



FAQ

Workflow

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

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FAQ

Does saving a workflow make it live?

No. Saving stores the draft. Use **More Actions > Publish** to make a validated version active for new runs.

What happens to an open run when I publish a change?

It continues with the version with which it started. New runs use the newly published active version.

Does simulation send emails or webhooks?

No. Simulation suppresses email, webhook, entity-update and comment side effects. It also does not create a real human task or scheduled wait continuation.

Why does simulation stop at an approval or wait?

Those nodes require time or an external decision. The simulation reports the route up to the pause so you can verify that the correct node was reached.

Can a workflow update an order or customer?

Supported entity-update actions can change configured Magento entity fields or state. A Set Variable node changes only the workflow payload. Test any entity update with a disposable record before publishing it.

Can one event start several workflows?

Yes. Each published definition listening to that event can create its own run. They do not share a payload after the runs start.

Which decision buttons appear on a task?

Only decisions enabled on the published Human Task node should be available. Connect every enabled decision port to a valid route before publishing.

Can a closed task be changed?

No. It records one final decision. Handle a mistaken approval or rejection through the business process that owns the affected Magento record.

Why is there no latest-run status?

The definition has not yet produced a processed run. Check its published state, trigger match and event-trigger consumer.

How do waits continue?

Magento cron finds due runs every minute and queues them in configured batches. The run-start consumer then resumes execution.

Can I transfer a workflow between stores?

Yes, through JSON export and import. Review target-store dependencies such as events, fields, templates, statuses, URLs and allowlists before publishing the imported definition.

Is import allowed to replace an existing definition?

Not by default. **Allow Overwrite on Import** must be enabled at Default Config scope for an intentional replacement.

Can an external system start a workflow?

Yes, for compatible API, provider or webhook triggers. Use an authenticated integration with the dedicated API-trigger permission and keep the returned run reference.

Where should I look first when a workflow appears stuck?

Check the definition grid for a run, then its current stage: event consumer before run creation, run-start consumer during execution, Workflow Tasks for a manual pause, and cron plus the run-start consumer for a Wait.