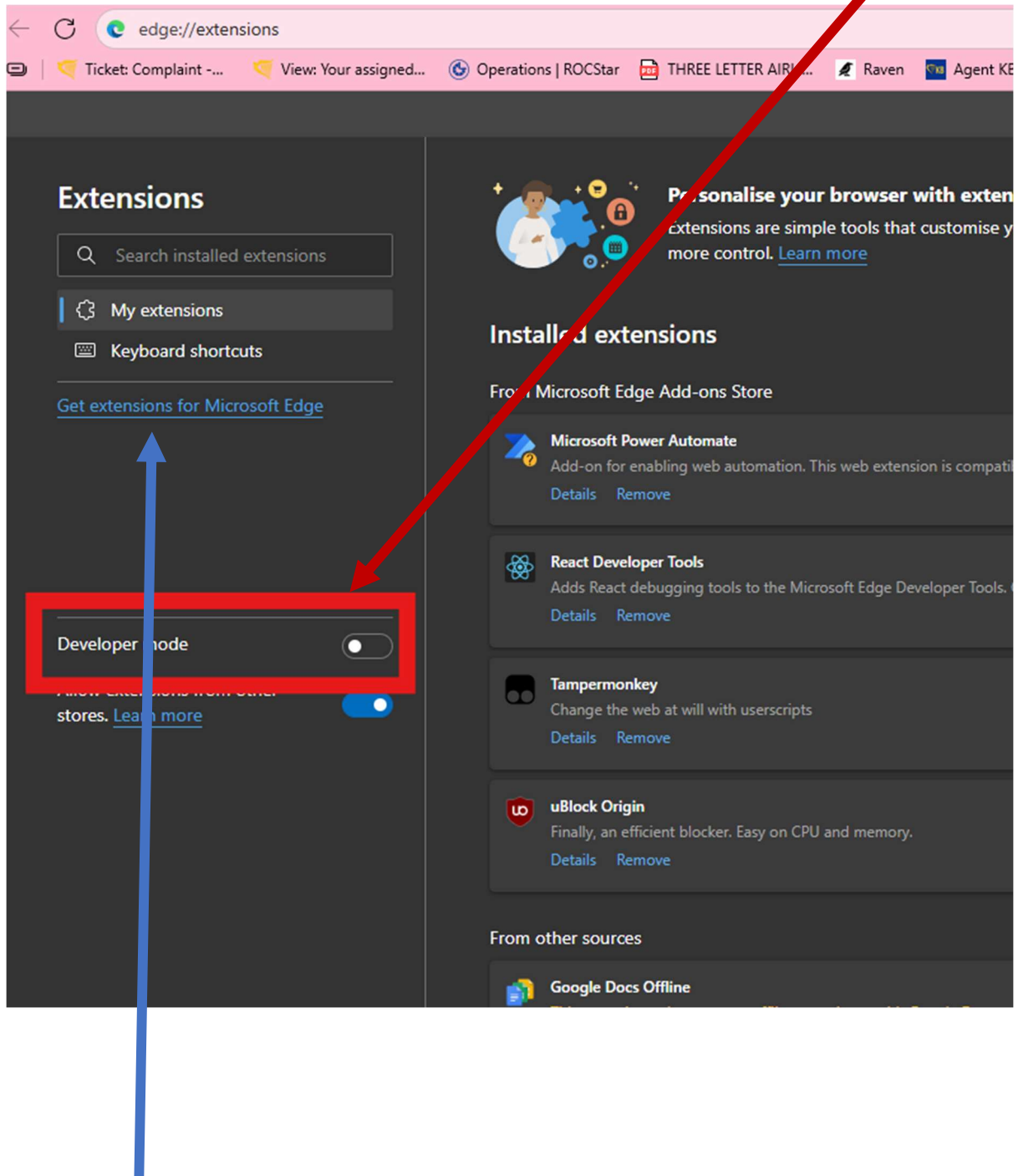


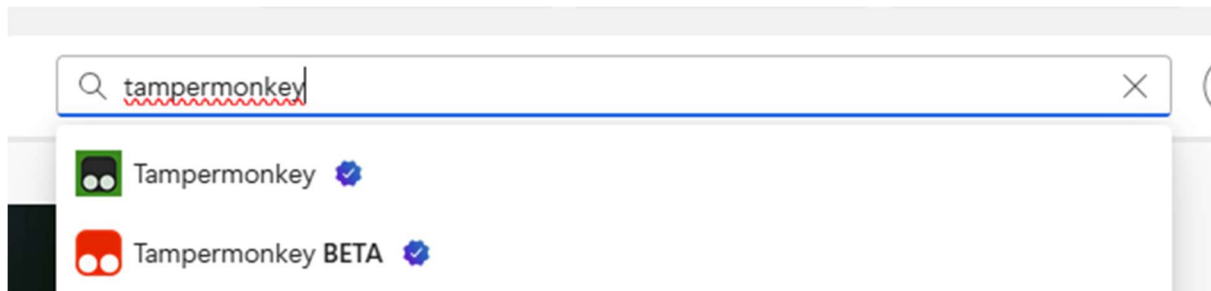
USAGE AND INSTALLATION OF TAMPERMONKEY ADDON

Installation

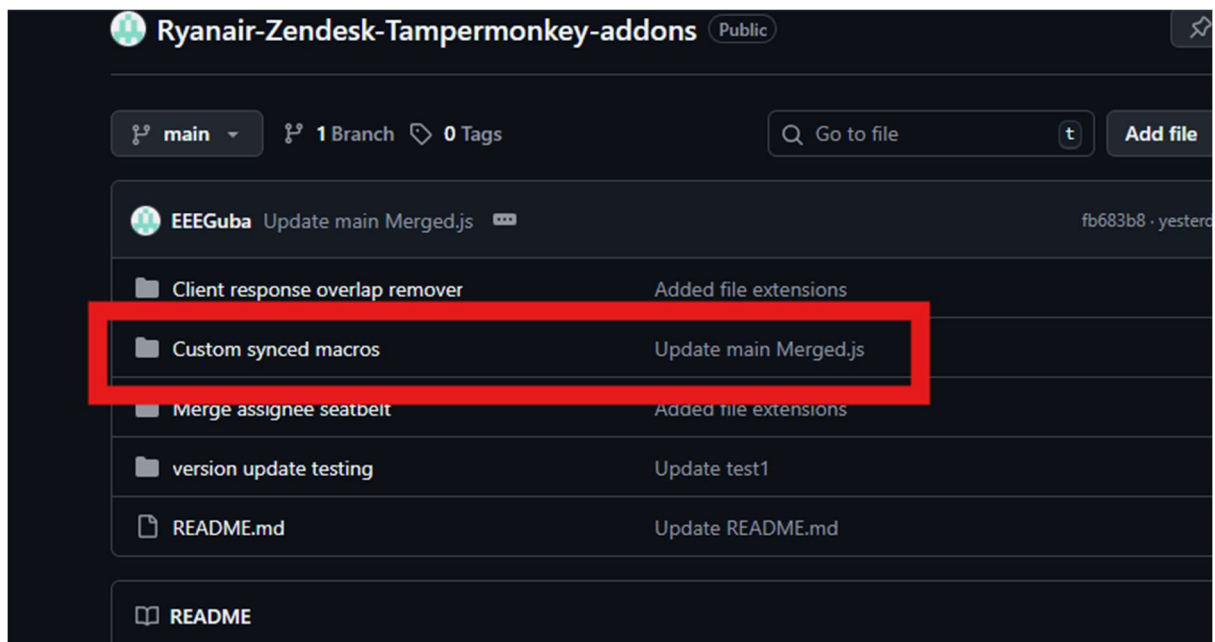
To install this, first go to the extension store of the picked browser and enable **Developer mode**. Please keep in mind, that it may be in a different place in the browser of your choice.



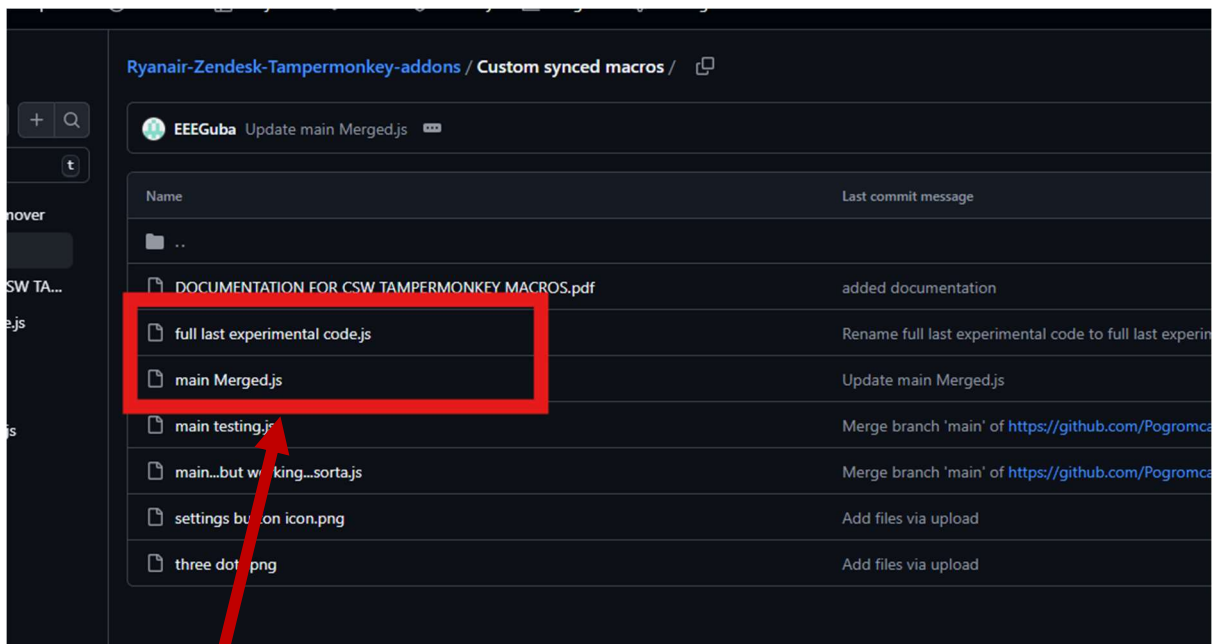
Go to the store and search for tampermonkey and install it.



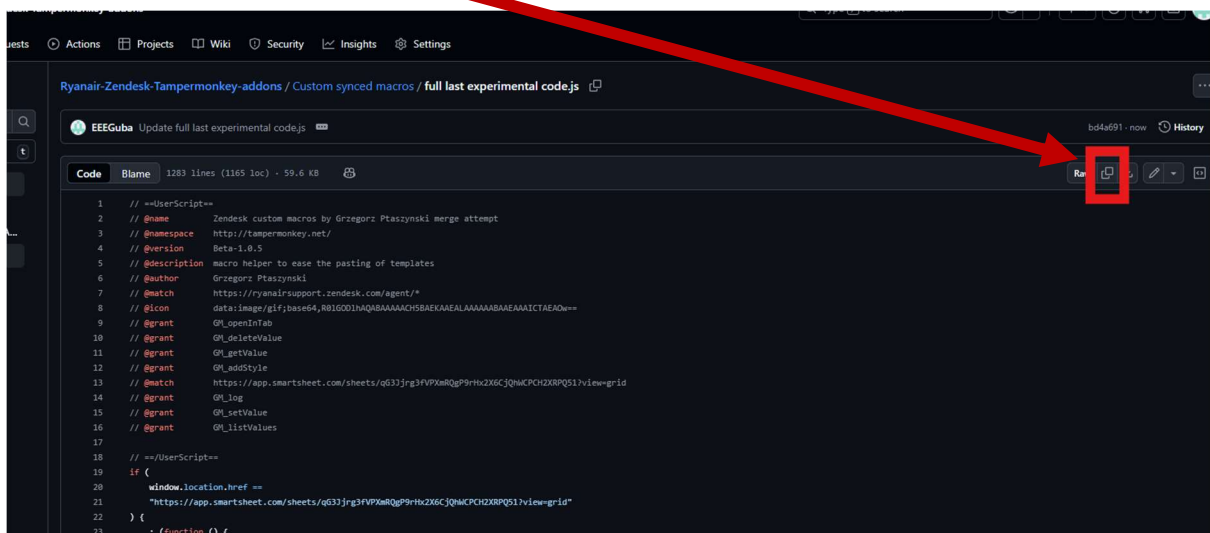
The script repository will be located in [EEEGuba/Ryanair-Zendesk-Tampermonkey-addons](https://github.com/EEEGuba/Ryanair-Zendesk-Tampermonkey-addons)



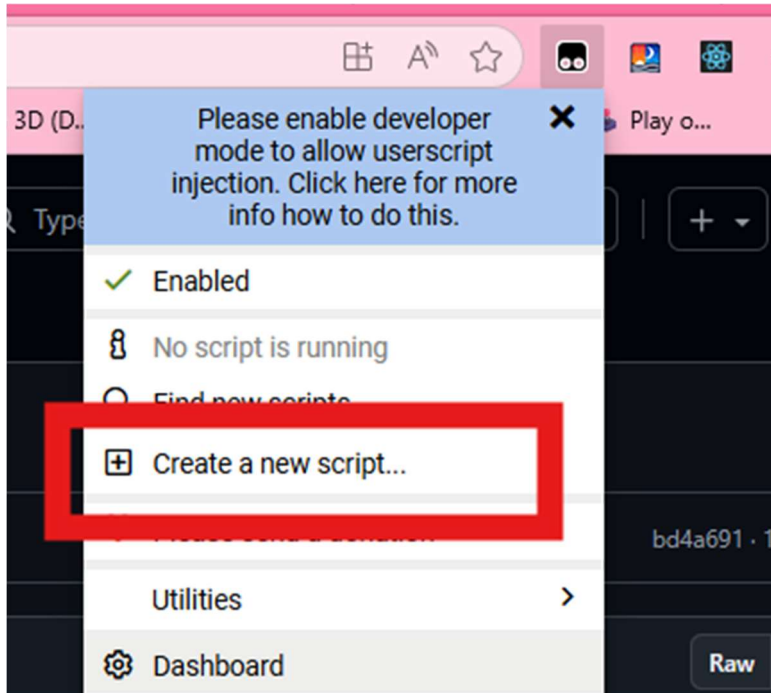
Then pick out either the **last experimental**, or **last stable ("merged") code**, the experimental has a feature for autofilling the PNR, travel date, departure and arrival airports and flight number, however it is not stable as it was what I was working on now. It may randomly show 'undefined' as there are not enough checks for things implemented.



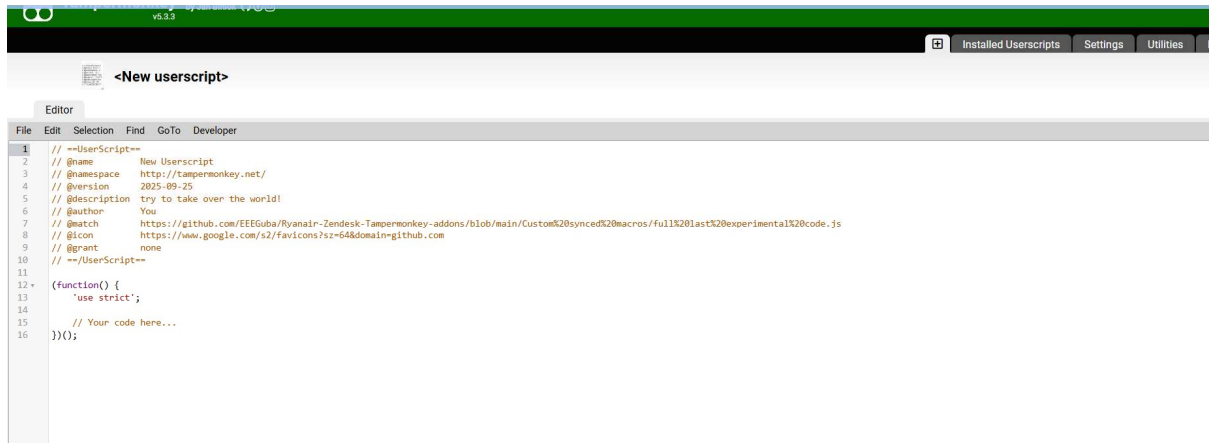
Now after picking one, click **copy raw**

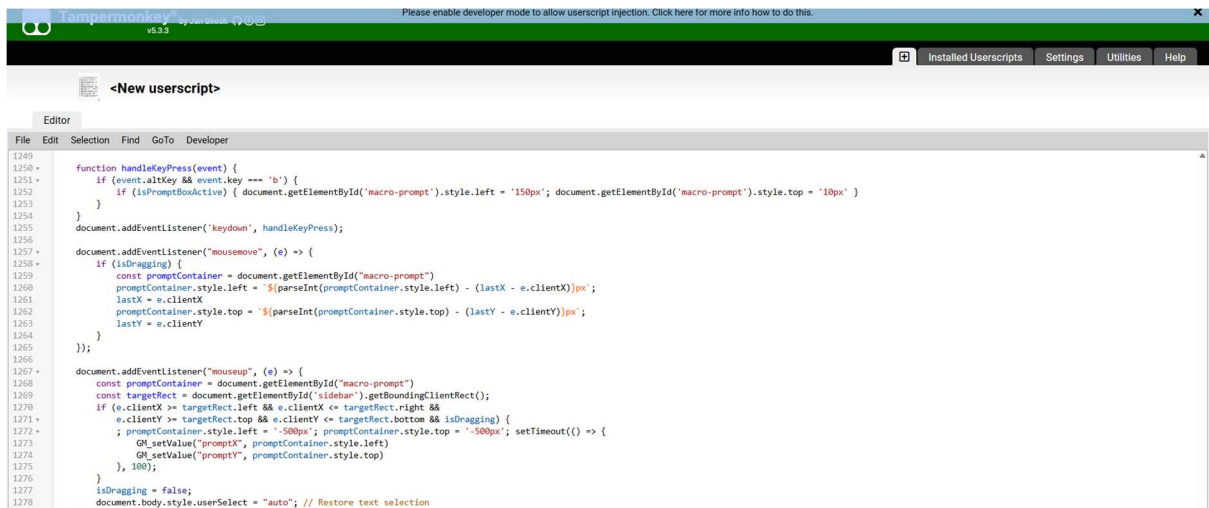


In your tampermonkey addon click dashboard, or easier **create new script**

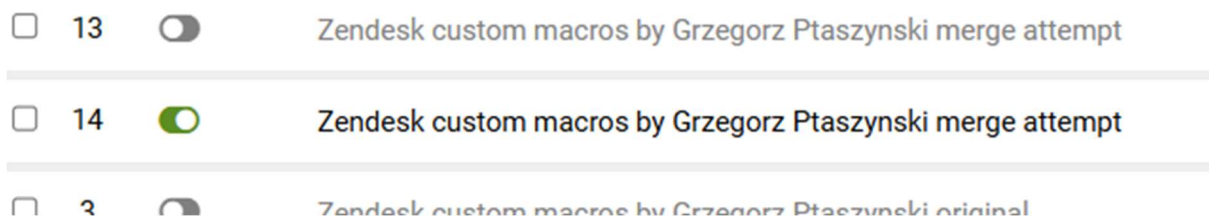


In this screen, ctrl+a then ctrl+v will replace everything with the previously copied code





Then click ctrl+s to save, you should get a list with one position, ensure it is enabled



After doing this you may close this and go back to Zendesk, where upon restarting a webpage with a Zendesk ticket, a vertical bar will appear, and a smartsheet will open in the background. When you log in, ask for access, and get it, refresh the Zendesk tab periodically until macros from smartsheet appear.

Usage

The main way to use the program is to upload and then use macros while responding to tickets, to use macros, these allow agents to solve certain specific repeatable cases in literal seconds:

Creation of the macro

Quick cheat sheet of phrases that change in the macro

Smartsheet content	Explanation of what it turns to in ticket view
ALL	
\n	new line, basically clicking ENTER
Customer	switches to the customers name if available, if not stays Customer
[RECENTDATE]	Customers most recent message's date, current date format
EXPERIMENTAL	
[PNR]	PNR from ticket

[FLIGHTNUMBER] flight number on the ticket, does not support FR/RK ect, just number

[DEPARTURE] departure airport from the ticket

[DESTINATION] arrival airport from the ticket

[TRAVELDATE] date of the flight from the ticket, has a bug with single digit days

Example1	to jest test \n\n customer Customer \n\n data convo [RECENTDATE] \n\n pnr [PNR] \n\n flight number [FLIGHTNUMBER] \n\n departure [DEPARTURE] \n\n arrival [DE
----------	---

Make one, replacing the numbered spaces, allocated for these macros

Subscription of new passenger	Dear Customer,\n\nWe refer to your response dated [RECENTDATE], and thank you for bringing your concerns to our attention. We deeply regret that your recent flight
Point to point	Dear Customer,\n\nWe refer to your response dated [RECENTDATE] \n\nOur Terms and Conditions, agreed to at the time of booking, clearly state that we do not offer, i
Pax sat next to fat passenger	Dear Customer,\n\nWe refer to your response dated [RECENTDATE] \n\nThank you for your email and for bringing this matter to our attention. We deeply regret that yo
Pax falsely claiming a stolen card	Dear Customer,\n\nWe refer to your response dated [RECENTDATE] \n\nSituations where a passenger makes a payment on behalf of another traveller on the same vo
Drunk pax denied boarding	Dear Customer,\n\nWe refer to your response dated [RECENTDATE] \n\nFollowing a thorough review of the matter you presented, we regret to inform you that no refun
Different email than booking	Dear Customer,\n\nWe refer to your response dated [RECENTDATE] \n\nWe wish to inform you that the e-mail address you have provided does not match the one in th
testingMacroDoNotUse	last convo date [RECENTDATE] \n\ncustomer name [CUSTOMER] \n\n pnr [PNR] \n\nflight number [FLIGHTNUMBER] \n\ndeparture airport [DEPARTURE] \n\n arrival air
ref made to inactive or expired ca	Dear Customer,\n\nWe refer to your response dated [RECENTDATE] \n\nPlease note that all refunds are returned to the original payment method used at the time of bc
53	53
54	54
55	55
56	56
57	57
58	58
59	59
60	60
61	61
62	62
63	63

Manage your programs, projects, and processes with more capabilities. Do more for free		
File Automation Forms Connections	Makra CSW do Tampermonkey	Share
TITLE COLUMN	CONTENT COLUMN	KEYWORDS COLUMN
1		
2		
3		
4	start template	[9] [9]my [9] [9]my
5	second reply	keywordeformacro 2
6	third reply	[9]Luiza [9]Luiza [9]Luiza
7	bank details request	[6] flight
8	comp paid	[2]hello
9	gate bag	[2]good
10	under investigation	[2]jmy [7]case
11	incorrect form ref	[5]refund
12	no show letter	[7]confirmation [9]noshow [5]letter
13	no PNR	[0]none
14	merge new form	[0]none
15	gift card expired	[9]gift [9]card [9]giftcard
16	10 days are up	test13
17	Email change request	test14
18	Rude staff	test15
19	copy invoice	test16
20	INAD charge	test17
21	no refund	test18
22	yes refund flight	test19
23	schedule change, pax not using t	test20
24	schedule change over 90 days	test21
25	ACI no proof pax tried	test22
26	aircraft change seat loss refund	test23
27	pax makes no sense/rambling	test24

Title

Should be only conventional letters, as the program filters junk info before making it readable and may filter out the title on accident.

Content

“Dear Customer,\n\nWe refer to your response dated [RECENTDATE].\n\n\nIf no response is received within 10 days, your case will be assumed resolved and closed.\n\nSincerely, “

Will convert to

“Dear John,

We refer to your response dated 13th of December.

If no response is received within 10 days, your case will be assumed resolved and closed.

Sincerely, “

Please remember, this may not support every character, especially if it is less common such as { ^ ~ or non-English letters

Keywords

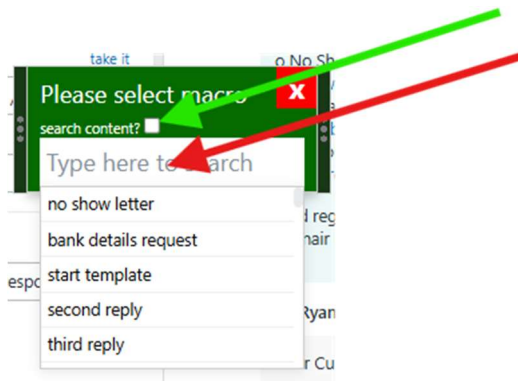
The keyword system is used to sort macros by relevancy, if the macro is about bags going missing, you may write [5]bag,[9]missing this way if the word bag or missing is said by the passenger the associated macro will be visible first. [1] word will be less important to this system than the [9] word.

Remember to refresh the program often, many anti tampering processes are working against this program and it may break, in such cases a refresh helps tremendously. This program was made on lunch breaks and is actively fighting with the sites functions to work and access data/not be deleted.

Using the macros

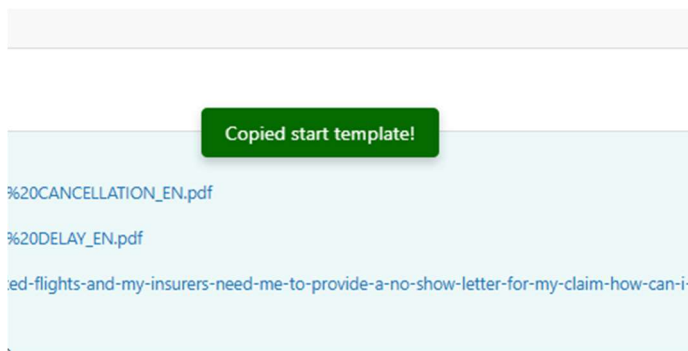
In order to use the macro you have created, enter the ticket and wait for the window to pop up, then hover over it to preview and check if its correct.

The screenshot displays a web application interface for managing customer service tickets. On the left, a sidebar contains a 'MACROS' section with a search bar and a list of macro categories: 'no show letter', 'bank details request', 'start template', 'second reply', and 'third reply'. The main content area shows a ticket for 'Ryanair Ref: 67449593' with a 'Mail Delivery System' requester. A 'Please select macro' dialog box is open, displaying search results for 'Type here to search'. A green preview window shows the macro content: 'Dear Mail, We refer to your response dated 28th of August. If no response is received within 10 days, your case will be assumed resolved and closed. Sincerely,'. The interface also includes a 'Submit as Solved' button and a 'Stay on ticket' option.

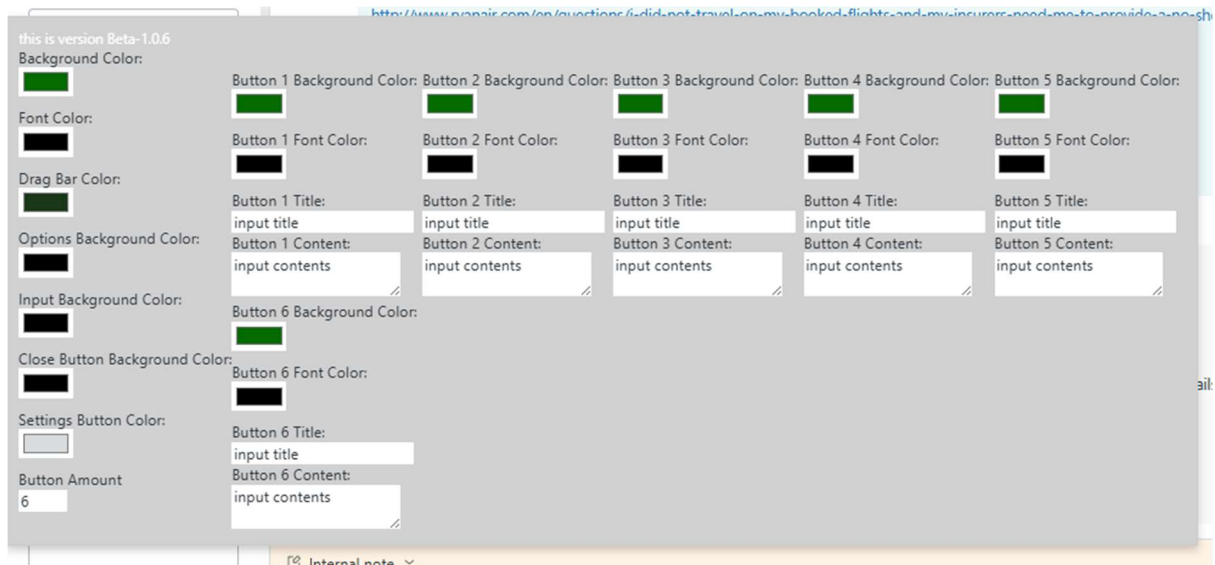


Type **to search titles**, if you wish to search the macros content, **select that option** instead

When the hovered option is the correct one, click it to copy into your clipboard and paste! That's it, the macro was used.



You will also get this confirmation just in case.



There are additional options the colors are changeable for almost every aspect of the created windows and elements.

Button amount refers to the buttons you can create, select the amount you would like, refresh the page, then input the colors of the button and font, displayed title, and the content for your own personalised buttons with whatever lines you seems to need on every second ticket, to have at the ready



Here are 3 example buttons, clicking them instantly copies whatever the agent inputted previously.

Always remember the first thing to do when something breaks is to refresh the webpage.