Workfront terminology

Knowing the language of modern work bridges the gap between your business vernacular and the Workfront platform.

AREA OF WORK	WORKFRONT TERM	DEFINITION
WORK	Workflow	A common set of steps followed to produce a type of product, service, or offering. Workflows typically have a start and end point, and work is carried out by a common set of people. In most cases, there is an identified owner of the workflow. Examples of workflows include running a campaign, installing a new IT infrastructure, or producing a piece of print collateral.
	Process	The steps one should follow to support an identified workflow. For example, when running a campaign, there is a strategic planning process that has to happen first. As part of setting up an IT infrastructure, there might be approval processes required to keep things in motion.
INTAKE	Intake	A way to receive any type of work. Intake is commonly accompanied by a brief intake form, order form, or some type of contract.
	Request	Intake in Workfront generally is done by making a request through a request queue. This involves selecting a specific type of request — start a campaign, a piece of print collateral, etc. — and providing information specific to that request. Requests in Workfront also can be a way to handle unplanned work. These are things that come up that you didn't plan for but still occupy time in the work day.
	Brief, Intake Form, Order Form, Spec Sheet	Forms that capture specific data related to the request being made. In Workfront, these are called custom forms. Custom forms are used for creative briefs, order forms, etc., to capture your organization's unique data. Custom forms can be attached to requests, tasks, projects, and other work objects.
PROJECT WORK	Project	The main work object inside Workfront and a universal term for a specific plan. Projects represent a series of steps whose end result is a product, service, or offering.
	Task	A single step in the process. A series of tasks make up a project. Tasks are assigned to knowledge workers so the work can be completed. Also referred to as a "story," for those using Agile.
	Assignment	The person or team that works on the task, request, issue, or other work item, so the work can be completed. Assignments are made by project managers and/or resource managers.
	Due Dates	When the individual work item or entire project is planned to be completed. In Workfront, due dates established by the project plan are called the Planned Completion Dates.
COLLABORATION and COMMUNICATION	Updates	Communication about the work being done. The Updates tab — on projects, tasks, issues, documents, and requests in Workfront —provides a space for collaboration in the context of the work being done. Updates replace email communications about the work.
STATUS	Status	A status in Workfront allows you to indicate where in the workflow a project, task, or issue stands. For example, a project in Current status means it's a live, active project that is ready for work to begin. A task marked Complete means the work is finished.