

35ADV - Connect Your Database Systems to Smartsheet

Top 20 Questions & Answers

1. Q: Which platforms does Bridge connect to?

A: Find all our existing integrations in the Bridge section of the Smartsheet [Help & Learning Center](#). But we are always looking to expand the available integrations so please reach out to us via this link: <https://www.smartsheet.com/platform/bridge> to tell us more about your use case.

2. Q: Could I connect to a platform even if you don't have an integration in Bridge?

A: If the other platform has API endpoints to perform the actions you need you might be able to use the workflow element "[HTTP Call](#)" to call the endpoint directly from the workflow. You can even trigger a workflow if the other system offers webhooks for the events you want to trigger on using our Inbound Webhooks integration.

3. Q: Is Bridge an additional cost add-on?

A: There is an additional expense for Bridge. To discuss with your account team reach out to us here: <https://www.smartsheet.com/platform/bridge>

4. Q: Is there technical setup required in the platforms I'm connecting to?

A: Depending on the integration there is some level of preparation and/or authentication needed. Often you need to generate an API key in the other platform.

5. Q: Is this a one time update or does it continually update?

A: For the demonstration in the breakout session the workflow will check the date to determine if it should run again tomorrow and will schedule itself if needed. Workflows can be set to run just one time or on a cadence so you can either have a continuous schedule or let the workflow determine if it should schedule again.

6. Q: Can you use Bridge with sheets that have protected information in them?

A: Yes, Bridge can be set to read and write to them as required, with the ability (with sufficient permissions) to overwrite protected information if required.

7. Q: Can Bridge drive different outcomes depending on the data used?

A: Yes. When an event takes place that triggers a workflow Bridge can gather data from different sources and use it to determine which outcome the workflow should result in. This can be achieved using one of many available [junctions](#).

8. Q: What is the difference between the existing Connectors and Bridge?

A: Bridge and Connectors serve different needs, with Bridge focusing on multiple steps in a single workflow across more than two products, and Connectors focusing on bi-directional real-time connections. However, the two products complement each other strongly and we are developing solutions to use the products together.

9. Q: Can I connect more than one platform in the same workflow with Bridge?

A: Yes, there is no limit to how many platforms you can include in the same workflow.

10. Q: What if I need to manipulate the data collected to use it to feed outcomes?

A: There are a range of utilities you can use in workflows including Math operations, Data/Time manipulation or String tools.

11. Q: Can I incorporate chat in my workflows?

A: Yes, we connect to several messaging applications and you can build workflows that trigger when someone sends a message. You can also send messages to the user and drive the workflow forward depending on the responses.

12. Q: Is Bridge a new version of Data Uploader?

A: Bridge is a different product from Data Uploader and serves a different purpose where Data Uploader lets you import data into Smartsheet while Bridge can connect multiple platforms and can manipulate data to drive decisions and outcomes rather than enter data in its original format. The two products can work together.

13. Q: Does Bridge connect to ServiceNow?

A: ServiceNow has extensive APIs so it is possible but isn't currently available as an out of the box integration. You could build a workflow and make HTTP calls directly in the workflow or reach out to us with your use case via this page: <https://www.smartsheet.com/platform/bridge>

14. Q: Does Bridge connect to DocuSign?

A: DocuSign has extensive APIs so it is possible but isn't currently available as an out of the box integration. You could build a workflow and make HTTP calls directly in the workflow or reach out to us with your use case via this page: <https://www.smartsheet.com/platform/bridge>

15. Q: Does Bridge connect to Zendesk?

A: Zendesk has extensive APIs so it is possible but isn't currently available as an out of the box integration. You could build a workflow and make HTTP calls directly in the workflow or reach out to us with your use case via this page:
<https://www.smartsheet.com/platform/bridge>

16. Q: Does Bridge come with pre-built workflows that I could use?

A: Yes, Bridge has a Solution Center where we offer common or useful workflow templates. You will need to complete the set up by authenticating and for some, tweak some of the workflow steps to suit your process.

17. Q: I don't work in IT and don't know how to code but I manage and own a business process. Can I use Bridge?

A: Yes. Bridge is one of the more advanced Smartsheet offerings but you don't need to know how to code to use it. If you have the right permissions in the platforms you want to include in a workflow you can build them without the help of IT or a developer.

18. Q: Can I use Bridge to automate processes that don't involve Smartsheet?

A: Yes, you choose which systems are involved in your Bridge workflows and if you need to automate a process that doesn't involve Smartsheet it doesn't have to be part of the workflow at all.

19. Q: Can I use Bridge to create automation within just one platform?

A: Yes you can. Bridge can be useful as a compliment to a platform's existing automation. For example using the Smartsheet integration you can build workflows that move only some column data in a row to another sheet or expose a row comment in a cell.

20. Q: Could I ensure different workflows have different levels of permission in the platforms they connect to?

A: You can separate workflows into workspaces in Bridge and you can authenticate the same integration using different permissions. For instance, if you want to ensure workflows in one space can only read data from a sheet you authenticate as a Smartsheet user who only has View permissions. In another workspace you can authenticate as a user with more permissions and the workflows in that workspace will be able to perform more advanced actions.