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!