

# Built-in Command Listener Activity Overview

Last Modified on 10/28/2020 10:12 am EDT

## V9.4.1

### Overview

In a workflow, use a Built-in Command Listener activity to listen to the conversation item events and perform respective actions.

Adding this activity immediately after the Start activity initiates a new instance every time a conversation item event is triggered.

You can add one or more of these activities in a workflow depending on the requirement. For example, in a workflow you can add one Built-in Command Listener activity and a switch after to handle two different events, success and failure.

### Use case

Whenever an email conversation item is moved to failure status, a Built-in Command Listener activity can initiate a new workflow instance that ensures handling of faulty emails by respective team members.

### Configure Built-in Command Listener activity

1. Add a Built-in Command Listener activity to your workflow, in the AppStudio.
2. Double click **Built-in Command Listener**.
3. On the Built-in Command activity Properties screen, add a significant name and alias to the activity, and then click **Next**.
4. Select the Category as **Conversation Operations**.
5. Select **Conversation Item Listener** from the Commands list.
6. Click **Next**.
7. Click **Finish**.

The screenshot shows a dialog box titled "Select Built-in Command". It has a "Category" dropdown menu set to "Conversation Operations". Below it is a "Commands" list with "Conversation Item Listener" selected. To the right of the list is a preview area showing the "Name" and "Description" for the selected command, both of which are "Conversation Item Listener". At the bottom of the dialog are three buttons: "Back", "Next", and "Cancel".

