Prerequisites

Here you can see all you need to have or do before starting this course to make the most out of it.

01

To upload private apps to your Zendesk instance you need a **Professional** or **Enterprise** plan.

02

You need to have ZAT installed

03

The app in this course uses HTML, JavaScript and a bit of CSS, you will need to have a basic understanding of at least HTML and JavaScript to understand all the code snippets in this course.

Code Snippets

In the following pages you will find the code snippets used throughout the course.

They appear in the order they were presented in. They are also organized by modules they were used in and labeled with the slide title.

Initialize the Zendesk Apps Framework.

Create a skeleton app

```
$ zat new
```

Initialize the Zendesk Apps Framework

```
var client = ZAFClient.init();
```

Listen for Apps Framework events
Fetch information about a ticket

app.registered / Learn how to use ZAFClient.get to fetch ticket information

```
client.on("app.registered", function(e) {
        client.get("ticket.subject").then(function(result) {
          document.getElementById("search_term").value =
             result["ticket.subject"];
```

Work with external APIs

Use ZAFClient.request to make HTTP requests / Use the Help Center API

```
// Make a request to the Help Center API

      client
      .request("/api/v2/help_center/articles/search.json?query=" + query)
```

Build the app UI and hook it up with its logic

Add an input field for the search / Trigger a search when typing in the search field

```
<input
        class="c-txt__input c-txt__input--bare
c-txt__input--media__body"
        id="search_term"
        onkeydown="searchHelpCenter()"
        type="text"
      />
```

Update the ticket / Add a tag to the ticket

```
function useArticle(snippet, url) {
      client.invoke(
        "ticket.editor.insert",
        snippet + '<br /><br /><a href="' + url +
'">' + url + "</a>"
      );
      client.invoke("ticket.tags.add",
"used-help-center-app");

}
```

Upload the app into your Zendesk Instance

Validate your app

```
$ zat validate
```

Package your app

```
$ zat package
```

Resources

Here you can find useful resources to use regarding the Apps Framework, some of which we referenced in the course.