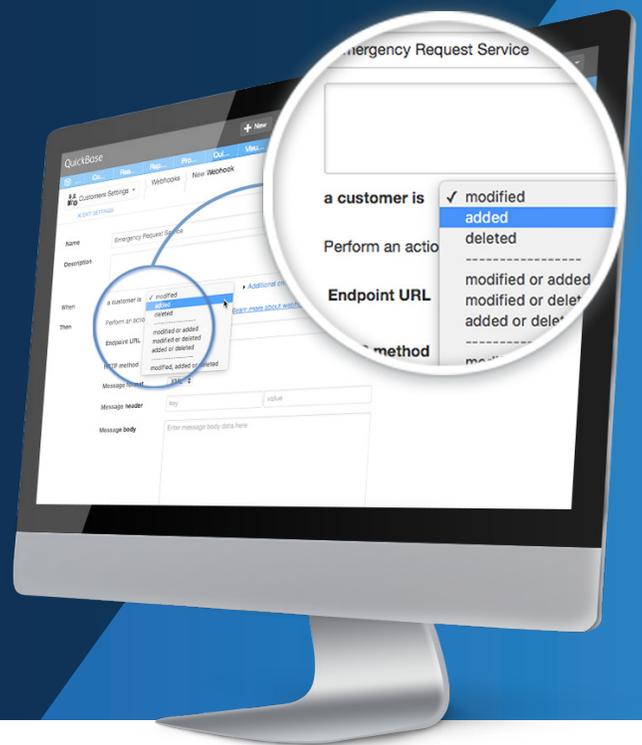


QuickBase Webhooks Automate Workflows

Are you looking to connect QuickBase with other systems and automate existing and new processes?

With QuickBase Webhooks you can create custom business logic and automate workflows across systems to save time and improve operational efficiency.

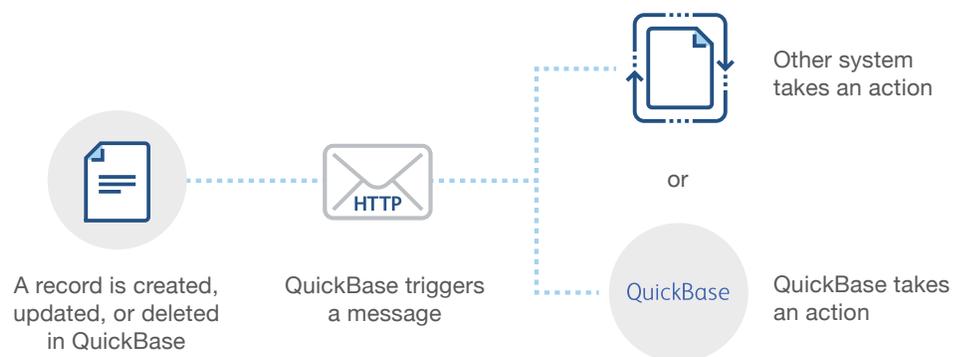


What is QuickBase Webhooks?

Quickbase Webhooks is a native integration and automation capability that enables QuickBase to notify, in real time, a QuickBase app, a cloud application or web-enabled on-premise system about changes in QuickBase data.

How does Webhooks work?

Webhooks is designed to be set up by advanced QuickBase builders. As soon as a record is added, modified or deleted in a QuickBase app, Webhooks notifies cloud applications like Salesforce and other QuickBase applications which take an action in response. QuickBase can also notify cloud-based integration services like Workato or Zapier for more complex workflows and multiple actions. In addition, Webhooks can notify on-premise systems like SAP that have made themselves available over the internet.



How are customers using Webhooks?

Scenario 1: Automated Emergency Request Service

Problem: A home maintenance company enables customers to submit service requests into QuickBase. The company needs to alert the right team members instantly in the case of emergency.

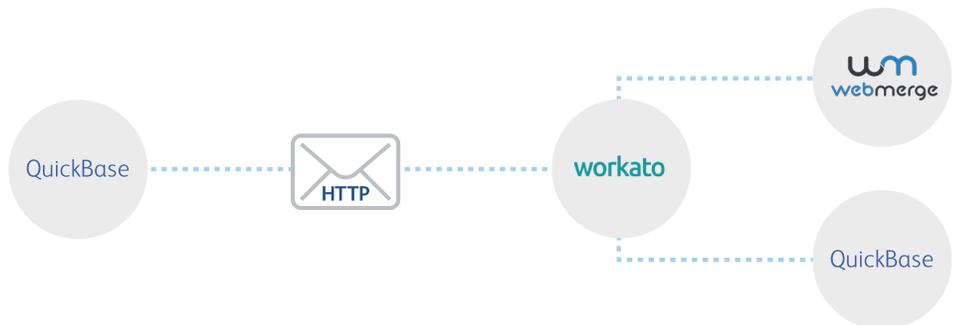
Solution: When a service request is marked as an emergency, Webhooks instantly notifies Slack (a messaging app), which posts the request and customer information to the response team's Slack channel. A technician picks up the request immediately. As a result, the company accelerates resolution time and improves customer satisfaction.



Scenario 2: Automated Billing

Problem: A security audit firm needs to improve its time-consuming, manual billing process.

Solution: When a new record is created in the invoice delivery table in QuickBase, Webhooks sends a message to Workato (a partner-provided integration service) which carries out two actions. It sends the invoice to the customer and marks it as delivered in QuickBase. The result is an automated process that saves times and shortens the billing cycle.



Scenario 3: Automated Project Initiation

Problem: A professional services company manages projects and proposals in two separate QuickBase applications. Manual project creation involves duplicate data entry which is time consuming and error prone.

Solution: With each approved proposal, Webhooks allows a new project to be created and automatically populated with the necessary proposal data. By eliminating this manual process, the company saves time and reduces error, therefore accelerating project completion and improving customer satisfaction.

