Self-Help Guide

Jadu CXM: Set Up Workflows for XFP Forms

This self-help guide takes you through the process of setting up workflows for Jadu XFP forms. It covers the process of gathering the required information, creating the case in CXM, and then connecting your XFP form to the CXM.

Getting Started

Is CXM Right for You?

What is CXM

What is CXM?

/jadu-cxm-what-cxm

Jadu CXM (workflow) is used in conjunction with Jadu XFP (forms) to create and manage form routing and approvals. CXM utilizes a business engine - the workflow functionality is created using business rules and logic.

Overview of XFP and CXM Functionality

/jadu-overview-xfp-cxm-functionality

View a grid which outlines some of the featured functionality offered in XFP and CXM to help you decide if you need XFP only or both XFP and CXM.

Learn About Access and Support

Access Jadu CXM
New User: I need both XFP and CXM
/jadu-new-user-i-need-both-xfp-cxm

Existing XFP User: I need to add CXM
/jadu-existing-xfp-user-i-need-add-cxm

Login to Case Building Environment to View Submitted Cases
https://z.umn.edu/JaduCaseBuilder

Use your Test Jadu CXM username and password. If you are trying to build your case, use the URL provided to you by a Jadu team member.

Login to Production to View Submitted Cases
https://z.umn.edu/JaduCaseProduction

Use your Production Jadu CXM username and password.

Get Help

Attend a Working Lab
https://calendar.google.com/calendar/selfsched?sstoken=UUxyQW5jUFhVUzk2fGRlZmF1...

A time to ask questions and to work on your own project. Members of the Jadu support team are available for one-on-one help.

Technology Help
/contact-technology-help

To get help with Jadu CXM contact Technology Help at 612-301-4357 or help@umn.edu.

Understanding and Planning

Map Your Business Process

Identify Your Business Process
/jadu-cxm-map-your-business-process

Your unit will need to map its business process for each workflow in CXM you desire to create. Creating your process map at the beginning informs the creation and documentation of your CXM workflow.

LucidChart: What is Process Mapping
https://www.lucidchart.com/pages/process-mapping

Create Your Workbook
While not required, it is strongly suggested you follow these steps and build out a Workbook. Doing so helps you the overall process and speeds up the configuration of your CXM Workflow.

Workbook
https://docs.google.com/spreadsheets/d/1hfzsxBZJ38UgENVh_PnerhLii6_lq1U_evTzdVN...
This workbook was put together by the Jadu team to help organize thoughts and assist in the process to create your workflow.

Identify the Statuses
/jadu-cxm-identify-statuses-workbook
Identify the Transitions (Actions)
/jadu-cxm-identify-transitions-workbook
Define your CXM Emails (optional)
/jadu-cxm-define-cxm-emails-workbook
Define your Rules (optional)
/jadu-cxm-define-rules-workbook
Identify XFP fields that need to be retained and put into CXM
/jadu-cxm-identify-xfp-fields-retain-put
Map Jadu Form Process
/jadu-cxm-map-jadu-form-process

Configure a CXM Workflow

Set Up Case Type In CXM

Request Case Type and Fields

Fill out Request Form
https://z.umn.edu/CXMsetupRequest

Building your Case Type in CXM

Create Statuses
/jadu-cxm-create-statuses
Create Transitions
/jadu-cxm-create-transitions
Create Emails
/jadu-cxm-create-emails
Add Fields to CXM Forms
/jadu-cxm-add-fields-cxm-forms
Create Rules
/jadu-cxm-create-rules
Global CXM Fields
/jadu-cxm-global-cxm-fields

Set up XFP Forms to work with CXM

Open CXM Case

The first form submission from XFP will open a case and send an email with URL to the next form.

Task 1. Create a CXM Case from an XFP Submission
/jadu-cxm-create-cxm-case-xfp-submission
Task 2. Send an Email with a URL to the Next Form
/jadu-cxm-send-email-url-next-form-task-2
Task 3. Verify the Case Creation
/jadu-cxm-verify-case-creation-task-3

Update CXM Case

Each subsequent form can pull in data from the CXM case, update data in the case, and transition the case to a new status.

Task 4. Connect XFP Form to CXM Case
/jadu-cxm-connect-your-xfp-form-your-cxm
Task 5. Pull CXM Case Data into a Subsequent Form
/jadu-cxm-pull-cxm-case-data-subsequent
Task 6. Update CXM Case with Data from a Subsequent Form
/jadu-cxm-update-cxm-case-data-subsequent
Task 7. Transition CXM Case to "Normal" Status
/jadu-cxm-transition-cxm-case-normal
Task 8. Verify the Case Updates
Close CXM Case

All CXM cases must reach a final status at the end of the process. No cases should be left open indefinitely.

Task 9. Transition CXM Case to "Final" Status

Advanced Features and Data

Additional Workflow Options

Basic Functionality

Add Attachments to Your Case
/rajdu-content-placeholder
Send Reminder Emails
/rajdu-content-placeholder
Auto-Close or Auto-cancel Case
/services-technologies/how-tos/jadu-cxm-auto-close-or-auto-cancel-case

Advanced Functionality

Add Notes
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Re-opening a Case
/rajdu-content-placeholder
Using a Single XFP Form in Multiple Case Steps
/rajdu-content-placeholder
Allow Submitter to Update an Existing XFP Form
/rajdu-content-placeholder

Approval Methods

Linear (Sequential) - Defined Approver
Only one approval is requested at a time
Non-Linear - Multiple Approvers - All Required

Multiple approvals are requested at a particular status and all responses are required in order to proceed.
Non-Linear - Multiple Approvers - Some Required

Multiple approvals are requested at a particular status but only 1 is required in order to proceed.

Export and View Data

Form Builder Options for Exporting Data

How to Send to Perceptive Content
Sending attachments to Perceptive Content/CXM
Exporting Case Data to CSV

Data from Submitted Cases

View and Filter Case List
Case Overview