**IBM Support**

**Email Interaction Setup using Workflow**

Troubleshooting

Problem

Users need to interact with Maximo Workflow using a smart phone

Resolving The Problem

1) Adjust the communication templates

Go to the MFMAILSENDWFA1, MFMAILRESCOMPWF, and MFMAILRESREJWF1 templates

In the "Send from" field, specify the address of the E-mail Listener.

Listener: MCCO\_MaximoSupport@grableservices.com

MFMAILSENDWFA1: MFMAILSENDWFA1\_J

MFMAILRESCOMPWF: MFMAILRESAPPRWF

MFMAILRESREJWF1: MFMAILRESREJWF1\_

2) Attach a Role and a Communication Template to Workflow Assignment

In the Workflow Designer application, open the task node properties

In the Communication template field, specify MFMAILSENDWFA1 communication template.

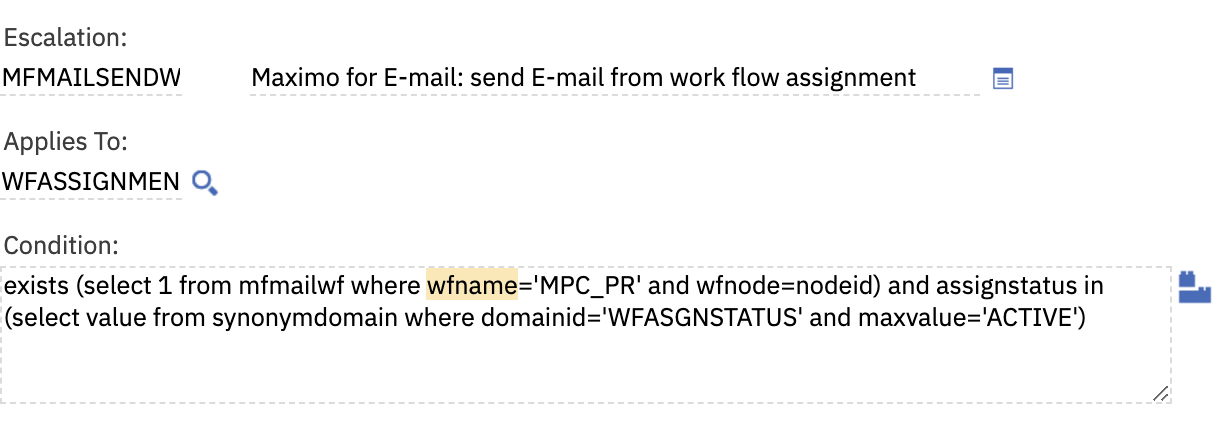
MFMAILSENDWFA1 is an out of the box template for the first email that is sent to the user when a new record is created.

Role: JBPR\_APPR

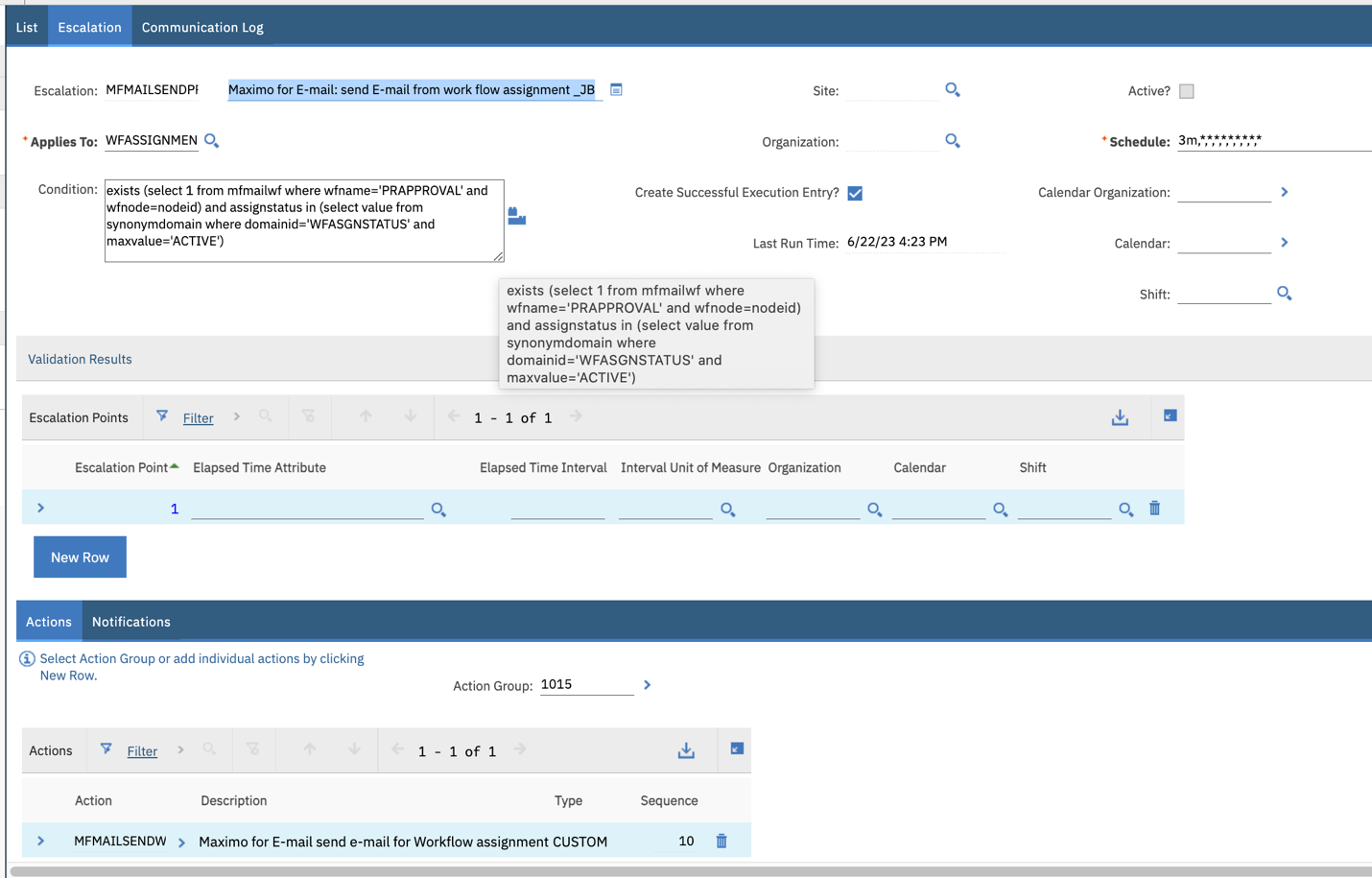
MFMAILSENDWFA1: MFMAILSENDWFA1\_J

3) Configure the MFMAILSENDWFM Escalation

Modify the SQL query in the escalation to specify the workflow process that sends the first email. Change the wfname in the SQL to an appropriate workflow process name.



MFMAILSENDPR\_JB



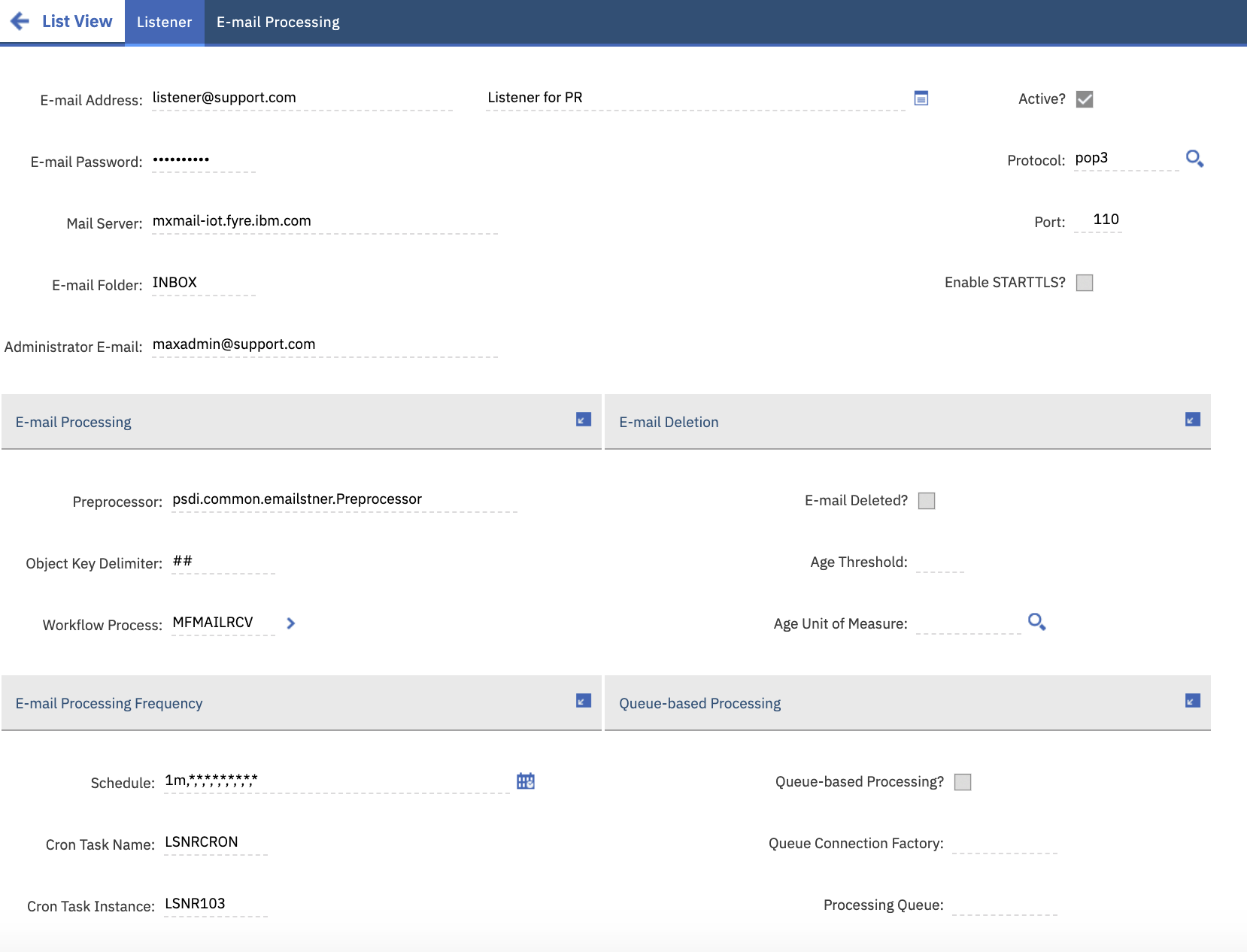
4) Configure the Email Listener

In the E-mail Listener application, create a new record.

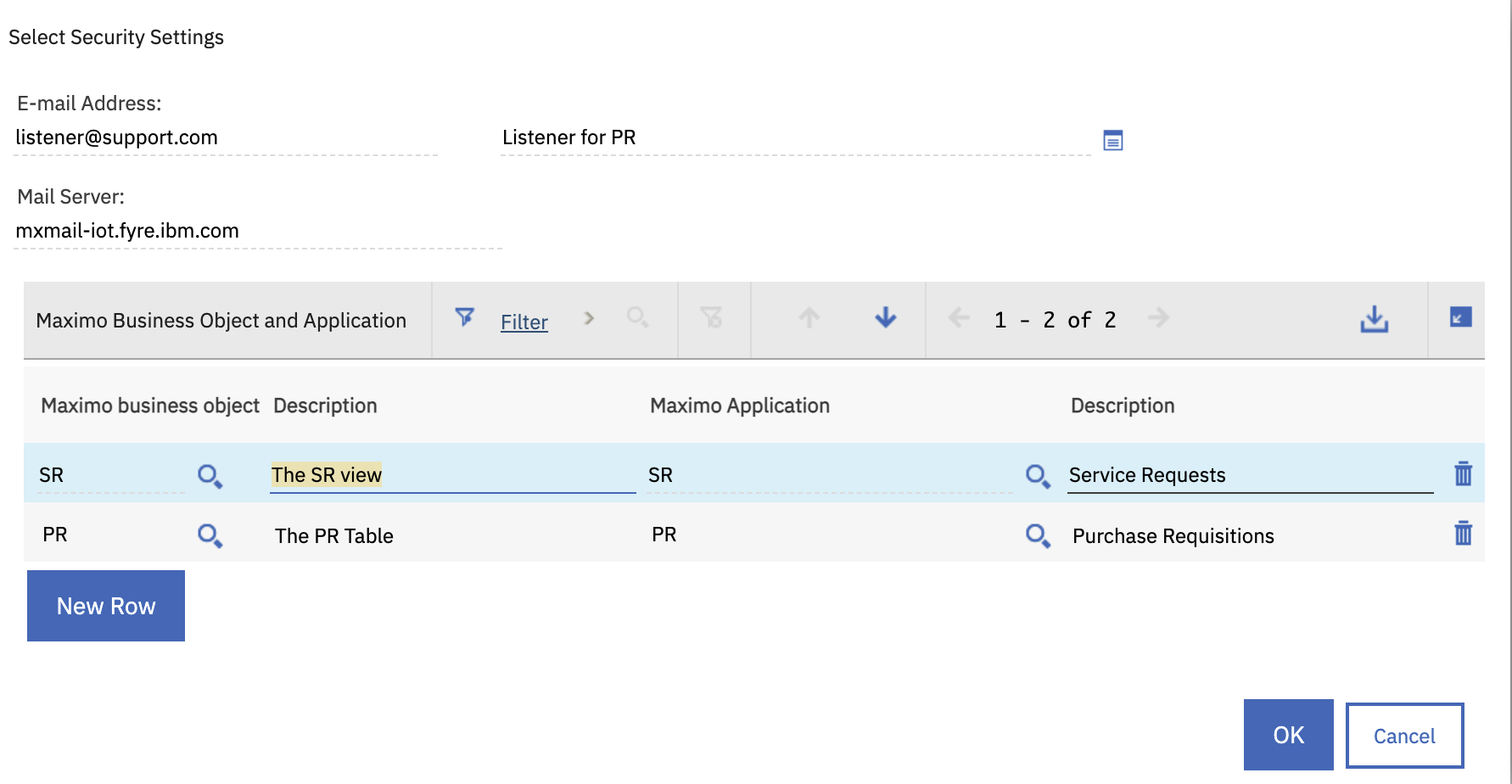
Enter MFMAILRCV in the workflow process field.

Cron Task Name = LSNRCRON

NOTE: Crontask instance needs to be active for the LSNRCRON cron task in the Cron Task Setup application

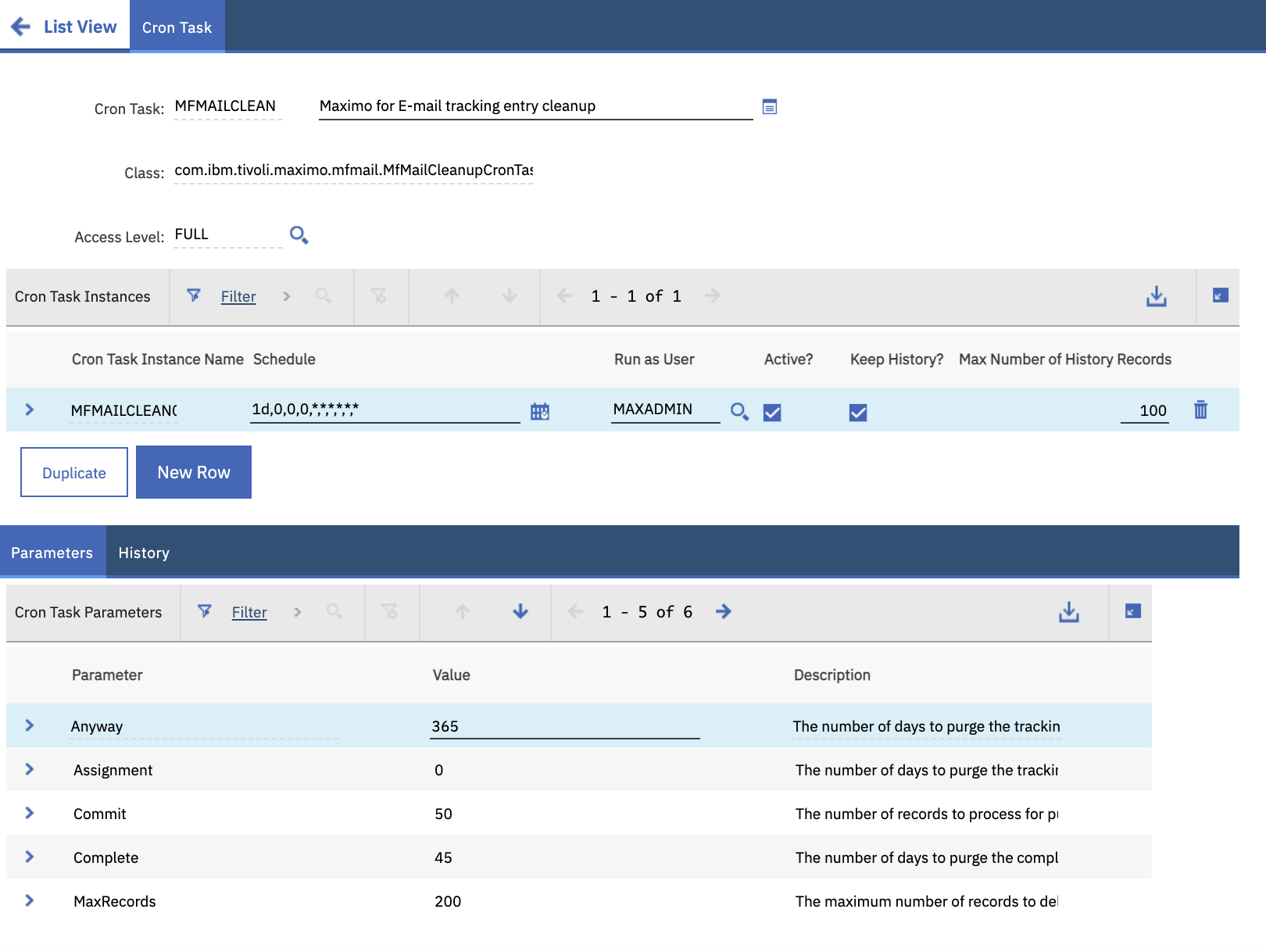


Select "Security Settings" action and add the Maximo Business Object (MBO) and Application name that you want to Interact with.   For examples, PR,ASSET,WORKORDER objects



Activate the email listener

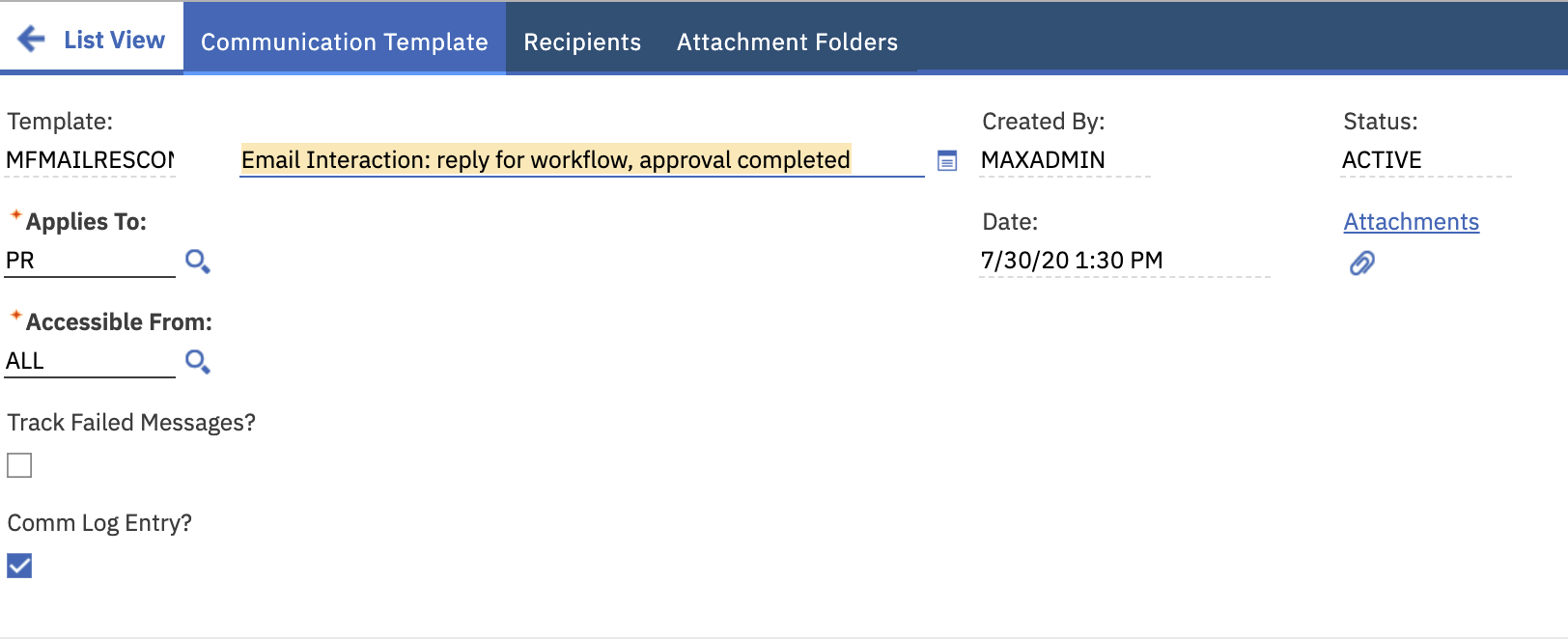
Activate the MFMAILCLEAN cron task in Cron Task Setup application



5) Configure the Email Interactions

Make a duplicate of any existing Communication Template. For example,MFMAILRESCOMPPR communication template

Enter an object in the "Applies To" field. For example, PR object



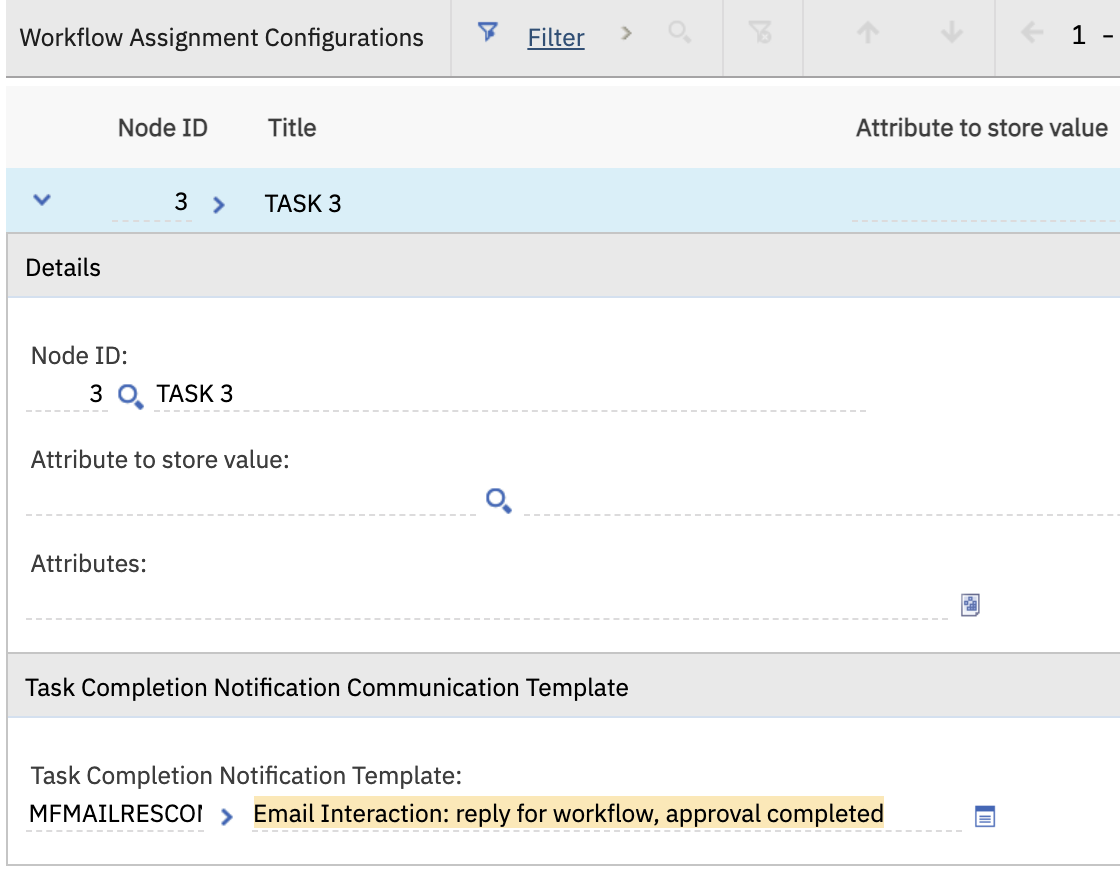
Go to Email Interaction Setup application and create a new record

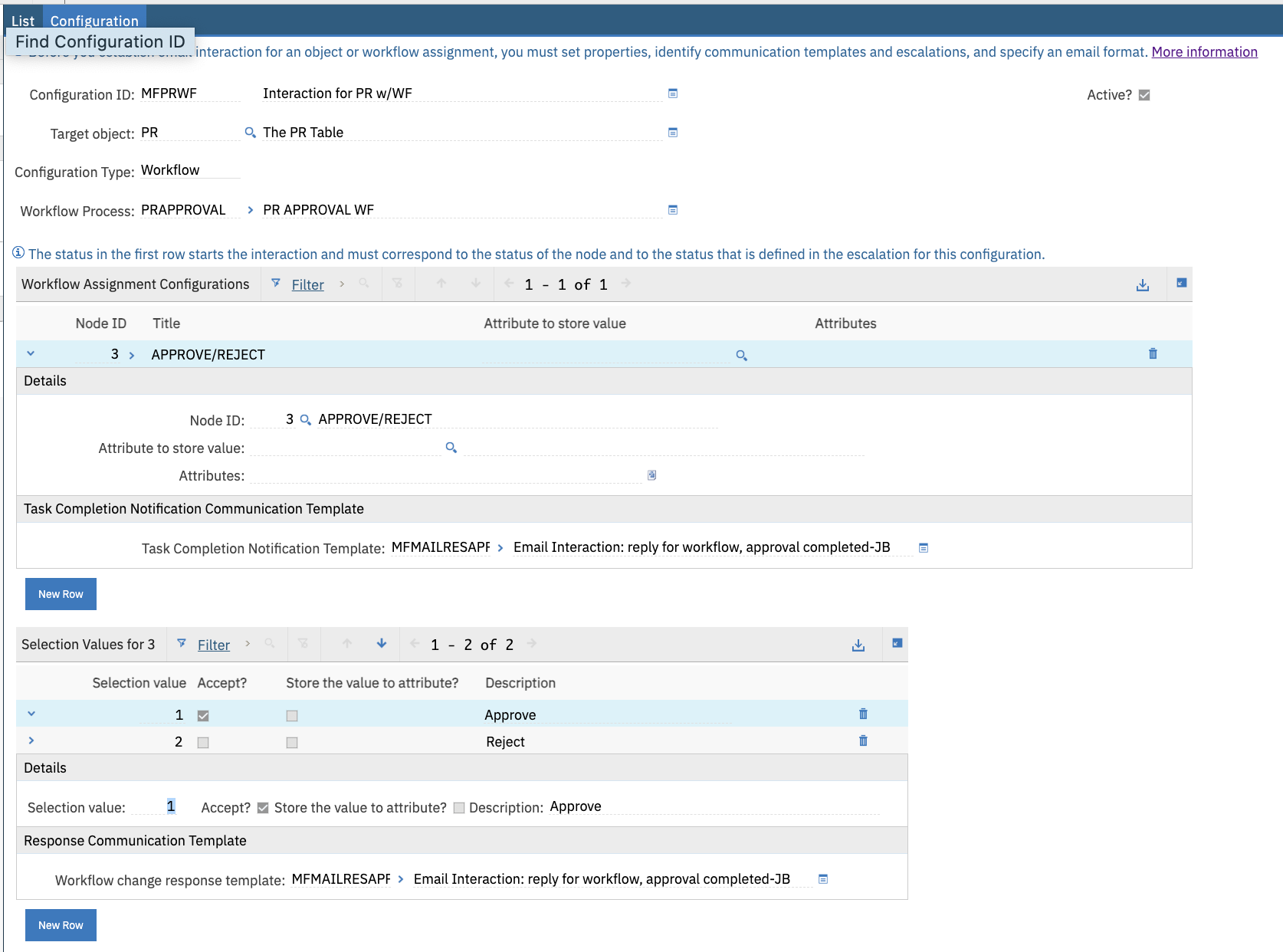
Enter a Target Object.For example, workorder or PR object

Enter a workflow process

Enter a node in the Workflow Assignment Configuration

Attach MFMAILRESCOMPPR Communication template.

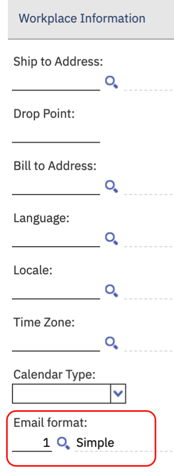




6) Make sure user email type is set to 1 (Simple Format)

Go to the People application.

Set "Email Format" to 1 for all the Users.



7) Build a Workflow process in Workflow Designer to reinforce a business process

Create a Workflow process in Workflow Designer application

New work order records will go to Financial Approval 1.

If the estimated labor cost is greater than $500, then it will go to Financial Approver 2.

Then someone will perform some safety check

Enable and activate the workflow.

Option: select "Set Process to Auto-initiate" action if you wish to start the workflow automatically when user creates a new record

Use Case

1)Create a new work order in Work Order Tracking application

Click the Route Workflow icon

2) User wilson receives email in his inbox

Email offers two options:

Option 1 - I approve this work order. Route to next step in workflow

Option 2 - Cancel this work order

 My e-mail template:

A screenshot of a computer screen

Description automatically generated with low confidence

Here is what I am receiving in my e-mail.

A screenshot of a email

Description automatically generated with low confidence

How does the @@SELECTIONLIST@@ actually work? Please provide DETAILED screenshots of the actual setup for a purchase request.