



# Workflow

Manage the complete file delivery pipeline for your DAM site — from incoming uploads through processing rules to outbound distribution. For an agency like ACME Creative Agency, this is where photographer feeds, processing steps, and client delivery destinations all connect.

## Key Features

- **FTP In:** Manage the FTP accounts that receive incoming files from photographers, agencies, or automated feeds. Each user is assigned an action type — Process, List, or Archive — that controls how their uploads are handled.
- **FTP Out:** Configure remote servers where processed files are sent after passing through your pipeline. Each destination shows its host, login, priority, type, and error count. Toggle Active, Off, or Stopped without deleting the configuration.
- **Distribution Lists:** Define routing rules that link incoming FTP sources to outgoing destinations, with optional delivery delays and photo/video filtering.
- **Processing Rules:** Set up automatic actions applied to incoming files — rename templates, auto-rotation, auto-balance, folder organization, and asset classification per FTP source.

- **Web In:** Connect web upload portals to specific catalogs, so files submitted via browser are routed correctly. Monitor the error count column to catch failed ingestions.
- **Queue:** Monitor all outbound delivery tasks in real time. Color-coded status badges — Pending, Processing, Done, and Error — give you an instant read on what's moving and what needs attention.

## How to Use

1. Select your DAM site from the topbar to load your workflow configuration.
2. Use the sub-tabs at the top of the Workflow page to navigate between sections.
3. In **FTP In**, click **New FTP User** to add an incoming feed. Use the Action filter to view users by routing type (Process, List, or Archive).
4. In **FTP Out**, click **New Destination** to add a remote server. Use the toggle icon on any row to enable or disable a destination without deleting it.
5. In **Distribution Lists**, click **New List** to map a source FTP user to an outbound destination. Set a delay (in days) and choose whether the list handles photos, videos, or both.
6. In **Processing Rules**, assign rename templates, rotation, auto-balance, and folder handling for each incoming FTP source.
7. In **Web In**, connect a web upload source to a catalog and monitor error counts for failed ingestions.
8. In **Queue**, use the status filter to focus on errors or pending transfers and track delivery progress in real time.

## Tips

- A delivery pipeline typically follows this order: **FTP In → Processing Rules → Distribution List → FTP Out**.
- Disabling an FTP Out destination (rather than deleting it) lets you pause delivery without losing configuration — useful when a client destination is temporarily unavailable.
- Check the **Queue** regularly — items stuck in "Error" status indicate a connection or permission issue on the destination server.
- Distribution Lists support a delay in days, useful when you need to embargo content before it reaches its destination.
- Processing Rules can keep the original folder structure or flatten it — use "Keep Folder" when your destination expects a specific directory layout.