SHAREPOINT DEVELOPMENT WITH NO CODE

Developing A Help Desk System With

SharePoint Office 365 and Infowise Solutions

Executive Summary

- **"Zero Code" Custom Solutions**
- **Rapid Application Development**
- **Software Developer - Not Required**
- **Integration with O365 Ecosphere**

According to the latest survey conducted by RightScale.com 93% of organizations are running or experimenting with infrastructure as a service[1] and the latest survey from CIO.com shows that 90% of organizations are using the public cloud.[2] Office 365 has eclipsed all other cloud providers to "emerge as the most widely used enterprise cloud service by user count".[3]

Global App Casting followed this trend and implemented the Office 365 ecosystem for their email, document management, office products and collaboration. Office 365 and SharePoint met their immediate business needs but email and spreadsheets weren't going to be enough. They needed custom software to run their business.

The decision in the past has always been to buy or build. Global App Casting looked to buy a Help Desk solution but the one-size-fits-all software approach would not meet their needs. Next, they looked for a solution inside of SharePoint thinking it would provide the degree of flexibility and integration they required. InfoPath provided early promise but they realized it would not be enough. The SharePoint App Store pointed the way to the Infowise Ultimate Forms App and from there they were able to build a Help Desk solution that was custom without customized code and integrated with their Office 365 ecosystem.

Arthur Hu, CIO of Lenovo, in a recent interview said that the SharePoint development platform "addresses the demand problem by shortening development times and empowering users in the business."[4] Using SharePoint's already shortened development timeline and **Infowise Ultimate Forms** code free development, Global App Casting's Help Desk solution points to the future of business software solutions.

No Code Solutions

Writing a custom SharePoint Help Desk solution was not an option for Global App Casting. That would require hiring a SharePoint Developer and inheriting a software development lifecycle of code and maintenance. Mikkel Nygaard, Head of Process & Procedure Management for Global App Casting, looked for other solutions and eventually decided upon Infowise Ultimate Forms for several reasons:

- Easy to find videos and training about the product.
- Clear examples of successful products built with SharePoint and Infowise.
- Quick and responsive help.
- One-on-One training available.
- Easy to develop solutions without advanced code.

Mr. Nygaard put it best... "I had no experience with SharePoint or software development – but **with Infowise I can build solutions** that would have taken a long time to learn if I had to use SharePoint Designer or other tools. Some of the things we do today can`t be done without a tool like Infowise."

The Help Desk solution that Global App Casting built took advantage of several Infowise tools all without any coding:

Smart List Pro - This turned regular SharePoint Custom Lists into smart, easy to use forms with tabs, interactive help and icon fields.
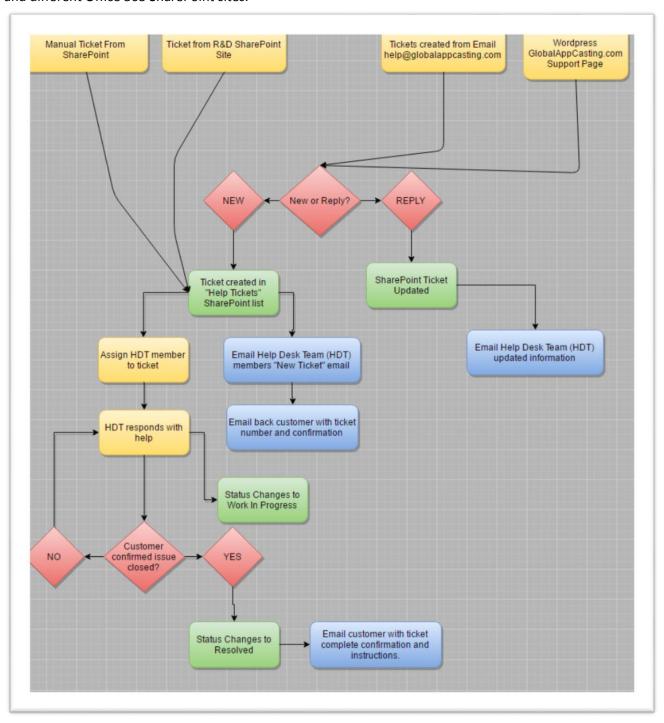
Smart Import Pro - Integrating with email and Office 365 Exchange was key to making the Help Desk work both for internal and external email and Smart Import Pro's one page of configurations simplified the task.

Smart Alert Pro - Highly configurable alerts and alert templates simplified user interaction and went way beyond out-of-the-box SharePoint Alerts.
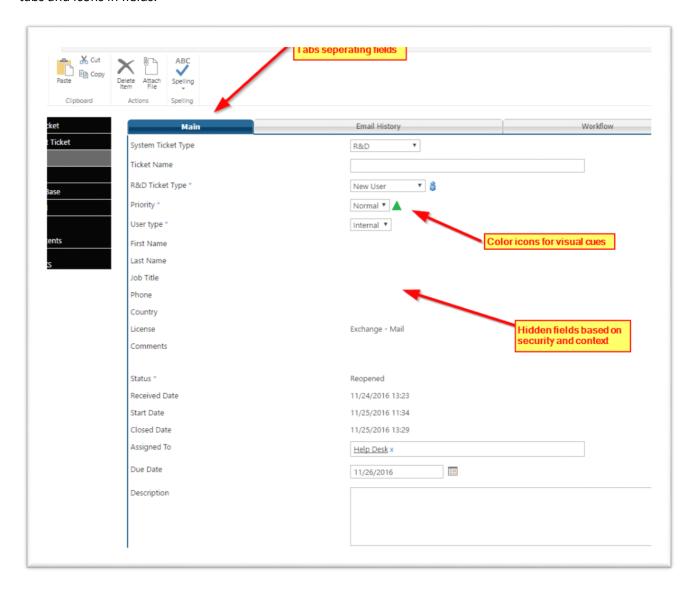
Help Desk Solution in Pictures

Here are a couple of screenshots of the Help Desk Solution that gives a glimpse into what SharePoint and Infowise were able to do.
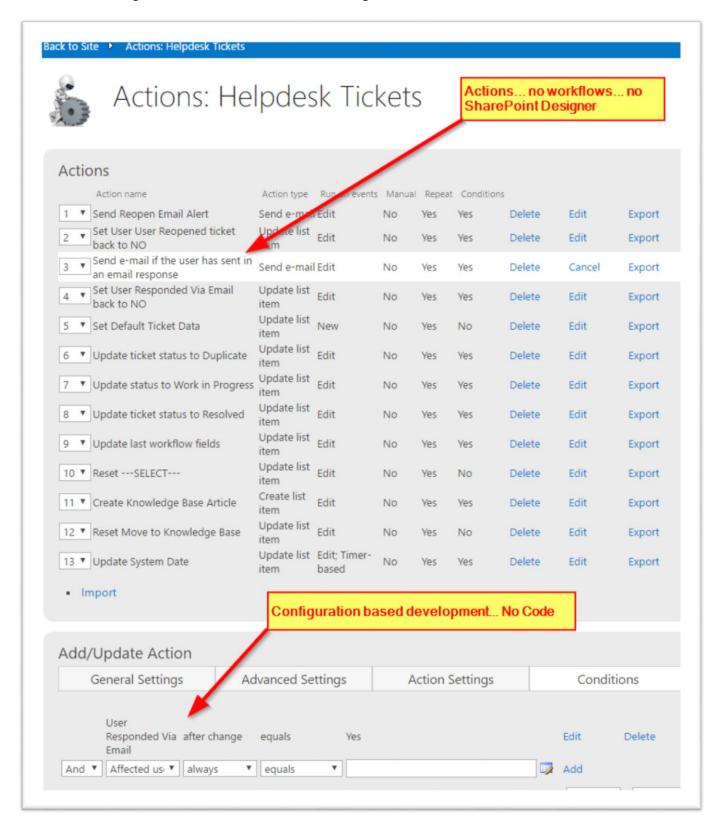
This flow diagram defines the Help Desk system and how the ticket will flow in from Email, WordPress and different Office 365 SharePoint sites.
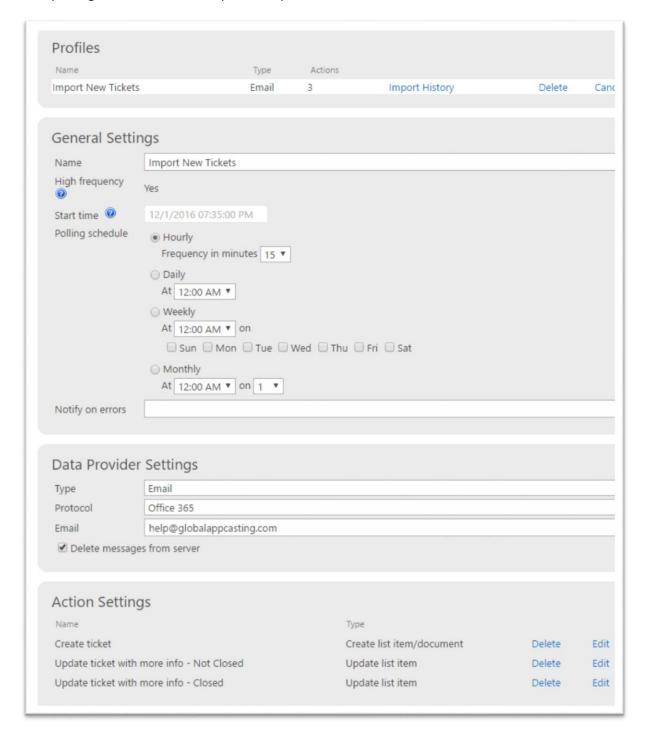
In this picture we can see some of the features of **Infowise Ultimate Forms** being implemented such as tabs and icons in fields.
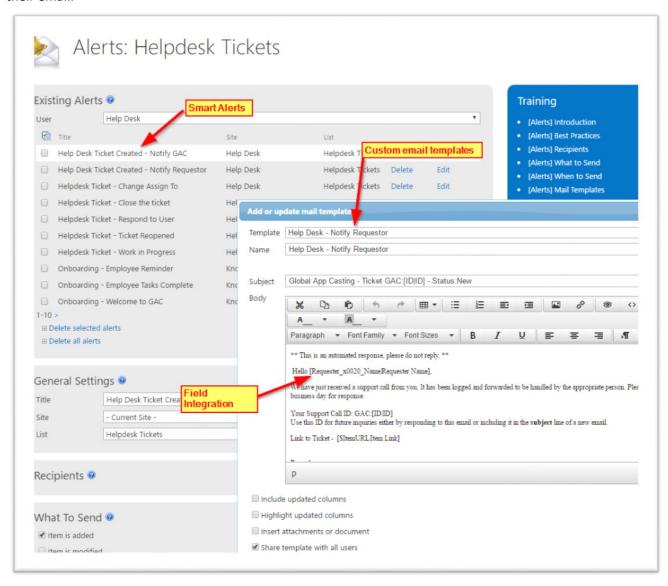
Here are some of the **Smart Actions** built to manage the Help Desk tickets. This is a configuration based alternative to writing custom workflows in SharePoint designer.

This screen for **Smart Import Pro** shows the power of configurations. In one screen we build the rules for importing emails to create, reopen and update tickets.

Profiles

Name	Type	Actions			
Import New Tickets	Email	3	Import History	Delete	Canc

General Settings

Name	Import New Tickets
High frequency ⓘ	Yes
Start time ⓘ	12/1/2016 07:35:00 PM

Polling schedule
- ● Hourly
  - Frequency in minutes [15 ▾]
- ○ Daily
  - At [12:00 AM ▾]
- ○ Weekly
  - At [12:00 AM ▾] on
    - ☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat
- ○ Monthly
  - At [12:00 AM ▾] on [1 ▾]

Notify on errors [   ]

Data Provider Settings

Type	Email
Protocol	Office 365
Email	help@globalappcasting.com

☑ Delete messages from server

Action Settings

Name	Type		
Create ticket	Create list item/document	Delete	Edit
Update ticket with more info - Not Closed	Update list item	Delete	Edit
Update ticket with more info - Closed	Update list item	Delete	Edit

Smart Alerts are a powerful tool to create custom communications at every stage and state of the system. Custom email templates ensure that users are getting exactly the information they need in their email.

The Future

 Business will change and software needs will change. Technology is quickly moving beyond the buy/build paradigm into a world where we continuously reconfigure tools and apps too meet business needs.

Global App Casting gives us a glimpse of this future with rapidly developed configuration based solutions using **Infowise Ultimate Forms** and SharePoint Office 365. This tailored approach ensures that Global App Casting has the right amount of software for their needs at every stage of their business growth.

If you would like to know more about Infowise:

Take a look at our Training:

http://infowisesolutions.com/training/

View videos on our YouTube Channel:

https://www.youtube.com/user/InfowiseSolutions

Watch webinars:

http://infowisesolutions.com/webinars.aspx

Contact support:

Support@InfowiseSolutions.com

Contact sales:

Sales@InfowiseSolutions.com

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