

Add a Send Webhook Event Action on a Transition

Last Modified on 07/04/2025 4:32 pm EDT

Overview

The Send Webhook Event Action sends a notification from the Resolver platform to third-party systems when an event occurs. This action allows for real-time integrations that prompt action outside the Resolver platform through the Resolver Application Programming Interface (API) to a secure URL.

Once the Send Webhook Event action has been configured on the desired workflow transition, configure the integration payload. For more information, please refer to the [Register for Webhooks Integrations](#) and [Eligible Webhook Events](#) articles.

User Account Requirements

The user must have Administrator permissions to access the Admin Overview screen.

Required Information/Setup

Please refer to the [Add a Trigger & Transition to a State](#) article for instructions on how to add triggers and transitions.

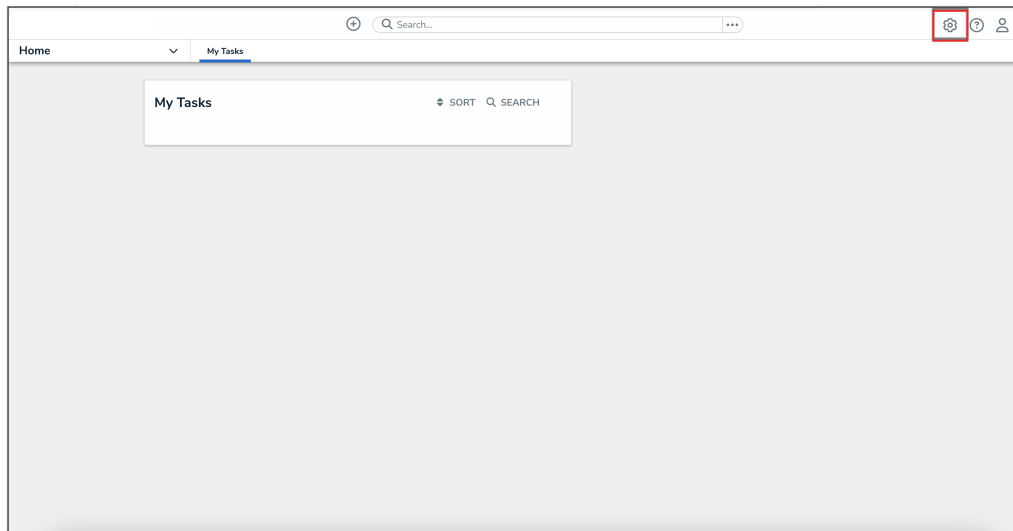
Please refer to the [Add Elements to a Form](#) article for instructions on how to add workflow triggers to a form.

Please refer to the following for instructions on how to configure the integration:

- [Webhooks Overview](#)
- [Register for Webhooks Integrations](#)
- [Eligible Webhook Events](#)
- [Sample Webhook Payloads](#)

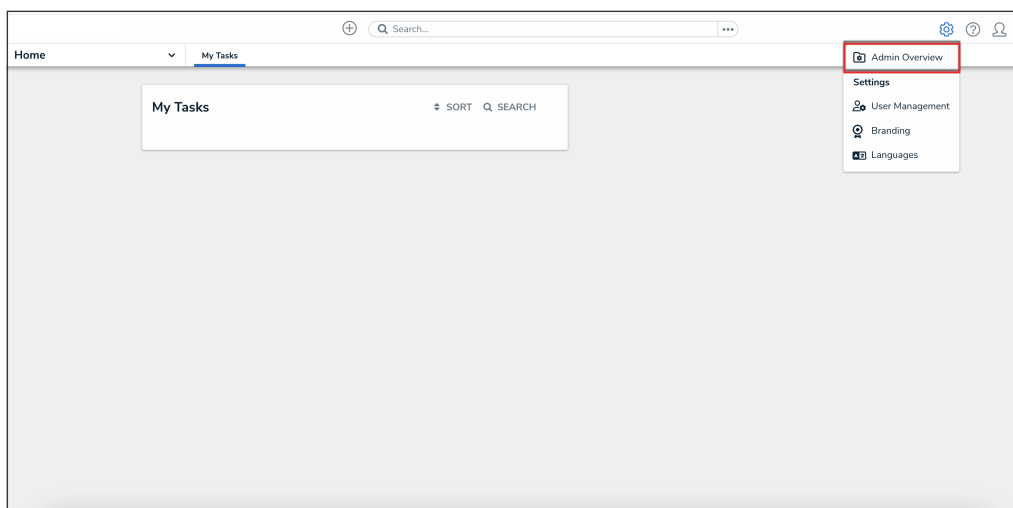
Navigation

1. From the **Home** screen, click the **Administration** icon.



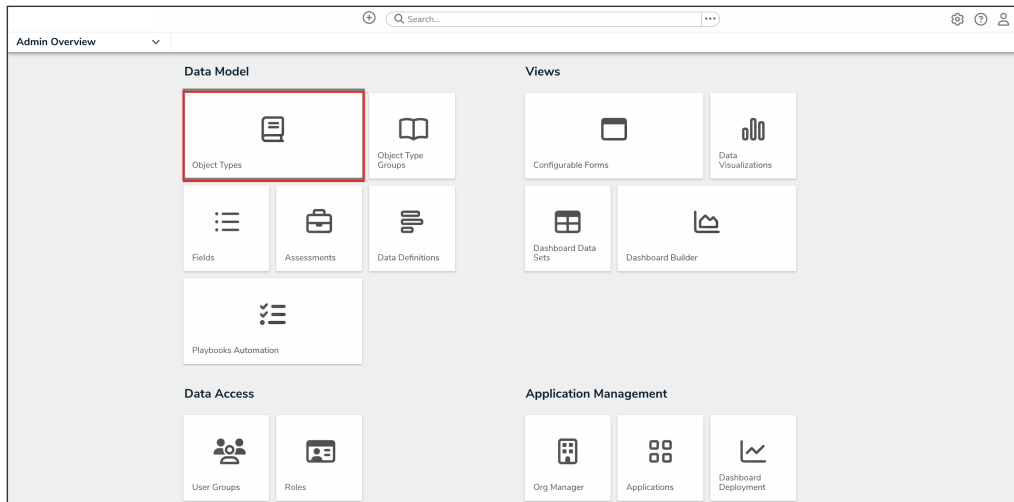
Administration Icon

- From the **Administrator Settings** menu, click the **Admin Overview** link.



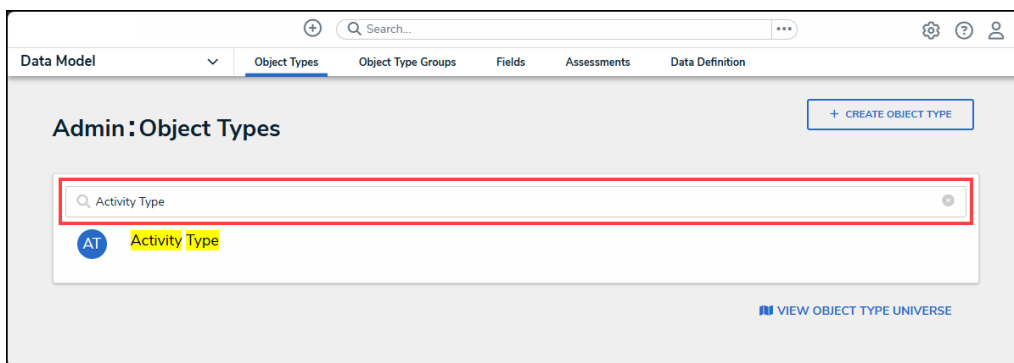
Admin Overview Link

- From the **Admin Overview** screen, click the **Object Types** tile under the **Data Model** section.



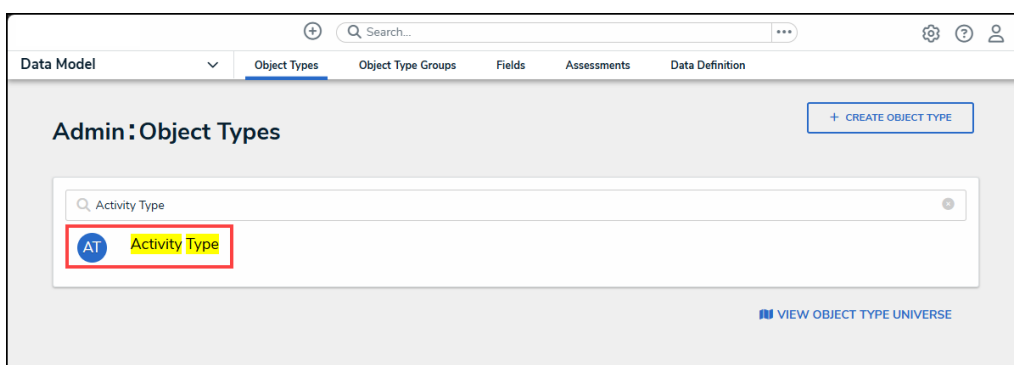
Object Types Tile

- From the **Object Types** screen, enter an object type name in the **Search** field to narrow down the object types list.



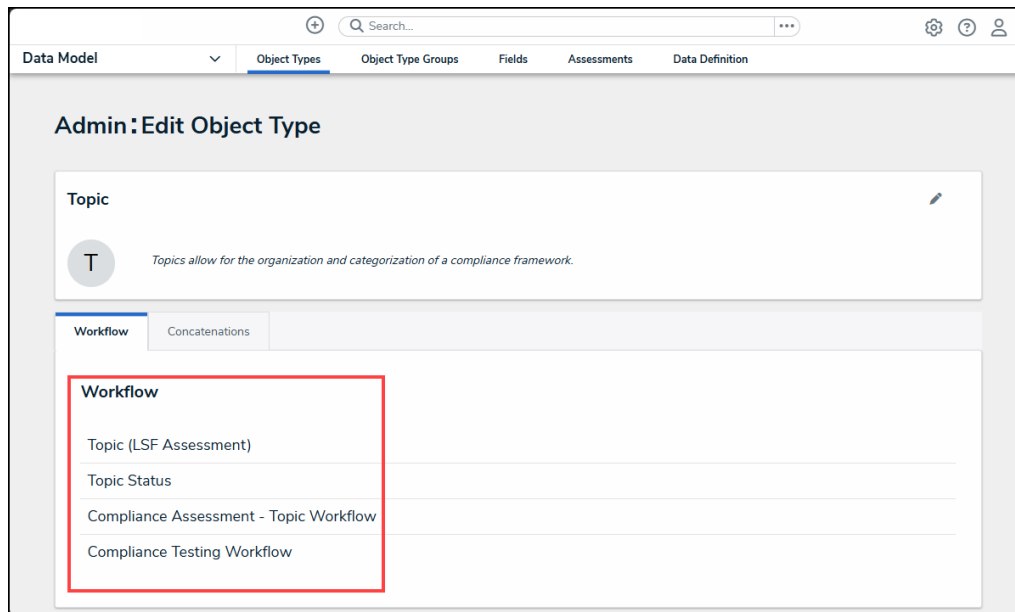
Search Field

- Click the **Object Type** you want to edit.



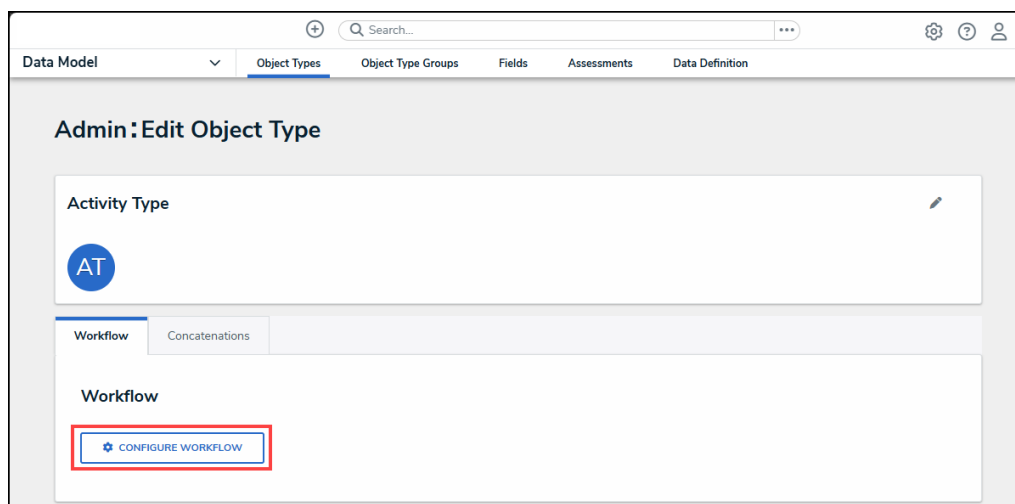
Object Type

- From the **Edit Object Type** screen, click a workflow under the **Workflow** tab.



Workflow

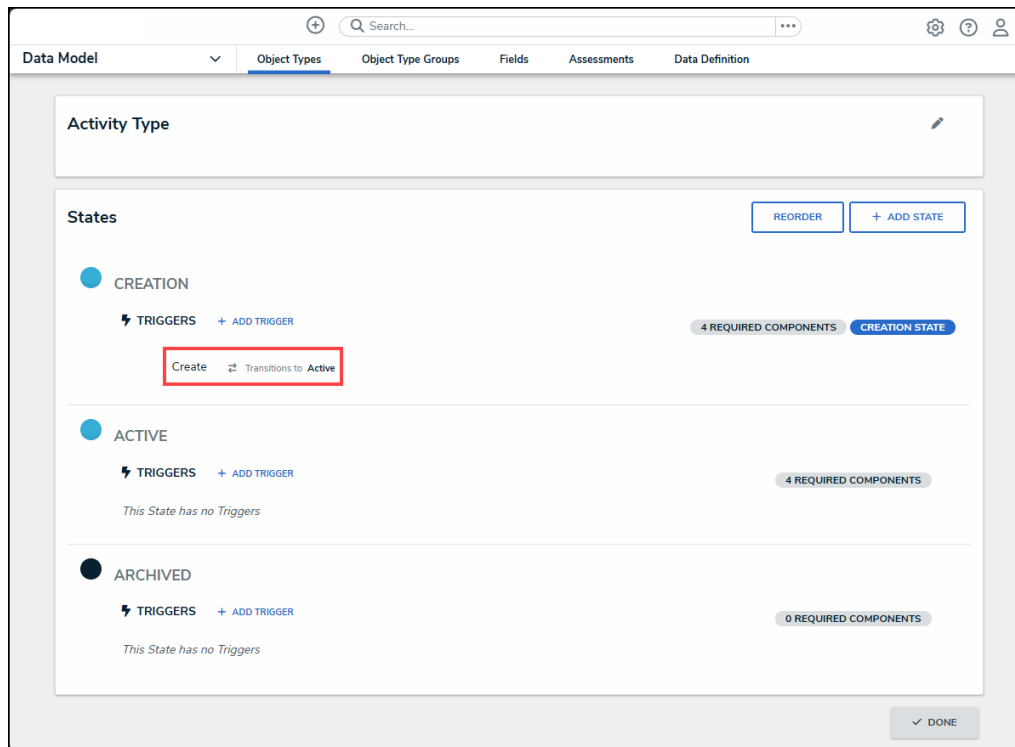
7. If there are no workflows configured, click the **Configure Workflow** button.



Configure Workflow Button

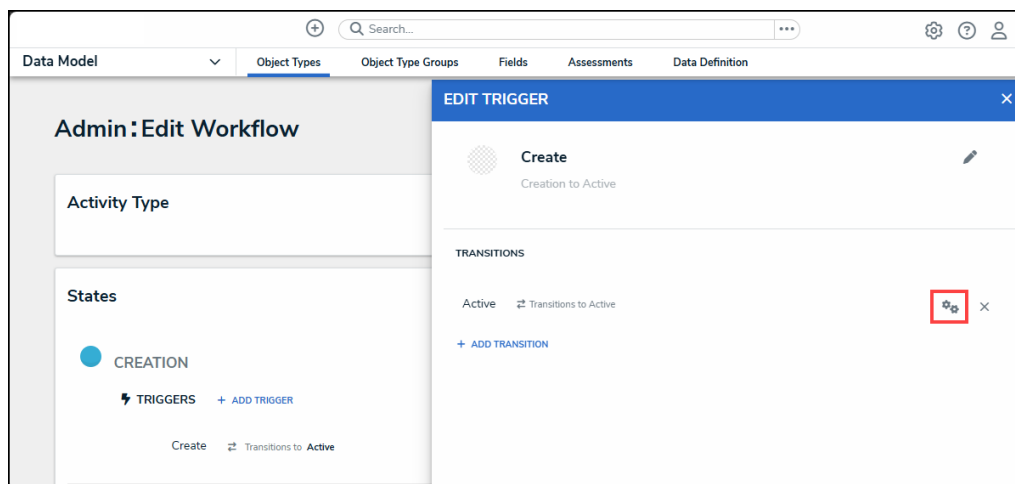
Add a Send Webhook Event Action on a Transition

1. From the **Edit Workflow** screen, click the **Trigger** that you want to add the send webhook event action to.



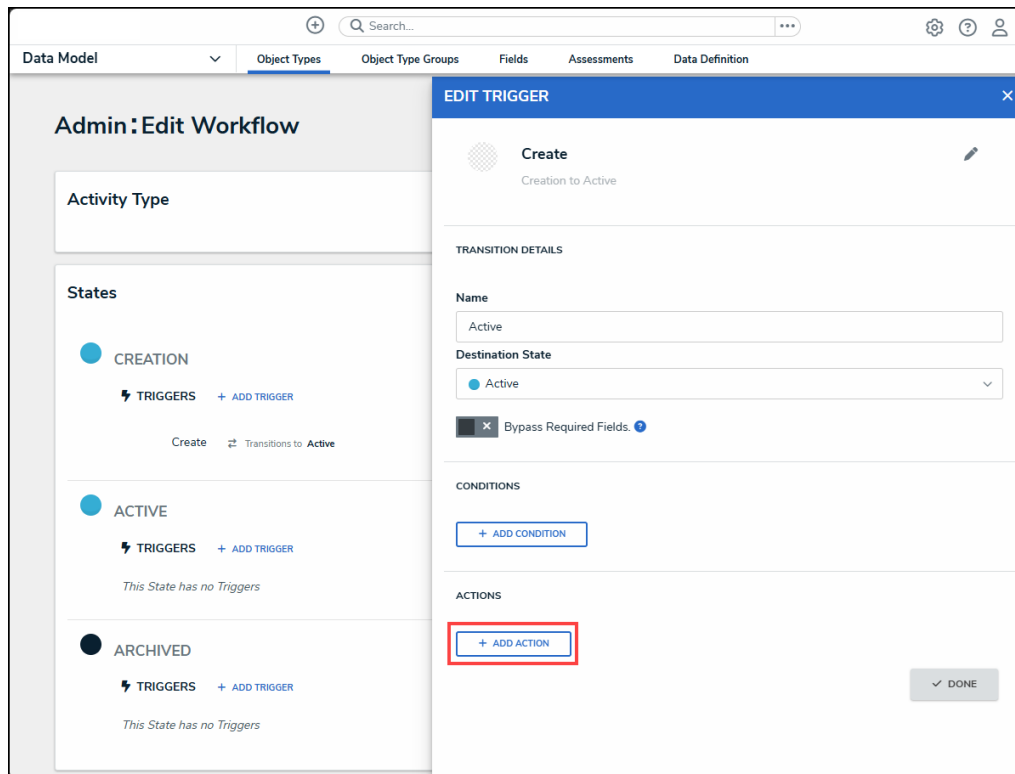
Trigger

- From the **Edit Trigger** pop-up, click the **Configure** icon, under the **Transition** section.



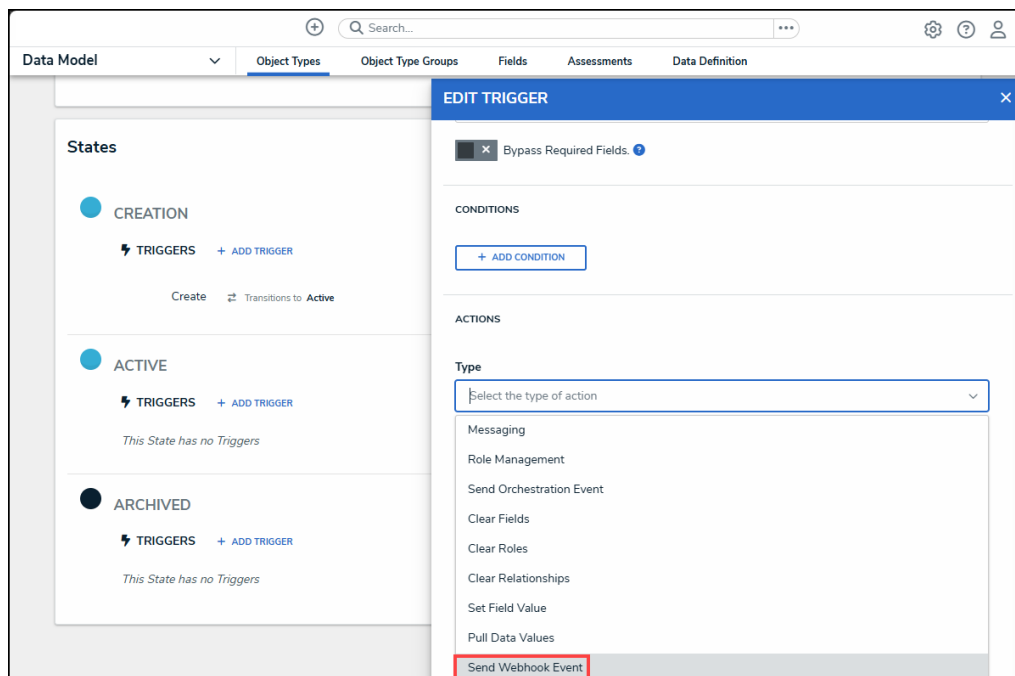
Configure Icon

- Click the **Add Action** button.



Add Action Button

4. Select **Send Webhook Event** from the **Type** dropdown menu.



Type Dropdown Menu

5. Enter an action name in the **Name** field.

The screenshot shows the 'Admin: Edit Workflow' page with the 'EDIT TRIGGER' modal open. The modal contains the following fields and sections:

- Name:** A text input field with the value 'Active'.
- Destination State:** A dropdown menu with 'Active' selected.
- Bypass Required Fields:** A checkbox that is currently unchecked.
- CONDITIONS:** A section with a '+ ADD CONDITION' button.
- ACTIONS:** A section containing:
 - Type:** A dropdown menu with 'Send Webhook Event' selected.
 - Name:** A text input field, which is highlighted with a red box in the image.
- Buttons:** 'CANCEL' and 'CREATE' buttons at the bottom right of the modal.

Name Field

6. Click the **Create** button.

This screenshot shows the same 'Admin: Edit Workflow' page, but the 'Name' field in the 'ACTIONS' section of the 'EDIT TRIGGER' modal is now filled with the text 'Webhook'. The 'CREATE' button at the bottom right of the modal is highlighted with a red box.

Create Button

7. From the **Edit Trigger** pop-up, click the **Done** button to save your changes.

+

Search...

...

Data Model

Object Types

Object Type Groups

Fields

Assessments

Data Definition

Admin: Edit Workflow

Activity Type

States

● CREATION

⚡ TRIGGERS + ADD TRIGGER

Create ⚙ Transitions to Active

● ACTIVE

⚡ TRIGGERS + ADD TRIGGER

This State has no Triggers

● ARCHIVED

EDIT TRIGGER

TRANSITION DETAILS

Name

Active

Destination State

● Active

⌫ Bypass Required Fields. ⓘ

CONDITIONS

+ ADD CONDITION

ACTIONS

Webhook

+ ADD ACTION

✓ DONE

Done Button