process, although automation rules and actions prevent the creation of multiple Approval records for existing approvers.

The default Approval Status for new Approval records is Pending Approval. When an Approval record is created, the approver is automatically notified that they have a document to review and approve. In the Approval record, the linked field set from the Document record includes a hyperlink to the document using the view only source field display option for the Documents field under the Attachment heading. The approver can click the link to open the document, which allows the approver to mark up the document. Then, the document can be uploaded to the Approval record. Approvers are not able to upload the document to the source record. All updates to the document will be done by the Submitter, the Document Manager, or an admin.

## Approving, Requiring Changes for, and Rejecting Documents

The Approver can approve, require changes, or reject the document. If an Approver requires changes or rejects a document, they are required to provide Approval Notes.

- **Approving:** When an approver clicks Approve, the Status of the approval is updated to Approved. Approval Notes are not required in order to approve.

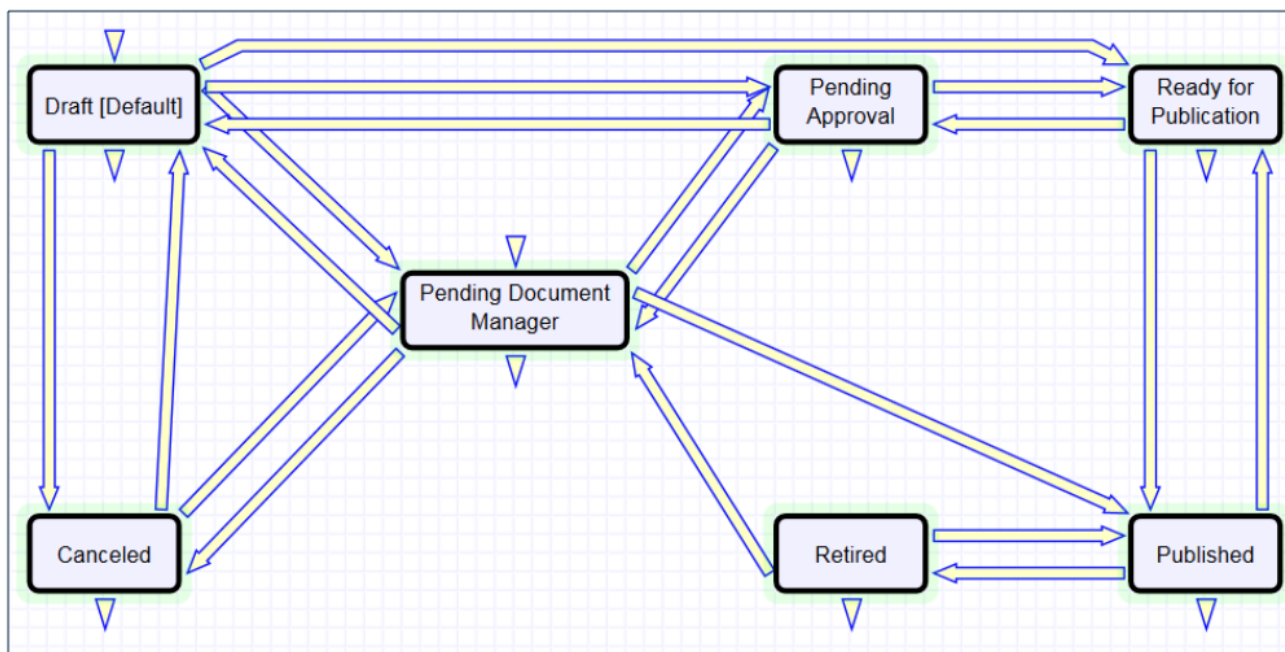
- Requiring Changes:** To mark a document as requiring changes, the approver must enter an explanation in the Approval Notes field. Any other approvers for the document are notified that a change is required, and so if they have already approved, they may need to re-approve once changes are complete. Another email to the Document Manager explains that a change has been requested, and the Document Manager will need to make changes and resend the document for approval.
- Permanently Rejected:** To mark a document as permanently rejected, the approver must enter an explanation in the Approval Notes field. Upon permanently rejecting, the Status of the approval is set to Permanently Rejected, and the Status of the document is set to Canceled. The document may not be resubmitted for approval.

## Publishing Documents

Once all approvals are completed, and the value of the field Total Number Still Awaiting Approval is 0, a rule sets the Status of the document to Ready for Publication. Both the Submitter and Document Manager are emailed that the document is ready for publication.

The Document Manager can then attach the final approved document to the Published Files field, and updates the Status to Published. A validation rule checks again to see if there are still any pending approvals. Once the Document is published, an email notification is sent to the Submitter.

## Workflow



## Automation

In the standard system demo, the Documents table contains seven active rules. These rules are accessed by expanding the Documents table in the left pane, selecting Setup Documents, and then selecting the Rules tab:

1. **Edit: Refresh Concurrent Approvals if Total Number of Approvals Changes (web, API):** This rule runs a saved search to fetch all records in which the total number of approvals changed in the last modification and then it refreshes the concurrent approvals using an update action.
2. **TB Demo Data Update:** Update date fields by one month each month so reports have data: This rule runs a saved search to fetch demo records and then it updates their dates and deletes history entries for these records.
3. **All Edit Validations:** This rule runs whenever a record is edited. It shows validation error if the status of a record is Pending Approval and no approvers have been assigned to it. It also shows validation error when the record is in the status of Published or Ready for Publication and approver has not been assigned to it.
4. **Edit: Last Approval Received (API Enabled):** This rule fetches all the records in which the last approval has been received and then updates their status to Ready for Publication through an update action. It also sends an email to the Document management team and Submitter regarding the record's new status.
5. **Edit: All Edit Actions without API:** This rule handles all major email notifications that are sent to the Document Management team and Submitter when the status of the record changes to Draft, Published, Pending document Manager or Ready for Publication. It runs a linked record action when Approver has been changed and then it updates Last Document Id field in the Employee record of the newly assigned approver. It also updates the status of associated Approval records to Pending Approval when the status of a document record changes to Pending approval and the Total number of required Reapprovals or Total number of Rejections is greater than or equal to 1.
6. **Create: All Creation Actions:** This rule runs when a new document record is created. It runs an email action to notify the Document Management team when the status of a record is set as Pending Document Manager. If the source of the record is Service Request or Incident, this rule updates the Document Id and Document Status fields in its associated source's record through a linked field action.
7. **Edit: Handle Rejection of an approval (Web or API):** This rule fetches records in which the Total number of rejections is greater or equal to 1 and status is not equal to Draft and, the Total number of rejections field changed in the last modification. Then, it updates their status as Draft and sends an email to Submitter stating that their document requires an update. Lastly, it runs a linked record action to set the Rejected field as Yes in linked approval records.

## Ownership

---

Document records are owned by the creator. Specifically, a record is owned by the user whose Login matches the Creator Login field.

# System Tables

---

System tables provide background functions and work with other process tables. These tables are summarized in the following topics.

- Activity Log Table
- Attachments Table
- Attachment Types Table
- Calendars Table
- Chat Log Table
- Currencies Table
- Email Texts Table
- EUI Templates Table
- Fiscal Years Table
- Key Terms Table
- Print Templates Table
- Replacement Variables Table
- Import Tables
- Countries Table and States Table
- Status Bars Table
- Status Times Table
- Functions Table
- Signatures Table
- Addin Diagnostic Logs Table

# Activity Log Table

---

The Activity Log table is a table used by Agiloft administrators in order to monitor events, such as logins or modifications, that occur in a particular KB.

## Use Case

---

Activity Log records are created by the Agiloft system. No group has permission to manually create records in this table. The Activity Log table is hidden from the left pane and only available from the **Setup > Tables** menu. Only the Admin group has access to the table by default; the table must first be activated by the Admin group for it to appear in the left pane. The Activity Log provides a system-wide history of changes based on a predefined criteria. By default, the system tracks all logins, all deletions, and certain admin activities that have occurred in the past month. An Activity Log record can be configured to capture other information by creating a new Audit Rule record through the **Setup > System > Configure Activity Log** menu. Both the items tracked and log duration are configurable for each Activity Log record.

## Ownership

---

Records in this table are created by the system. No group has permission to manually create records in this table. Ownership cannot be assigned.

## Reports

---

The Activity Log table contains two default Chart/Reports.

# Attachments Table

---

Each record in the Attachments table represents an attachment that is linked to a Contract record, Company Document record, or Sourcing Event record.

Contract attachments contain information about the related Contract record for reference, which is held on the Contract Info tab of the Attachment record. Types of Attachments can include generated contract documents, performance bonds, inbound documents, and signed agreements. Each attachment contains information about the related contract for reference, which is held on the Contract Info tab.

Company Document attachments contain information such as invoices and purchase orders.

Sourcing Event attachments contain information such as sourcing event packages and sourcing event files.

## Use Case

---

New Attachment records can have a Status of Active, Expired, Sourcing Event Canceled, Contract Inactive, or Superseded, and are created:

- Directly from the Attachments table
- From a Contract record
- From a Sourcing Event record
- By inbound email

When an attachment is created, the flags used for "Include in Approval Packet", "To Be eSigned", and "Publication Level" are set based on the Attachment Type.

When an attachment is editing using "Edit and Checkout", and the attachment is revised, the revision is pushed to a new attachment record.

The sections below contain further detail about each creation method.

## Creating Attachments from the Attachments Table

To create a new attachment directly, click New from the Attachments table action bar. You can select the related Contract record on the Contract Info tab using the lookup icon next to the Contract Title field.

There is a feature in Attachment records that allow you to compare attached files. You can either compare the current file against the most recent version, or compare the current file against the original, or baseline version. To learn more about these comparison options, read their descriptions below:

- Comparison Against the Previous version:** In an Attachment record, you can compare the last two Word versions in the Attached File field against previous attachments. This feature is extremely helpful, especially because editing is possible directly in an attachment. When a user edits a document, a new Attachment record for the edited version is created in the system by a rule. This new Attachment record contains the previous version in the Previous Attachment field and the newly edited version of the document in the Attached File field. To create a markup file comparing these two documents, simply click on the Compare Documents action button. A markup document is then attached in the Markup File field, which marks all the changes made by the user.
- Comparison Against the Baseline:** Baseline document is the original output of the print template, which is stored and compared against for change markup. This field is auto-populated with the baseline version when an Attachment record is edited. When the user clicks the Compare to Baseline button, a marked-up document is then attached in the field called Markup Against Baseline Contract File.

▼ Compare Against A Previous Version

Previous Attachment ▼

Previous Attached File Drag&Drop files  Q

Compare to Previous Version

Markup File Attach/Manage  Drag&Drop files

File Changed?  Yes  No

▼ Compare Against Baseline

Baseline Contract File Drag&Drop files  Q

Compare to Baseline and Update Contract Clauses

Markup Against Baseline Contract File

Attach/Manage  Drag&Drop files

For DocuSign users, there is a Merged File field and a Merge Signature Block button under the Background Fields section in History Tab. When the Merge Signature Block action button is pressed, a DocuSign signature page is appended to the file in the Attached File field and the merged file is put into the Merged File field. The action button uses an attached file action and an MS Word template signature page. The signature page is specially formatted to include DocuSign tags. A rule then converts the file in the Merged File field into a new Attachment record and then resets the Merged File field to empty.

If the file in the Attached File field is a PDF document, the file undergoes optical character recognition (OCR) through an existing rule, and the OCR-ed file gets attached to the OCR file field under the Background field section in the History tab.

## Creating Attachments from Contracts

Attachments can be created directly from a Contract record, usually found on the Attachments tab of the Contract record. While this is an easy way to add new Attachments to a related Contract, it's preferable to do so in a standard workflow like what is listed in the Sourcing Events sections below. To create a new Attachment record from the Contracts table, as well as any related table that may include an Attachments tab:

1. Click New on the Attachments action bar.
2. Fill out the form and Save the record, which automatically links it to the contract.

Attachments can also be created from a print template using the Create and Attach button in the Contract. They can also be created by an action that runs on files attached to inbound emails that are sent to the Contract table's inbound email address.

## Creating Attachments from a Sourcing Event using Templates

Attachments can be created as part of the standard Sourcing Event record workflow:

1. From the Attachments tab, select the kind of templates you'd like to generate under the Document Generation section.
2. Click Create and Attach Sourcing Event File(s).
3. If you choose to select Yes for "Include Blank Contract Template," a default contract template file will be included. Select the contract type and template.
4. Click Create and Attach Contract Template.

## Creating Attachments from a Sourcing Event manually

Attachments can also be manually uploaded from a Sourcing Event record:

1. From the Attachments tab, drag in a new file or click Attach/Manage and select the file.



2. If you'd like the new attachment to replace another file, such as an older version of the same file, select that file from the drop-down list next to File to Replace.
3. Choose a value for Attachment Type to Upload.
4. Click Add the file.

## Automation

---

In the Standard System Demo, the Attachments table contains multiple active rules. These rules are accessed by expanding the Attachments table in the left pane, selecting Setup Attachments, and then selecting the Rules tab:

- **Create: All create actions except OCR:** This rule updates various flag fields that trigger other actions. For example, if Title contains "with Signature Block", then it sets the To Be E-signed field to Yes. For any records where To Be E-signed is set to Yes, the Contract Update DS Files flag is set to Yes which runs a separate rule in Contracts. If Supersede Old versions field is Yes it changes its status to Superseded. It also updates the Attachment type and Title of signed contracts. This rule also creates Contract Clause records on first revision.
- **Edit: Create a new revision document (web, API):** This rule uses a saved search to find attached DOC files that have been revised and converts them into a new record. It also changes the status of the current Attachment to Superseded.
- **Edit: When marked up against baseline changes, convert to clause modifications:** This rule runs a script action that saves the markup file and renames it in accordance with the compared documents.
- **Edit: Handle To Be Signed changes and Superseding (web, API):** This rule updates Include in Approval Packet file and To Be E-signed fields to No when an attachment's status is changed to superseded. It also updates Contract Update DS Files Flag to Yes.
- **Edit: Run OCR action (web, API) if file changes:** This rule uses a saved search to find records in which the Attach File field (PDF) was changed and uses an OCR action to convert the file into a searchable PDF document.
- **Edit: Convert Merged File:** This rule uses a saved search to find records in which the Merged File field has some value and then converts those files into a new attachment record. It also blanks out the Merged File field after conversion.
- **Create: OCR file:** This rule uses a saved search to run whenever an attachment is created. It uses an OCR action to convert the file into a searchable PDF document and appends its filename with `_ocr`.

## Ownership

---

Attachment records are owned by their creator. Specifically, an Attachment record is owned by the user whose Login matches the Creator Login field.

# Attachment Types Table

The Attachment Types table is a background table that holds records that populate the values displayed in the Attachment Type field drop-down list within an Attachment record. It also defines any special fields that should be displayed for this attachment type within the Attachment record.

## Use Case

Attachment Types are created and edited by users in the Admin groups and Contract Managers. Each Attachment Type record can be one of the following, or both:

- An option for Type of Document in a Company Document record
- An option for Attachment Type in an Attachment record
- An option for Sourcing Events in a Sourcing Event record

The Show in Tables field in the Attachment Type record controls whether the Attachment Type record can be used in the Attachment, Company Document or Sourcing Event tables.

The Attachment Type and Fields to Show fields are pulled into the Attachment, Company Document and Sourcing Event tables as a link to selected fields from another table. The values in Fields to Show are used to control the visibility of certain fields in the Attachment, Company Document and Sourcing Event records.

The Sort Order field is used to determine the order of the drop-down list displayed in the Attachment Type field within Attachment records.

<input type="checkbox"/>	Edit	ID	Attachment Type	Status	Show in Tables	Sort Order ↑
<input type="checkbox"/>	<a href="#">✎</a>	10	W-9	Active	Company Documents	1
<input type="checkbox"/>	<a href="#">✎</a>	14	Enclosure	Active	Sourcing Events	2
<input type="checkbox"/>	<a href="#">✎</a>	4	Document Provided by Approver	Active	Contracts	3
<input type="checkbox"/>	<a href="#">✎</a>	2	Fully Executed Agreement	Active	Contracts	4
<input type="checkbox"/>	<a href="#">✎</a>	19	Document Provided by Employee	Active	Contracts	5

The "Attachment Type can be used in comparisons" choice field can be used to determine whether different Attachments of this type can be compared with one another. Select Yes to enable the comparison feature.

## Additional Fields for Sourcing Events

If you select the Sourcing Events table from the Show in Tables lookup option, two new fields appear on the Attachment Type tab. These fields determine the default settings for new Sourcing Event Attachment Type records:

- **Include in Merge:** Select Yes to allow users to click a button from the Sourcing Event record that merges all relevant Attachment records together to form a new Sourcing Event document in PDF format.
- **Show in Supplier Responses:** Select Yes to allow the attachment to appear in the list of Published Documents from the Supplier Response.

## Automation

---

The Standard System Demo system does not contain any rules, or actions, in the Attachment Types table by default.

## Ownership

---

Attachment Type records are owned by their creator. Specifically, an attachment type record is owned by the user whose Login matches the Creator Login field.

# Calendars Table

---

The Calendar table is a special table used in the Power User Interface Calendar pane feature. Records in this table display as events in the Calendars for the individuals and groups that they reference. Calendar records are mostly static and do not have any default associated workflow, rules, email setup, saved searches or charts.

The Calendar pane is only available to power users, and cannot be made available to end users.

By default, only members of the Admin, Project Manager and Support Staff groups may create Calendar records, and Project Manager and Support Staff may only view their own. No other groups have access to view Calendar entries by default, so other power user groups using the Calendar pane must be individually activated or given view and edit permissions.

Records in this table are owned by their creators, and are linked to the creator's login.

# Chat Log Table

---

The Chat Log table is a special table that can be used in conjunction with the integrated chat function to store chat information and transcripts.

## Use Case

A chat transcript can be automatically saved when a user clicks the End Session button. The transcript is then saved as a record to the Chat Log table. If saving is optional, a popup will appear when the user clicks the End Session button.

## Ownership


Records in this table are owned by the staff member accepting the chat session. Specifically, the record is owned by the user whose Login matches the Acceptor Login field.

# Currencies Table

The Currencies table is used to store currency information from different countries, such as the name of the currency, symbol, and exchange rate, or currency rate. If records in another table need to use information for more than one currency, this allows you to link to the desired Currency record and pull in any necessary information.

Depending on how your system is configured, you can use the Currencies table in several different ways. For instance, if you are buying products from several different areas of the world, you may want to display the product's price in the local currency. In this case, you could create a numeric field and link to the currency symbol to display it in the current record. If you were to simply use a Currency field in the current record, you would be limited to a single currency symbol.

Another way to use the table is to use the Currency Rate field and another numeric field to calculate the amount of a third field in your local currency. We'll discuss this more in the [use case below](#). Note that if you update the current currency rate with the system's free Fixer.io API, there are important limitations. See [Fixer.io Free License Limitations](#) for more information.

 The Currencies table is typically hidden by default, but you can unhide it by going to **Setup > Tables**, selecting Currency, and clicking Unhide. You can then add it to the left pane by going to **Home > Preferences > Left Pane Setup > Tables**, selecting the table, clicking Add, and then clicking Finish.

## Update the Currency Rate

The currency rate is updated by a rule that runs daily and finds records where the Currency Rate field is empty or the Currency Last Updated field is greater than or equal to 23 hours old. By default, the rule is disabled and the Currency Last Updated field is blank, but the Currency Rate field contains a historical value in all the records.

For the rule to set the current currency rate, you must enable the rule and edit the Currency Last Updated field in at least one record. Once the rule runs for the first time, an Update Fields action sets the Currency Last Updated field to the current time and date so that the rule is triggered once daily.

## convertCurrency Formula and Fixer.io API

The rule uses an Update Fields action to set the Currency Rate field, which uses a `convertCurrency` formula and the Fixer.io API. Together, they retrieve the current currency rate relative to a chosen currency. By default, the formula compares a currency's value to USD, but you can change this on the Values tab of the Update Fields wizard. See below for more information about how the formula works.

### `_convertCurrency`

The `convertCurrency` formula converts an amount from one currency to another, based on the exchange rates published by the European Central Bank. An optional date parameter allows conversion using historic exchange rates.

## Syntax

```
convertCurrency("From_Currency", "To_Currency", amount, [date])
```

## Examples

<code>convertCurrency("USD", "EUR", \$total_payment, \$payment_date)</code>	Convert the Total Payment from USD to EUR using the historic exchange rate on the Payment Date.
<code>convertCurrency("JPY", "USD", \$contract_amount)</code>	Convert the Contract Amount from Japanese Yen to US Dollars using the current exchange rate.

## Information

Currency conversion formulas use the open-source JSON API at [fixer.io](https://fixer.io) to obtain exchange rates published by the European Central Bank. These rates are updated daily at approximately 4pm Central European Time (CET).

If the date parameter is not specified, the current exchange rate is used.

## Fixer.io Free License Limitations

By default, the system uses a free Fixer.io API key that has the following limitations:

- 1000 requests per month
- Only EUR can be used as a base currency

This means that, by default, the system can only update the Euro (€) record in the Currencies table. If you use a free Fixer.io API key and try to run the `convertCurrency` formula on other records, the system returns an error. If you need to update other currencies or use this API more frequently, purchase a new key and enter it in the [Fixer.io Service Access Key](#) global variable.

# Use Case

In certain situations, you might have contracts with companies that use currencies different from your own. For example, if you work for an American company using the American dollar, you might have a contract with a European company that uses the Euro. In this case, the contract might be established using the Euro, but for internal purposes you want to know the exchange rate to the American dollar. With the help of the Currencies table, you can calculate this exchange rate from within the contract.

To calculate the exchange rate from EUR to USD for a contract amount:

1. As mentioned in the [previous section](#), enable the rule in the Currencies table and update the Currency Rate field to the latest exchange rate.
2. In the Contracts table, create a linked set to the Currencies table that links to the Currency Code and Currency Rate fields.
  - a. Do not allow the fields to hold multiple values.
  - b. If desired, set a default value.
  - c. Display the Currency Code field as a List of values. Display the Currency Rate as Hyperlinked View only.
3. Create a Calculated Result field called Adjusted Contract Amount or similar.
  - a. For the formula, multiply the Contract Amount field by the Currency Rate field.
  - b. Round the data to 2 decimal digits.
  - c. Set Grouping to Yes.
  - d. Display the field with a "\$" before the number.
4. Edit the Contract Amount field so that it doesn't display a currency symbol.
5. Place the Currency Code and Adjusted Contract Amount fields on the layout near the Contract Amount field.
6. Open a contract and select EUR from the Currency Code field. The Adjusted Contract Amount field is automatically updated to USD using the latest exchange rate.



# Email Texts Table

The Email Texts table is used to store pre-configured email templates that can be used to send standardized emails from various places in the system.

The records are used to store one template each. These records contain a variety of information:

- Title
- Email Subject
- Email Text
- List of addresses to CC
- Type of recipients the Email Text is available for (External, Internal or both)
- If the email is required to have an attachment when sent
- The table that the Email Text is available from (Contracts, Documents, Projects, etc.)

The Email Subject and Email Text fields can include formulas that get automatically replaced with the information from the contract when the email is sent.

Email Subject	Sourcing Event Requires Department Manager Review
Email Text	<p>Dear \$department_head,</p> <p>Sourcing Event #\$\$id "\$solicitation_title" requires review by your department. Your input is needed before the Sourcing Event Manager proceeds further with the Sourcing Event.</p> <p>If you do not provide this information, the status of this Sourcing Event will change to "canceled" within 7 days.</p> <p><a href="#">Edit</a></p>

## Use Case

Email Texts can be created by members of the Admin, Approver and Manager groups (Admin, Admin Import, Business Admin, Approver, Change Manager, Configuration Manager, Contract Manager, Customer Manager, Document Manager, Procurement Manager, Project Manager and Service Manager).

Email Text records are created directly from the Email Texts table.

An Email Text title should reflect the purpose of what the Email Text is trying to accomplish. It is also important to select the correct tables and types of recipients for Email Text, as this determines which lists contain this the Email Text record.

Email Text records can be set to require an attachment, and the system does not allow the user to send an email without a file attached to it.

After an Email Text record is created, it appears in a drop-down list of available templates in the Send Email section of the Contract record in the Emails tab. After choosing an Email Text from the list, the Subject, Body and CC list populates with information from the Email Text record. The Email Text can be edited if needed or sent as is, which greatly reduces time spent on composing meaningful emails.

If an Email Text is no longer needed, but future use is uncertain, the status can be changed to Inactive. Doing so removes the template from all lists of available Email Texts, while keeping the record so it can be activated again if needed.

## Ownership

---

Email Text records are owned by the user who creates them. Specifically, a record is owned by the user whose Login matches the Creator Login field.

# EUI Templates Table

---

The EUI in EUI Templates stands for End User Interface. The EUI Templates is a background table that holds records that contain HTML files. These HTML files are used to create customized End User Interfaces. It contains sample files that can be used, but you can also create your own HTML files and upload the HTML content to records in this table.

## Use Case

EUI Template records, and the HTML files contained within them, undergo little or no change during their lifetimes. There are no workflows, rules, or actions associated with them, and no charts, reports or saved searches exist for this table.

## EUI and Documents Table

When the Documents Table is enabled, the EUI can be configured to give end users access to the table. In order to enable this, the `main.php` and `menu.htm` files need to be edited so that all references to `global.menu.file` and `global.home.file` are `global.menu-doc.file` and `global.home-doc.file`, respectively. These references can be found in `'#ew_include("$ewText.get('')")'` calls in those html pages.

# Fiscal Years Table

---

The Fiscal Years table can be used to link contracts or other records to particular fiscal years for reporting or budget management. It is pre-populated with about 30 fiscal years based on a fiscal year start date of July 1.

Each fiscal year record has a start and end date, a description of the fiscal year and a numeric version of the fiscal year. The Years from Current Year field is used for reporting purposes and to identify the current fiscal year and any other years in relationship to it. The current year has a value of 0, while the preceding year is -1, the next year is 1, and so on. This way, searches for reports can be created to find records for this fiscal year and next (i.e. those whose Years from Current year =0 or 1) or this year and the two previous (Years from Current year is Less than 1 and more than -3), and so on.

Each record has a field called Date of Next Update which should be set to the start of the next fiscal year, once you start using this table.


A time based rule runs monthly on the first of the month and looks for a match on this value (it assumes that the fiscal year starts on the first of the month). If it matches, that is, today is the first day of the next fiscal year, it adds one year to this date field and decrements the Years from Current Year by -1 on all records to update their relationship to the current year. This rule is disabled out-of-the-box and should be turned on if you plan to use this functionality.

If you need to use fiscal years, but for a different fiscal year period, export the existing data, then delete the demo data, customize the export file with new start and end dates for each year, and import new records going as far into the past and future as makes sense for your application.

# Key Terms Table

---

This table is used by the Agiloft Contract Assistant for Word. When users open a contract document in Word, key terms are visible in the ACA Word pane if the document had been previously annotated, or was created using print templates. Key Terms are generally matched up with fields in Contract records. When Key Terms are extracted from documents, they are added to the relevant Contract records using the logical name and API calls. If there is no record in this table for a particular field in a Contracts record, the ACA does not allow users to tag the corresponding key term in the contract document.

 If you are using AI, simply adding new Key Term records to this table will not cause the model to be able to recognize or extract that key term. This requires custom model training.

The fields in this table are:

- **Display Name:** The name of the key term displayed in ACA - Word
- **Field Name:** The field name of the field in Contracts table the key term is mapped to
- **Table Logical Name:** The logical table name of the Contracts table the key term is in
- **Field Type:** The type of the field
- **Allow Manual Annotation:** If this is set to No, this key term will not be available to the user to tag text within ACA - Word

# Print Templates Table

---

The Print Templates table is a background table that holds a record for each print template used by the Contracts table or other system tables. It also keeps track of the Version Number of the attached print template document, and defines which Contract Types can use the print template in the Available for Contract Types field.

## Use Case

---

Print Templates can be created and edited by admins and Contract Managers. The ID, Title, Template File, and Version Number fields are pulled into the Contracts table as a link to selected fields from another table. These are filtered to print templates whose Available for Contract Types field contains the Contract Type selected in the current Contract record. If multiple print templates are available for a Contract Type, the default value for the Print Template to Generate in the Contract is matched to the Default Print Template Title and Print Template File fields of the selected Contract Type. An Abbreviation field is used in the resulting file name, so it is useful to populate any new print templates with a reasonable abbreviation.

You can also add a print template without contract information, variables, or formulas, to the Print Template record using the Blank Form field. This field is used to provide a template of the document, without the metadata. This option can give potential suppliers a chance to review the conditions of the document without including specific information. Essentially, the blank form should be considered as a preview of the contract terms.

The document uploaded to the Blank Form field should not use conditions. For example, if a clause only appears in the contract for contracts valued above \$10M, you should decide whether or not to include this in the blank form document as it can be sent to potential suppliers before the contract value is decided as part of the Sourcing Event. Once the Sourcing Event has a Selection Approved, a final contract is generated using the full print template.

## Inserting Variables into Print Templates

Print templates may include field variables from the table on which the template is run, as well as from any table in the system. For instance, a template might have the text `$contract_start_date` in the place where the start date of the contract should appear.

It may also pull in clauses from the clause library without creating a link to that clause within the contract. A special syntax is used for fields and records that do not live in the main table from which the template is run:

`$field_from_other_table(column, id, clause_text)` is used to indicate that the Clause Text field, or `clause_text`, for record with ID 41 in the Clause table should be inserted into the print template at this position.

**i** Print Templates should reference the variables for Clause records in the Clause Library, not the variables for Print Template Clause records. This is especially important for enabling proper compatibility with the Agiloft Add-in for Microsoft Word.

## Conditional Text, Fields, and Content

There are several ways to insert conditions into a print template to use alternative text or alternative values. These are described in the [Print Template Syntax Reference](#). It is common to have print templates with optional or conditional sections that may or may not appear when the template is run, based on meta data in the contract.

## Numbering of Sections

If the print template is using HTML text fields either from the contract, or from clauses in the clause library, and you need section numbering with the contract, there are some special challenges with deciding what kind of numbering methodology to use. Auto-numbering can be used within the HTML clause field itself, within the template, or within the style used in the conversion.

In the standard implementation, the numbering and indentation style is set in the print template, applied to the relevant clause variable. However, sometimes the HTML text that replaces the variable in the template does not retain the numbering or indentation. If you see this issue in your print templates, you can choose to insert the auto-numbering HTML code inside the clause text, instead of in the print template. To do so, edit the clause in Source HTML and insert the MS Word auto-numbering code at the front of the clause text. When the document is generated, this code automatically assigns a sequential number and applies list indentation. Note that if you use this method, these numbers are reassigned every time the document is opened, which means the clauses are always shown as recently modified when a contract is edited.

### Auto-numbering Code

```
<agiloft_tag_fc fc="al_fc_start LISTNUM LegalDefault \l 1 al_fc_end"><
/agiloft_tag_fc>
```

In the standard implementation, we handle numbering in the print template, not the clause text. Whichever method you choose, make sure to test it thoroughly.

For more information on how these print templates interact with a clause library, please read the [Clause Library Table](#) section.

## Ownership

---

Print Template records are owned by their creator. Specifically, a Print Template record is owned by the user whose Login matches the Creator Login field.

# Replacement Variables Table


The Replacement Variables table is a background table that can be used to support any of the process tables, such as Approvals, Contracts, Sourcing Events, Projects, or Tasks. Replacement Variable records store a variable chain used to pull in values from a linked field relationship. Generally, these variables are copied into template records, such as in the Approval Templates table, and then used to dynamically assign records or set other field values when a process table record is generated from a template.

Related To	Supplier Profile ▾	Used in Field	Approval Assigned To ▾	Assignment Based On	Person from Supplier Profile ▾
List Value	Supplier Sourcing Event Manager				
<a href="#">Details</a> <a href="#">History</a> << >>					
<a href="#">Collapse All</a>					
▾ Variable Details					
Variable ⓘ	\$vendor_profile_id.source_vendor_response_id.solicitation_id.solicitation_manager_id				<a href="#">Formula Help</a>

## Use Case

Replacement Variables are used by Approval Templates to generate Approval records for contracts, change requests, documents, sourcing events, or service requests.

To create a Replacement Variable that will be used in Approvals, set Used In Field to the value Approval Assigned To. The value in the List Value field will show up in the Assign To drop-down in an Approval Template. Last, create a variable chain from the Approvals table to the appropriate field variable. For example, `$contact_id.requester_name` finds the name of the Requester in the linked Contract record, while `$contract_id.requester_id.manager_name` finds the Requester's manager.

 The Variable should be a variable chain that starts from the Approval record, not from the Approval Template!

The values "Task Assigned To" and "Other" do not link to any automation in the default setup, but they can be deployed and used with minor modifications to Task Templates or other template table.

To use a Replacement Variable in an Approval Template, power users can create an Approval Template and set Assign Approval Based On to the value Person from Contract. The user can then select a value for the Assign To dropdown, which contains a link to all Replacement Variable records for which Used in Field is Approval Assigned To.



# Import Tables

---

These tables are used to process and monitor scheduled imports.

- Import Summaries Table
- Import Templates Table
- Import Logs Table

# Import Logs Table

This table holds records that launches imports and reports on the results. The records in this table are created by conversion from Import Templates as described in the [Import Templates Table](#) section. Each Import Log record contains details about the import, including the number of rows that were processed and a count of how many rows failed to be imported or were ignored. The overall Status of the import log record is updated by a rule based on these fields as well as the Import Log Text.

## Automation

### Create: Run import on import log creation

This rule runs when an import log record is created by web or API. It runs the import actions for the correct table.

```
if (Import Table='Company') {
  Import Company
} else if (Import Table='Location') {
  Import Location
} else if (Import Table='External User') {
  Import External User
} else if (Import Table='Table 4') {
  ...
} else if (Import Table='Table 5') {
  ...
}
```

### Edit: Capture when the import is finished, and trigger the next import if any.

This rule runs when an import log record is edited by web or API and the Total Rows Processed in Import or Import Log Text changed in the last modification. It updates the overall Status of the import log and triggers the next import.

```
if (Number of Failed Rows>=1 or Number of Ignored Rows>=1 or Number of Skipped Rows>=1 or Import Log Text~='warning' or Import Log Text~='error' or Import Log Text~='errors' and Import Log Text!~='Failed to delete file') {
  Set Status to Failed
} else {
  Set Status to Successful
}
if (Next Import Template ID='$global.NULL') {
  Update linked Summary to completed
} else if (Next Import Template ID!='$global.NULL') {
  Update next import template to trigger conversion
}
```

# Import Summaries Table

This table holds one template record that can be used to generate new records on a scheduled basis. Each record holds all of the import logs for one import event, which might include records being imported into multiple tables.

Within each Import Summary record, a user can view the imports that were run and their status, the number of records imported, and so on.

The first import summary record is a template that is used to create all of the other import summary records. This template record should be linked to the import template record that represents the first table to be imported.

## Automation

This table holds the following rules:

### Create: Import Summary creation actions - launch template and update title

This rule runs when an import summary record is created by web or API. It sets the title to "Weekly Import Summary on [date]" with an update action:

"Weekly Import Summary on "+dateformat("MMM dd yyyy",NOW())

and also runs a linked record action called "Trigger import in first import template," which goes down to the linked first import template record and updates a flag field in that record to cause it to be converted into a new Import Log record linked back to the Import Summary.

### U: Set Latest Import Summary ID and flag to convert:

The import log records are the records that actually run the import action and report back the results.

When one record is finished, it launches the subsequent one, and so on, until all are finished.

When all the imports are finished, a rule on the Import Log table updates the Import Summary record to set a field called Completed to Yes, and causes a recalculation of the number of imports fields in the Import Summary, and this update triggers another rule on the Import Summary table called "Edit: Import summary update when completed" which checks to see if there were any failed import logs. It runs the following action:

```
if (Number of Failed Import Logs>=1) {
  Set Status to Completed with Failures
  Email Admin Team of failed import
} else {
  Set Status to Completed Successfully
}
```

If there were failures, it sends an email to the Admin Team notifying them of the failure.

If not, it sets the status to Completed Successfully.

### Edit: Import summary update when completed

This rule runs when an import summary record is edited by web or API. It runs an if-then action to update the Status of the import summary record and send an email based on the status of the import logs.

### (Disabled) TB weekly: Convert template to start process

The time based rule starts the import process. By default, it runs weekly on Saturday at 3am. It runs a conversion action that creates a new Import Summary record by converting the record with the word "template" in its title to a new record. The conversion maps only one field: the default starting import template:

# Import Templates Table

This table holds a template for each table that records are imported into. The import order of each table can be defined in the import template records. Each import template record identifies the import table and the next import table. Only the records connected to each other in a chain will be imported.

Import Table	<u>Company</u> ▼	Order of Import	<u>1</u>
Next Import Table	<a href="#">Location</a> Q	Next Order of Import	<a href="#">2</a> Q

## Automation

There is just one edit rule for this table, called **Import template edit actions by web or API**. The import templates are converted into import Log records to launch the actual import. The conversion maps only three fields: The Source Import Template ID field, the Import Table field, and the Import Summary ID.

The conversion happens when an import template is updated by a rule from another table to set the Flag to convert to Import Log field to Yes and to map the linked Latest Import Summary ID, so the new record will be linked back to the proper Import Summary.

The first import template to run is launched from the Import Summary record as described above. The subsequent import templates are triggered from the import log record generated by the preceding import template, when it is completed.

# Countries Table and States Table

---

The Countries table and the States table are two very similar tables used to store country and state records, respectively.

Country records are used to store a country's full name, as well as their respective ISO2 code (2-letter abbreviation) and ISO3 code (3-letter abbreviation). The Standard System Demo contains a full list of Agiloft-compatible countries along with their codes. State records are used to store state's full name, state abbreviation, and the country of origin. The Standard System Demo's States table holds records for all 50 states, but also holds records for each of the Canadian provinces.

## Use Case

Both Country and State records can be created by members of the Admin, Admin Import and Business Admin groups. Links to these tables are used in a variety of places in the Standard System Demo, such as Locations, Opportunities, Companies, People, Quotes, and Contracts tables.

These links allow you to modify the information in the State and Country tables to fit your ideal presentation style. For example, an address of a company's headquarters can be shown as United States, CA in the Location record, and as USA, California in a Contract record without changing stored information manually. Any required formatting can be chosen and quickly changed if needed, without manually editing each record.

Another use for Countries and States tables is creating easily maintainable lists for users to choose from. This helps to avoid misprints, inconsistencies, and other potential errors.

Country and State records can be created directly from their corresponding tables, or using an import from an Excel spreadsheet. Import can be useful when a large array of new records need to be added. For example, a good time to use import would be when you need to add a list of states or provinces for a country that is not already included in the Standard System Demo.

## Ownership

Both Country and State records are owned by the user who creates them. Specifically, a record is owned by the user whose Login matches the Creator Login field.

# Status Bars Table

---

The Status Bars table is used to store Status Bar records. Each record contains one image of the status bar, information about the contract lifecycle stage that uses this image, and an Active/Inactive indicator to determine which set of status bars is currently in use by Contract records.

It is possible to create new sets of Status Bars that are based on different contract lifecycles. The Standard System Demo includes the following basic statuses:

- Draft
- Pending Contract Manager
- Pending Approval
- Approved
- Pending Signature
- Signed
- Active

## Use Case

Status Bar records are created by members of the Admin, Admin Import and Business Admin groups directly from the Status Bars table. Each record in the Status Bar table corresponds to a status in the contract lifecycle. Records in the Contract table display the status bar image that corresponds with the stage of the lifecycle that the contract is currently in, determined by the Status field. Images for Status Bar records can be created using any media and inserted into an HTML field inside the Status Bar record.

The Standard System Demo has several preconfigured status bars to choose from. Only one set of status bars should be set to Active.


To change the color of the Status Bar in contract records:

1. Open the Status Bars table
2. Find a Status Bar record that has a Status of Active, and change it to Inactive. Changing a record to Inactive disables Status Bar records from being populated into Contract records when that Contract record's status matches the stage the Status Bar record represents.
3. Choose another Status Bar record from the list that, and change the Status to Active.

## Uploading a new set of Status Bars

If you are not satisfied with the Standard System Demo's default status bar options, it is possible to use your own set; however, only Admin users can upload Status Bar records. After you have created a Status Bar image for each of your new Contract Statuses:

1. Go to Status Bars table and disable the set currently in use by setting its Status to Inactive.

2. Go to **Setup > Look and Feel > Power User Interface > Edit (any scheme) > Content Tab > Select /Manage Images.**
3. On the top of the new window, choose and upload all the Status Bar images you have created. Name them according to the Status they represent. For example: StatusBar\_PendingApproval.png
4. Once all the files are uploaded, make sure they are present in the list of images. Close the window.
5. Go to the Status Bars table and click New.
6. Choose the Contract Status that should use this Status Bar, like Draft. Make sure the record's Status is set to Active.
7. Right-click on the company logo in the top-left corner of the screen and select Copy image address.
8. Click Edit under the empty text field in the Status Bar record.
9. In the new HTML Editor window click the Insert an Image pictogram (). Paste the address of the logo into Provide URL for the image field and press Finish.
10. The logo image appears in the HTML Editor field. Switch to Source HTML at the bottom of the window. This line of code appears:
  - a. ``
  - b. Delete 'border="1"' if you don't want the status bar to have a border.
  - c. Replace a part between `/gif/` and `">` with the filename of a Status Bar that you have just uploaded. It should be easy to remember it if you gave the files meaningful names containing Contract Statuses. The resulting line should look like this:  
``
  - d. Copy the whole line.
  - e. Click Finish.
  - f. Click Save. If you did everything correctly, you should see the new Status Bar for the Contract Status you've chosen on top of the list of available Status Bars.
11. Click New again.
  - a. Choose the next Contract Status.
  - b. Click Edit.
  - c. Click Source HTML.
  - d. Paste the line from the first Status Bar you uploaded and replace the filename at the end with one for the chosen status. The result should like this:  
``
  - e. Click Finish.
  - f. Click Save.
12. Repeat step 11 until you create status bars for each Contract Status.



If you ever need to update or replace the a Status Bar image, repeat steps 2 and 3 and replace the Status Bar images with new ones, using the same file names. If the images don't update in the Status Bars table, clear your browser cache.



# Automation

There are no rules within the Status Bar table. Changing the status bars is handled by default field values on the Status Bar linked field in Contracts.

# Ownership

Status Bar records are owned by the user who creates them. Specifically, a record is owned by the user whose Login matches the Creator Login field.

# Status Times Table

---

The Status Times table is used to track the time a record spends in each stage of the record lifecycle, and is measured through the Status field. This is useful if you need a single dashboard for reports about status times from multiple tables. The Standard System Demo has Status Times enabled for Contracts by default, but Status Time can also be used for Approvals, Service Requests, and Support Cases.

Status Time records are used to store a variety of information:

- The related table, such as Contracts or Approvals
- The specific record in the related table
- The Status value being tracked
- Dates when the status changed to and from the tracked Status value
- The amount of time between status start and end dates

## Use Case

The Status Times table is accessible to Admin, Contract Manager, and Service Manager groups. The Status Times table is primarily used to track the time a record spends in each status. For example, the following measures exist by default in the system:

- **Average Review Time by Contract Manager:** How long it takes a contract to go from the initial submission to Signed or Active
- **Average Time by Status (Contracts):** Average time the contract spends in each status
- **Percent Average Cycle Time by Contract:** Average contract cycle time by contract type

New records are created automatically through conversion every time the a tracked record's status changes. Information kept in these records can be used in monthly reports, added to the homepage as charts or numeric widgets, and used for estimations and predictions.

## Ownership

Status Times records are owned by the user who creates them. Specifically, a record is owned by the user whose Login matches the Creator Login field.

# Functions Table

The Functions table provides an easy way to turn off features that your organization does not want to use. The visibility of specific fields and conditions for specific rules are tied to this table. If done correctly, turning off a Function can help you optimize your record forms by removing unneeded features. For example, Turning off Payments and Contract Budgeting will hide the entire 'Finance' tab in Contracts.

Each Function contains a brief description of what it controls, a list of the important tables it impacts, and notes for activating and deactivating. Some updates will need to be made manually such as turning off a Function that does not hide associated tables.

The functions that have been predefined include the following:

Function Name	Description	Function Turned On?
Obligation Management	This controls the visibility of the Obligation section within the Contract, which is a place where all Tasks of Type 'Obligation' are displayed, along with options to create ad hoc Obligations and generate default ones.	Yes
Supplier Management	Controls the visibility of supplier management fields and the ability to perform a supplier onboarding process, via self-registration, contracts, or sourcing events.	Yes
Contract Budgeting	This controls the visibility of the budgeting fields in Contracts.  Note that the ability to include budgeting in Sourcing Events is not controlled by this (or any other) function; it is always available by default.	Yes
Sourcing Events	If turned off, hides field 'Based on a Sourcing Event' in Contract and consequently all Sourcing Event related fields that are visibility-dependent on it.	Yes
Payments	Controls the visibility of Payments table in Contracts.	Yes

# Signatures Table

The Signatures table allows you to create and manage multiple signatures for employees. Each record contains the following fields:

- **Owner:** Signifies the owner of the signature. Automatically set to the creator.
- **Name:** A short name to identify the signature's purpose.
- **Visibility:** Private signatures can only be used by their Owners. Visibility can be made public if multiple users must have access to it, such as a common signature used by everyone on the Support Team.
- **Content:** an HTML-enabled field where you can enter the signature.

Save
Cancel
⋮
Signature

Details
History
« »

ID	32	Owner	<a href="#">Vanessa Miller</a> <span style="font-size: 0.8em;">Q</span>
*Name	<input type="text" value="Vanessa Miller Primary Signature"/>		
*Visibility	<input style="border-bottom: 1px solid #ccc;" type="text" value="Private"/>		
Content	<p><b>Vanessa Miller</b>            Supplier Manager  <a href="#">Agiloft, Inc.</a>            Phone: 555-587-8611 Ext: 5521            460 Seaport Court, Suite 200            Redwood City, CA 94063</p>		

Edit

## Use Case

Signatures are ideally created from within the People table. There is a section for Signatures under the 'Email' tab in Employees. Use the 'New' option to create a new record, or the lookup icon to find and select Public signatures. One of the signatures must be defined as the Primary Signature. Primary Signature values can be used in email templates with a global variable called \$global.my\_primary\_signature.

When manually sending an email from any table in the system, the user has an option to select from a list of their signatures. Selecting any of the options inserts the Content of the Signature directly where the text cursor is.

# Addin Diagnostic Logs Table

---

The Addin Diagnostic Log table can track your Word ACA usage in Agiloft. This table is useful because it gives you a visual track record for the behavior of the ACA in the System Logs field. Each Addin Diagnostic Log record is an indication of an individual ACA session where Enable Diagnostic Logs has been toggled to Yes. Closing the ACA is the only way to save and close out an Addin Diagnostic Log record; toggling to No simply pauses the writing of information to the System Log field.

You can use these records to diagnose issues that may have been impossible to determine by using only Microsoft Word's troubleshooting features. This table was originally used as a way to circumvent the lack of diagnostic information available for troubleshooting when Word itself would crash, but can be used to view and diagnose all kinds of ACA behavior. For more information on troubleshooting Word, visit [Troubleshooting the Word ACA](#).

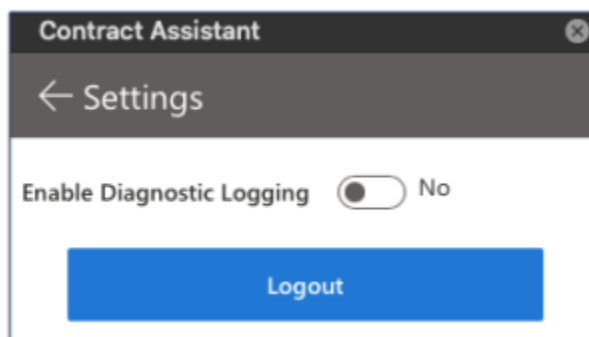
## Use Case

---

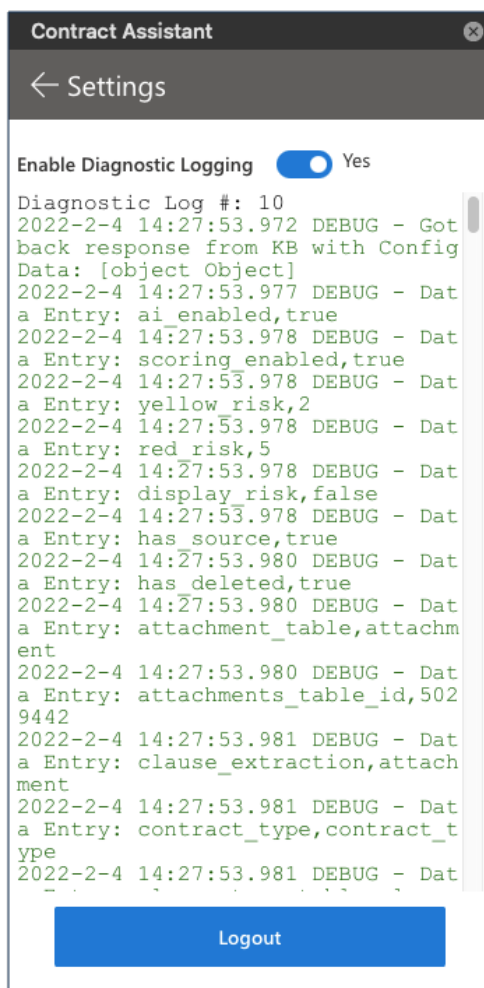
This table records activity in the Word ACA. Before you can take advantage of the diagnostic logs, you need to set Enable Diagnostic Log to Yes in the Word ACA Settings pane. After it's been set to Yes, every time something occurs in the ACA it is recorded. To temporarily stop recording diagnostics, toggle the Enable Diagnostic Log option to No. You can continue recording diagnostics if you toggle the option back to Yes, but if you close the ACA at any point, it will save and close the Addin Diagnostic Log record.

To enable diagnostic log recordings, follow the steps below:

1. Log in to Agiloft and open the Addin Diagnostics Log table. It can be found under System.
2. Open Word and log in to the ACA for Word.
3. Click the menu icon on the top right-hand corner and select **Settings**.



4. Toggle Enable Diagnostic Logging to Yes. This is what creates the Addin Diagnostic Log record the first time the ACA is opened in a given session. If you are revisiting diagnostic logging after toggling to No in the same session, the ACA also shows information from the System Log field in Agiloft.



5. Check the Addin Diagnostic Logs table in Agiloft to see the new Addin Diagnostic Log record. The System Log field will now record your activity.

# Artificial Intelligence Tables

---

The following articles contain specialized information about tables in Agiloft's standard system demo with AI. Some of these articles are about tables that are only available when AI is enabled, and some are secondary articles about standard tables that use a different structure when AI is enabled. The primary articles for these tables can be found earlier in the standard system documentation, as well as linked at the beginning of each relevant article. The secondary articles exist to call out the differences between the standard version of the table and the AI-enabled version of the table, and are stylized with ":AI" at the end.

- AI Clause Types
- AI Document Types
- AI Models and AI Credentials
- Attachments: AI
- Contract Clauses: AI
- Contracts: AI
- Contract Type: AI

# AI Clause Types

The AI Clause Types table holds records that are used to indicate the Clause Type of clauses that are found in contract documents by an AI model. AI Clause Type records are compared against Clause Type records in order to determine the default risk rating.

## Use Case

Clauses automatically identified by the AI are categorized into AI Clause Types. The names of existing AI Clause Types must not be changed unless you have imported new AI Models trained on different Clause Types. Similarly, adding a new AI Clause Type will have no impact unless you import a new model trained on that Clause Type. In contrast, the names of Clause Types can be changed at will and new Clause Types can be added for use by your organization.

## Layout

An AI Clause Type record contains a name field that should generally, but not necessarily, match the name field of a Clause Type record. You can add a description for the Clause Type under the ID and AI Clause Type field. At the bottom of the record you will find all the Clause Types that link to this AI Clause Type.

Save ▾
Cancel ▾
⋮
AI Clause Type: Transferral of Obligations

AI Clause Type
History
« »

ID 100 \*AI Clause Type Transferral of Obligations

Clause Type Description Transferral of Obligations

**Related Clause Types**

Status: 1 record(s) found, 1 page(s). Click [here](#) to count records again..

New
Look Up
Views ▾
Edit Fields
More ▾
Search ▾

<input type="checkbox"/> Edit	ID ↓	Clause Type	Default Risk Rating	AI Clause Type
<input type="checkbox"/> <a href="#">↗</a>	93	Transferral of Obligations	0.5	Transferral of Obligations



# Automation

---

The AI Clause Types table does not contain any rules or actions.

# AI Document Types

---

This table holds a list of AI-trained document types, such as Master Services Agreement or Statement of Work. Out of the box, Agiloft's AI has been trained to recognize clauses and key terms in certain Document Types which are already available in this table. The AI Document Type table contains the following fields:

- **Document Type:** used to hold the name of the document type. Ideally, this should have a matching Contract Type record in the Contract Type table.
- **Default Contract Type:** links to the Contract Types table and holds the Contract Type that matches the Document Type field.
- **Default Contract Type ID:** links to the Contract Types table and holds the ID of the Contract Type that matches the Document Type field.

## Use Case

---

The list in this table is what is displayed as the list of available Document Types in the Word Add-In. If you are importing new AI Models that have been trained with additional Document Types, the new Document Types must be added here before they are available for use. Simply adding a new Document Type without importing a new model trained to recognize it will not have any impact, and is not recommended.

# AI Models and AI Credentials

---

The AI Models table contains a list of the trained and configured models. Agiloft's AI capabilities are explained in detail [here](#). Of these, Agiloft's hosted AI Models are pre-configured out of the box and ready for use.

From this table, you can import new models as well as connect/disconnect any of the models. These are explained in more detail [here](#).

The credentials for the models you want to use must be stored in the AI Credentials table. To connect to the Agiloft Shared Hosting Models, contact Sales to have a set of credentials and bucket name created for your organization. A detailed explanation of configuring AI Credentials is provided [here](#).

# Attachments: AI

---

This secondary, AI-focused article explains the differences between the Attachments table in the standard system and the Attachments table in the standard system with AI. Since a KB that has AI enabled requires a more significant build, these details are listed here in order to eliminate confusion in the primary [Attachments](#) article.

**i** The Attachments table's structure changes significantly when AI is enabled. The Attachments table contains the tangible files that the extraction model pulls data from, so it is a logical choice for containing a large portion of the AI structure.

## Differences

---

With AI enabled the Attachments table still functions as a way to store files and their qualifying information in record form. With AI enabled, the Attachments table gains many new fields, most of which are populated with data that the AI model extracts from the Attachment record's attached file:

- Company Fingerprint
- Contract Type
- Contract Type AI Document Type
- AI Closing Date
- AI Contract Amount
- AI Contract Description
- AI Contract Term
- AI Contract Title
- AI Doc Type Default Contract Type
- Document Type
- Doc Type Specific Fields
- AI Document Type ID
- AI Effective Date
- AI Effective Date Special Format
- AI End Date
- AI End Date Special Format
- AI Governing Law
- AI Interest Rate
- AI JSON - Clauses
- AI JSON - Document Type
- AI JSON - Key Terms
- AI Number of Shares
- AI Party 1 Address
- AI Party 1 Name

- AI Party 2 Address
- AI Party 2 Name
- AI Payment Term
- AI Position
- AI Repayment Term
- AI Salary
- AI Service Start Date
- AI Signature Date
- AI Termination Notice
- Button: Extract Clauses
- Button: Extract Key Terms
- Button: Predict Document Type
- Extracted Clauses
- Extracted Company Fingerprint
- New Company State Staging
- Party 1 Name Staging
- Predicted Document Type
- Similarity between extracted company and similar company
- State Name New company ID
- State Name New company
- State Abb New company
- Trigger Clause Extraction
- Trigger Import Action
- Trigger Key Terms Extraction
- Trigger Pushback to Contract

## Use Cases

---

In the standard system with AI, the Attachments table is one of the most important tables. The Attachments table contains the contract files that the extraction model pulls data from, so it is a logical choice for containing a large portion of the AI structure. You can run AI directly from the Attachments table using buttons, as well as integrate the Attachments table with the Agiloft Contract Assistant for Microsoft Word.

Attachment records must have a contract file in the Attached File field. If the Attached File is not in a machine-readable format, it is OCR'd by a create rule, and the resulting OCR File is used for AI. The three main use cases you can initiate from the Attachment table are identifying the contract type, extracting key terms and extracting clauses. These actions are facilitated by the buttons Predict Document Type, Extract Key Terms and Extract Clauses in the Common Area. They are explained in significant detail in the Automation section of this page. The use cases surrounding each button are described in the following sections.

## Predict Document Type

The Predict Document Type button allows you to identify the contract type of the document using an AI model. You can also use the Predict Document Type action in a Create rule, so that new Attachment records are classified in the system as soon as they are created. You can classify multiple new documents at once by using a rule like this with a bulk import.

## Extract Key Terms

The Extract Key Terms button allows you to extract key terms from the contract file using an AI model. Then, a rule in the Attachments table takes the extracted key terms and inputs it to the mapped fields of the Contract record that is related to the Attachment record. This process effectively allows you to populate the fields of a Contract record simply by having a related record in the Attachments table. You can also use the Extract Key Terms action in a Create rule, so that key terms get extracted from new Attachment records as soon as they are created. You can extract key terms from multiple new contract documents at once by using a rule like this with a bulk import. Adding a new Key Term record to this table doesn't allow the model to recognize or extract that key term, this requires custom model training.

## Extract Clauses

The Extract Clauses button allows you to extract clauses from the contract file using an AI model, and then creates individual records for each extracted clause in Contract Clause table. You can then compare these Contract Clauses against the existing, vetted clauses in your Clause Library table to ensure that the clauses in the new contract are legal and do not clash with your company's policies. You can also use the Extract Clauses action in a Create rule, so that clauses are extracted from new Attachment records as soon as they are created. You can extract clauses from multiple new contract documents at once by using a rule like this with a bulk import. Adding a new Clause record to the Clause Library table doesn't allow the model to recognize or extract that clause, this requires custom model training.

# Automation

---

The Attachments table contains three buttons that allow you to extract data directly from a contract file in either the OCR File field or Attached File field of an Attachment record. These buttons contain machine learning actions that use specific AI model configurations to pull the desired data directly from the contract document. After the AI model finds the data, the data is populated as either records or field values within records. These buttons are:

- **Predict Document Type:** This button is used to identify the contract type of the contract document. It first ensures that the OCR process is complete if the file requires OCR. Then, CLASSIFICATION-FT-AS AI model is run to determine the contract type of the document. The Document Type field is set using the value returned by the model. Also, if there is a Contract record linked to the Attachment without the contract type selected, that is also updated. Refer [AI Document Types](#) for the list of document types supported by the CLASSIFICATION-FT-AS AI model.

- **Extract Key Terms:** This button is used to extract key terms from the contract document. It first ensures that the OCR process is complete if the file requires OCR. Then, ATHENA-NER-AS AI model is run to extract key terms. The set of key terms extracted from the document is determined based on the Document Type (either set manually or using Predict Document Type). Extracted key terms are populated in the AI\* fields in the Attachments table.
- **Extract Clauses:** This button is used to extract clauses from the contract document. It first ensures that the OCR process is complete if the file requires OCR. Then, ATHENA-CE-AS AI model is run to extract clauses. For each individual clause extracted, clause records are created in the Contract Clauses table using an import action.

The Attachments table also contains few new rules that aren't normally found in the standard system. These are:

- **AI/ACA Create Actions:** This rule sets File OCR'd to Yes when OCR File is available. Also, it runs PUSHBACK\_CLAUSE\_UPDATES.jar script action to update Contract Clause records when the Attached File is revised for the first time.
- **Create: AI Extraction - Extract Metadata Triggered on Contract Conversion (Part 1 of 4):** This rule runs when Trigger Key Terms Extraction is set to Yes. It runs the ATHENA-NER-AS AI model to extract key terms of the contract document. Then, it sets flags to trigger clause extraction and update the contract record with extracted key terms.
- **Edit: AI Extraction - Extract Clauses (Part 2 of 4):** This rule runs when Trigger Clause Extraction is set to Yes. It runs ATHENA-CE-AS AI model to extract clauses. Then, it sets a flag to create clause records.
- **Edit: AI Extraction - Create Contract Clauses Records by Import (Part 3 of 4):** This rule runs when Trigger Import Action is set to Yes. It runs an import action to create individual clause records in the Contract Clauses table for the clauses extracted in the previous rule.
- **Edit: AI Extraction - Trigger Similarity (Part 4 of 4):** This rule runs when Extracted Clauses related table has values and Trigger Import Action is set to Yes. It sets the Extracted Clause Button Clicked flag field to Yes in all the linked Contract Clause records.
- **Edit: Update Contract Fields from Extracted Key Terms:** This rule runs when AI JSON - Key Terms field is changed or when the Trigger Pushback to Contract is set to Yes. This rule effectively maps the extracted key terms to the respective fields in the Contract record. If contracting party name is extracted, it is compared with the existing companies using the similarityIndex function to determine if the company already exists in the Companies table. If there is a close match, the contracting party is set to the company found. If not, the extracted data is populated in the Contract record for the user to review and create as a new company.

# Contract Clauses: AI

---

This table contains fields that store clause details that are extracted by AI.

Clause details extracted by AI are stored in the 'Extracted Clause Text' field. The system will also try to identify matching clauses from the Clause Library using the "SEMANTIC-TEXTUAL-SIMILARITY-AS" model and displays the best match as the 'Most Similar Clause'.

## Use Case

---

This table is used to store clauses and clause details that are extracted from contracts and pulled into Agiloft using an AI model called ATHENA-CE. Users don't usually create records in this table; records are generated using a machine learning action.

## Automation

---

- **Create: all create rules for contract clauses (Web, API):** This is an existing rule that contains additional actions to find the closest matching clauses from the Clause Library.
- **Create/Edit: AI Risk Actions:** This rule runs whenever clauses are extracted from a document or are manually tagged, or existing Contract Clauses are modified. IT refreshes the list of matching clauses, sets the best match as Most Similar Clause, and calculates Similarity to Source Clause, Similarity Risk Rating, and Calculated Similarity Risk.



# Contracts: AI

---

This secondary, AI-focused article explains the differences between the Contracts table in the standard system and the Contracts table in the standard system with AI. These details are listed here in order to eliminate confusion in the primary Contracts article.

## Differences

---

With AI enabled, the Contracts table gains few additional fields as listed below:

- 3rd Party Document
- All Contract Clauses Linked to the Contract
- Button: Extract Key Terms and Clauses
- Choice Yes for Conversion
- Company Fingerprint
- Contract Type AI Document Type
- Extracted Contract Term
- Extracted Governing Law
- New Company Country linked to State
- New Company State Abbreviation
- New Company State Staging
- OCR'd 3rd Party Document
- Review
- Total Calculated Clause Similarity Risk
- Total Clause Similarity Risk
- Total Clause Type Risk Score

## Use Cases

---

When you receive a contract document from a 3rd party, create a Contract record by filling the basic information in the Common Area and select the Document Source as 3rd Party. You can then attach the document to 3rd Party Document field and click the Extract Key Terms and Clauses button.

This creates an Attachment record and triggers rules to extract key terms and clauses from the document. The extracted key terms are then populated in the Contract record under Contract Information and Contract Party Information sections in the Details tab. The extracted clauses are displayed in the Contract Clauses section in the Attachments tab.

# Automation

---

The Contracts table also contains few new rules that isn't normally found in the standard demo. These are:

- **Create/Edit: AI Extraction Actions:** This rule runs OCR on 3rd Party Document if it is required.
- **Edit: Set Create New Company based on Word Add-in Mapped Data:** This rule is triggered when Create New Company is set to False. It sets the Create New Company field to True if the Company Name is blank but a New Company Name is populated. Else, if the Company Name is populated, it clears the fields related to new company.

# Contract Type: AI

---

The Contract Type table contains an important new field called AI Document Type that links to the AI Document Type table.

It defaults to the Document Type whose name matches the Contract Type, but can be changed manually. This is used by AI to determine which model to run for best results. If this is not set, AI will use the generic model, which does not extract all possible trained fields.

## Use Case

---

If creating a new Contract Type, it must be linked to one of the existing AI Document Types. If none of the AI Document Types is a good enough match, use 'Unknown'.