Abstract

Business enterprises employ wide array of processes to achieve an overall business goal. Automation of these processes either fully or partially called workflow. In today’s world Workflow systems are the backbone of any commercial organization which manages the specification, modeling and implementation of work processes of the organization. Workflow systems provide edge to organization over its rivals in dynamic business environment who still using static model for fulfilling their information processing needs. Workflow systems become more complex in order to manage business processes with required amount of reactivity and flexibility in unpredictable business environment. Artificial Intelligence, one of the emerging
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areas in computer science addresses different technical challenges of workflow system. Artificial Intelligence technologies can be incorporated with existing workflow systems to enhance their efficiency and effectiveness or used to develop altogether new intelligent workflow system architecture. In this paper, usage of AI techniques in the design of efficient and fault tolerant model for workflow systems is identified, and specifically using Agent technology in workflow execution to improve productivity, efficiency and error free processing of different activities. At the end of paper, author focuses on a new architecture for workflow system.

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Index Terms

Computer Science

Information Sciences

**Keywords**

Artificial Intelligence  Workflow  Intelligent Agents  Workflow System (wfs)  Wfm.