

from Process Builder



to Lightning Flow

Decisions

Flow is more similar to Process Builder than you might think!



In Process Builder, you click on the **add Criteria** decision block

Criteria Name *

CSAT Rating Unsatisfied

The Name is called **Criteria**

Criteria for Executing Actions *

☐ Conditions are met

☐ Formula evaluates to true

☐ No criteria—just execute the actions!

Set Conditions

	Field *	Operator *	Type *	Value *
1	[Account].CSAT_... Q	Equals	Picklist	♥ - Unsatisfied

Conditions *

☐ All of the conditions are met (AND)

☐ Any of the conditions are met (OR)

☐ Customize the logic

You set the **Conditions** for true.



In Flow, you drag the **Decision** element onto the canvas

* Label

descCSATUnsatisfied

The Name is called **Label**. The Label will automatically create an **API Name**.

Condition Requirements to Execute Outcome

All Conditions Are Met (AND)

Resource	Operator	Value
SRecord > CSAT Rating X	Equals	♥ - Unsatisfied

You set the **Outcome Details** for true.

OUTCOME ORDER ⓘ +

⋮	Unsatisfied
⋮	Neutral
⋮	Satisfied
⋮	Continue

Extra Tidbit:

- In Flow, you can evaluate multiple Outcomes and each can go down their own unique path. Just press the + button.

