puzzel. Solving Customer Interactions

Sequential Rule Processing

The *Sequential Rule Processing* feature is specifically designed for inbound productivity rules, allowing you to create complex and highly customised workflows by processing each rule in sequence. This enables one rule's outcome to influence the next, offering greater control over rule execution and integration processes.

Step 1: Enabling Sequential Rule Processing

To activate this feature, follow these steps:

1. Navigate to **Settings** → **Account Settings**.

2. Enable the *"Sequential Rule Processing"* option.

Rule Engine Processing

Sequential Rule Processing   ● ON

Main Use Case: Building Custom Workflows with Webhooks and Response Mapping

This feature is especially powerful when combined with webhooks and the *response mapping* functionality, allowing you to construct sophisticated workflows where the outcome of one rule can directly influence the next.

Example Workflow:

- **Rule 1**: Triggers a webhook to a remote system (e.g., an outbound integration). The remote system sends back a response, and the *response mapping* feature is used to update a ticket's category or form fields with the returned data.

- **Rule 2**: Utilises the mapped data from *Rule 1* as a condition to trigger further actions, such as updating the ticket status, assigning a team, or sending a notification.

By chaining rules in this way, you can create dynamic, multi-step processes tailored to your unique requirements.

Benefits of Sequential Rule Processing:

- **Advanced Integrations**: Seamlessly connect with remote systems and use response data in subsequent rule conditions.

- **Custom Workflows**: Build tailored workflows where each rule builds on the previous, offering more flexibility for complex scenarios.

- **Enhanced Control**: Manage and automate rule execution with a clear sequence, ensuring each step of the process is handled in order.

Sequential Rule Processing empowers teams to design sophisticated, end-to-end workflows, providing greater flexibility and control over how rules interact and respond to changing conditions.