



Human tasks and decisions

Workflow

Guide for Magento administrators, technical project owners, and implementation teams.

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SOURCE
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Human tasks and decisions

A Human Task pauses a run and creates an Admin task. The workflow continues only after an allowed decision is submitted and the resumed run is processed.

Configure the task

Select an Approval Task node and set a useful title and description. The title should tell the reviewer what is being decided; the description should name the evidence to check. Enable only the outcomes the process genuinely supports. Each enabled outcome becomes a connection port on the node.

For a one-way release gate, keep only **Approve** and connect its port to the next action. For a review that can be rejected or returned, connect every enabled outcome to its own meaningful route.

Decide a task

1. Open **Content > Workflow > Workflow Tasks**.
2. Open an active task.
3. Review the definition, current node and permitted run context.
4. Enter a decision comment that records what was checked.
5. Click an available decision button once.
6. Confirm that the task is closed and shows the stored outcome, time and comment.

The screenshot displays the 'Workflow Task' interface. At the top, a yellow banner indicates a task 'Rule processing: 2,3: 1 item(s) have been scheduled for update.' with links for 'View Details' and 'System Messages: 1'. Below this, the 'Workflow Task' title is shown with search, notifications, and user icons. A 'Comment' text box and an 'Approve' button are visible. The task details section shows the title 'Approve order above \$500', status 'open', and a description 'Review the order total, items and customer before fulfillment continues.' It also lists the 'Run' ID, 'Definition', and 'Current Node'. The 'Run Payload' section displays a JSON object with workflow event, event, entity, and data fields.

```
{
  "workflow_event": {
    "schema_version": 1,
    "provider": "magento",
    "event_name": "sales_order_place_after",
    "mapped_by": "sales_order_mapper_v1",
    "mapped_at": "2026-08-23 17:51:51"
  },
  "event": {
    "name": "sales_order_place_after",
    "provider": "magento"
  },
  "entity": {
    "entity_type": "sales_order",
    "order_id": 0,
    "increment_id": "000000004",
    "state": "new",
    "status": "pending",
    "grand_total": 545,
    "customer_id": 2,
    "customer_email": "maya.carter@example.test"
  },
  "data": {
    "order": {
      "entity_type": "sales_order",
      "order_id": 0,
      "increment_id": "000000004",
      "state": "new",
      "status": "pending",

```

The decision screen renders only the outcomes allowed by the published task node. Access to the full run payload is controlled separately because it can contain customer or order data.



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CONTENT



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SYSTEM



FIND PARTNERS & EXTENSIONS

Task "Rule processing: 2,3": 1 item(s) have been scheduled for update.

[View Details](#) [System Messages: 1](#)

Workflow Task

Task decision has been saved.

This task is closed and cannot be changed.

Decision

Outcome: APPROVE

Decided At: 2026-08-23 18:46:59

Comment: Order total, customer and line items reviewed. Approved for fulfillment.

Approve order above \$500

Task Status: closed

Description: Review the order total, items and customer before fulfillment continues.

Run: N8QOOIFLKNRZ09uROAH7n1uJHTFjjmqM

Definition: northstarhighvalueorderapproval

Current Node: node-96a5d527

Run Payload

```
{  "workflow_event": {    "schema_version": 1,    "provider": "magento",    "event_name": "sales_order_place_after",    "mapped_by": "sales_order_mapper_v1",    "mapped_at": "2026-08-23 17:51:51"  },  "event": {    "name": "sales_order_place_after",    "provider": "magento"  },  "entity": {    "entity_type": "sales_order",    "order_id": 0,    "increment_id": "0000000004",    "state": "new",    "status": "pending",    "grand_total": 945,    "customer_id": 2,    "customer_email": "maya.carter@example.test"  }  },
```

What happens next

Saving the decision closes the task and requests continuation. The run-start consumer must then resume the run. If the task is closed but the definition grid still shows a waiting run, check the consumer before trying to decide the task again.

A closed task cannot be changed. Correct a mistaken business decision through the owning Magento process rather than editing workflow tables.

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Workflow

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