

CHS Payroll: *Assign "Submitted By" and add followers.* Task

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ZOHO Flow

- New Flow Ticket Creation Form
 - Changes the field "Ticket Creator" to a agent's name with a corresponding email and adds two followers to the ticket.
 - Add app trigger from Zoho Forms
 - Select: **Entry submitted - New version**
 - If there's not connection to flow, create one
 - Click on NEW
 - Name the connection
 - On *Use this connection to execute*
 - Select **Only specific triggers and actions**
 - Check mark only **Entry Submitted - New Version**
 - Click Authorize
 - Click Accept
 - Select the form from the pickup list.
 - Leave the **Filter Criteria** empty.
 - Click Done
 - From Logic > Flow Control
 - Add a Delay step after the trigger
 - In **Delay for** type: '1 minute' (without the apostrophes)
 - Click DONE
 - From Logic > Flow Control
 - Add a **Select Variable** step after the previous one
 - Rename Variable if needed, in our case is *follower_1_id*
 - **Value**
 - Go to ZOHO Desk > Settings > Users And Control > Agents
 - Click the agent to add as follower
 - Copy the last number from the url
 - https://desk.zoho.com/support/ORG_NAME/ShowHomePage.do#setup/users-control/agents/615417000000168353
 - Paste 615417000000168353 in value
 - Click Done
 - Rename this step to **Follower 1 ID**
 - In Flow > Logic > Flow Control
 - Add a **Select Variable** step after the previous one
 - Rename Variable if needed, in our case is *follower_2_id*
 - **Value**
 - Go to ZOHO Desk > Settings > Users And Control > Agents
 - Click the agent to add as follower

- Copy the last number from the url
 - https://desk.zoho.com/support/ORG_NAME/ShowHomePage.do#setup/users-control/agents/615417000000139001

- Paste **615417000000139001** in value

- Click **Done**

o In Flow > Logic > Custom Functions

- Click on **+ Custom Function**
- Function name **updateTicketForm**
- Return type **string**
- Input Parameters

Name	Type
follower_1_id	int
follower_2_id	int
email	string
ticket_subject	string

- Copy the content of **updateTicketForm.dg**
- If there's not connection to **ZOHO Desk**, create one
 - Click on **MY CONNECTIONS**
 - Name the connection
 - On *Use this connection to execute*
 - Select **Only specific triggers and actions**
 - Check mark
 - **Triggers > Ticket Created**
 - **Actions > Fetch Ticket**
 - **Actions > Update Ticket**
 - **Actions > Fetch Agent**
 - Click **Authorize**
 - Click **Accept**
 - You can find this connection name clicking on **VIEW DETAILS**
- Update the information required in the function
 - Line 19, update **org_id**
 - Line 21, update **ticket_creator_api_name**
 - Line 33, update connection to the ZOHO Desk connection name
 - Line 48, update the last argument of `zoho.desk.searchRecords` to the ZOHO Desk connection name
 - Line 63, update the last argument of `zoho.desk.update` to the ZOHO Desk connection name
 - Line 83, update connection to the ZOHO Desk connection name
- Click **Save**
- Click the [X] mark in the top right corner
- Add **updateTicketForm** as the last step to the flow
 - **ticket_id**
 - Click **Ticket created** form the list to the right
 - Select **Ticket ID**
 - **follower_1_id**
 - Click **Follower 1 ID** form the list to the right

- Select your variable
- follower_2_id
 - Click **Follower 2 ID** form the list to the right
 - Select your variable
- In the upper right corner, click on `YOUR FLOW IS` from **OFF** to **ON**
- Test the Flow creating an entry in your form.

Video:

