

Overview and Workflow Index

Overview

This book documents all n8n automation workflows currently deployed at Puffing Billy Railway (PBR). n8n is PBR's self-hosted workflow automation platform, running at <https://n8n.pbr.org.au>. It integrates internal systems, third-party APIs, and AI services to automate routine IT and operational processes.

Field	Value
Platform	n8n (self-hosted, Docker)
URL	https://n8n.pbr.org.au
Owner	IT Team — Mitch (IT Manager)
Status	Active

Workflow Index

Workflow	Status	Trigger	Purpose
BetterImpact > Swift User Ingest	Active	Scheduled — every 24 hours	Syncs people records from BetterImpact into Swift Digital contact groups by engagement type
Jitbit External Tool — search_bookstack	Active	Webhook (Jitbit AI External Tool)	Searches BookStack documentation on behalf of the Jitbit AI assistant
Jitbit Auto-Triage — Type Field + BookStack + Tech Note	Active	Webhook (Jitbit automation rule)	Classifies new helpdesk tickets by ITIL type, sets a custom field, and posts a private tech note with BookStack references

Workflow	Status	Trigger	Purpose
Delete All Swift Users From Group	Inactive — manual run only	Manual trigger	Utility workflow to bulk-remove all contacts from a specified Swift Digital group

Credentials Overview

The following credential types are used across these workflows. All credentials are stored in n8n and referenced by name — no secrets are stored in workflow parameters.

Credential Name	Type	Used By
Anthropic API Key	HTTP Header Auth (<code>x-api-key</code>)	Jitbit Auto-Triage
Jitbit API Token	HTTP Bearer Auth	Jitbit Auto-Triage, search_bookstack
BookStack Token	HTTP Header Auth (<code>Authorization: Token id:secret</code>)	Jitbit Auto-Triage, search_bookstack
BetterImpact API	HTTP Basic Auth	BetterImpact > Swift User Ingest
Swift Digital OAuth2	OAuth2	BetterImpact > Swift User Ingest, Delete All Swift Users

Maintenance Notes

- When adding new workflows, add a row to the Workflow Index table above and create a dedicated page in this book.
- Credential tokens should be rotated in n8n under **Settings > Credentials** when staff change or tokens are revoked.
- The Anthropic API key used for Jitbit Auto-Triage currently uses the `claude-haiku-4-5-20251001` model. Check Anthropic model deprecation notices periodically and update the workflow if the model string changes.
- n8n is running in Docker — refer to the n8n server documentation for upgrade and backup procedures.

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