

Triggering a Custom Action

The Process Dashboard provides the possibility to define custom actions that can be called on base of the selected data (see [Defining Custom Actions](#)). This way, you could e.g. search for rejected loan approvals and schedule this customer for further interviewing.

Figure: Triggering a Custom Action

The screenshot shows the Process Dashboard interface. At the top, there is a 'Query' section with a dropdown menu set to 'LoanApproval', 'From Date' set to '06/12/2013 09:49', and 'To Date' set to '13/12/2013 08:49'. There are 'views' and 'save' buttons. Below this is a 'Filters' section with a '+' button. The main area is a table with tabs for 'Table', 'Process Duration', 'Start Event', 'End Event', 'State Duration', and 'Custom'. The 'Table' tab is active. Below the table is a 'CSV' button. The table itself has a 'Show 10 entries' dropdown, 'Copy', and 'Excel' buttons. The table columns are 'Detail', 'ProcessID', 'Start Date', 'Start Event', 'End Event', 'Duration', and 'Actions'. The data rows are:

Detail	ProcessID	Start Date	Start Event	End Event	Duration	Actions
Detail	4711001	2013-12-10 13:20:48	start	end approved	19 hours 45 min 25 sec	Actions
Detail	4711002	2013-12-10 13:21:00	start	end rejected	10 sec	Schedule for Counseling Interview
Detail	4711010	2013-12-10 14:06:29	start	end approved	0	Actions
Detail	4711011	2013-12-10 14:06:32	start	end rejected	3 sec	Actions

At the bottom of the table, it says 'Showing 1 to 4 of 4 entries'.

Click the **Actions** button of the process instance you want to trigger the action on. You will now see a list of all available custom actions (e.g. **Schedule for Counseling Interview**).

The Process Dashboard now will call the custom action as defined in the Process Dashboard administration (see [Defining Custom Actions](#)).

```
http://e2ebridge.com/services/counseling.html?  
ID=556600&ProcessName=LoanApproval&ProcessID=4711002&customer=4711&amount=1700000
```

The URL of the custom action is extended by the defined keys, in this example customer (`customer=4711`) and credit amount (`amount=1700000`), because these two were added to the URL when defining the custom action.

An internal database ID (`ID=556600`), the name of the process (`ProcessName=LoanApproval`) and the id of the process instance (`ProcessID=4711002`) will always be added to the URL.

The implementation of the called HTML page is on your side and not restricted in any way.

You could also call a service with a custom action, but in this case the response of the service has to be an HTML page as it will be displayed in the browser.