

Creating a Help Desk using SharePoint Workflow

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Summary

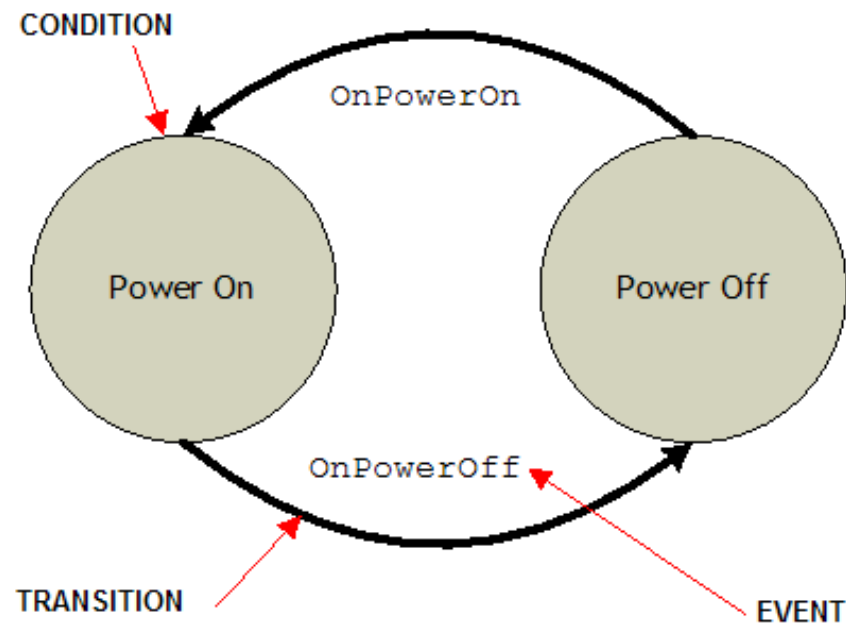
- Task: Design and implement a Help Desk with SharePoint State Machine Workflow.
- Question: How can workflows facilitate the implementation of a help desk system?

Summary

- List of registered errands.
- Workflow attached to errand.

Summary

- What is a state machine?
- In this case, a model to describe software behavior.

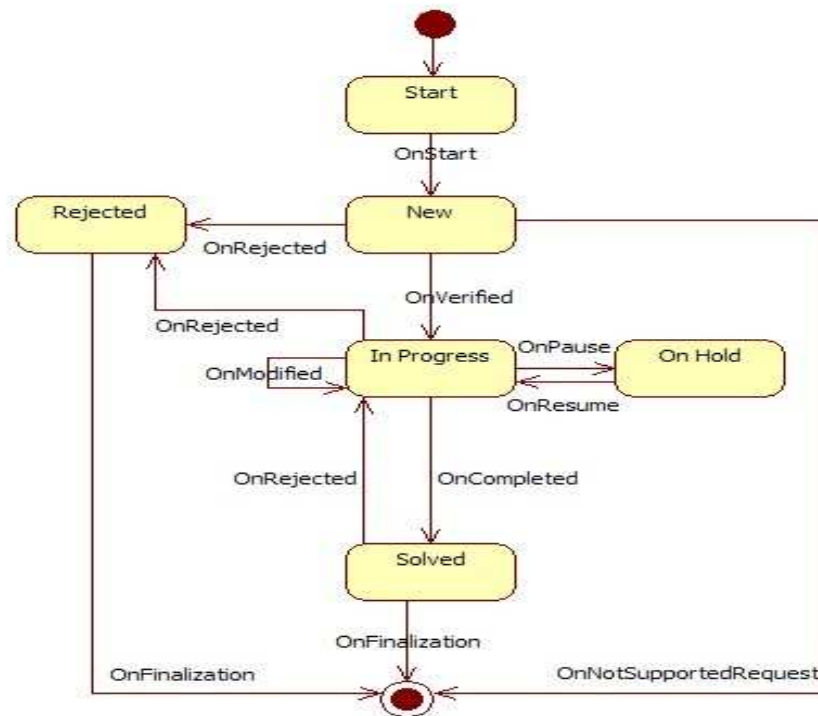


Summary

- What is a workflow?
 - A depiction of a sequence of operations.
 - A model to represent real work.

Summary

- Overview of the Help Desk State Machine.



Conclusions

- How workflow facilitated the implementation:
 - Many concurrent, long-running processes.
 - Persistence.
 - No predetermined path.
 - Reduces the manual work.
- Drawbacks:
 - Persistence.

Discussion

- Any questions?

Thank you for listening!