Custom Process Models Q&A

Question	Answer
Can you pls tell the reason why sometimes the CPM trigger late	There are a few different reasons for this. The most common reason is that the queue is building up. The queue is more likely to be backed up if API suppression is implemented incorrectly, and best practice is to do bulk updates or imports during off hours.
how can we implement the CPM logging feature ? are there any documentation on it	This is a link to the product documentation for this feature: Adding custom logging to your CPHP customizations https://cx.rightnow.com/app/answers/detail/a_id/9897
From Cosimo: Question related to synchronous CPM and transaction management. Does the CPM runs in the same DB transaction as the event that causes the trigger of it? If the execution is triggered by a save that involves multiple records (like 1 incident and many child records), are all the records in the same transaction visible within the CPM code? Can CPM be used to perform complex data validation and the result reported back to the agent in the Agent Desktop?	The run of API save statements called in CPM code will result in a new transaction. The data for the object that triggers the CPM will be committed to the database before the CPM is run, and within customized code an API commit statement will cause there to be a new transaction also. When a CPM is finished running there is an implied/automatic commit. Each commit to the database will result in a new entry in the transactions table in the database, and this table is what is used for the Audit Log reports. Each save to an object can trigger an individual CPM that is mapped to that object type and action, and each object with database schema ties to other objects are going to be available in a CPM processing that object. ROQL and CPHP APIs can be used to obtain other data within CPM code also. In terms of reporting back to the Agent Desktop, fields displayed in an object workspace will reflect the values saved to the database from a synchronous CPM. Complex data validation for the workspace fields that is beyond what the product offers can be

	done using Add-ins (.NET) Javascript extensions (BUI) or by using a browser control within a workspace that shows a custom web form built with Customer Portal.
What is the best way to send more than 200 emails to customers via CPMs based on a Custom Objects.?. Message templates are for only Standard Objects.	Without knowing what the custom objects are being used for, yes custom objects cannot be configured to send emails using message templates. You can tie custom objects to standard objects in the schema and then potentially use available message templates (not already used for something else) to send an email to a contact, for example. If this does not meet your business requirements, there are ways to get around the 200 email limit by ensuring that emails are run in 200 recipient chunks before a new process is run. This can be done using custom scripts, and custom scripts can be triggered on a schedule using a custom cron configuration or directly from a custom script using PHP curl, or an outside source.
Is there any way to trigger a CPM on a timed/ schedule rather than on a record CRUD operation?	Object edits made using CPHP from a custom script called by a custom cron configuration can be used to trigger CPM customizations.
Using a synchronous CPM as an object event handler, if there is an error when executing it (an explicit exception raised in the CPM code with 'throw new Exception("message to the agent")'), it will be reported back to the agent?	Using a CPM to report CPM errors back to the agent will require customization. For example, you can use PHP try/catch to handle errors in an incident CPM, and then add incident threads to the incident indicating an error occurred in the CPM.
I have these business rules: 1 - run CPM to calculate value of field1 2- check value of field1 and decide what to do I cant use the calculated value of field1 until next run of the rule engine. is there a best practice to overcome that?	For details on why this is the case see What is the processing order of rules, external events and synchronous custom processes? https://cx.rightnow.com/app/answers/detail/a_id/6606 A CPM can be used to trigger rules again, and that is the best I can recommend.
If I have these business rules: rule#1- calculate value of field1 rule#2- decide what to do base on value of field1 the updated value of field1 is not available on rule#2. I will only be available on the next run of the rule engine. Is there a best practice for this?	The object field values set in previously run rules should be reflected in the rules that are triggered following. If you find this is not the case then please determine a simplified setup and set of steps to reproduce, and submit an SR to the Technical Support team to investigate.
CPM must be configured in the Agent Desktop, while CPM logging configuration requires the Agent BUI.	You can expect the Process Designer to eventually be available in BUI but I do not expect the Probe

Will this unified in the future? Everything related to CPM done in the Agent Desktop or the Agent BUI.	Designer to be made available in the .NET console.
Is it inconvenient to have many CPM?	The more you can fit the business requirements into the standard product features the better. More customization means there is more custom code to manage, which can add to challenges maintaining sites. The more asynchronous CPMs added to a site can increase the likelihood there will be problems with the correct implementation of suppression, and for potential that the asynchronous queue will become backed up at times. It all depends on the business requirements really but keeping things simpler when possible is a good rule of thumb.
what instance would you recommend using Asynchronous CPM vs synchronous ..	For an answer to this questions see There are two types of execution for Object Event Handlers https://cx.rightnow.com/app/answers/detail/a_id/6604
Can a API (web service) be created in OSvC based on a WSDL file provided by another application and called as an Inbound Web Services?	You could create your own web service for Service Cloud using a custom script, but I would expect it would be much better to use the available REST and SOAP public APIs already available. There is no support for using a WSDL to create a custom web service in Service Cloud.