

Tiered Workflow

What is Tiered Workflow?

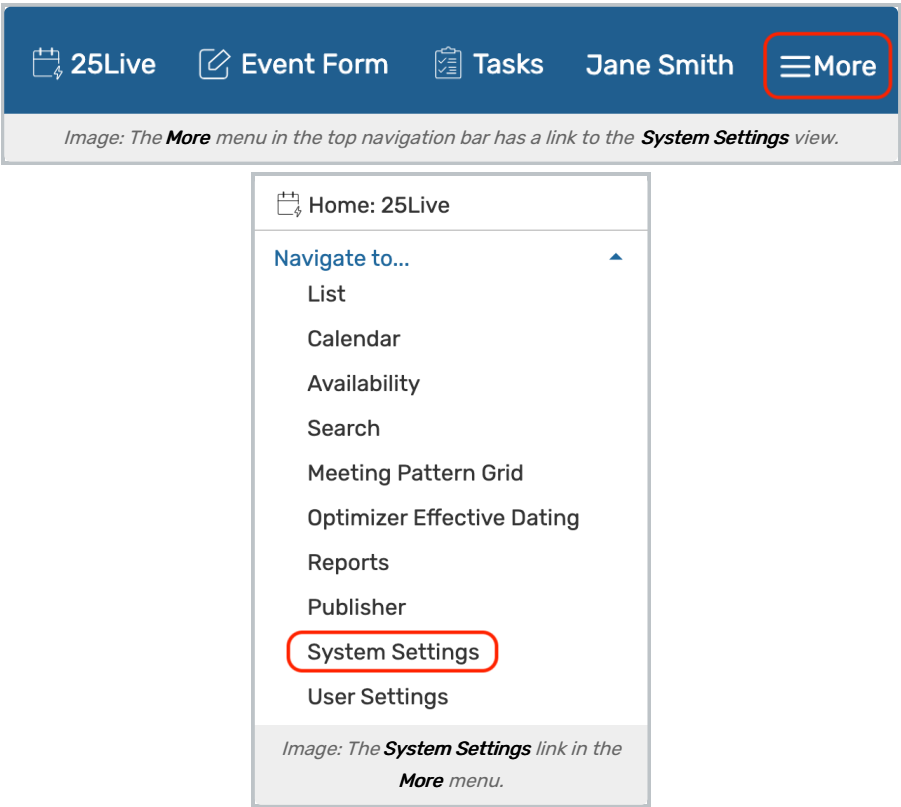
Tiered Workflow is an automated process that links an event's [tasks](#) together so that they are completed in a predetermined order. When Tiered Workflow is enabled, all of an event's tasks are grouped into "tiers," and only once all tasks within a tier are [completed](#) (assigned, approved, etc.) will the system move on to the next tier. Tasks are still built upon event creation, but lower-tier tasks remain pending until any higher-tier (active) tasks are completed.

Enabling Tiered Workflow

You can enable Tiered Workflow from 25Live's System Settings.

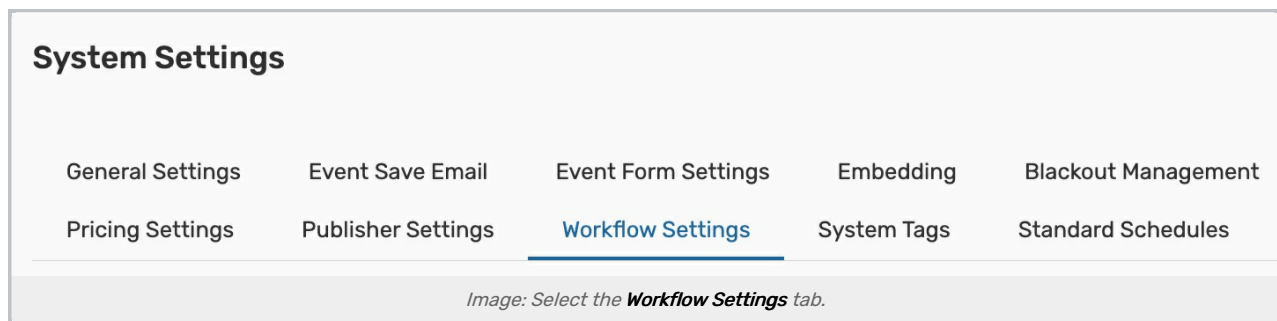
1. Open System Settings

- The **System Settings** section is accessible from the **More** menu in [the top navigation bar](#).

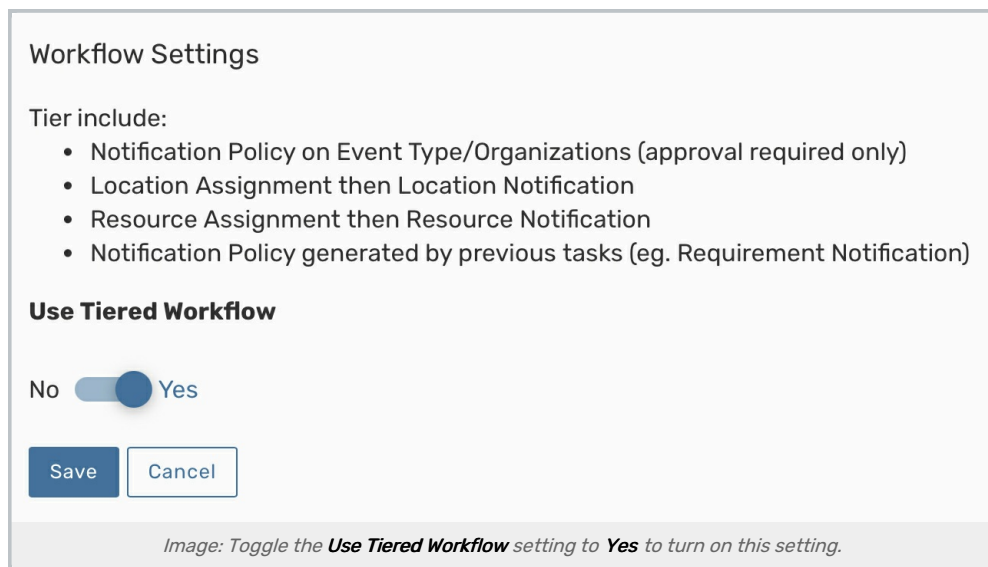


2. Select Workflow Settings

- Within the **System Settings** view, select the **Workflow Settings** tab from the top row.



3. Toggle Tiered Workflow On



- Under **Workflow Settings**, review the information about this type of workflow, and set the **Use Tiered Workflow** toggle to **Yes**.
- Don't forget to **Save**.



Note

Switching to Tiered Workflow does not have a long-term impact. You can revert back to the default task workflow at any time by toggling **Use Tiered Workflow** back to **No**.

Tier Order

The four tier groups always run in the following order:

1. Event Type and Organization Approvals
2. Location Assignments and Approvals
3. Resource Assignments and Approvals
4. Requirement Approvals



Note

FYI—or Notify Only—tasks and To Do tasks exist outside of the Tiered Workflow system and will not block other tasks.

When you review the **Task List** tab of an event, you will see each tier's status beside it in parenthesis.

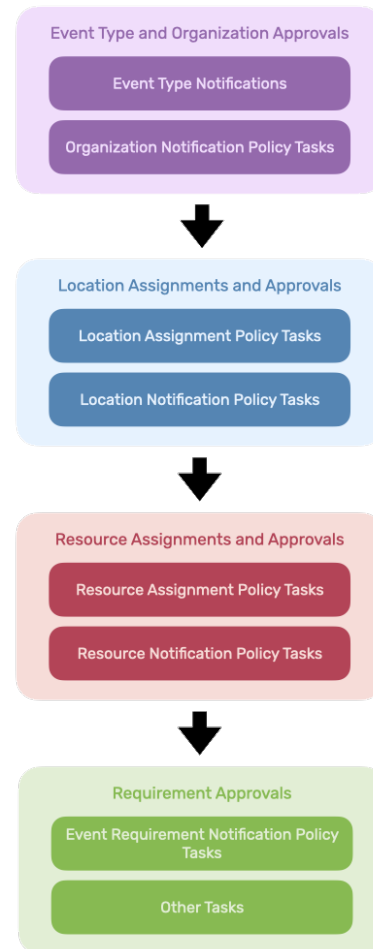
- **In progress** tasks are active and actionable. Completing (approving, assigning, denying, etc.) all of the In progress tasks will open the next pending tier.
- **Pending** tasks will not be actionable until all tasks in the prior tier are completed.
 - *Pending tasks will not display in search results.*
- **Completed** tasks have had action taken on them and don't require any further action.

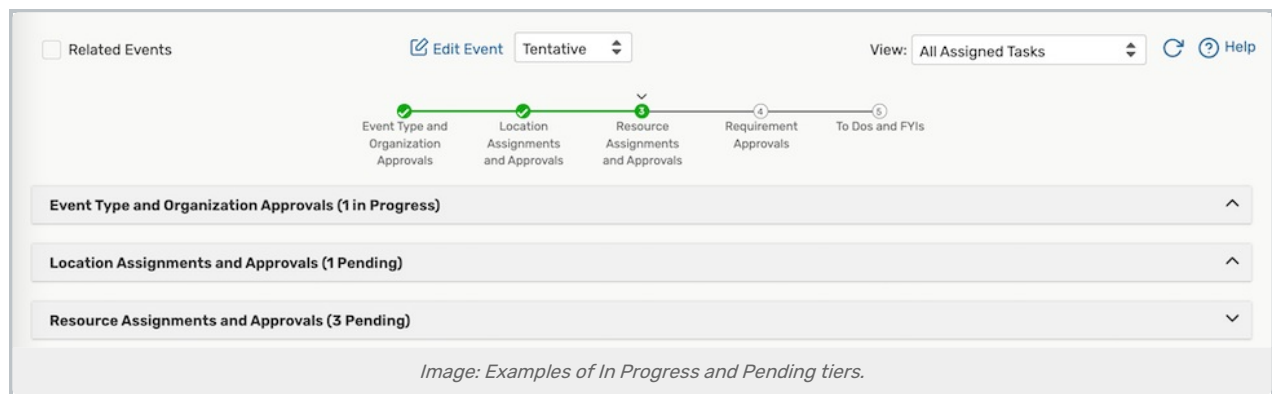
Notifications in 25Live will let you know when a task is completed and is the final task in a tier.

Examples

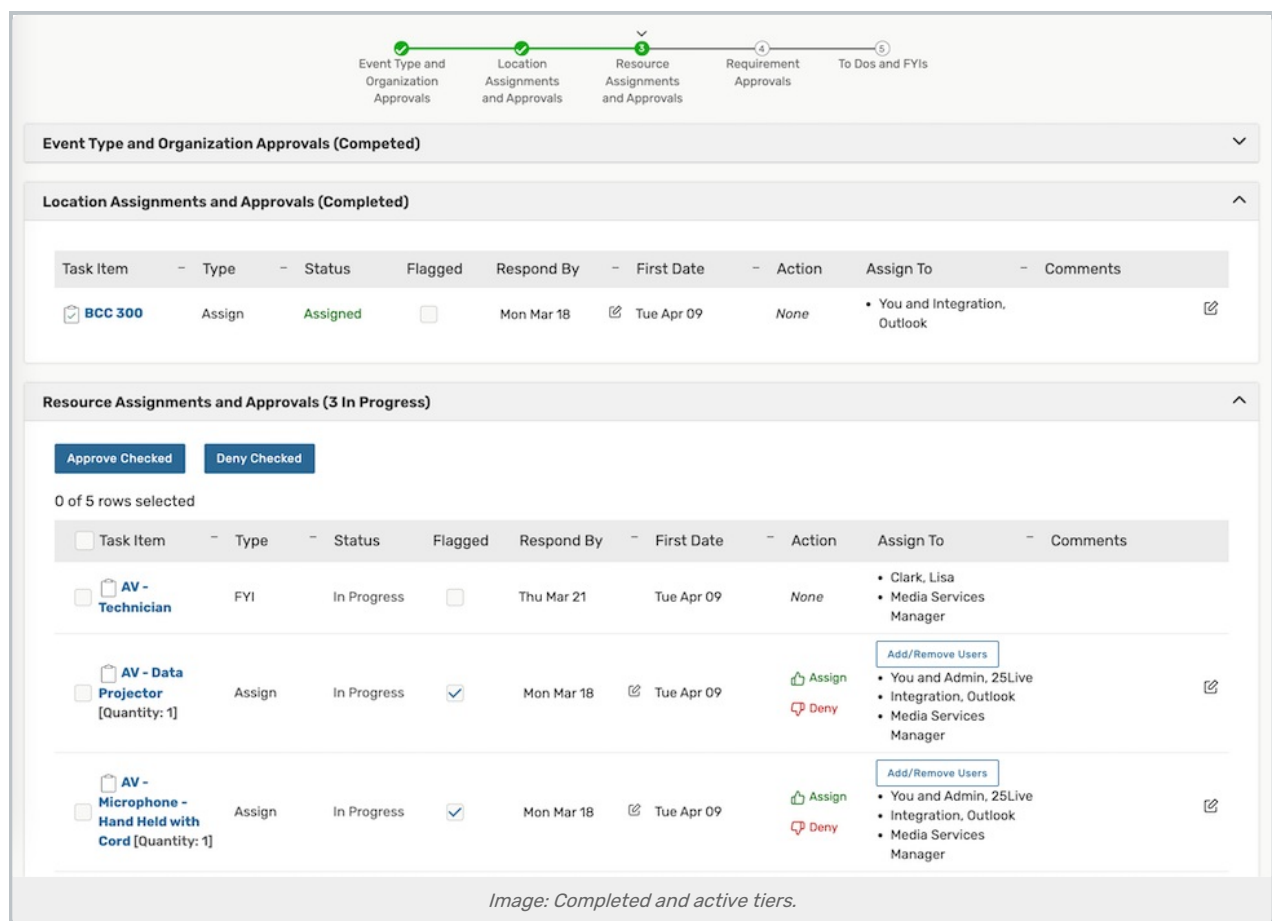
The Task List tab features a progress bar at the top of the view that shows which levels have been completed. To view individual task details, toggle the arrow at the top-right of each tier.

In this example, we can see that the first tier (Event Type and Organization Approvals) is in progress, so the task in that tier can be acted on, while tasks in the Location Assignments and Approvals tier are inactive (pending).





In this example, the Event Type and Organization Approvals tasks and the Location Assignments and Approvals tasks have been completed, but the Resource Assignments and Approvals tasks are still active.



Warnings & Recommendations

Before enabling Tiered Workflow, consider the following:

- Enabling Tiered Workflow will affect existing tasks.
- [Bulk editing tasks](#), such as approving location assignments, will override workflow tiers.
- It is recommended that you review all of your **Approval Required** [notification policies](#) for organizations and event types before enabling Tiered Workflow.

- Any incomplete notification policy will block assignment policy tasks from being approved.
 - Disabling Tiered Workflow will revert your instance to the standard format. You can toggle Tiered Workflow on and off as needed without long-term impact.
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