Built-in Command Activity Overview

Last Modified on 10/28/2026 12:35 pm EDT

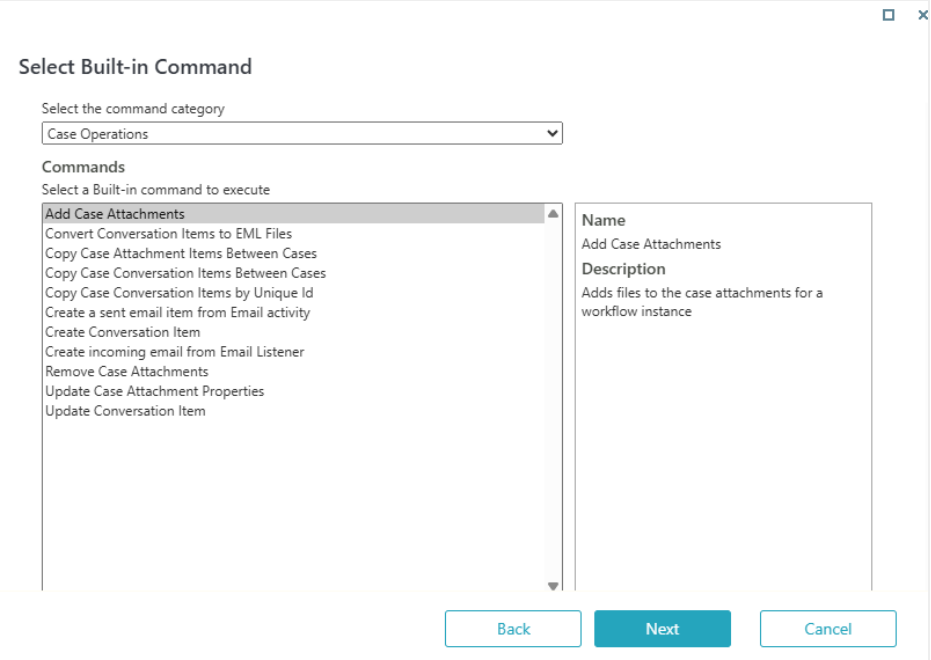
V11.5

Context

Use the Built-in Command activity to execute Case Operations or Hot Operations or Process Operations actions in the workflow.

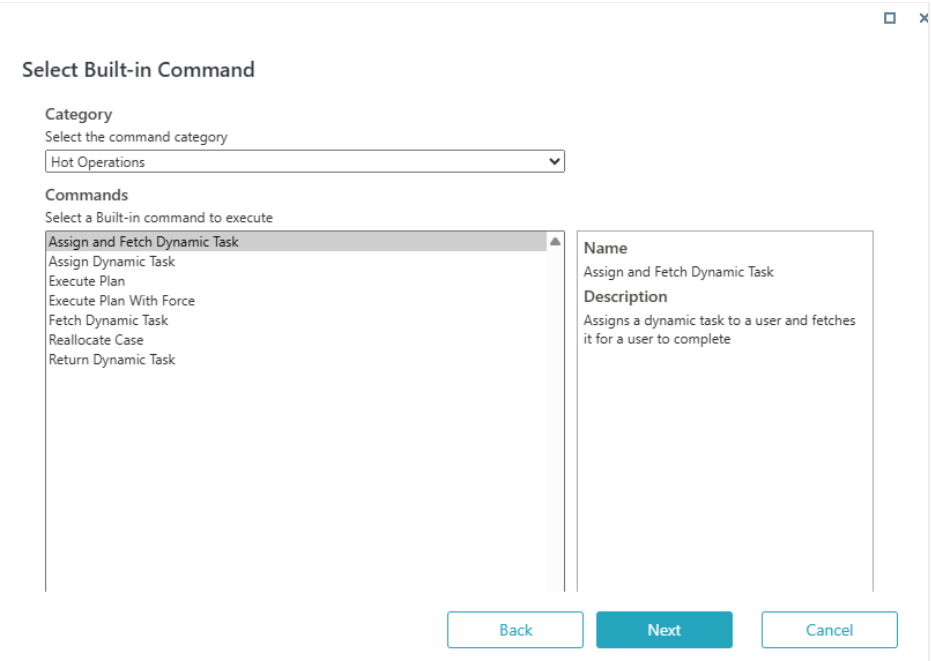
IMPORTANT
When you execute Assign, Fetch, or Return built-in commands during the creation of the workflow (connected to the start activity without any blocking activity in between), you need to place the Execute Plan built-in command before any other command. This is required because the plan does not execute until the execution stage finishes.
The assign, fetch, and return task commands only work when they run in the context of a solution workflow or its child workflow.

Case Operations actions



For details, see this article.

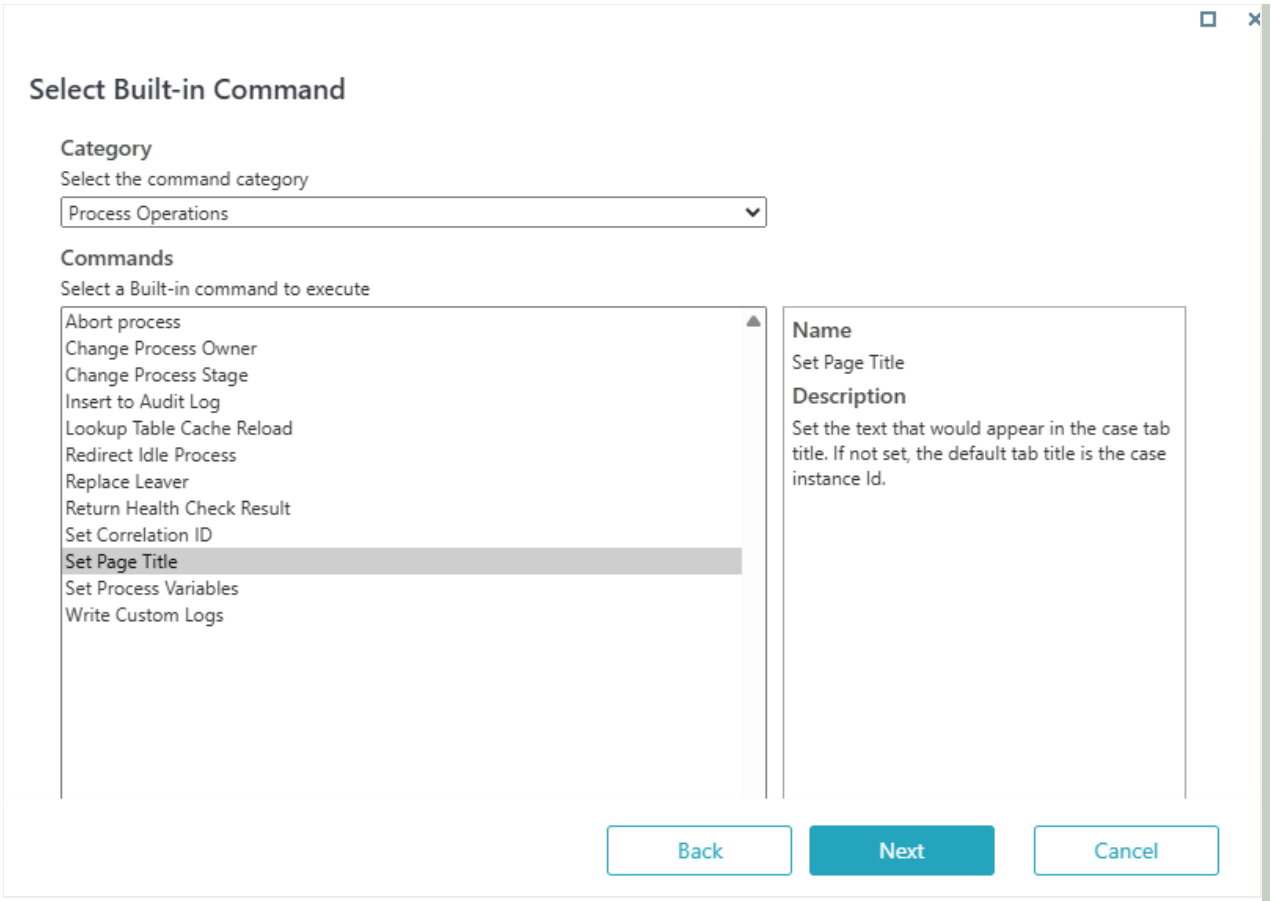
HotOperations actions



You don't need to add a value to the **TeamLeaderId** parameter when you set up the **Assign and Fetch Dynamic Task** or **Assign Dynamic Task** commands. These commands run even if the **TeamLeaderId** parameter is null. This configuration is useful for tasks that do not require a Team Leader.

IMPORTANT
The Process Wall should not list the assignments performed by the built-in command. In order to perform this, the build-in command should specify team leader as: 0.

Process Operations actions



IMPORTANT
Replace Leaver is available only in the *Leavers Replacement* workflow and does not support InMemory mode.

Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
- Credential type should be *None u*nder Security parameters. Credentials are not relevant for built-in command activities.

Want to learn by doing?
Check out this hands-on exercise.
Note that only internal users can access the link.

V10.5 and later

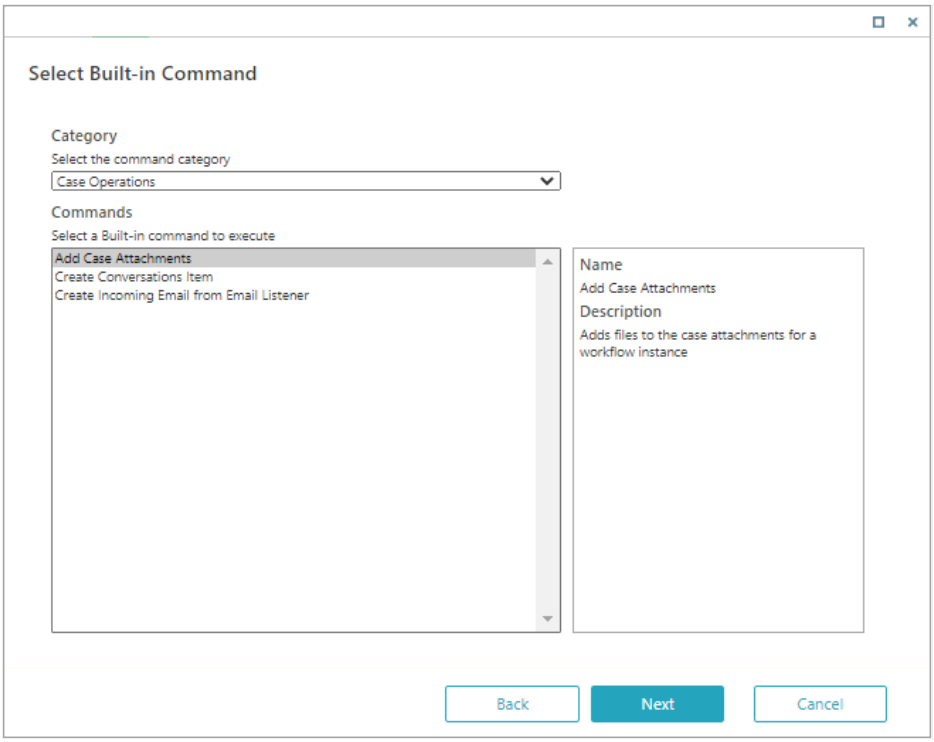
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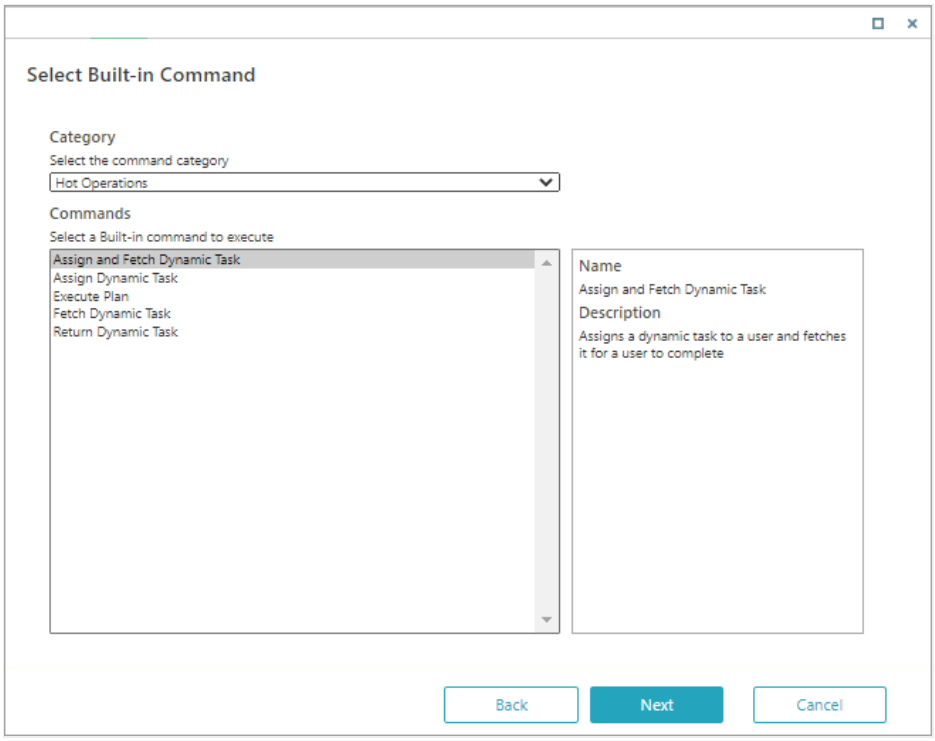
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Case Operations actions



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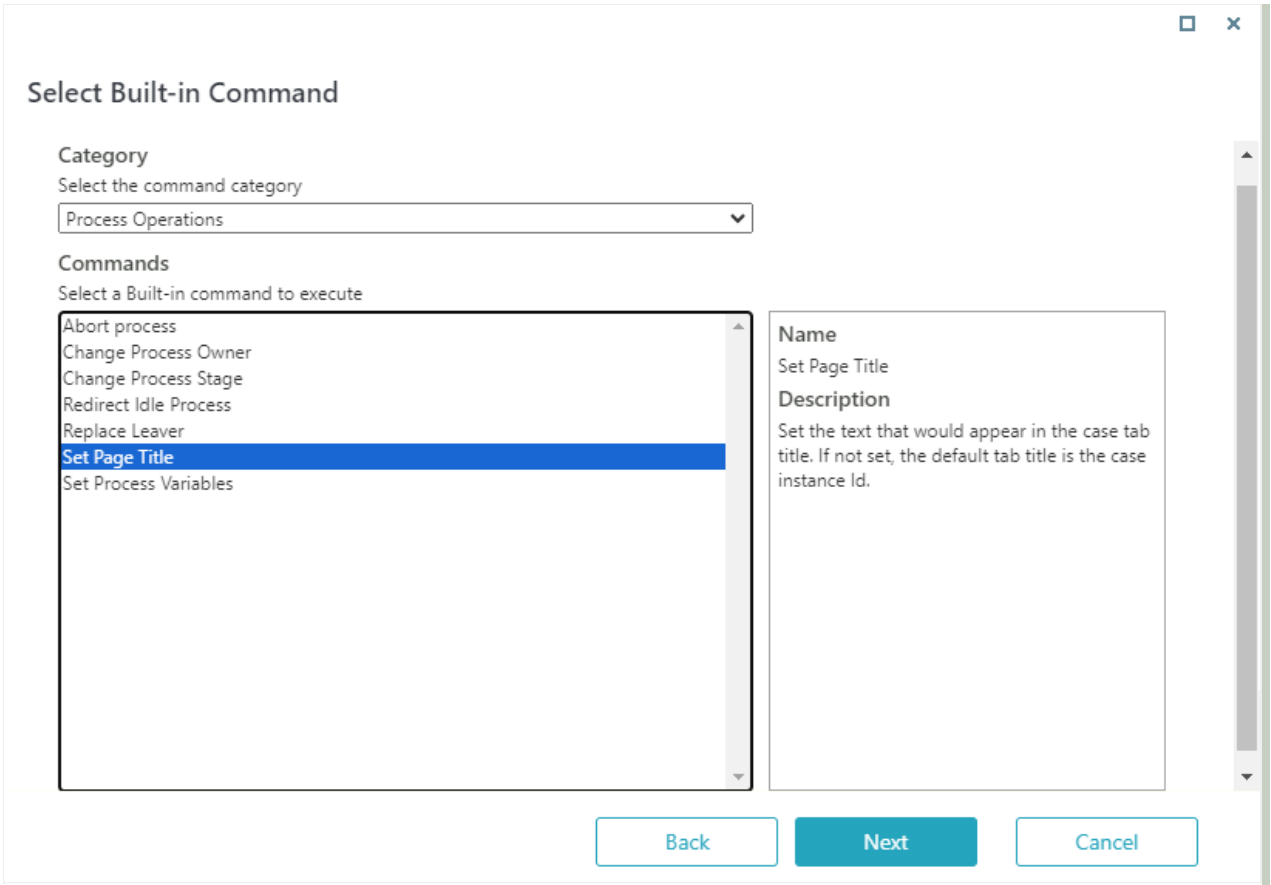
HotOperations actions



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Process Operations actions



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V9.5

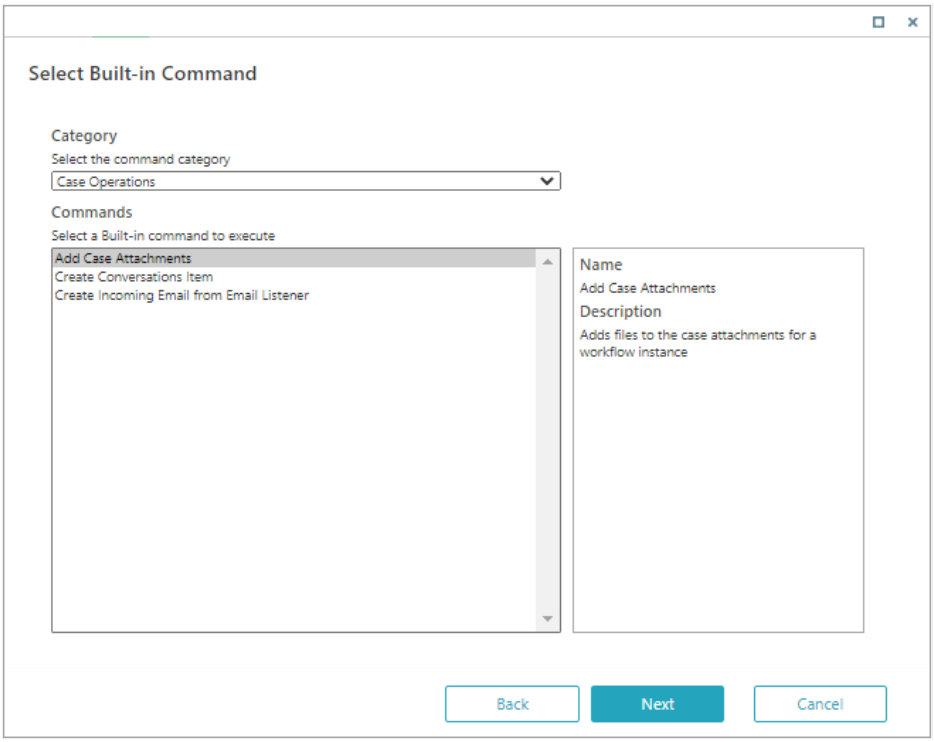
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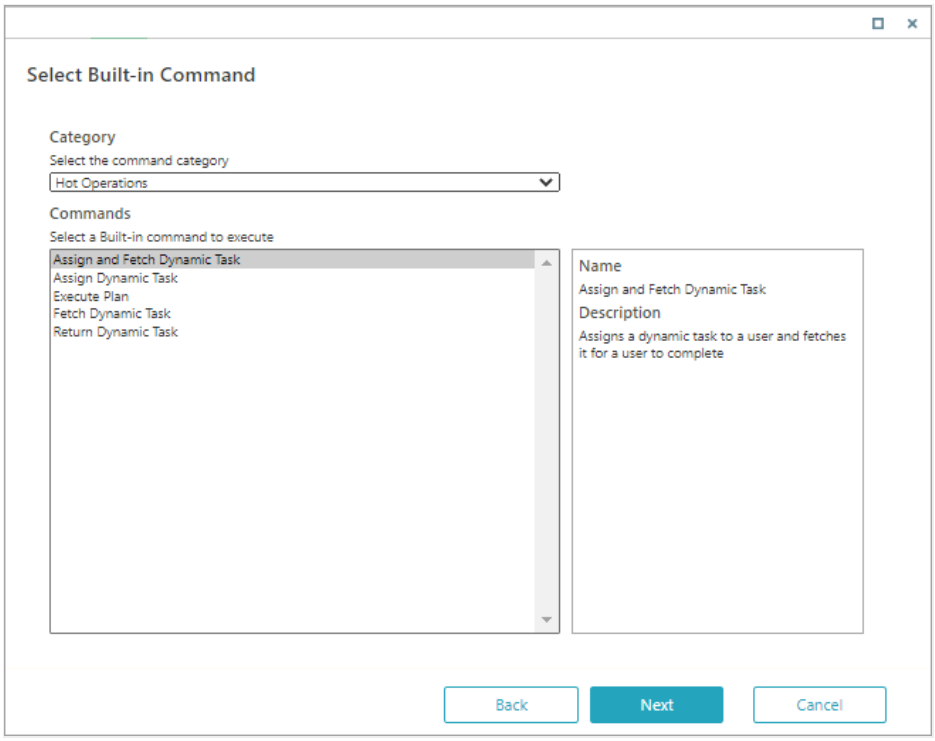
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Case Operations actions



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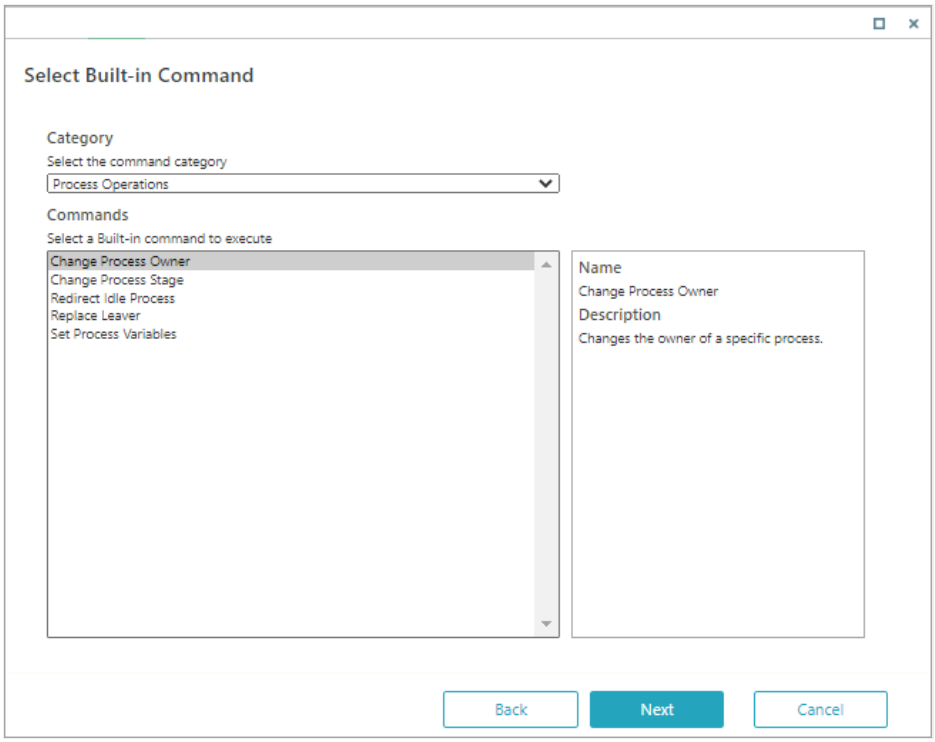
HotOperations actions



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Process Operations actions



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Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
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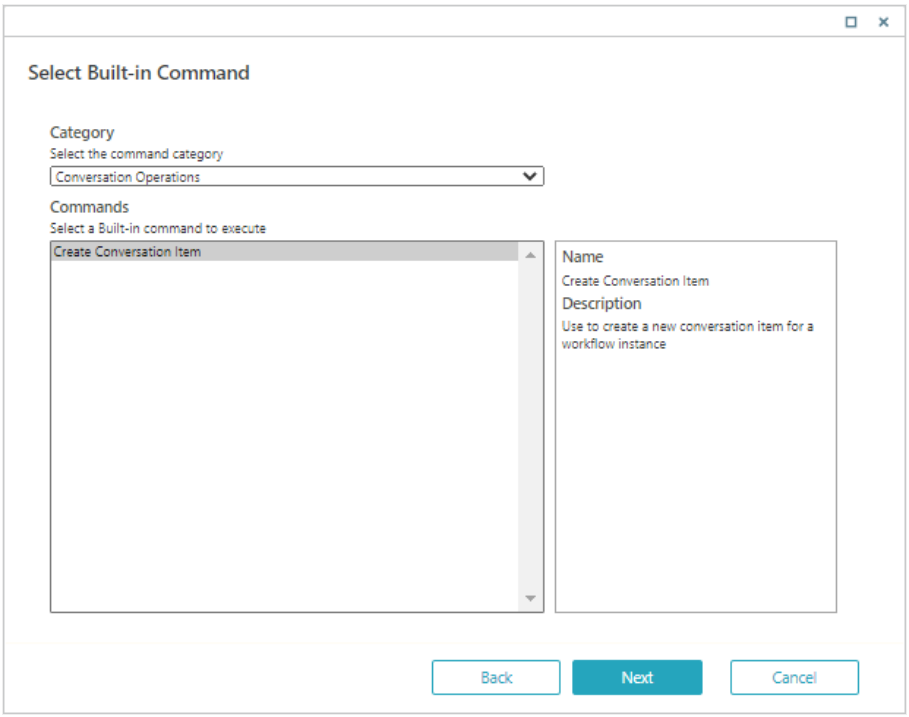
V9.4

Context

Use the Built-in Command activity to execute Conversation Operations or Hot Operations or Process Operations actions in the workflow.

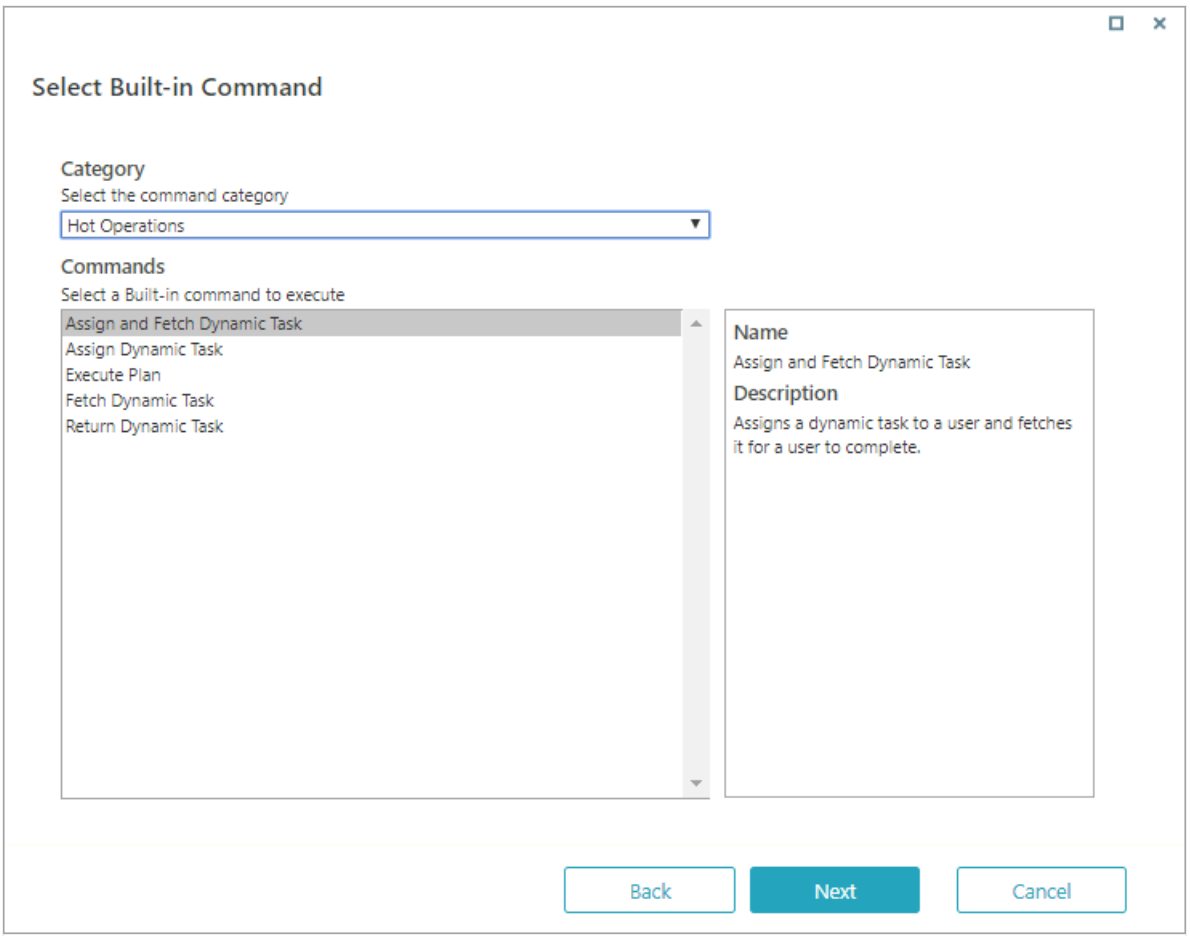
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The assign, fetch, and return task commands only work when they run in the context of a solution workflow or its child workflow.

Conversation Operations actions



For details, see this article.

HotOperations actions

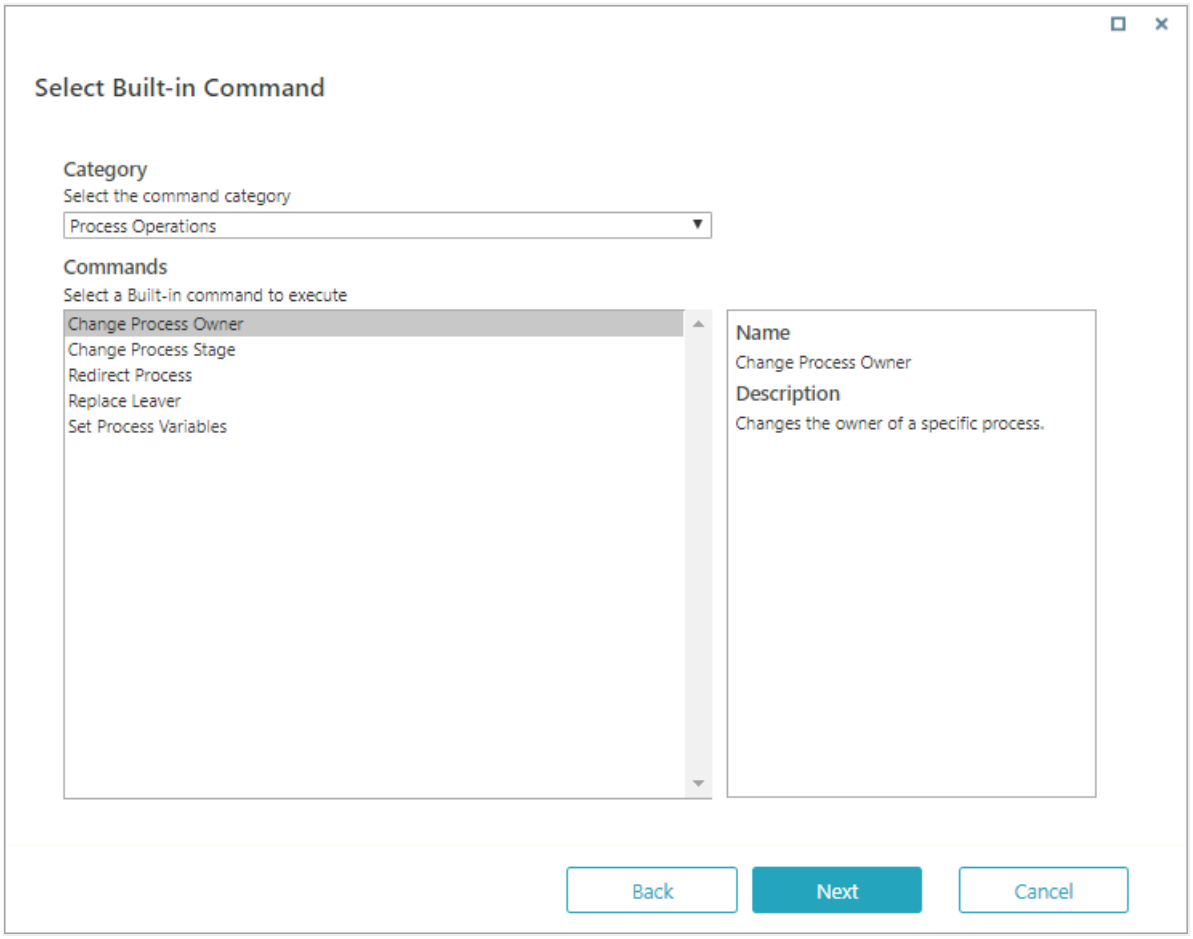


You don't need to add a value to the **TeamLeaderId** parameter when you set up the **Assign and Fetch Dynamic Task** or **Assign Dynamic Task** commands. These commands run even if the **TeamLeaderId**

parameter is null. This configuration is useful for tasks that do not require a Team Leader.

IMPORTANT
The Process Wall should not list the assignments performed by the built-in command. In order to perform this, the build-in command should specify team leader as: 0.

Process Operations actions



IMPORTANT
Replace Leaver is available only in the *Leavers Replacement* workflow and does not support InMemory mode.

Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
- Credential type should be *None u*nder Security parameters. Credentials are not relevant for built-in command activities.

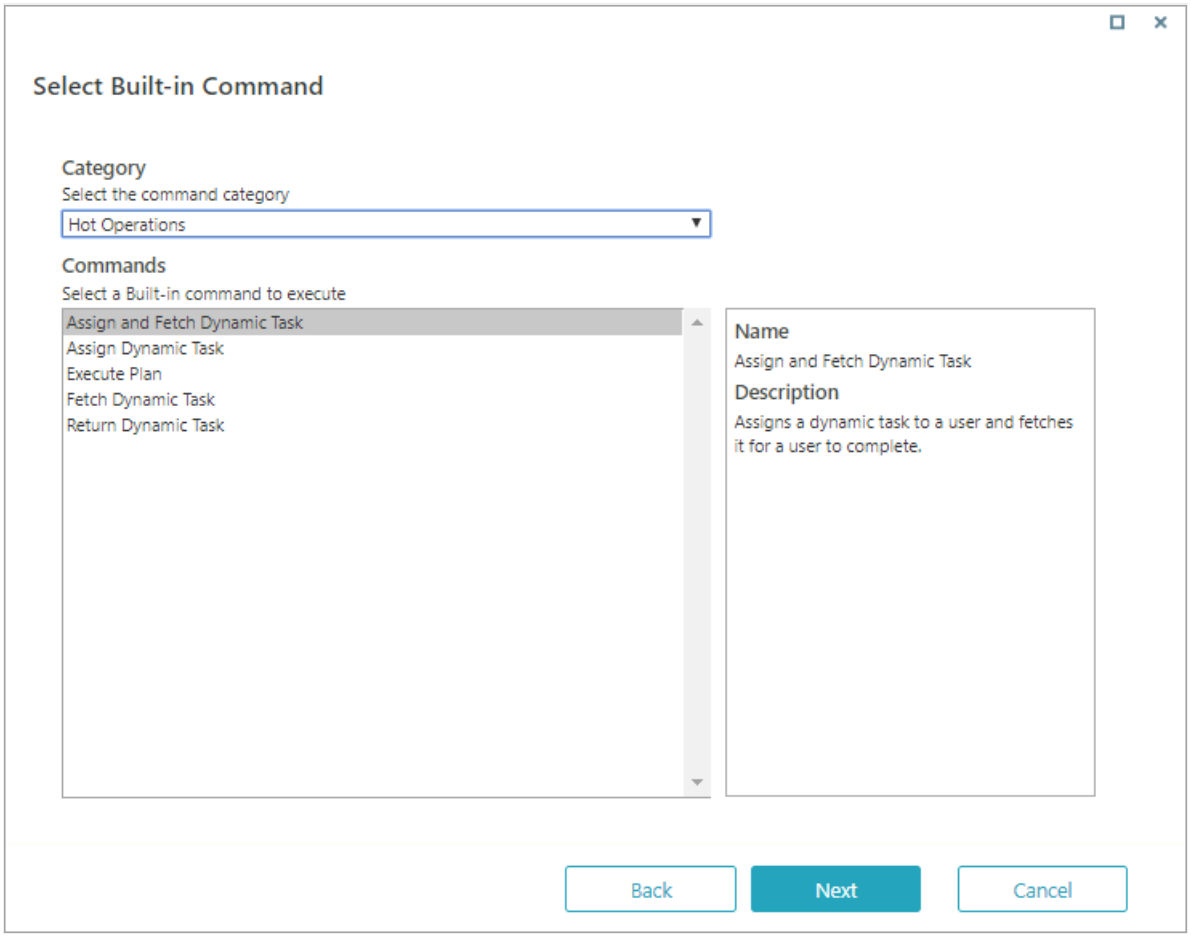
V9.1

Context

Use the Built-in Command activity to execute HotOperations or Process Operations actions in the workflow.

IMPORTANT:
When you execute Assign, Fetch, or Return built-in commands during the creation of the workflow (connected to the start activity without any blocking activity in between), you need to place the Execute Plan built-in command before any other command. This is required because the plan does not execute until the execution stage finishes.
The assign, fetch, and return task commands only work when they run in the context of a solution workflow or its child workflow.

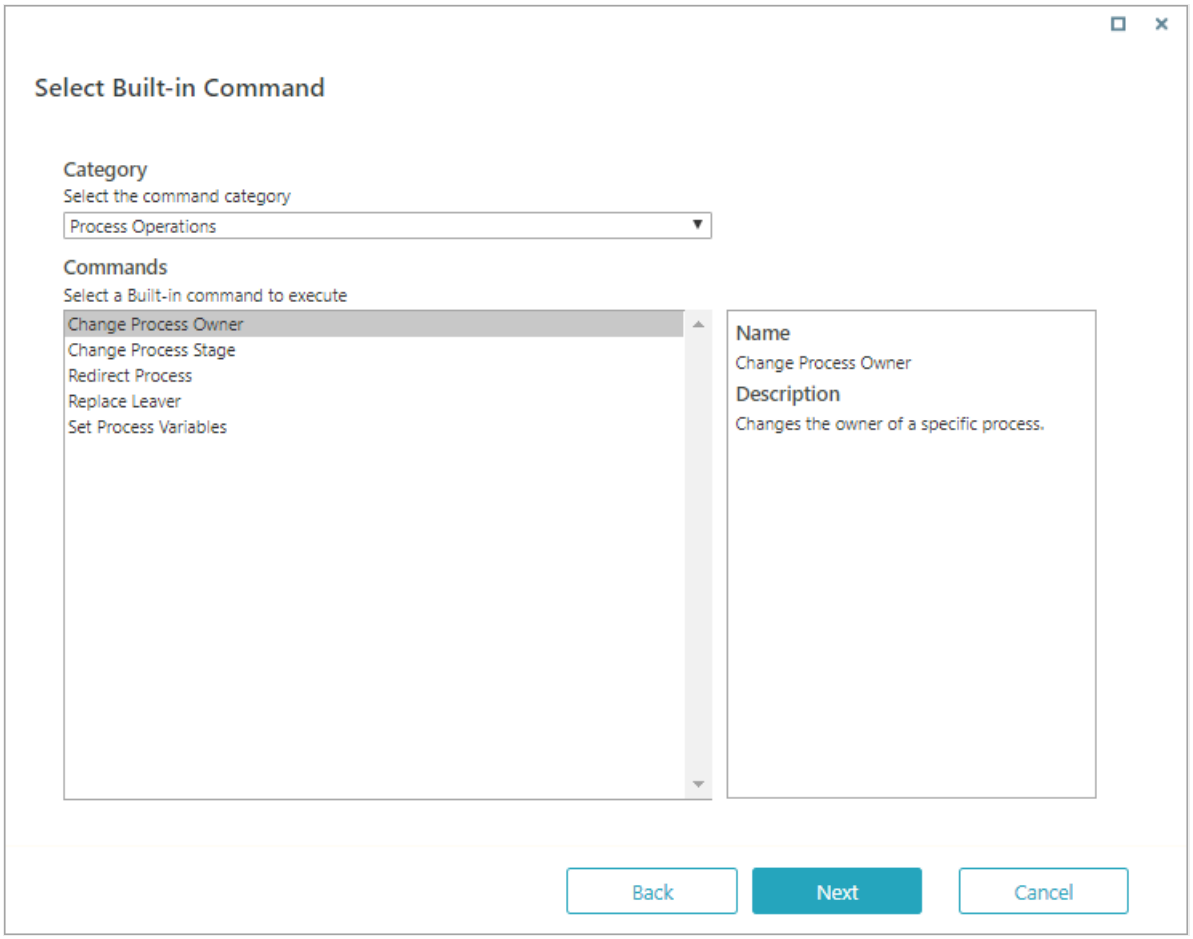
HotOperations actions



You don't need to add a value to the **TeamLeaderId** parameter when you set up the **Assign and Fetch Dynamic Task** or **Assign Dynamic Task** commands. These commands run even if the **TeamLeaderId** parameter is null. This configuration is useful for tasks that do not require a Team Leader.

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The Process Wall should not list the assignments performed by the built-in command. In order to perform this, the build-in command should specify team leader as: 0.

Process Operations actions



IMPORTANT
Replace Leaver is available only in the *Leavers Replacement* workflow and does not support InMemory mode.

Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
- Credential type should be *None u*nder Security parameters. Credentials are not relevant for built-in command activities.

V8.3.4

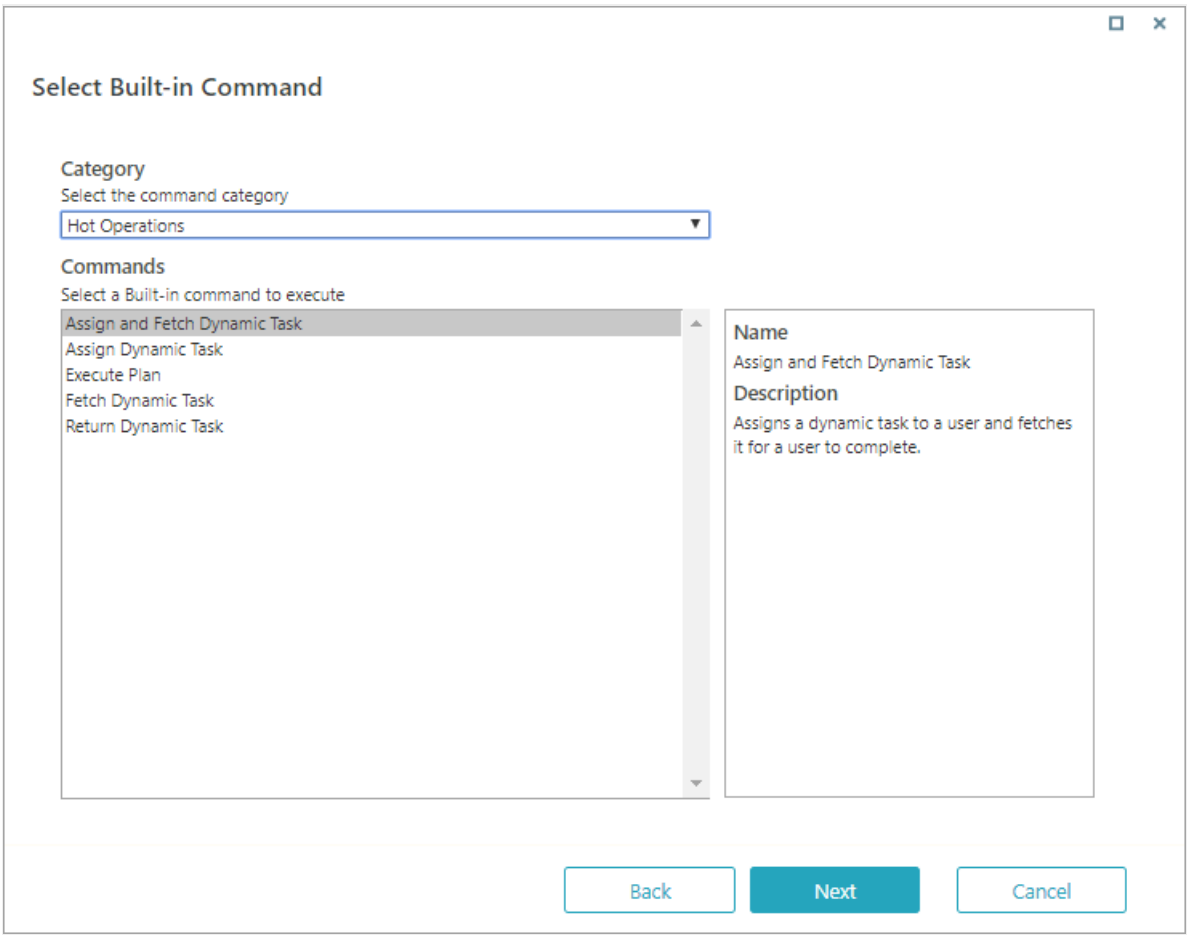
Context

Use the Built-in Command activity to execute HotOperations or Process Operations actions in the workflow.

IMPORTANT:
When you execute Assign, Fetch, or Return built-in commands during the creation of the workflow (connected to the start activity without any blocking activity in between), you need to place the Execute Plan built-in command before any other command. This is required because the plan does not execute until the execution stage finishes.
The assign, fetch, and return task commands only work when they run in the context of a solution

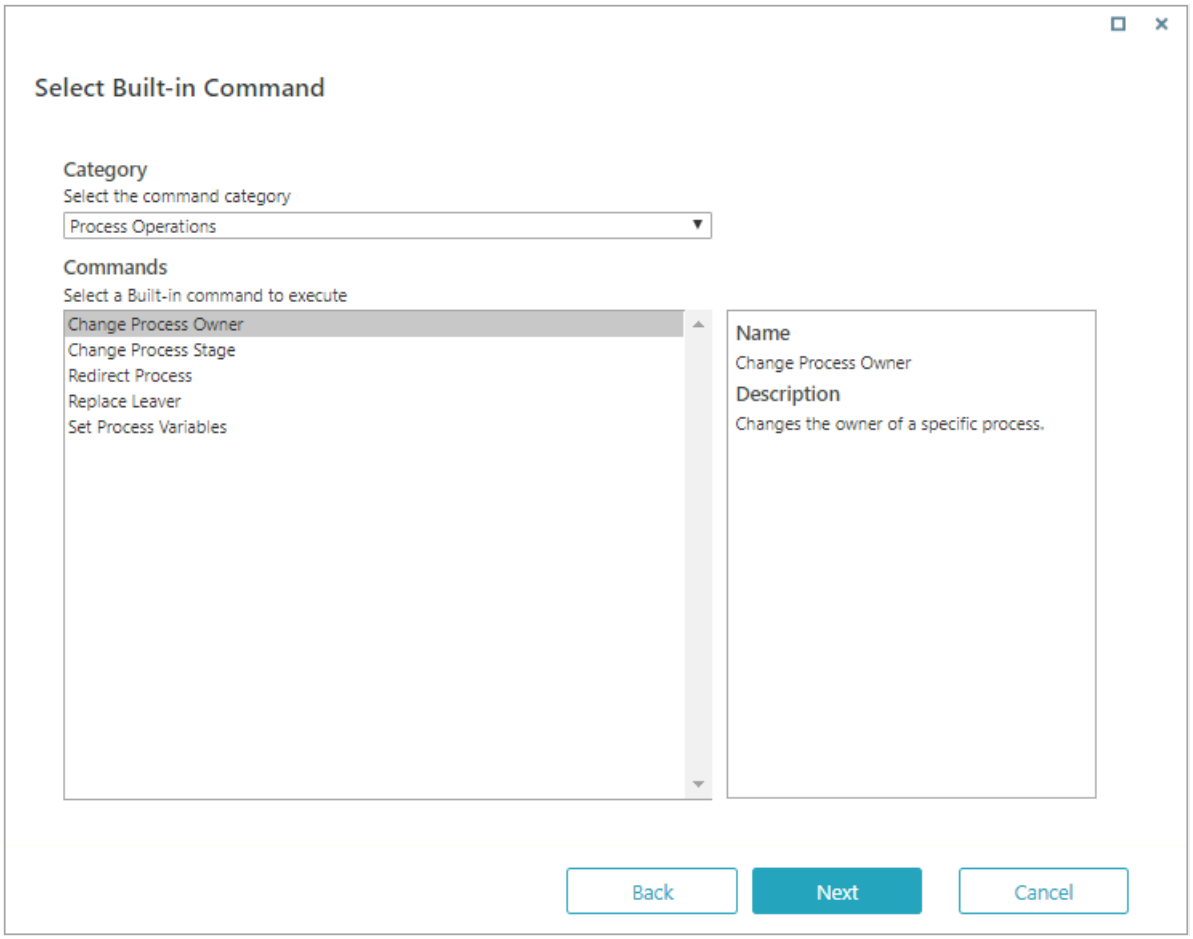
workflow or its child workflow.

HotOperations actions



You don't need to add a value to the **TeamLeaderId** parameter when you set up the **Assign and Fetch Dynamic Task** or **Assign Dynamic Task** commands. These commands run even if the **TeamLeaderId** parameter is null. This configuration is useful for tasks that do not require a Team Leader.

Process Operations actions



Note:
Replace Leaver is available only in the *Leavers Replacement* workflow and does not support InMemory mode.

Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
- Credential type should be *None u*nder Security parameters. Credentials are not relevant for built-in command activities.

V8.3 and earlier

Context

Use the Built-in Command Activity to execute various actions in the workflow.

Process Operations Actions

Action	Description
Change Process Owner	Changes the owner of a specific process.
Change Process Stage	Changes the stage of a specific process.

Action	Description
Redirect Process	Sends a Redirect command to an idle process. The Process resumes its execution and redirects.
Replace Leaver	Replaces a Leaver with another user. Notes: • Available only in the *Leavers Replacement* workflow. • Does not support InMemory mode.
Set Process Variables	Assign values to local or global variables

Wizard Tips

- When you define the command input parameter bindings, you can enter the values manually, select them from workflow data, or define them as part of an expression.
- In Security properties, the credential type should be *None*. Credentials are not relevant for this activity.