

76IT - Build and Support

Mission-critical Apps and Solutions

Top 20 Questions & Answers

- 1. Q: Is using Bridge contingent on having Control Center?**
A: No, Bridge can be used independently of Control Center.
- 2. Q: Is Bridge a premium app (separate cost)?**
A: Yes, Bridge is an add-on to Smartsheet. You can learn more about Bridge and pricing for it at <https://www.smartsheet.com/platform/bridge>
- 3. Q: Is WorkApps a separate cost?**
A: During the WorkApps preview period, you can build and customize apps to meet your business needs, and then share them with your stakeholders. After the preview period ends, you will still own your underlying Smartsheet data — your sheets, reports, dashboards, and forms — that make up your solution. When WorkApps becomes generally available in early January 2021, it will continue to be available for customers on an Enterprise or Premier plan. Additional charges may apply for certain user types at that time.
- 4. Q: I can't seem to find or use the Bridge feature? How do I?**
A: We suggest utilizing our great help and learning center content to get started help.smartsheet.com
- 5. Q: Where can I access this content after today?**
A: Sessions and content will be available on demand on this platform, Evia, through October.
- 6. Q: Where can I find webinars/what upcoming webinar/etc?**
A: You can find upcoming webinars at smartsheet.com/webinars. You can currently register for webinars about new ENGAGE product releases, Document Builder, and Project Management, but new topics are always being added.

7. Q: Will Bridge only work with API / webhook or will it work with other apps like collaboration tools, e.g. reading/parsing email?

A: We have a list of out of the box integrations, some of which allow for text processing (https://docs.bridge.smartsheet.com/docs/integrations?_ga=2.117879631.759015586.1601312293-1520391180.1600720186). We are adding new integrations all the time, and you can create custom integrations for anything that has an API.

8. Q: What is the easiest way to explain WorkApps?

A: WorkApps is a no-code platform for building intuitive web and mobile apps to streamline businesses and simplify collaboration. Smartsheet users can use sheets, forms, dashboards, and more (like Tableau reports, Lucidcharts, Google Docs, etc) to create easy-to-navigate apps with no technical skills required.

9. Q: Who is WorkApps designed for?

A: This is a product for anyone who builds a solution spanning more than one Smartsheet asset which they share with coworkers or external partners to take action. WorkApps makes it easier for you as a solution builder to bring along other members of your program or process, who may not be as familiar with Smartsheet, by packaging an entire solution together in one place. Further, it allows the solution builder to tailor that experience by creating unique roles based on the needs of the end users of each app. Feedback from a private beta customer:

10. Q: Does WorkApps work on the mobile client on IOS and Android?

A: Yes! There is a tab at the bottom of the app dedicated to WorkApps you have access to.

11. Q: How should we think about security in the context of WorkApps?

A: WorkApps offers the same enterprise grade security seen throughout the Smartsheet platform. See <https://www.smartsheet.com/trust> for more information.

12. Q: Is WorkApps only for hard core developers?

A: No, WorkApps is for everyone that has a business problem to solve, and the platform makes it easy for developers, citizen developers, and non-developers alike.

13. Q: Does it take a long time to build a WorkApp?

A: No, you can start building WorkApps literally in minutes with the easy to use designer, pulling together existing assets within Smartsheet.

14. Q: You mentioned the concept of 'roles' - what is a high level explanation?

A: WorkApps supports tailored app experiences based on the users role on the team - ability to show different experiences based on the users assigned role in the app allows the solution builder to ensure everyone is working in the same place, from the same underlying datasets.

15. 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.

16. 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.

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

A: 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.

18. Q: Can you tie Dynamic View to a WorkApp?

A: Yes! Using Dynamic View as an external content page in your apps you build in WorkApps is a powerful way to package your entire solution together.

19. Q: Do you need to have a license in order to use WorkApps?

A: During the WorkApps preview period, you can build and customize apps to meet your business needs, and then share them with your stakeholders. After the preview period ends, you will still own your underlying Smartsheet data — your sheets, reports, dashboards, and forms — that make up your solution. When WorkApps becomes generally available in early January 2021, it will continue to be available for customers on an Enterprise or Premier plan. Additional charges may apply for certain user types at that time.

20. Q: How can I learn more about how customers are leveraging WorkApps, Bridge, and Dynamic View?

A: We'd recommend talking to your Account team, but also connect directly with other customers on our Smartsheet Community. The Smartsheet Community is a forum of Smartsheet customers who help each other answer questions, discuss strategies, and network. Click on the following link to get involved: <https://community.smartsheet.com/>