

16.1 Tool Processes: Configuration and Usage Modes

Starting with version 26.07, a new category of processes known as "Tool" processes has been introduced.

These were implemented to replicate the programming advantages offered by functions, thereby eliminating the redundancy often encountered when using Standard processes.

Specifically, this type of process can be invoked within multiple different Standard processes or multiple times within the same Standard process, effectively allowing for the reuse of existing process segments.

Furthermore, a Tool process can be invoked within another Tool process without significant limitations.

For technical and functional reasons, conditions linked to record creation or modification cannot be configured directly within a Tool process. However, if one wishes to use a Tool process as if it were a Standard process, one simply needs to configure a Standard process (defining the process's starting conditions) and then immediately invoke the relevant Tool process.

To configure a Tool process, select the specific "Tool call" option within the first task of the flowchart.

Upon selecting this option, the "Entity" picklist becomes read-only; if an entity was previously selected, the field is cleared.

Additionally, a table appears below where you can define the parameters to be used as input when invoking the Tool process (Figure 1).

BPMN-Task: Start Activity_12qczk8

Entity: --None--

When to run the check

- ☐ on create
- ☐ on create / change
- ☐ on change
- ☐ every time the condition is true
- ☐ only the first time the process starts
- ☐ when executed subprocess
- ☒ on tool call
- ☐ on relation with: v

Input schema

Actions	Parameter name	Type	Entity	Required	Description
	Email	string	--None--	☒	Inserire una mail
	IDContatto	entity	Contact	☐	The id of the contacts, with the format 'module_id' + 'x' + 'record_id'

[Add row](#)

Figure 1

For each parameter (table row), the following fields must be completed:

- **Parameter Name** -> the name assigned to the parameter, which will be displayed within the Standard process
- **Type** -> the type of parameter the Tool process expects to receive; this can be one of two types:
 "string": if the parameter is a string
 "entity": if the parameter is an entity; in this case, the module it refers to must be specified in the next field
- **Entity** -> if Type = Entity, this field must be populated with the appropriate module
- **Mandatory** -> makes the parameter mandatory when the Tool process is called
- **Description** -> provides useful information for filling in the parameter when the Tool process is called

Once activated, the Tool process can be selected within the dedicated BPMN action "Call Tool Process". (Figure 2)

Action: Call process tool Save Cancel

Action title: Call Process Tool

Execution mode: Standard: the execution process waits for the action to complete before proceeding to the next one

Process tool: --Please select--

- Please select--
- Esempio processo tool**

Figure 2

MCP tool

Once the process is activated, a new tool will automatically become available on the MCP servers. This allows the process to be launched just like an MCP server tool.

To use it, the tool must be activated on the server; then, synchronization on the client must be awaited or forced, and—if applicable—it must be activated on the agents using the MCP client.

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