

How to use autobee to populate script for Zendesk and Cisco finesse.

<http://autobee.herokuapp.com/>

1. Open a new ticket on Zendesk

The screenshot displays the 'New ticket' form in the Zendesk interface. The form is organized into two main sections: a left sidebar for metadata and a main right area for content.

Left Sidebar (Metadata):

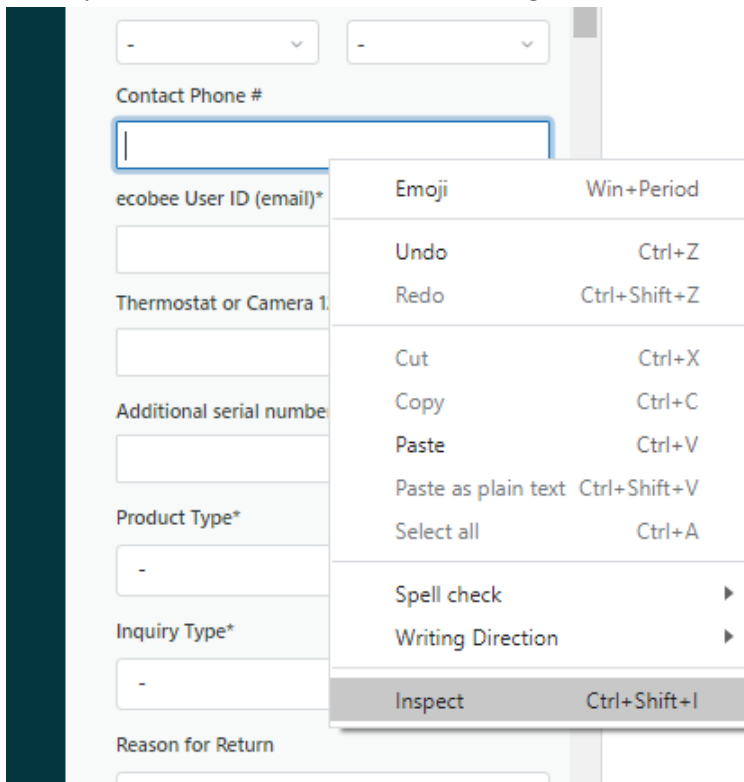
- Requester:** A search field with the placeholder 'search name or contact info'.
- Assignee:** A dropdown menu with a 'take it' link.
- CCs:** A search field with the placeholder 'search name or contact info' and a 'cc me' link.
- Tags:** A text input field.
- Email Inquiry:** A dropdown menu.
- Type:** A dropdown menu.
- Priority:** A dropdown menu.
- Contact Phone #:** A text input field.
- ecobee User ID (email):** A text input field.
- Thermostat or Camera 12-digit serial number:** A text input field.
- Additional serial numbers / IDs:** A text input field.
- Product Type:** A dropdown menu.
- Inquiry Type:** A dropdown menu.
- Reason for Return:** A dropdown menu.
- Customer Type:** A dropdown menu.

Main Right Area (Content):

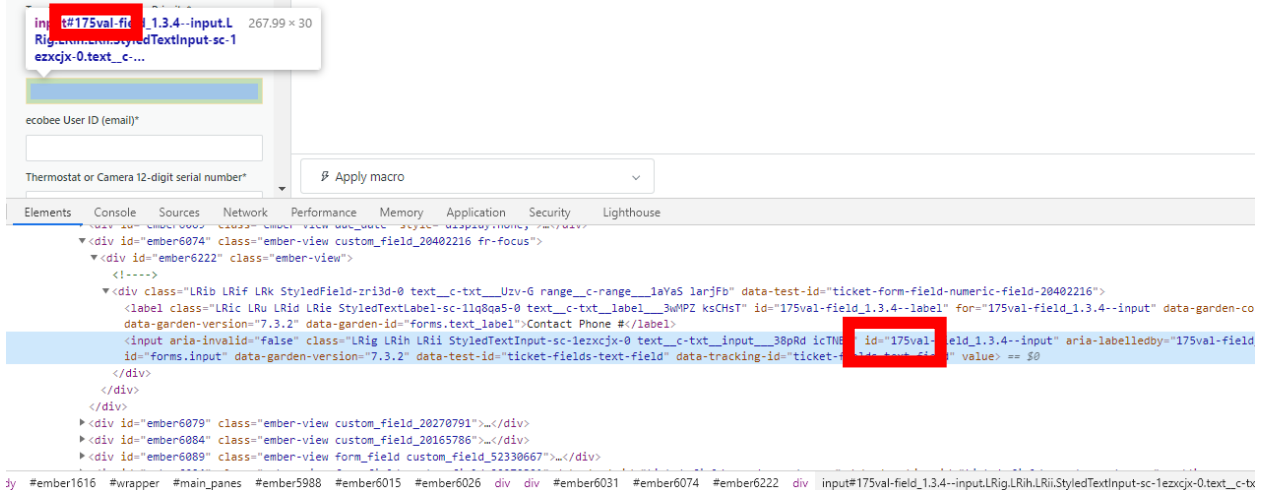
- Subject:** A text input field.
- Public reply / Internal note:** A large text area for composing the ticket content. It includes a 'Public reply' tab and an 'Internal note' tab. Below the text area are icons for text (T), image (img), and link (Q).

At the bottom of the form, there is a dropdown menu labeled '# Apply macro'.

2. Hover your mouse to Contact Phone# and right click to select inspect



3. Locate the number in id field, in this case, 175.



4. Enter this number into internal note to create a dummy ticket and submit as new.

The screenshot displays a Zendesk support interface. At the top, the 'Subject' field contains 'ecobee'. Below it, there are tabs for 'Public reply' and 'Internal note'. The 'Internal note' tab is active, showing a large yellow text area with the number '175'. To the right, there are two error messages: 'ShopifyUS: An error occurred. No customer selected' and 'ShopifyCAN: An error occurred. No customer selected'. Below the main content area, there is a sidebar with various fields: 'Assignee' (set to 'ecobee'), 'CCs' (searchable), 'Tags' (including 'auto_assigned_created', 'auto_assigned', 'ecobee_end_user_residential', and 'via_phone'), 'Email Inquiry' (set to '-'), 'Type' (set to 'Question'), 'Priority' (set to 'Normal'), 'Contact Phone #', and 'ecobee User ID (email)'. The main area shows a conversation history with a message from 'ecobee' and a response from 'Chris Huang'.

- Now open the autobee website, and start entering cx's info.

Collecting Cx's information

Please enter all the fields below to populate javascript for Zendesk and Cisco

- Click submit and it will generate the script for Zendesk and cisco

Thank you for using Autobee !
Please see Javascript below.

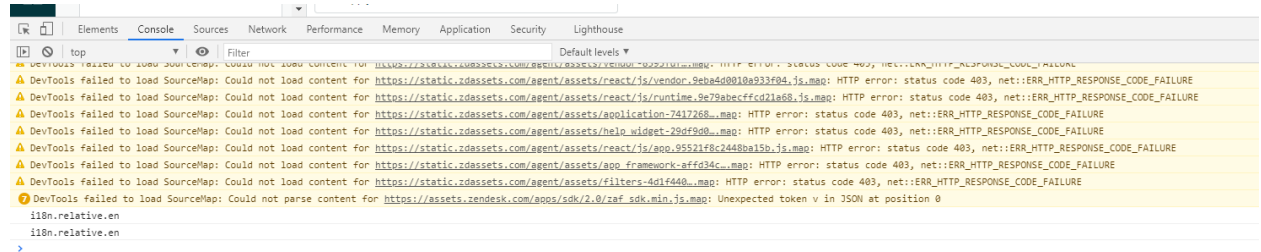
Zendesk Javascript:

```
document.getElementById('188val-field_1.3.4--input').value='chris';  
document.getElementById('175val-field_1.3.4--input').value='6131111111';  
document.getElementById('176val-field_1.3.4--input').value='chris.h@ecobee.com';  
document.getElementById('177val-field_1.3.4--input').value='521705172853';
```

Cisco Javascript:

```
document.getElementById('ContactId').value='1770735';  
document.getElementById('ContactName').value='chris';  
document.getElementById('ContactPhoneNumber').value='6131111111';  
document.getElementById('EmailAddress').value='chris.h@ecobee.com';  
document.getElementById('SerialNumber').value='521705172853';
```

- Click on console and copy the Zendesk script here and hit enter. The Zendesk filed should be automatically populated.



Question Normal

Contact Phone #

6131111111

ecobee User ID (email)*

chris.h@ecobee.com

Thermostat or Camera 12-digit serial number*

521705172853

Additional serial numbers / IDs

Product Type*

-

Inquiry Type*

-

Reason for Return

-

Customer Type*

End user-Residential

Account access required?*

No

First Name

chris

Go to Cisco Finesse, under contact select **NEW**. Hover your mouse over the **Contact** Section (highlighted in red) and right click to select inspect, and go into console, copy and paste cisco script here and hit enter. Please make sure your console has **finesse_gadget_3 (ifr)** selected.

The screenshot shows the Cisco Finesse interface. The 'Contact' form is highlighted with a red box. The form fields are:

- Type: New
- Phone Number: (empty)
- Email Address: (empty)
- Ticket Id: (empty)
- Name: (empty)
- Serial Number: (empty)
- Source Address: 7053
- Destination Address: +16138909242

The 'Interaction' section shows:

- Reason: Ecobee5
- Reason Detail: L1_ECO+_Enable Func

The 'Interaction Activity' section shows tabs for Current Contact, My Tasks, My Queues, My Day, and Search.

The Chrome DevTools console shows the following script:

```
document.getElementById('ContactId').value='1770735';
document.getElementById('ContactName').value='chris';
document.getElementById('ContactPhoneNumber').value='6131111111';
document.getElementById('EmailAddress').value='chris.h@ecobee.com';
document.getElementById('SerialNumber').value='521705172853';
```

The screenshot shows the Cisco Finesse 'Contact' form with the following details filled in:

- Type: New
- Phone Number: 6131111111
- Email Address: chris.h@ecobee.com
- Ticket Id: 1770735
- Name: chris
- Serial Number: 521705172853
- Source Address: 7053
- Destination Address: +16138909242

- Click on go back to start with a new ticket

Thank you for using Autobee !
Please see Javascript below.

```
document.getElementById('188val-field_1.3.4--input').value='chris';  
document.getElementById('175val-field_1.3.4--input').value='6131111111';  
document.getElementById('176val-field_1.3.4--input').value='chris.h@ecobee.com';  
document.getElementById('177val-field_1.3.4--input').value='521705172853';
```

endesk Javascript:

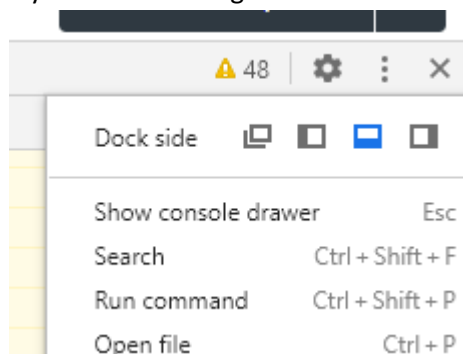
```
document.getElementById('ContactId').value='1770735';  
document.getElementById('ContactName').value='chris';  
document.getElementById('ContactPhoneNumber').value='6131111111';  
document.getElementById('EmailAddress').value='chris.h@ecobee.com';  
document.getElementById('SerialNumber').value='521705172853';
```

Cisco Javascript:

[Go back](#)

Notes:

- If you wish to change the orientation of the console, click the 3 dots to change it.



- If there are too many messages in your console, press ctrl + L and it will clear the console.
- More features will be available soon. Currently working on having **product type** automatically populated based on the serial number.

Troubleshooting:

Uncaught TypeError: Cannot set property 'value' of null
at <anonymous>:1:60 VM1348:1

If you see this error in **Zendesk**, please check if you have entered the correct **id number** from the contact phone number inspect.

If you see this error in **Cisco**, please check if you have **finesse_gadget_3 (ifr)** selected.

