Process automation

Connect application tasks, decisions, approvals, and records through visual orchestration.

The business requirement

A device change is often only one part of a larger job. Requests, inventory updates, approvals, execution, validation, and notifications can sit in separate systems. Gluware lets teams connect those steps into a repeatable process and review how it ran.



HOW THE CAPABILITY WORKS

Design and manage workflows

Network RPA's Workflow Library supports creation, import, search, sorting, editing, execution, history, cloning, export, and deletion. Define targets, variables, tasks, conditions, and the paths appropriate to the operation.

Connect applications and systems

Invoke Gluware application tasks, Service Connector API operations, Ansible playbooks, and supported custom or host/Python script operations. Native NetBox and ServiceNow CMDB synchronization retain their own mappings and property ownership.

Build contextual output

Template Builder uses LiquidJS to generate output in workflow context. Test templates against workflows, workflow instances, and variables before using them for operational communication or records.

Operate and inspect the process

Use Workflow Activity to search and sort results, inspect execution detail and logs, re-run workflows, and export Business Process Model and Notation (BPMN) diagrams. Scheduling and triggers make the process accessible beyond a manual launch.

Process automation

Connect the operating process to defined component responsibilities.

COMPONENTS DELIVERING THE CAPABILITY

Network RPA	Owns visual process logic, execution coordination, and operating views.
Service Connectors	Provide packaged external API operations as tasks.
Ansible Integration	Executes invoked playbooks or invokes Gluware services through the certified collection.
GluAPI	Provides programmatic invocation of supported processes.
Gluware IDE	Develops and packages custom tasks and integrations.

OPERATING SCOPE

Ansible: task ownership

Ansible executes its playbook. Where that playbook invokes Gluware through the separate Gluware Ansible Certified Collection, Gluware performs the requested Gluware operation.

Service Connectors: external operations

Use packaged external API operations as drag-and-drop tasks in Network RPA. The documented ServiceNow connector supports problem, asset, incident, and change-request management.

GluAPI: role-governed access

The RESTful GluAPI supports Basic Auth or OAuth 2.0. The caller's role and permissions govern the available endpoints and operations.

Business value and measurement

Measure time from request to verified completion, handoffs removed, failed steps, and rework. Network RPA coordinates work; the relevant Gluware application, DIAL, or external executor performs each operation.

Technical documentation | Request a demo

Network RPA process automation background