Email Polling System

The Email Approver System included in this article acts as a email polling system that fetches emails and complete assignments periodically based on configurations.

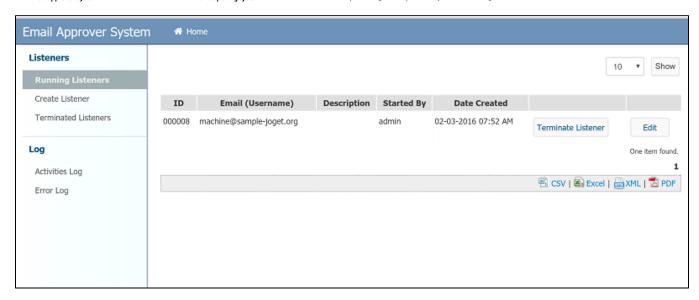


Figure 1: Setting up the listeners

There can be more than 1 listener set at any point of time. Each listener, technically, will be a process instance that repetitively run in a loop until terminated by the user.

Configurations

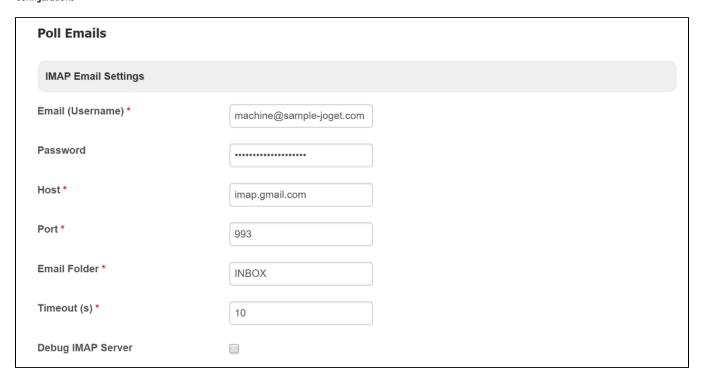


Figure 2: IMAP Email Settings

IMAP Email Settings must be configured so that it will check a specific email's inbox for new incoming mails.

It is important to create a dedicated email address to receive such "response" emails so that the the execution code block does not spend too much time going through irrelevant emails.

Listener Settings	
ID	000008
Started By	admin
Description	
Checking Interval (s) *	30
Max Number of Emails per Check *	10
Filter Email by Subject	Email Approval
Using Regex for Subject Filter	
Subject Pattern	

Figure 3: Listener Settings

Listener Settings needs to be also configured to determine the frequency of checking and emails to be matched too.



Take note that the checking interval is also subjected to the **Deadline Checker** interval set in Joget Workflow's system settings. Please ensure the **Process Deadline Checker Interval** is **enabled**. This can be located at Admin Bar > General Settings > Timer Settings > Process Deadline Checker Interval

Filter Email by Subject	Email Approval	
Using Regex for Subject Filter		
Subject Pattern		
Hint for Subject Pattern: 1. Use {form_FieldId} to submit assignr {subformFieldId}_{subformId}_{fieldI} 2. Use {var_VariableName} to retrieve 3. Use {processId} or {activityId} to find 4. Use {unuse} to match other unused	d}". and set extra workflow variable. ing the correct assignment.	a subform, the FieldId will be "
Content Pattern	{form_approval_new_applicati {unuse} {unuse}ID: {processId} {unuse}Remarks: [{form_approval_new_applicat {unuse}	tion_approval_action_status}
Hint for Content Pattern: 1. Use {form_FieldId} to submit assignr {subformFieldId}_{subformId}_{fieldI} 2. Use {var_VariableName} to retrieve 3. Use {processId} or {activityId} to find 4. Use {unuse} to match other unused	d}". and set extra workflow variable. ing the correct assignment.	a subform, the FieldId will be "

Figure 4: Listener Settings - Subject and Content

Debug Mode

Subject and Content Patterns are very important.

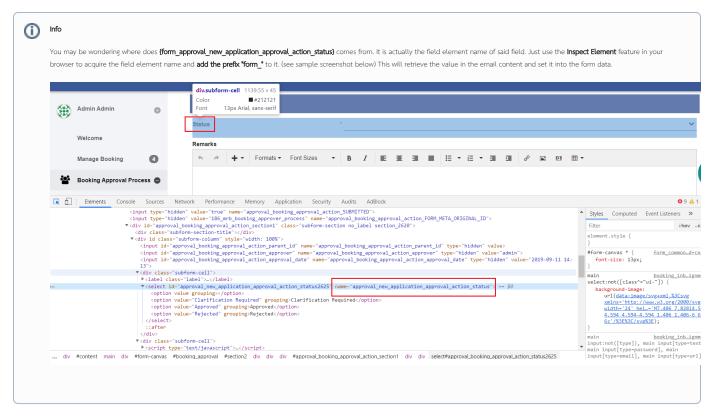
Make sure that you **match** the content of the outgoing mail that you send out in your other Joget Workflow App.

It may take a few tries to get it right so you can turn on the **Debug Mode** to get the relevant logs for debugging purpose.

4

```
Content Pattern

{form_approval_new_application_approval_action_status}
{unuse}
{unuse} ID: {processId}
{unuse}Remarks: [{form_approval_new_application_approval_action_remarks}]
{unuse}
```



Sample email to be sent out configured in Email Tool from the system to the respondent.

Sample email

Sample email replied by the receiver back to the mailer.

Server log showing email polling and assignment completion.

```
Log
INFO 02 Mar 2016 16:52:50 App: eas - Poll Email tool - Connect to IMAP for machine@sample-joget.com
INFO 02 Mar 2016 16:52:53 App: eas - Poll Email tool - IMAP connected for machine@sample-joget.com
INFO 02 Mar 2016 16:52:53 App: eas - Poll Email tool - Unread Messages: 1
INFO 02 Mar 2016 16:52:54 App: eas - Poll Email tool
                                                                             - Subject filter for (Re: Email Approval).
INFO 02 Mar 2016 16:52:55 App: eas - Poll Email tool - --- Mail 0: Re: Email Approval ---
INFO 02 Mar 2016 16:52:55 App: eas - Poll Email tool - Sender: Cat Grant <cat-grant@sample-joget.com>
INFO 02 Mar 2016 16:52:55 App: eas - Poll Email tool - Mail Content: Approved____> The following application
etta@joget.com__> ID: 43_seaa_new_application_approver_process__> =================================
Please reply this email with keyword "Approved", "Rejected" or "Clarification Required".__>__> If your have
remark message, please fill inline between the square brackets below.__> Remarks: [356pm approved]__>__> ==
This is a system generated message. ==__>__>_
INFO 02 Mar 2016 16:52:55 App: eas - Poll Email tool - subject_pattern:
INFO 02 Mar 2016 16:52:55 App: eas - Poll Email tool - subject_reg:
INFO 02 Mar 2016 16:52:55 App: eas - Poll Email tool - subject_reg:
INFO 02 Mar 2016 16:52:55 App: eas - Poll Email tool - content_pattern:
{form_approval_new_application_approval_action_status}__{unuse}__{unuse}ID: {processId}__{unuse}Remarks:
[{form_approval_new_application_approval_action_remarks}]__{unuse}_
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - content_reg: \
\label{local_new_application_approval_action_status} $$ \underset{\coloredge{100}}{\coloredge{100}} \ \coloredge{100} $$ \coloredge{100} \coloredge{
Remarks: \[\{form_approval_new_application_approval_action_remarks\}\]__\{unuse\}_
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - content_reg: (.*?)__([\s\S]*)__([\s\S]*)ID: (.*?)_
([\s\s]*)Remarks: \[(.*?)\]__([\s\s]*)_
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - key:
form_approval_new_application_approval_action_status
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - value: Approved
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - key: unuse
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - value: ___> The following application required your
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - key: unuse
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - value: >
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - key: processId
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - value: 43_seaa_new_application_approver_process
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - key: unuse
Please reply this email with keyword "Approved", "Rejected" or "Clarification Required".__>__> If your have
remark message, please fill inline between the square brackets below.__>
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - key:
form_approval_new_application_approval_action_remarks
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - value: 356pm approved
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - key: unuse
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - value: >__> == This is a system generated message.
==__>__>
INFO 02 Mar 2016 16:52:56 App: eas - Poll Email tool - Submit Form for assignment:
81_43_seaa_new_application_approver_process_approval {approval_new_application_approval_action_status=[Ljava.
lang.String;@e992653, approval_new_application_approval_action_remarks=[Ljava.lang.String;@68a3laal}
Т
```

If there's a match with an user and if there's a further match with the particular user's assignment, then it will then proceed to complete the assignment.

While completing the assignment, depending on the configurations set, workflow variables' values and/or form data values can be set too.

SMTP Email Settings for Auto Reply		
Email (Username) *		
Password		
Host *		
Port *		
Security	•	
Message *		

Figure 5: Optional - SMTP Email Settings for Auto Reply

You can configure this section if you want the listener to automatically reply to email that it matches.



Related Elements

- Approve Via Email
- Bean Shell for Process Tool