

3.A.4 Call Process Tool

Allows you to invoke and execute a Tool Process. For more information about its configuration, refer to [Chapter 16](#).

Once the desired tool has been selected, the expected Input Parameters are loaded and can be configured using process variables, as usual.

Unlike sub-processes, this action does not have the same limitations and can be called multiple times within the same process and also from different processes.

Below is an example of a tool call used to add a comment to a ticket. The parameters are those defined in the process tool, which in this case are the ticket ID and the comment text.

Action: Call process tool

Save Cancel

Action title: closed company comment

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

Processo tool: add comment

Description: tool for adding a comment to a ticket

Input parameters

ticket	Select Option...	The id of the helpdesk, with the format 'module_id' + 'x' + 'record_id'
reference - HelpDesk	\$3-crmid	
comment	Select Option...	comment text
string	The offices are closed, please contact us tomorrow. For emergencies, please call.	

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