

Workato Integrations: Overview

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Resolver has partnered with [Workato](#), a third-party Integration Platform as a Service (iPaaS), to provide an intuitive, low-code solution to create integrations and automations between Core and your other external systems (e.g., Salesforce, Slack, [and more](#)). The **Resolver Core Connector** is a tool found within the Workato suite of cloud services, which “speaks” between the third-party applications and our Core software.

The Resolver Core Connector combines with the Workato iPaaS’ extensive suite of built-in connectors to create two-way integrations between some of the most common tools on the market. The Resolver Core connector simplifies the integration and automation process with our system, while delivering a highly configurable platform capable of complex workflows and tasks (e.g., HTTP calls, or parsing JSON).

These flexible Resolver-Workato integrations allow us to confidently support everything from simple one-way integrations (e.g., Slack channel notifications when an incident is reported) to complex, multi-application, or multi-direction integrations. For example, creating a Core incident from a Jira ticket and providing updates back to Jira throughout the incident workflow.

Resolver builds and supports Core-Workato integrations internally, but customers may also build their own connectors as needed. To use these integrations, Core customers need a pre-existing Workato account, but Resolver can control Workato recipes (i.e., conditional logic settings) and connectors for third party systems.



While workflows and recipes both involve conditional logic, they are completely distinct functions. Simply put, Resolver Core workflows speak *inside* our system and Core-Workato recipes speak both *inside* AND *outside* Core.

The Workato Automation Institute

Want to learn more about Workato? Check out the [Workato Automation Institute](#) – a specialized collection of interactive, on-demand courses. The learning modules linked below provide a strong basis for understanding Workato’s recipe building blocks, as well as additional guidance on error handling and notifications.

- [Getting Started with Workato](#)
- [Automation Pro I](#)
- [Automation Pro II](#)