

### National Bookmakers

#### Microsoft Sharepoint and SQL Reporting Services Consultancy

## The Challenge

The company is developing a helpdesk system to manage service calls from all of their shops. The system is being developed as a MOSS portal on a server farm using SQL 2005 for data storage. The company identified a need for additional assistance with developing some features that are not available with MOSS out of the box and to provide cover when the internal support was unavailable.

## The Solution

Specific areas that were developed are:

**Cascading Dropdowns:** The lookups built into Sharepoint do not allow hierarchies for example it is not possible to select a category and a subcategory for a record. A JavaScript based solution to provide this facility was developed.

**Other Fields from Lookups:** The lookups built into Sharepoint do not allow other fields to be populated from the selection. For example if a user selects a subcategory from a lookup, it is not possible to populate a priority field in the call from the subcategory list. A JavaScript solution was developed to provide this.

**Workflow:** A workflow was developed to send emails to assigned engineers when a call was assigned to them or a call was reassigned to them. A closed status was also used in the workflow to populate closed by and closed on fields in the call.

**Filtering:** To provide ad hoc management reporting the requirement to select calls that meet a number of different criteria was required. The ability to select multiple values for some criteria was necessary, for example, to select a number of different engineers that calls have been assigned to. Sharepoint does not have this feature out of the box so a third party control – Filterzen was investigated and implemented to provide the required solution. The companion control ExportZen was also used to allow the results of the filter to be exported to spreadsheet.

**Automated Archiving:** A console application was developed to check the live calls list and copy all calls that were completed over 30 days ago to an archive list.

**Regular Reminder Emails:** Regular emails are required to inform engineers and managers when the calls assigned to them are nearing their target date or have exceeded their target date. A console application was developed so it could be scheduled to send reminders to the appropriate staff when required.

**Quick Calls:** Some incidents occur frequently at many shops. A facility to click on a link and to automatically create a call with details of the call pre-populated was developed.



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## The Benefits

Using TGFs' experienced Consultants just to provide assistance when required enabled the cost-effective development of the helpdesk system in-house

## The Technologies

- Microsoft MOSS
- C#.NET
- Microsoft SQL Server
- SQL Server Reporting Services

## Case Study...cont

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