



**Dimp**  
**My**  
**Zendesk**



WE'VE TALKED ABOUT APPS....A LOT !

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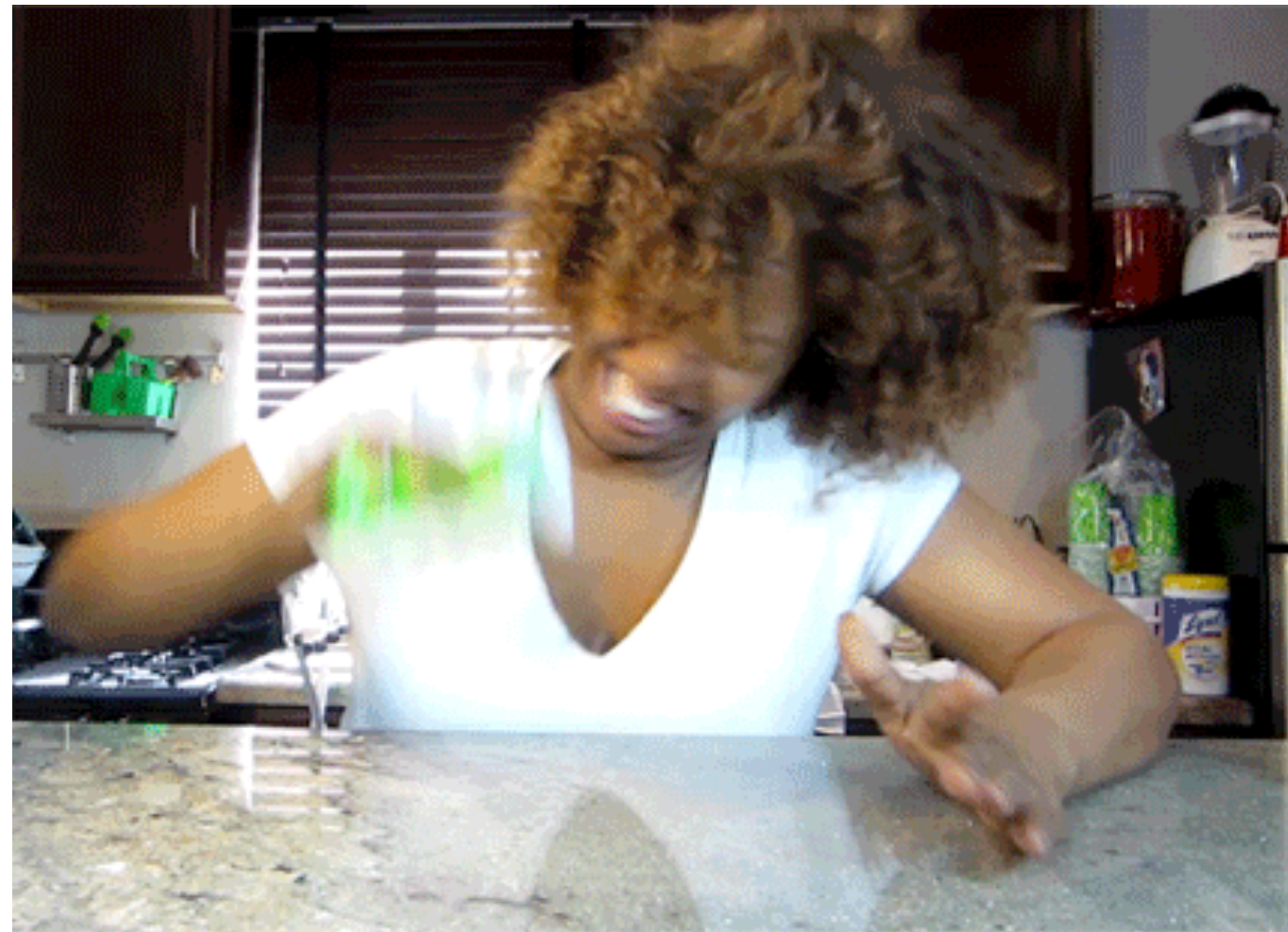
# To avoid this:



SO WHY ARE WE HERE TODAY?

---

# But also:





SO WHY ARE WE HERE TODAY?

---

# And finally...to “demistify” Apps



SO WHY ARE WE HERE TODAY?

---

# But also:







**EVERYTHING APPS**



# What kind of Apps do we have?





**ZENDESK  
OFFICIAL  
APPS**

**AVAILABLE ON  
PUBLIC MARKETPLACE  
& ZENDESK GITHUB**



**ZENLABS  
APPS**


**AVAILABLE ON  
DEVELOPER PORTAL  
& ZENLABS GITHUB**





**ZENDESK  
OFFICIAL  
APPS**

**SUPPORTED BY  
ZENDESK SUPPORT**



**ZENLABS  
APPS**

**SUPPORTED BY  
ZENDESK SERVICES**





**ZENDESK  
OFFICIAL  
APPS**

**OWNED BY ZENDESK  
PRODUCT TEAM**



**ZENLABS  
APPS**

**OWNED BY ZENDESK  
SERVICES TEAM**





**ZENDESK  
OFFICIAL  
APPS**

**SHOULD ONLY BE  
PUBLIC APPS WHEN  
INSTALLED**



**ZENLABS  
APPS**

**SHOULD ONLY BE  
PRIVATE APPS WHEN  
INSTALLED**



# How to support Apps?



**“There are things you can do in  
10 minutes that take longer than  
10 minutes to learn how to do”**



**General McCauley - 2013**



Monitor is your friend

Zendesk Monitor

Search for account

Maxime ▾

DASHBOARD

Accounts

Alerts

Permissions

FINANCE

Zuora Subscriptions

Coupons

Reports

DEPLOYMENTS

Translation Locales

Features

Certificates

APPS

Browse

MediaPlatform Support (#134766) Plus

Shard 95 / Pod 1 - mediaplatform.zendesk.com [\(go to site\)](#)

Overview

Billing

Agents

Tickets

Channels

Customizations

Apps

Audits

Comments

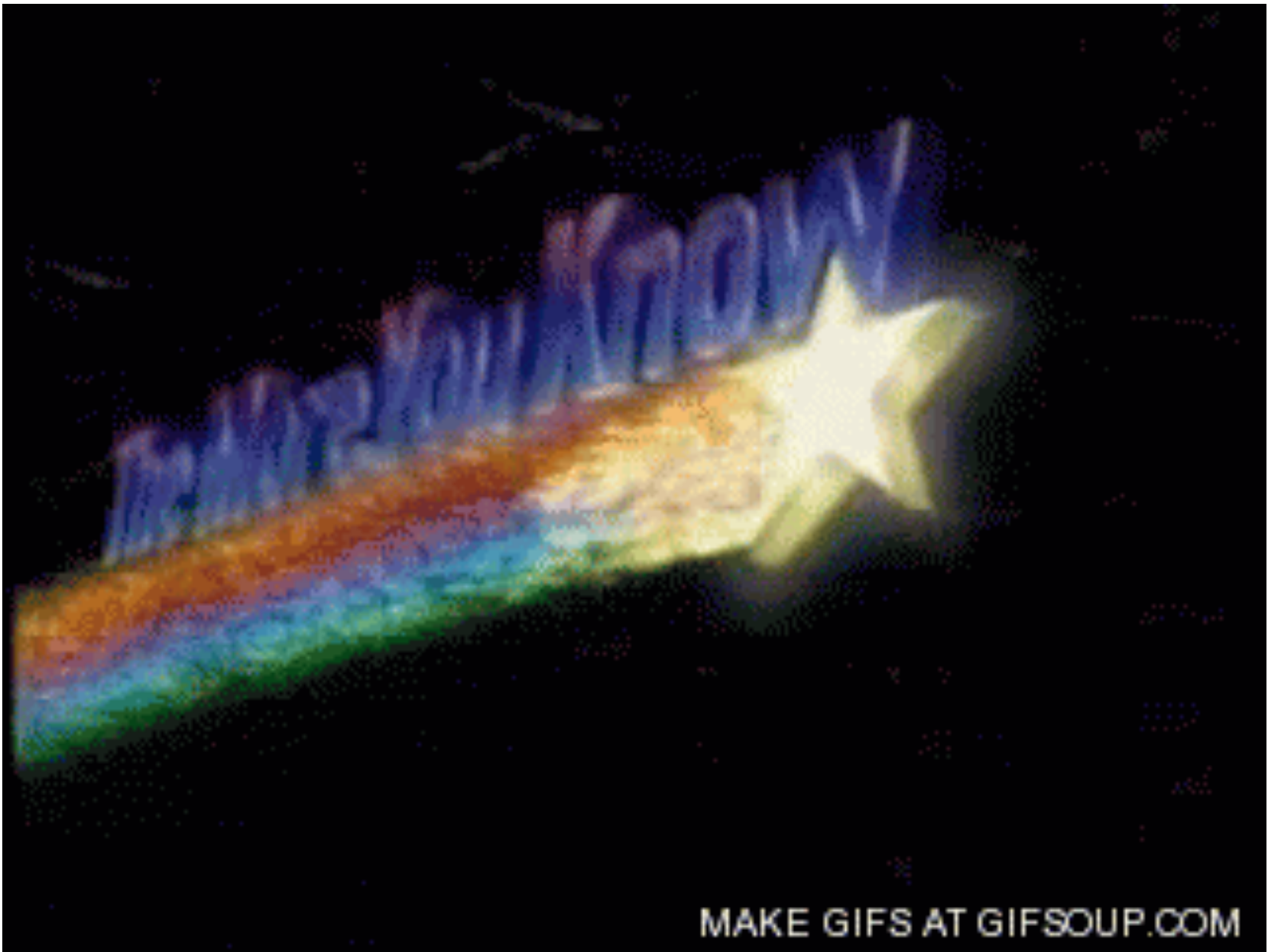
Admin

Apps

Name	ID	Visibility	App contact	Status
<a href="#">Sidebar Icon</a>	1	Public	<a href="#">Zendesk</a>	<span>Enabled</span>
<a href="#">Sidebar Icon</a>	1	Public	<a href="#">Zendesk</a>	<span>Enabled</span>
<a href="#">ifbyphone</a>	2379	Public	<a href="#">Zendesk</a>	<span>Enabled</span>

Apps tab containing  
useful Apps  
information

Did you know?





# Monitor can help you!

Zendesk Monitor

Search for account

Maxime ▾

DASHBOARD

Accounts

Alerts

Permissions

FINANCE

Zuora Subscriptions

Coupons

Reports

DEPLOYMENTS


Translation Locales

Features

Certificates

APPS

Browse



Public App

TissueApp

Overview

Details

Assets

Admin

Short Description

Sync your Zendesk tickets with your GitHub issues in just a click !

Category

Bug & Issue tracker, IT Management, Project Management, Third-party Integrations

Detailed Description

##Have you ever wished to be able to escalate a Zendesk ticket into your GitHub issue bug tracker?##

We'll look no more folks!

TissueApp is a totally free web application designed to help you synchronize your Zendesk tickets and your GitHub issues. Once you have registered on TissueApp you will be guided through the steps to easily configure your GitHub and Zendesk accounts in less than 5 minutes!

See the instructions tab right above this text for installation instructions or click **[here]** (<https://support.zendesk.com/entries/23282986-Syncing-Zendesk-with-GitHub-Setting-up-TissueApp>) for the full installation instructions !

Installation Instructions

The complete installation steps and instructions can be found by clicking **[here]** (<https://support.zendesk.com/entries/23282986-Syncing-Zendesk-with-GitHub-Setting-up-TissueApp>)

Before doing anything with the App itself you **need** to go to <https://www.tissueapp.com> to register your account !

We **strongly** recommend that you read them before trying to contact TissueApp Support team.

App Contact

Pierre Nespo

[pierre.nespo@gmail.com](mailto:pierre.nespo@gmail.com)

# Don't be afraid of going in Zendesk Apps



## Sidebar Search

Search your Zendesk directly from a ticket page



## Box

Simple, secure sharing from anywhere



## Linked Ticket App

Ever wanted to create a child ticket from an existing ticket ?  
It's easy !



## User Profile App

Visualize the User Data in the right hand sidebar !



## TissueApp

Sync your Zendesk tickets with your GitHub issues in just a click !



## Shopify

Displays Shopify customer and order details

☐ Enabled

Options ▾

☒ Enabled

Options ▾

☒ Enabled

Options ▾

☐ Enabled

Options ▾

☐ Enabled

Options ▾

☐ Enabled

Options ▾

**That button is  
actually  
clickable**



## Don't be afraid of going in Zendesk Apps



### Linked Ticket App

Ever wanted to create a child ticket from an existing ticket ?  
It's easy !

[All Apps](#) > [Linked Ticket App](#) > [Update](#)

#### INSTALLATION

Title\*

Ancestry Field\*

Place a custom text field ID here to store the Linked Ticket ancestry data. Example : 2240041

Child Tag

This tag will be added to the created child ticket.  
Example : child\_ticket

[Cancel](#)

















[Update](#)














#### HOW TO INSTALL

1. Log in to your Zendesk account.
2. Create a new text field called "Linked Data" and make a note of the custom field ID.
3. Go to Manage > Apps > Browse and install the "Linked Ticket App"
4. You'll then see the app Settings page. On the "Data Field" enter the custom field ID for the text field called "Linked Data". You have the option to apply a tag to all child tickets created by this app. This may be useful if you want to exclude any child tickets from any email notifications or reports. For example, you can set it to "child\_ticket" and in the triggers add the condition "tags does not contain childticket" so the trigger doesn't run on linked tickets created via the app.
5. Click "Install" to complete the setup and then refresh your browser. You can now start using the app.

## There are some ready made accounts to test Apps

### Your Installed Apps

Icon	Integration Name	Description	Status	Options
	Harvest	Track time on tickets, with powerful reporting	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	JIRA	Shows related information from a linked JIRA ticket	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	FreshBooks	Easily track time spent on tickets with FreshBooks	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	Bookmarks	Access bookmarked tickets from our iPad and iPhone app	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	Highrise	Highrise profiles in tickets, with sync and search	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	SugarCRM	Show custom SugarCRM data about the ticket requester	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	ActiveCampaign	Sync end-user to ActiveCampaign as subscriber	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	Solve360	Solve360 is a modern CRM that integrates features to manage client projects	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	ScreenSteps Live	Search your ScreenSteps Live knowledge base and copy links into tickets	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	eDocr	Enrich customer service forums and tickets by embedding documents from edocr.com	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	Text App	Any text you want, with data placeholders	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	Panorama9	Control your entire IT environment from a single cloud-based dashboard	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	Magento	Show Magento customer and order details	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	LogMeIn Rescue	Generate a remote session and capture session details in a ticket	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	Bigcommerce	Show BigCommerce customer and order details	<input checked="" type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	Capsule CRM	View, search or create Capsule contacts without leaving	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>

	<b>Magento</b> Show Magento customer and order details	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>LogMeIn Rescue</b> Generate a remote session and capture session details in a ticket	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>Bigcommerce</b> Show BigCommerce customer and order details	<input checked="" type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>Capsule CRM</b> View, search or create Capsule contacts without leaving Zendesk	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>Tango Card</b> The perfect app to keep your customers happy	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>Show Related Tickets</b> Shows related tickets based on keywords	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>MailChimp</b> Subscribe users to MailChimp lists and see a ticket requester's campaign history	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>Sidebar Search</b> Search your Zendesk directly from a ticket page	<input checked="" type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>Box</b> Simple, secure sharing from anywhere	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>Planbox</b> Link Zendesk tickets to project items in Planbox	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>Linked Ticket App</b> Ever wanted to create a child ticket from an existing ticket ? It's easy !	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>Samanage</b> Leading provider of SaaS IT asset and service management solutions	<input type="checkbox"/> Enabled	<a href="#">Options ▾</a>
	<b>User Data App</b> Visualize the User Data in the right hand sidebar !	<input checked="" type="checkbox"/> Enabled	<a href="#">Options ▾</a>

Your unsolved tickets (18) ▾

SUBJECT	
Status : Open	
<input type="checkbox"/>	<input checked="" type="checkbox"/> User Data App Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Text App test ticket - do not remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Sidebar Search Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Shopify Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Related Tickets Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Random Test Ticket - do not remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Magento Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Linked Ticket Test Two - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Linked Ticket Test One - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> JIRA Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Highrise Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Harvest Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Freshbooks Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Five Most Recent Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Bookmarks Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Bigcommerce Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Assign on Solve Test Ticket - Do Not Remove
<input type="checkbox"/>	<input checked="" type="checkbox"/> Answer Suggestion Test Ticket - Do Not Remove

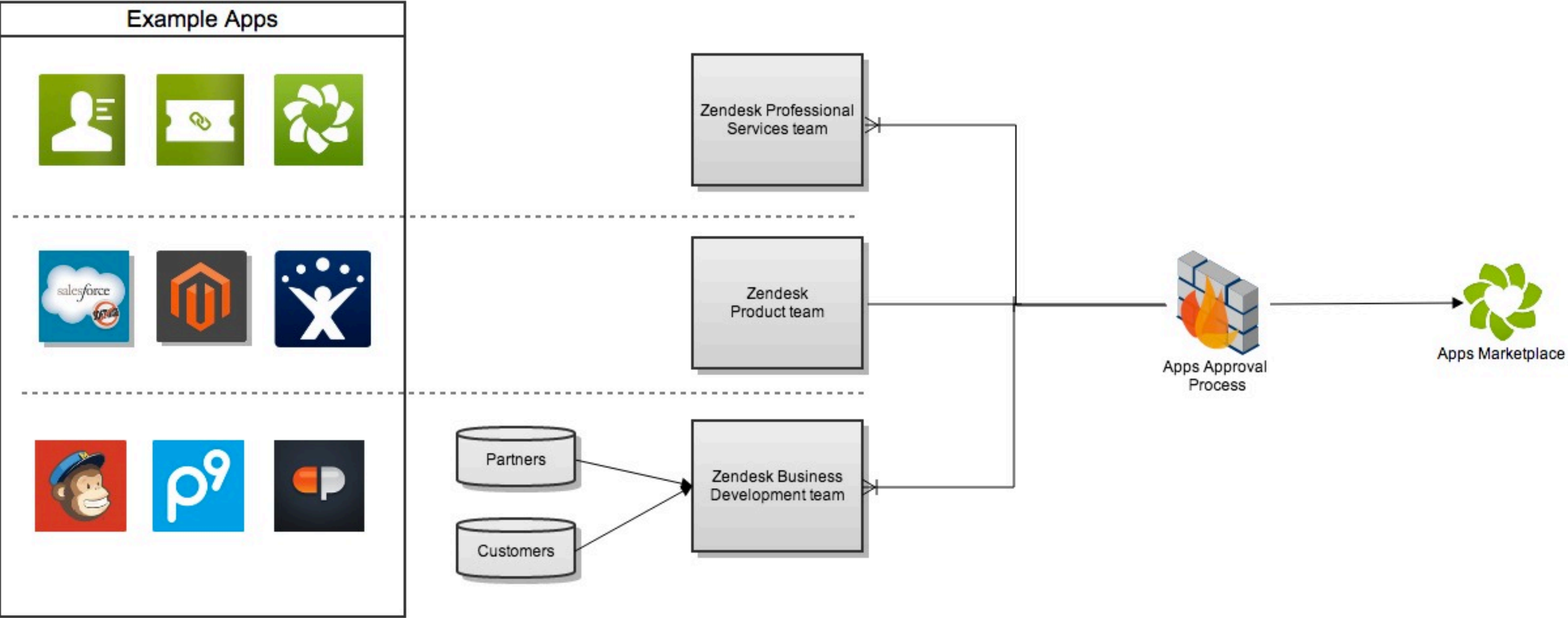


# What is the process?

**It's actually unbelievably simple**



How does an App get approved?



Have I seen it before?

What App is it?

Can I test it somewhere?

Is it a Services App?

Is there any doc on it?

# 1) Assess the App

Is it private or public?

Does someone know?

Is it a Product App?



Can I try something?

Can I reproduce?

Did I read the instructions?

Is it working somewhere else?

Is there any doc on it?

## 2) Try to solve it first

Do I see console errors?

Is something going on with  
Apps?

Does it look framework  
related or Apps related?

# 3) Assign it to the relevant team

## App Contact

Florin Comianu  
florin@123contactform.com

If Partner/3rd Party App ==> assign to Biz Dev queue

## App Contact

Zendesk  
support@zendesk.com

If Zendesk Product team App ==> assign to Dev (Apps) queue

## App Contact

Zendesk Services  
services@zendesk.com

If Zenlabs App ==> assign to Services queue



# Resources

- 1) appstest.zendesk.com (3 env)**
- 2) Confluence + Zendesk Forums**
- 3) Skip + Eric + Maxime**
- 4) Flowdock “App development”**
- 5) Macro for Apps escalation**
- 6) Jeremiah**



# IRL



# Linked Ticket App with Ticket forms



**Helle Buhl** Jul 25 08:59

Hi ..

I cannot get this APP to work.

Please see attachement.

I don't know what I have done wrong...

Med venlig hilsen / Best regards

Helle Buhl

Manager, Services Denmark

Max Manus A/S

Ancestry Field\*

22952403

Place a custom text field ID here to store the Linked Ticket ancestry data. Example : 2240041

<input type="checkbox"/>	Intern IT	×
<input checked="" type="checkbox"/>	Forum candidate	×
<b>T</b>	Fix Versions/s from Jira	×
<b>T</b>	Status (from Jira)	×
<b>T</b>	Linked data	×


Delete form


Cancel

Save form



# Answer Suggestion App

 **Billing issue**  
Oct 24, 2012 15:56 • Maxime Prades <mprades@zendesk.com> [\(change\)](#)

 **Public reply** | Internal note | your comment is sent to the ticket requesters

<https://help.pinterest.com/entries/22165656>

missing a "/"

Custom Domain

<https://help.pinterest.com>

ie: <https://support.mybusiness.com/>

Copy entry title?





Copy the entry title as well as the entry link.

RECOMMENDED BETWEEN 4 AND 10.

- "Customer domain": This field is only to be filled in if you have a host managed knowledge base. For instance if your account is support.flylo-airlines.com instead of flylo.zendesk.com. Enter in this field the complete URL (http or https included). For example : <https://support.flylo-airlines.com/>
- "Copy topic title": Check that box if you'd like the App to not

# Replication steps

  Jul 24 19:04

Hi,



I got a call today from [misterspex.zendesk.com](https://misterspex.zendesk.com), 35 agents on enterprise. They usually use 2 private and custom built sidebar apps, one runs in the background, the other When I accessed their account I also could not see the apps, I then cleared my cache and could s luck.

I accessed their account 2 hours later and the apps were gone again.

## Replication steps:

- Log in to [misterspex.zendesk.com](https://misterspex.zendesk.com)
- Click on add ticket
- Open sidebar
- App from the screenshot should be visible



  Yesterday 23:12

**Account Links and Affected UI**

Monitor link: <https://monitor.zendesk.com/accounts/228422>

Shard: 43

UI: Both

Product area: Ticketing

## What happened?

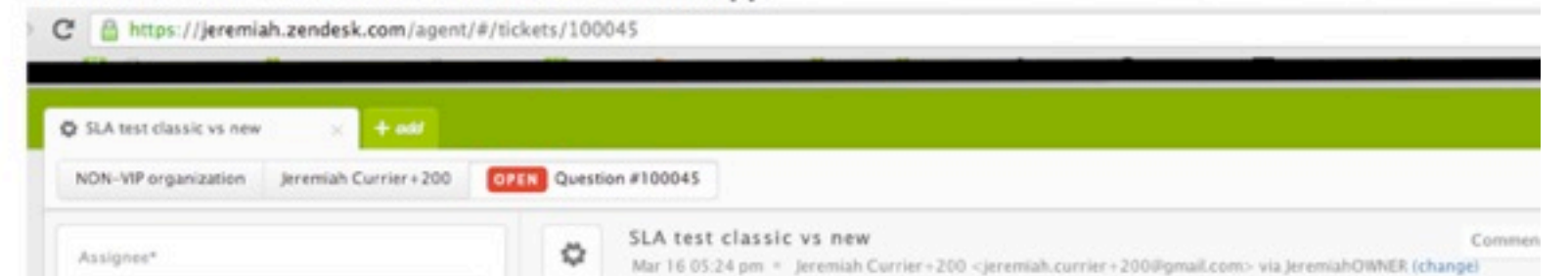
*Describe the problem*

Clicking a ticket after opening end-user profile via User Data App opens browser tab in Classic with malformed UR

## Reproduction steps

1. Assume owner <https://monitor.zendesk.com/accounts/228422>
2. Click "Try the New Zendesk"
3. Click a ticket from within the Dashboard

## 4. Click on end-user's name from the User Data App





# Moving widgets to Apps

# **1) Assessment of the widgets**

- Customization widgets**
- Integration widgets**
- Feature widgets**

# **2) Review the migration guide (coming out soon)**

# **3) Check out Zenlabs**

# **4) Check out Coherence docs (coming out soon)**





Thanks!

12.23.12