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

ZOHO Flow

- New **Flow** `Ticket Creation Form`
  - Changes the field "Ticket Creator" to an 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 no connection to **ZOHO Forms**, create one
      - Click on `NEW`
      - Name the connection
      - On *Use this connection to execute*
        - Select **Only specific triggers and actions**
        - Checkmark 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 a follower
        - Copy the last number from the URL
          - i.e. `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 a follower
        - Copy the last number from the URL

- i.e. `https://desk.zoho.com/support/ORG_NAME/ShowHomePage.do#setup/users-control/agents/615417000000139001`
    - Paste **615417000000139001** in value
  - Click `Done`
- 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 no 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**
      - Checkmark
        - **Triggers > Ticket Created**
        - **Actions > Fetch Ticket**
        - **Actions > Update Ticket**
        - **Actions > Fetch Agent**
    - Click `Authorize`
    - Click `Accept`
    - You can find this connection name by 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
    - follower_1_id
      - Click **Follower 1 ID** in the list to the right
      - Select your variable
    - follower_2_id
      - Click **Follower 2 ID** in the list to the right
      - Select your variable
    - email

- Click **Entry submitted - New version** in the list to the right
- Select **Submitted By**
  - ticket_subject
    - Click **Entry submitted - New version** in the list to the right
    - Select **Subject**
- In the upper right corner, click on `YOUR FLOW IS` from **OFF** to **ON**
- Test the Flow creating an entry in your form.

Video: