

State Triggers & Transitions Overview

Last Modified on 03/29/2023 9:22 am EDT

Overview

A **Trigger** moves an Object from one state to another.

A **Transition** is part of a Trigger that indicates the transition state of an object (e.g., Open, Closed, etc.).

Related Information/Setup

For more information on Configurable Forms, please see the article below:

• Configurable Forms Overview

For more information on setting up Timed Triggers and Nightly Schedules, please see the article below:

• Timed Triggers & Nightly Email Schedules

For more information on setting up an Orchestration Event Trigger, please see the article below:

Add an Orchestrated Event Action on a Transition

For more information on Transitions, please see the articles below:

- Actions on Transitions
- Add a Condition to a Transition
- Edit or Delete a Trigger, Transition, or Action

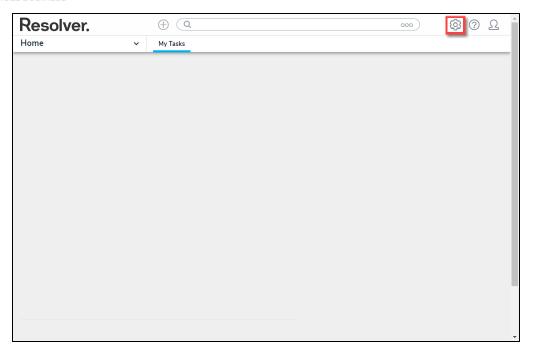
Multiple Nightly Triggers on an Object Type

If an Object Type has multiple Nightly Triggers scheduled. One Trigger is randomly selected to be processed during the Nightly Trigger procedure. If an error occurs when processing the selected Trigger, a different Trigger will be randomly chosen. Only one Trigger per Object Type will be processed during the Nightly Trigger procedure.

Navigation

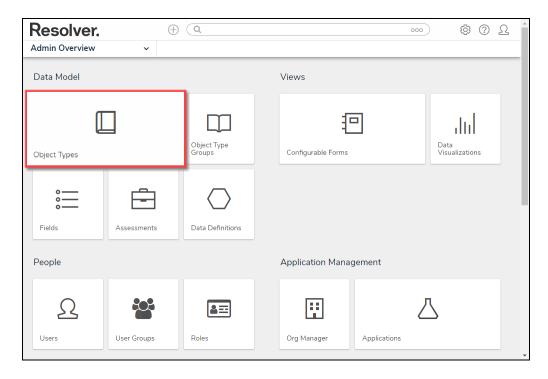
1. From the *Home* screen, click the **System** icon.





System Icon

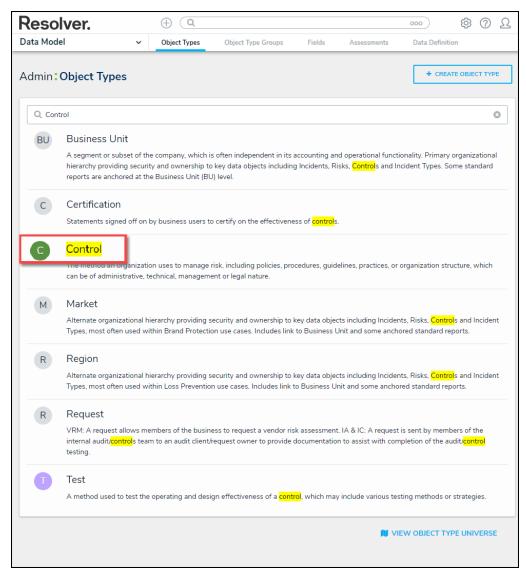
From the *Admin Overview* screen, click the **Object Types** tile on the *Data Models* section.



Object Types Tile

- 3. From the *Object Types* screen, enter an **Object Type Name** in the **Search** field to narrow down the Object Types list.
- 4. Click the **Object Type's Name** you want to edit.

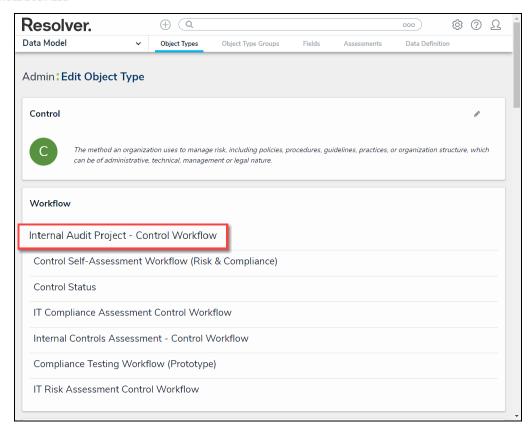




Click the Object Type's Name

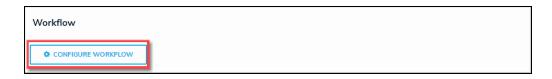
5. From the *Edit Object Type* screen, click on a workflow under the *Workflow* section.





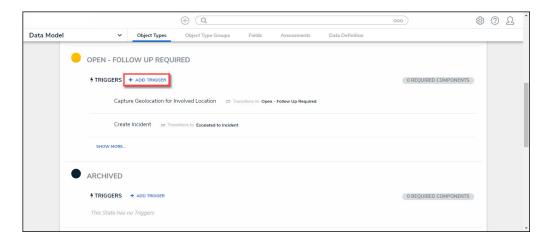
Click on a Workflow

6. If there are no workflows listed, click on the **Configure Workflow** button.



Configure Workflow Button

7. From the *Edit Workflow* screen, click the + Add Trigger link.



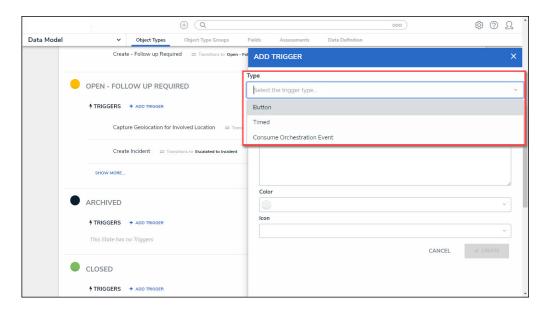
+ Add Trigger Link



Trigger Types

There are three **Trigger** types within Resolver:

- **Button:** The **Button Trigger** type adds a button to configurable forms, which moves an Object from its current state to another state (e.g., clicking the Submit for Review button on a form will move the object to the In Review state).
- **Timed:** The **Timed Trigger** type moves an Object to a specified state and can perform actions nightly (e.g., create a trigger that notifies users of an overdue deadline or reminds them to launch an assessment on a particular day).
 - The **Timed Trigger** type cannot be added to the Creation state. Read more here:
 Timed Triggers & Nightly Emails Schedule.
 - If a state contains multiple **Timed Triggers** with conditions, you must create separate transitions for each Trigger.
- Consume Orchestration Event: The Consume Orchestration Event Trigger type uses
 an existing state or Object Type's Send Orchestration Event action to automatically
 transition an object to another predefined state (e.g., Closing an audit object will also
 automatically close all issue objects in an Open state).
 - The Consume Orchestration Event Trigger type also cannot be added to the Creation state.



Trigger Types

Important Notes

- You can create **Actions** when the object moves to the next state on the Trigger.
- Multiple Triggers and transitions can be saved to a single state.



- You can also add **Conditions** that define certain requirements before an Object moves to the next state and an Action is performed.
- Read more here: Actions on Transitions and here: Add a Condition to a Transition.



Note:

All Triggers must have Transitions saved to move the Object from state to state. Read more here: Edit or Delete a Trigger, Transition, or Action.