



Prerequisites

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

01

The script was built using JavaScript and we used Node.js to run it. If you want to follow along using the same, you will need to install it: [Node.js](#)

We also have a more detailed guide on how to install Node.js ® in our Help Center: [Installing Node.js](#)

02

If you are following the course using Node.js, make sure to install the scripts' dependencies before running it for the first time.

You can do this by running: **npm install** from the folder where the script is.

03

In one of the scripts we use an organization ID. There are multiple ways to retrieve an organization ID.

You can get the organization ID by listing all of the organizations using the Zendesk API: [List Organizations](#).

Alternatively, if you have access to the agent interface of your Zendesk account, you can search for the organization name on your account.

Once you click on the organization name in the search results, you will find the organization ID in the address bar of your browser.



Resources

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

- 01 [API Rate Limits Per Plan](#)
- 02 [Best Practices For Avoiding Rate Limiting](#)
- 03 [Zendesk API Console](#)
- 04 [Zendesk API Restrictions and Responsibilities](#)
- 05 [Bulk Delete Tickets with Zendesk API](#)
- 06 [Incremental Exports with Zendesk API](#)
- 07 [The Zendesk Search API](#)
- 08 [Epoch & UNIX Timestamp Converter](#)