

# Mobile Flows

User Guide

AirWatch v9.3

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# Chapter 1:

## Introduction to Mobile Flows

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## Overview

Mobile Flows helps you to perform different context based tasks across multiple business backend systems from within VMware applications such as VMware Boxer. The capability to perform different actions from within VMware applications eliminates the need to visit multiple websites and thus help improve productivity. If configured by your administrator, Mobile Flows supports different one touch identity management systems such as VMware Identity Manager to facilitate easy authentication. You are provided with a set of connectors which can be configured to perform different business actions on different back end systems.

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## Configure Mobile Flows for Boxer

From release v4.12 or later, Workspace ONE mobile flows helps you perform tasks or see additional information right from within your email. Email messages can contain references to tasks or data within other business systems. For example, CRM, support ticketing, project management tools, expense, travel or HR systems. If enabled by your administrator, Mobile Flows detects this data and displays a card that can include additional information or certain actions. The Mobile Flows cards helps you avoid the task of copying the ticket ID into another application or a web browser to see more information or take action. For example, when you receive an email with reference to a ticket ID in a support system, Mobile Flows card can display the title and description and even provide actions such as *Watch* the ticket or *Add a comment* from within Boxer.

1. Navigate to **Boxer > Settings > Other > Mobile Flows**
2. Select **Enable**.
3. Authenticate using your username and password.
4. A list of connectors are displayed as configured by your administrator. Select the connector based on your requirement.
5. Authenticate using your credentials for the respective connector.
6. (Optional) If configured by your administrator, you are prompted to re-authenticate Mobile Flows after a certain time period. Select **Authenticate vIDM** and enter your credentials to access the Mobile Flows.

