

# Workspace ONE Mobile Flows

**Q. What is Workspace ONE mobile flows?**

A. Workspace ONE mobile flows empower customers to surface context-based actions and notifications within VMware Boxer with minimal development. Mobile flows make it simple for users to complete tasks across backend systems like Concur, Salesforce and more without leaving the Boxer app.

**Q. How are mobile flows configured?**

A. Customers can leverage Workspace ONE mobile flows in three ways:

- a. Preconfigured, out-of-the-box connectors (see figure 1 on page 2).
- b. Tailor VMware provided out-of-the-box connectors to meet a specific use case.
- c. Build custom connectors referencing the Workspace ONE mobile flows framework, found on GitHub at:  
<https://github.com/vmware/connectors-workspace-one/tree/master/connectors>

**Q. Is VMware Boxer a requirement for customers looking to implement mobile flows?**

A. Yes, VMware Boxer is required to take advantage of the mobile flows experience.

**Q. How do customers purchase Workspace ONE mobile flows?**

A. Workspace ONE mobile flows is part of the new Workspace ONE Enterprise bundle alongside Workspace ONE Intelligence and is also available in the Workspace ONE Intelligence add-on SKU for perpetual customers.

**Q. What are the minimum requirements?**

A. Due to the way authentication is handled, customers must be using VMware Identity Manager to deploy, though it can be federated to another identity provider. Any backend services intended to be used by the mobile flows service must also be federated. Any identity provider can be used.

*Note: The best UX is delivered via OAuth2 flows.*

**Q. Which mobile platforms are supported?**

A. Android and iOS.

**Q. What are the components of Workspace ONE mobile flows?**

- Cloud-hosted mobile flows service
- VMware Identity Manager; other identity provider
- Connectors
- Workspace ONE, powered by AirWatch
- VMware Boxer

**Q. Does building connectors require development?**

A. Open source connectors are provided for out-of-the-box use cases, listed in figure 1 page 2. We recommend customers consider implementing custom connectors to tailor workflows to their specific needs and use cases for the best return on investment. Connectors may also be built from scratch for additional backend systems if they adhere to the protocol documented in GitHub.

**Q. Can mobile flows be deployed on premise?**










A. Workspace ONE mobile flows is a cloud-only service, available to both SaaS and on-premise Workspace ONE customers.

**Q. Which versions of AirWatch and Boxer are required?**

A. AirWatch 9.3+ and Boxer 4.12.

Figure 1  
Last updated 3/19/18

### Tailor Out-of-the-Box Connectors

 <p><b>Salesperson</b> Add a contact to an account Show user existing contact details</p>	 <p><b>IT Manager</b> Approve or reject requests</p>	 <p><b>Product Manager</b> Comment on issue, watch issue, or open issue in a browser</p>	 <p><b>App Discovery</b> Install apps that are missing from the user's device</p>
 <p><b>Developer</b> Comment, approve, reject, request changes, and merge GitHub pull requests</p>	 <p><b>Developer</b> Comment, approve, reject, request changes, and merge GitLab pull requests</p>	 <p><b>Developer</b> Comment, approve, decline, and merge Bitbucket Server pull requests</p>	 <p><b>Developer</b> Approve Amazon Web Services (AWS) certificate requests</p>
 <p><b>Manager</b> Approve, reject or open an expense report in a browser</p>			

### Build Custom Connectors

