

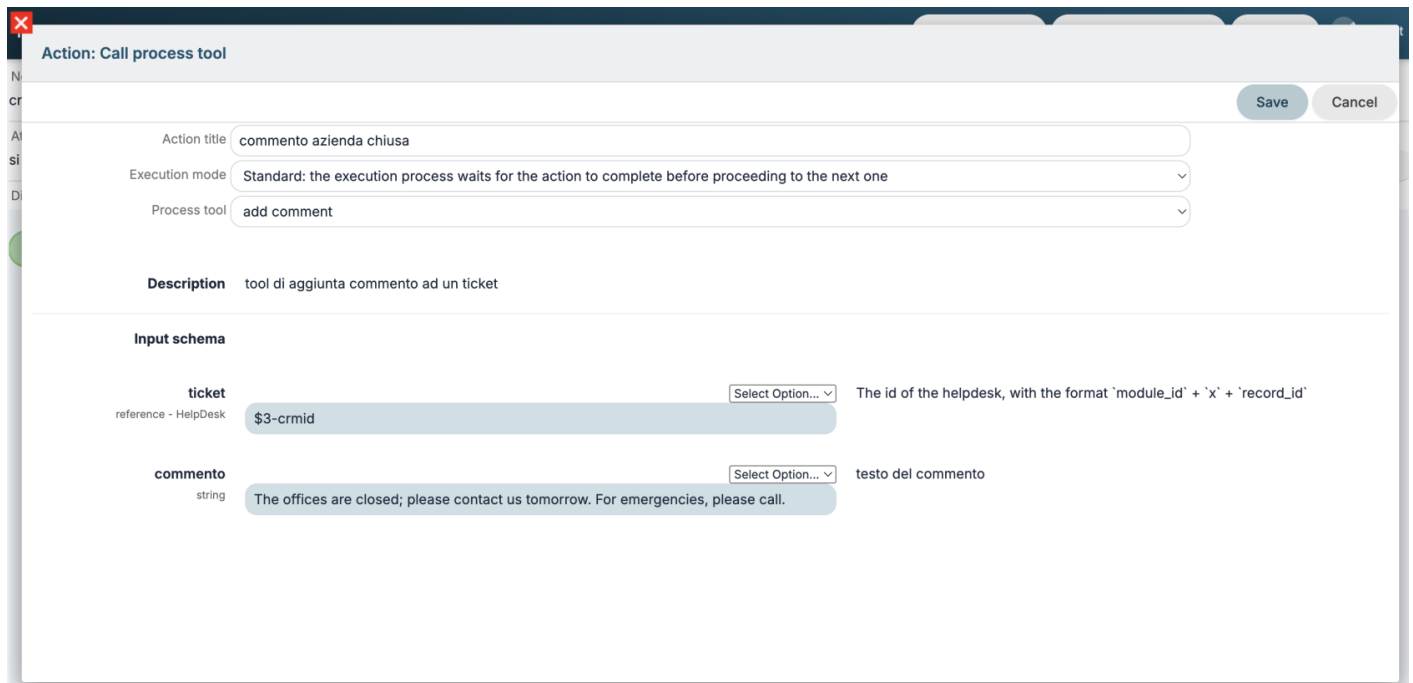
# Call process tool

Allows you to execute a tool process.

Once the desired tool is selected, the required input parameters will be loaded, which can be configured using process variables as usual.

This action is not limited to subprocesses and can be called multiple times within the same process and even from multiple different processes.

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



The screenshot shows a configuration window titled "Action: Call process tool". It includes a "Save" button and a "Cancel" button in the top right corner. The configuration fields are as follows:

- Action title:** commento azienda chiusa
- Execution mode:** Standard: the execution process waits for the action to complete before proceeding to the next one
- Process tool:** add comment
- Description:** tool di aggiunta commento ad un ticket
- Input schema:**
  - ticket:** reference - HelpDesk. Value: \$3-crmid. Description: The id of the helpdesk, with the format 'module\_id' + 'x' + 'record\_id'.
  - commento:** string. Value: The offices are closed; please contact us tomorrow. For emergencies, please call. Description: testo del commento.

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