

Workflow mapping workbook

Map one small process before connecting automation. Use fictional records. Include review, exceptions and ownership.

Map the normal path

Process purpose and completion event

Trigger and required input

Source and authorised access

Steps and responsible roles

Fixed rule or routing condition

Human review point and authority

Map exceptions and test cases

Missing or inconsistent input path

Repeated item handling

Failure signal and responsible owner

Normal fictional case result

Exception case and observed result

Implementation questions and next review

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