

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

Query

Process : LoanApproval From Date : 06/12/2013 09:49 To Date : 13/12/2013 08:49

views save

Filters :

+

TableProcess DurationStart EventEnd EventState DurationCustom

CSV

Show 10 entriesCopyExcel

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

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.