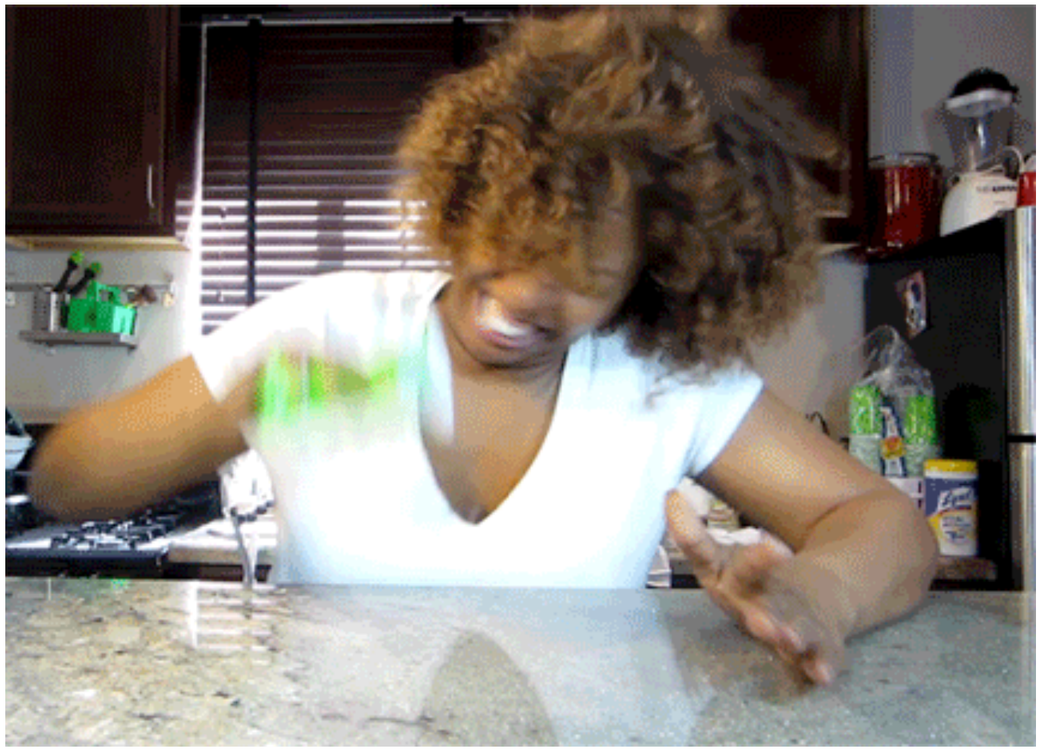
Pimp
My
Zendesk

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

# To avoid this:

# But also:



# And finally…to “demistify” Apps

# 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

OWNED BY ZENDESK
PRODUCT TEAM

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?

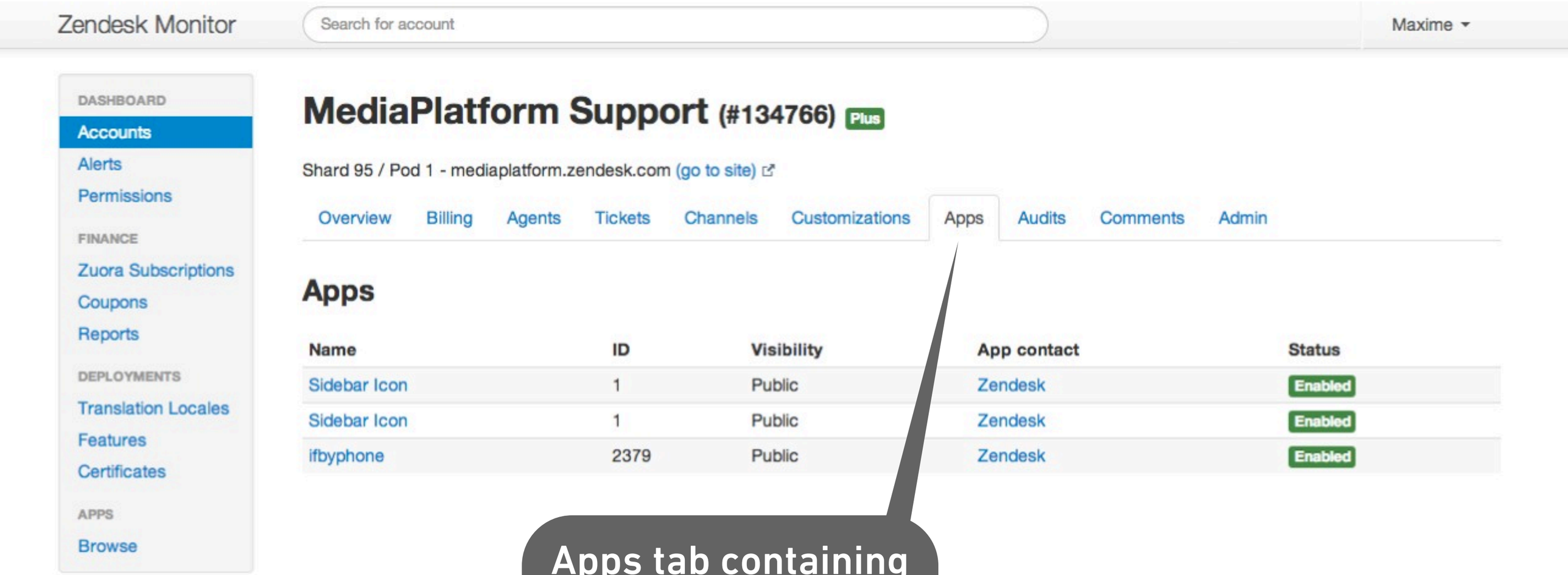
zendesk

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

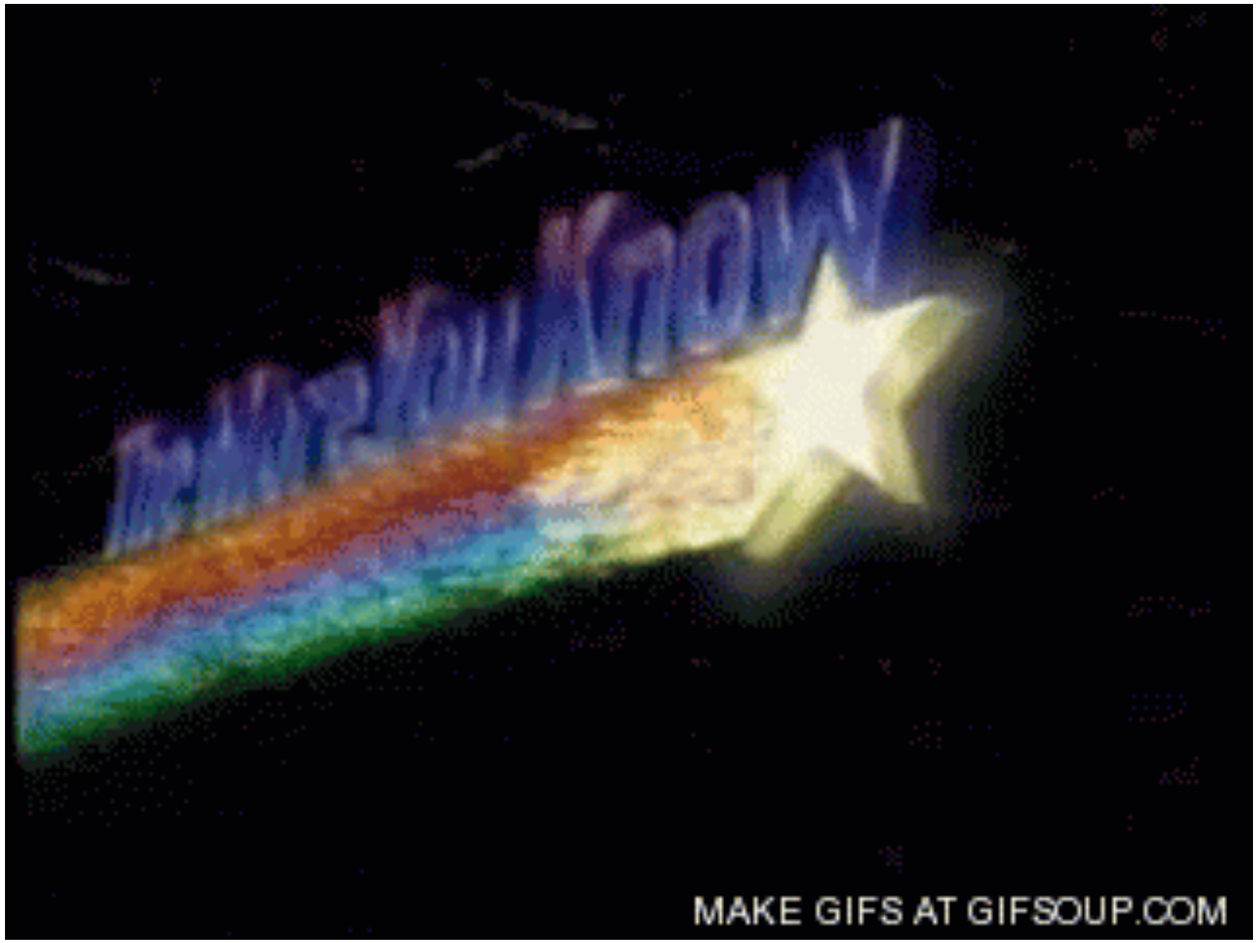
General McCal - 2013

zendesk

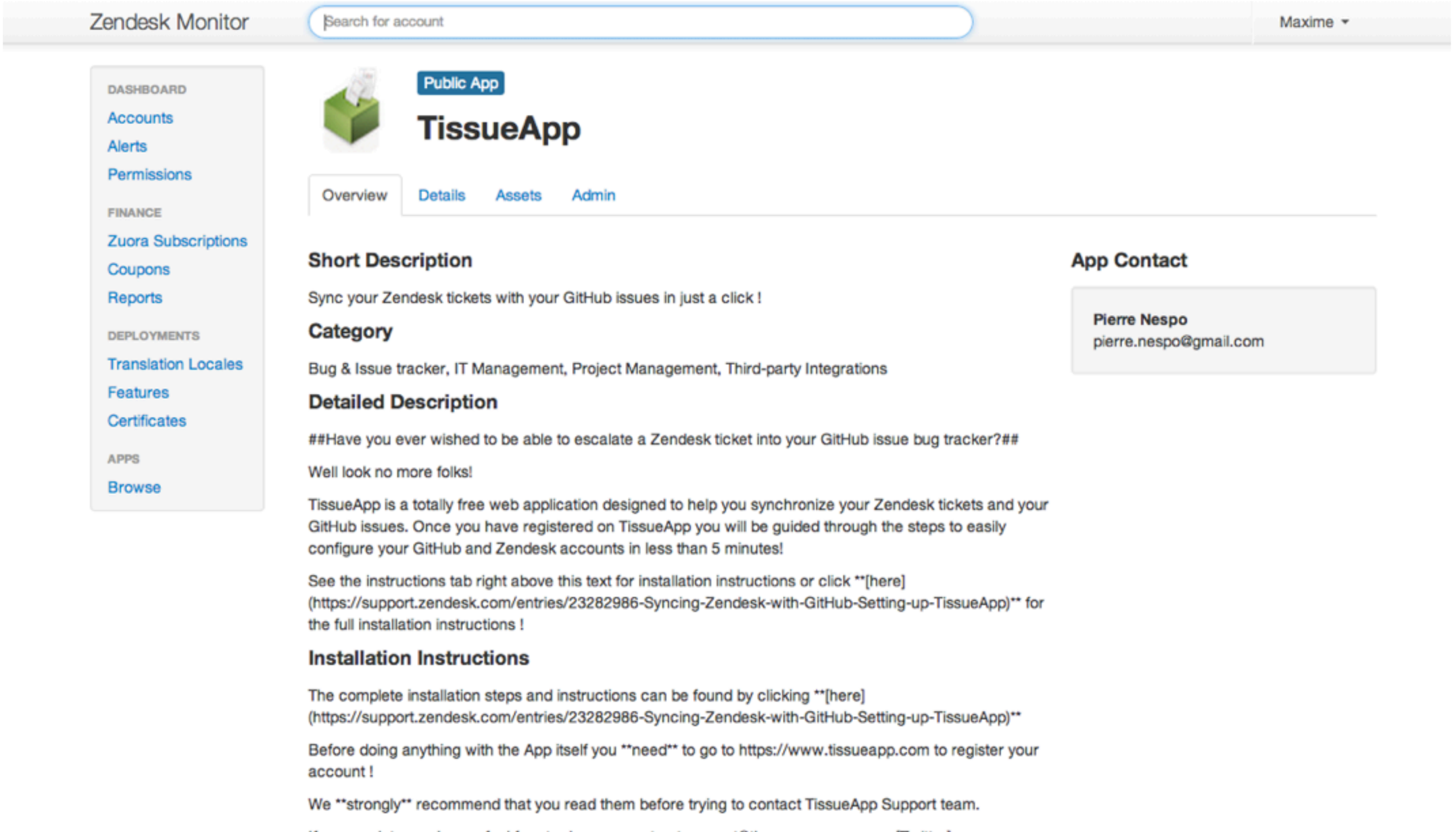
# Monitor is your friend



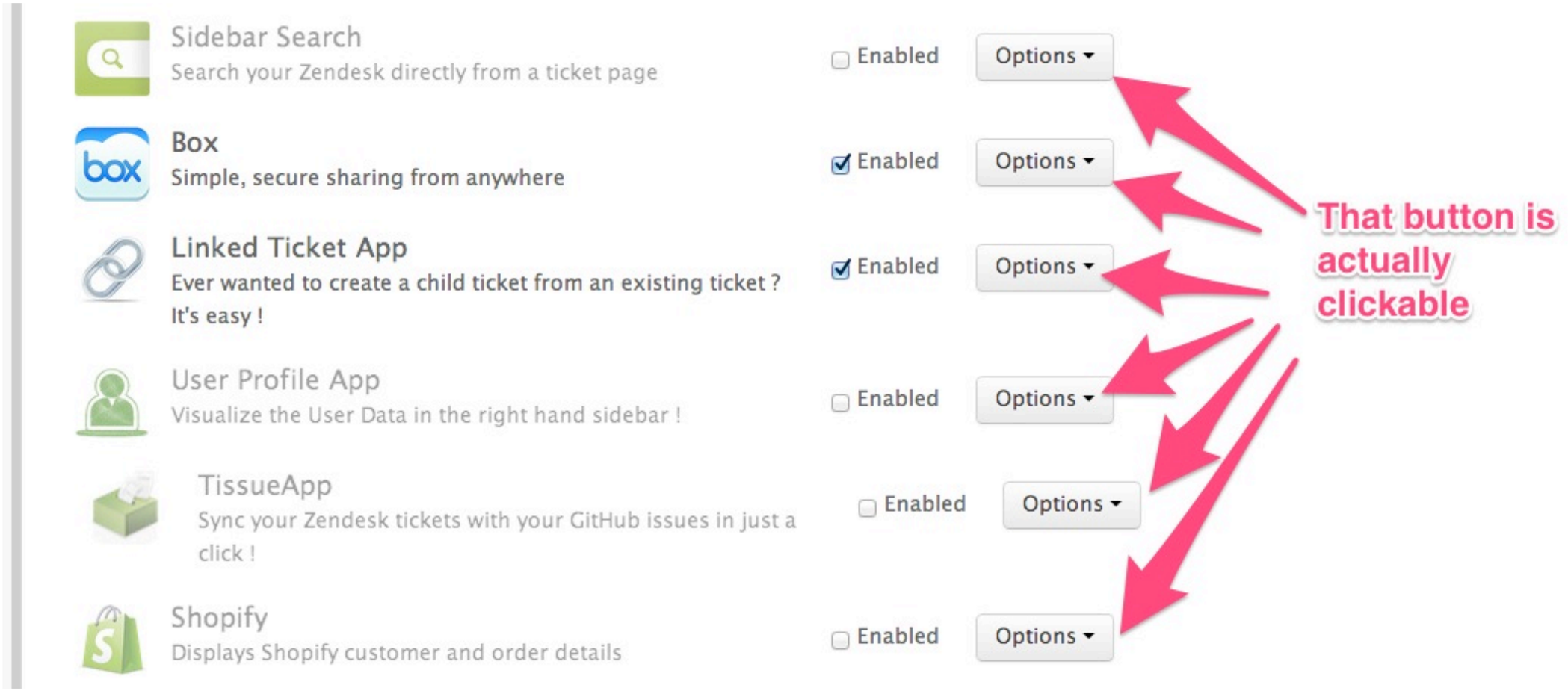
# Did you know?



# Monitor can help you!



# Don’t be afraid of going in Zendesk Apps



# 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*

Linked Ticket App

Ancestry Field*

im_a_stupid_person

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

Child Tag

no_really

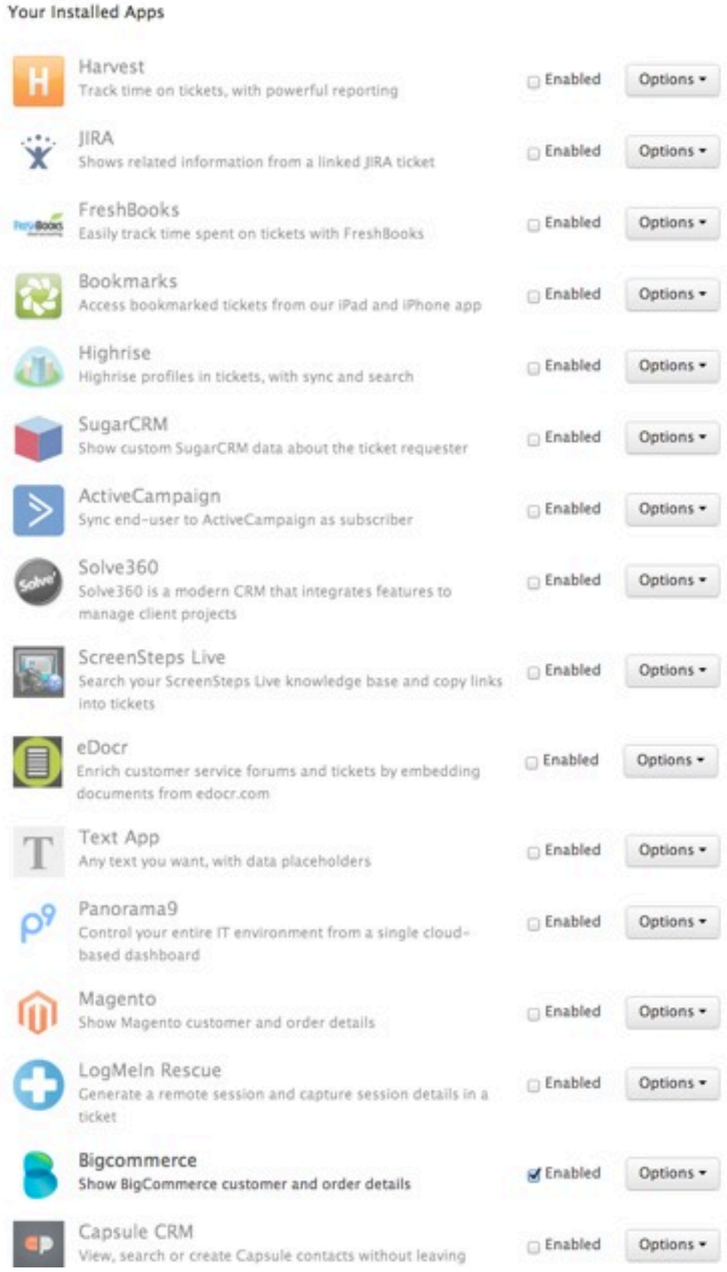
This tag will be added to the created child ticket. Example : child_ticket

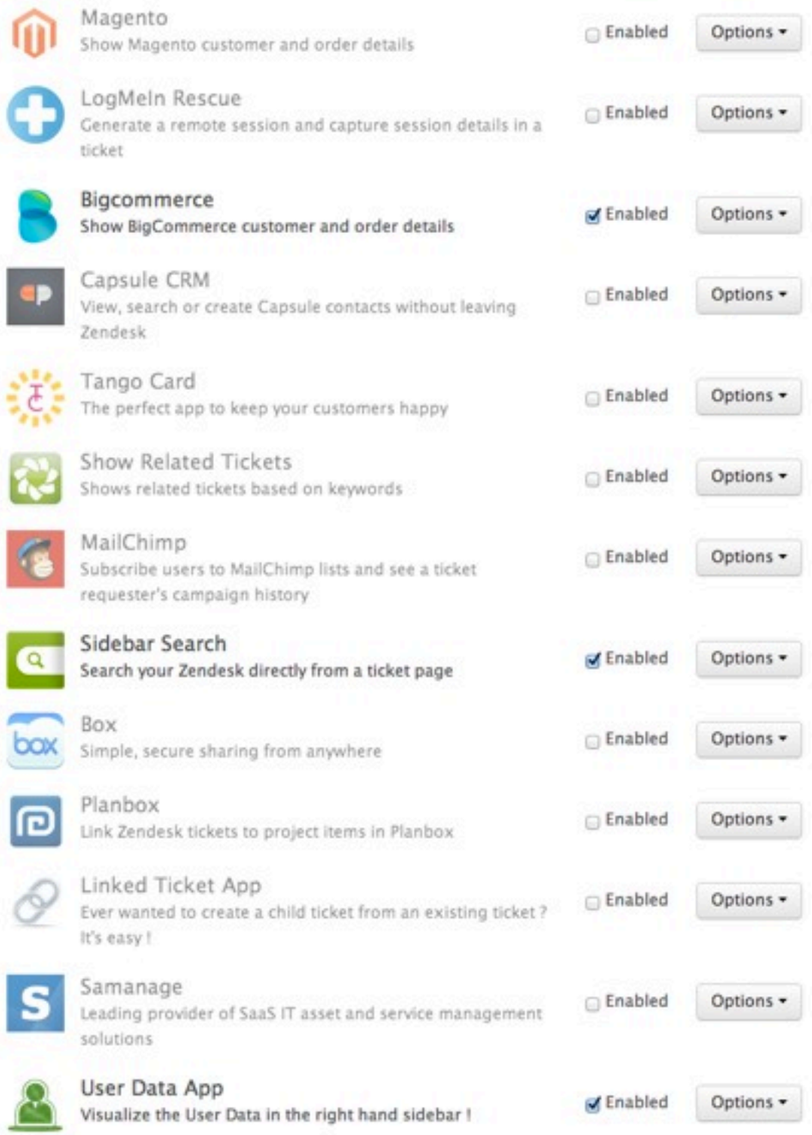
Cancel Update

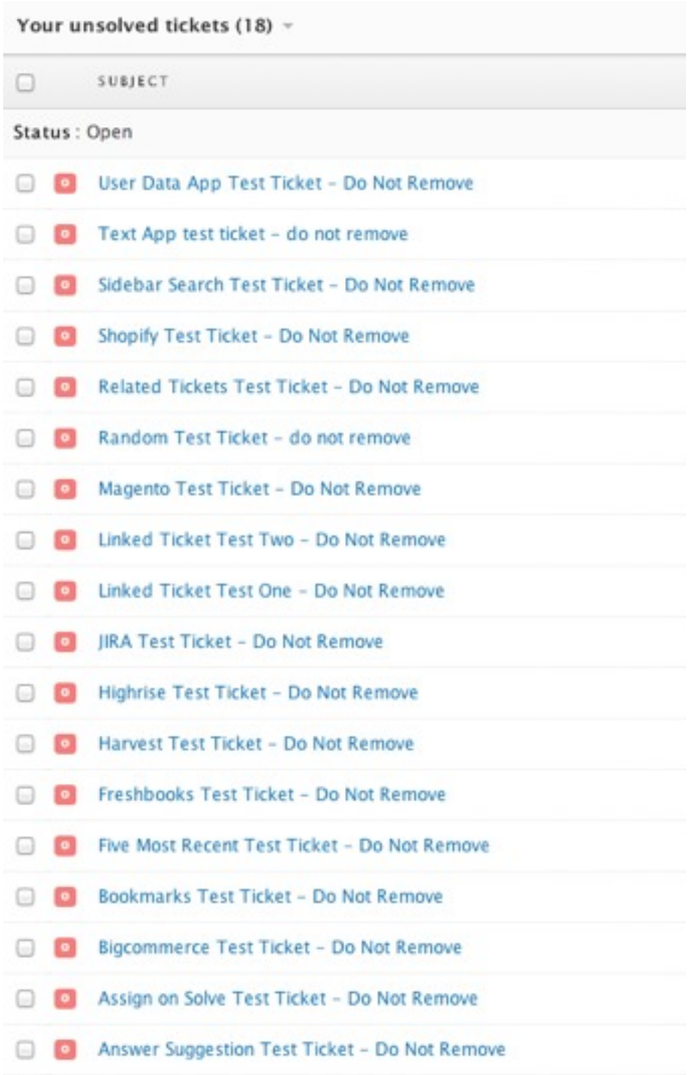
### HOW TO INSTALL

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 child*ticket" 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



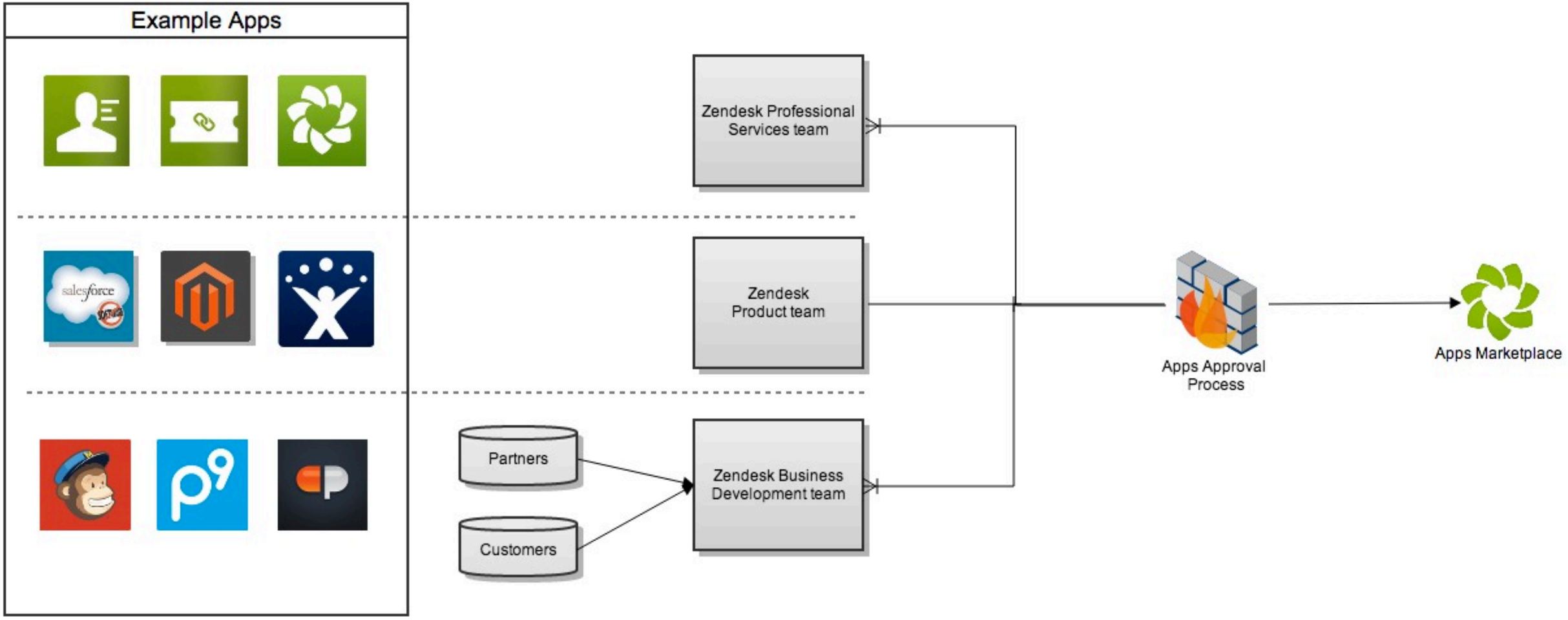



# What is the process?

# 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 Cornianu
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

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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

zendesk

# 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

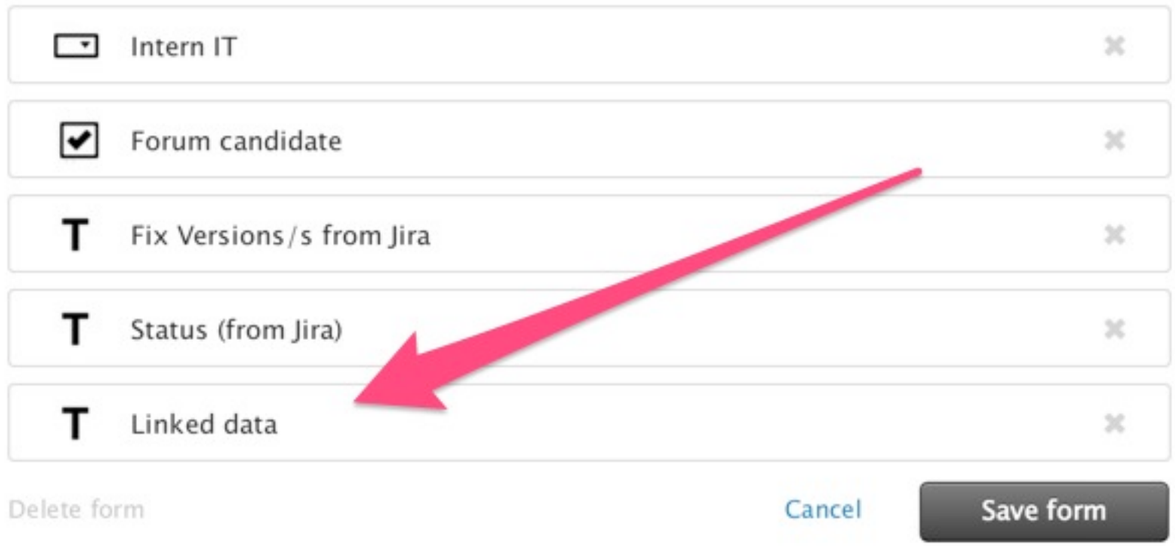
Manager, Services Denmark

Max Manus A/S

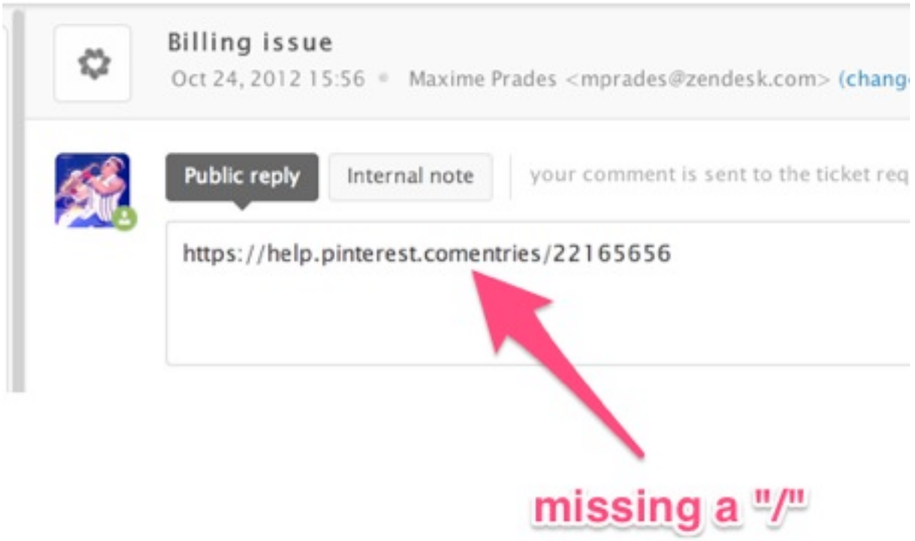
Ancestry Field*

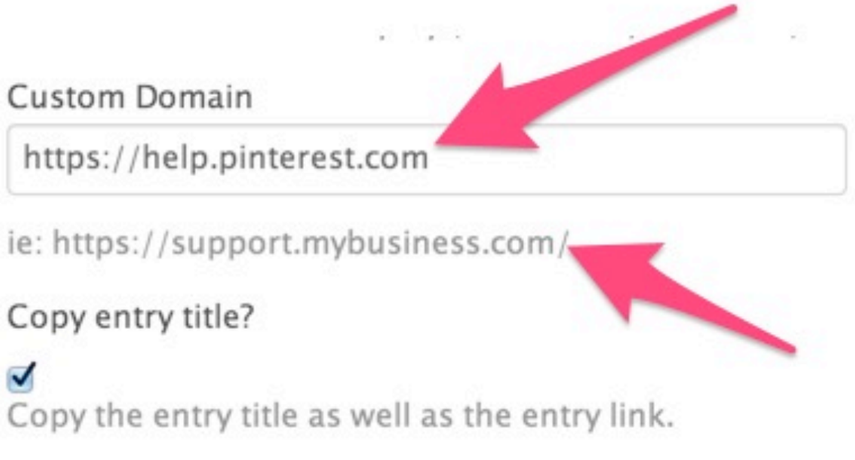
22952403

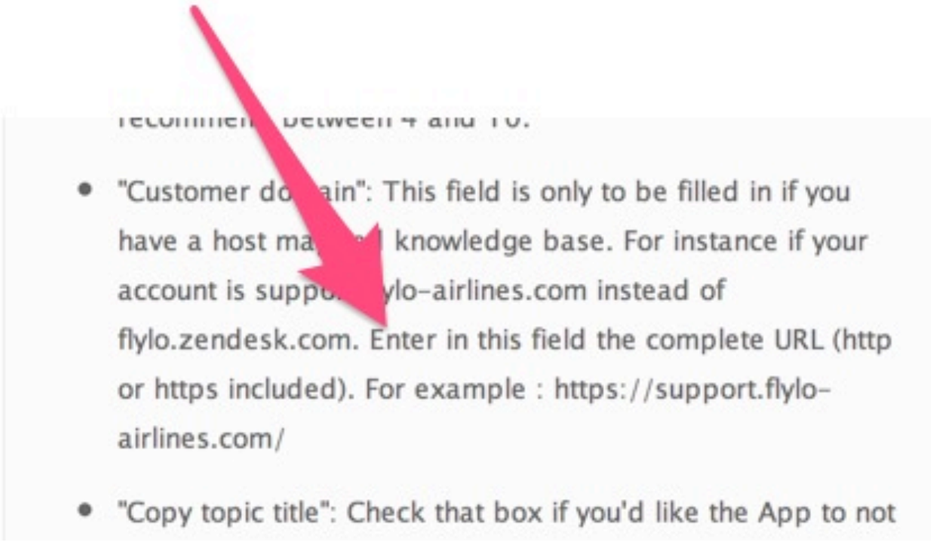
Place a custom text field ID here to store the Linked Ticket ancestry data. Example : 2240041



# Answer Suggestion App



# Replication steps

[redacted] Jul 24 19:04

Hi,

I got a call today from 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
- Click on add ticket
- Open sidebar
- App from the screenshot should be visible

Screen Shot
2013-07-...png

[redacted] 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

zendesk

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!