Z ZEEK INFO PEEK

ZIP Training Binder

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ZIP Training Binder

Quick Start (Urgent Line Paged)

1. Open `chrome://extensions` .

2. Enable Developer mode.

3. Click Load unpacked and choose `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension` .

4. Open Zendesk dashboard and launch ZIP.

5. If prompted, click `Login with Zendesk` , then triage from `Assigned Tickets` .

This binder combines all current ZIP user-training documents into one package.

Included sections:

1. PRINT THIS FIRST - Quick Start Card

2. Management Release Memo

3. Manager One-Page Handout

4. End-to-End User Training

5. Functionality Inventory and Documentation Workflow

6. User UAT Test Cases

7. ZIP Extension README

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PRINT THIS FIRST - Quick Start Card

Source: /Users/minnick/Documents/PASS/ZIP/zip-chrome-extension/docs/ZIP_PRINT_THIS_FIRST_QUICK_START.md

ZIP Print This First - Quick Start Card

| Urgent Line Paged? Do This Now

1. Open `chrome://extensions`.
2. Turn **Developer mode** ON.
3. Click **Load unpacked**.
4. Select `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`.
5. Open `https://adobeprimetime.zendesk.com/agent/dashboard`.
6. Click ZIP in the toolbar.
7. Click `Login with Zendesk` if prompted.
8. Click `Assigned Tickets` and start triage.

30-Second Operating Pattern

- Start in `Assigned Tickets`.
- Sort by `Updated`.
- Pivot by `By Group` when balancing team load.
- Use `CSV` for manager snapshot exports.
- Click ticket IDs to jump directly into Zendesk tickets.

Fast Troubleshooting

- ZIP not opening: reload extension in `chrome://extensions`.
- Login loop: click `Login with Zendesk` again and return to ZIP.
- No tickets: clear filters and hit Refresh.

- CSV disabled: ensure at least one visible row.

Keyboard and Access Shortcuts

- Open/toggle ZIP: `Ctrl+Shift+Y` (Windows/Linux) or `Command+Shift+Y` (Mac)
- Context menu options:
  - `⚙ > Side panel position` (opens Chrome side panel settings)
  - `Ask Eric`

Install Paths

- Unpacked folder: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`
- Handoff package: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension.zip`

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Management Release Memo

Source: /Users/minnick/Documents/PASS/ZIP/zip-chrome-extension/docs/ZIP_MANAGEMENT_RELEASE_MEMO.md

ZIP Management Release Memo

Quick Start (Urgent Line Paged)

Install and begin work in under two minutes:

1. Open `chrome://extensions`.
2. Turn on **Developer mode**.
3. Click **Load unpacked** and select `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`.
4. Open `https://adobeprimetime.zendesk.com/agent/dashboard`.
5. Open ZIP from the extension icon, then click `Login with Zendesk` if needed.
6. Use `Assigned Tickets` immediately and begin triage.

Release Snapshot

- Product: ZIP (Zeek Info Peek)
- Build version: use current value in `zip-chrome-extension/manifest.json`
- Package: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension.zip`
- Install path: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`
- Brand baseline: `/Users/minnick/Downloads/ZEEKINFOPEEK_ZIP_V5_FULL_DELIVERY.zip`
- App icon pack baseline: `/Users/minnick/Downloads/ZIP_APP_ICON_PACK_round.zip`

What Management Asked For (Now Delivered)

- Unified ZEEK INFO PEEK master-brand iconography and shell presentation.
- Cohesive install pages, extension UI, training docs, and PDF exports.

- Single polished package for pilot install and user validation.
- Quick-start-first documentation for urgent operational use.

Team Activation Path

1. Send this first: `docs/pdf/ZIP_PRINT_THIS_FIRST_QUICK_START.pdf`

2. Send install page: `/Users/minnick/Documents/PASS/ZIP/zip.html`

3. Team loads extension in Dev Mode.

4. Team verifies launch methods:

- Action click
- Context menu entry
- Keyboard shortcut (`Ctrl+Shift+Y` / `Command+Shift+Y`)

5. Team validates ticket triage + CSV export.

Pilot Go/No-Go Checklist

- ☐ Extension loads without manifest errors.
- ☐ Login flow opens Zendesk and returns authenticated session.
- ☐ Assigned ticket list loads and can open ticket links.
- ☐ Group/View/Org selectors load expected ticket scopes.
- ☐ Refresh and CSV export produce correct visible-row output.
- ☐ User-facing docs and PDFs are branded and readable.

Training and Handoff PDFs

- `docs/pdf/ZIP_PRINT_THIS_FIRST_QUICK_START.pdf`
- `docs/pdf/ZIP_MANAGER_ONE_PAGE_HANDOUT.pdf`
- `docs/pdf/ZIP_END_TO_END_USER_TRAINING.pdf`
- `docs/pdf/ZIP_FUNCTIONALITY_INVENTORY_AND_DOC_WORKFLOW.pdf`
- `docs/pdf/ZIP_USER_UAT_TEST_CASES.pdf`
- `docs/pdf/ZIP_TRAINING_BINDER.pdf`
- `docs/pdf/ZIP_MANAGEMENT_RELEASE_MEMO.pdf`

Recommended Immediate Operating Playbook

When queue pressure spikes:

1. Work from `Assigned Tickets` sorted by `Updated` .

2. Pivot by Group for team balancing.

3. Export CSV snapshots to leads for shift-level visibility.

4. Open tickets directly from ZIP to cut tab-hopping.

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Manager One-Page Handout

Source: /Users/minnick/Documents/PASS/ZIP/zip-chrome-extension/docs/ZIP_MANAGER_ONE_PAGE_HANDOUT.md

ZIP Manager One-Page Handout

Congratulations, your PASS Zendesk life is no longer being throttled.

> **Quick Start (Urgent Line Paged)**

1. Open `chrome://extensions`.
2. Turn on Developer mode.
3. Click Load unpacked and select `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`.
4. Open `https://adobeprimetime.zendesk.com/agent/dashboard`.
5. Open ZIP and click `Login with Zendesk` if needed.
6. Click `Assigned Tickets` and begin response workflow.

Mission

ZIP = Zeek Info Peek. ZIP into INFO from the Zendesk API.

Mission statement: Ship secure, scalable automations that connect our tools and help customers as fast as technology allows.

What ZIP Delivers for Managers

- Near-real-time visibility into active team tickets.
- Fast pivots by Group, View, and Organization.
- Clean CSV export of exactly what the team is looking at.
- Faster standups with less tab-hopping and manual copying.

30-Second Launch

1. Open Zendesk dashboard.

2. Open ZIP (extension icon, context menu, or shortcut).

3. Select source: Assigned, By Group, By View, or By Org.

4. Apply filters and export CSV when needed.

Core Team Workflows

1) Daily Queue Pulse

- Start with Assigned Tickets.

- Switch to By Group for team-level load.

- Sort by Updated for recency.

2) Team Snapshot Export

- Apply source + filters.

- Confirm row count shown in ZIP.

- Click CSV.

- Share output with leads/managers.

3) Escalation Drill-Down

- Click ticket ID from ZIP to jump directly into Zendesk ticket.

- Keep ZIP panel open as persistent context.

Launch Methods

- Action click on ZIP icon.

- Context menu: `⚙ > Side panel position` (opens Chrome side panel settings).

- Shortcut: Ctrl+Shift+Y (Windows/Linux) or Command+Shift+Y (Mac).

- Feedback option: `Ask Eric`.

User Guardrails

- ZIP is scoped to Adobe Primetime Zendesk domain.

- ZIP focuses on active work queues (not solved/closed backlog by default).

- CSV exports match the visible table rows and order.

Manager KPI Suggestions

Track before/after adoption:

- Time to produce queue snapshots.

- Number of manual Zendesk tab switches during standup.

- Time from queue review to first action.

- Percentage of escalations opened from ZIP ticket links.

Troubleshooting Quick Checks

- Panel not opening: reload extension and confirm Zendesk tab context.

- Empty table: clear filters and refresh source.
- Export disabled: ensure visible rows exist.

Deployment Notes

- Team install path: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`
- Current package version: use `manifest.json` from the distributed build
- Brand kit baseline: `/Users/minnick/Downloads/ZEEKINFOPEEK_ZIP_V5_FULL_DELIVERY.zip`
- App icon pack baseline: `/Users/minnick/Downloads/ZIP_APP_ICON_PACK_round.zip`

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End-to-End User Training

Source: /Users/minnick/Documents/PASS/ZIP/zip-chrome-extension/docs/ZIP_END_TO_END_USER_TRAINING.md

ZIP End-to-End User Training

Congratulations, your PASS Zendesk life is no longer being throttled.

Quick Start (Urgent Line Paged)

1. Open `chrome://extensions`.
2. Enable Developer mode.
3. Click Load unpacked and choose `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`.
4. Open `https://adobeprimetime.zendesk.com/agent/dashboard`.
5. Open ZIP, authenticate with `Login with Zendesk` if prompted.
6. Work from `Assigned Tickets`, then pivot by Group/View/Org as needed.

App Mission

ZIP = Zeek Info Peek. ZIP into INFO from the Zendesk API.

Mission: Ship secure, scalable automations that connect our tools and help customers as fast as technology allows. Don't get stuck wasting cycles on blockers. If ZIP can make your job faster, better, or more enjoyable, please share feedback.

What ZIP Is

ZIP is a Chrome extension side panel companion for `https://adobeprimetime.zendesk.com/*`.

Branding in this release is synced to the approved ZEEK INFO PEEK master media kit and is consistent across:

- Extension iconography
- Side panel shell and login card

- Install pages
- Training PDFs and binder

It gives agents and managers:

- Fast ticket visibility and filtering.
- Team-level pivots (By Group, By View, By Org).
- One-click refresh of the active ticket source.
- CSV export of exactly what is on screen.
- A GET API runner for Zendesk endpoints.
- Raw JSON inspection and download.

Permissions and Trust Model

ZIP currently uses:

- `sidePanel`
- `tabs`
- `contextMenus`
- Host permission only for `https://adobeprimetime.zendesk.com/*`

Practical user impact:

- ZIP does not request blanket all-sites access.
- ZIP operates against the active authenticated Zendesk browser session.
- ZIP performs read operations (GET) in the UI workflows.

Day 1 Setup

1. Open `chrome://extensions`.
2. Enable Developer mode.
3. Click Load unpacked.
4. Select folder: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`.
5. Open Zendesk dashboard: `https://adobeprimetime.zendesk.com/agent/dashboard`.
6. Open ZIP with one of the methods below.

Opening ZIP (All Supported Methods)

Method A: Action click

1. Go to a Zendesk tab.
2. Click the ZIP extension icon.
3. ZIP side panel opens.

Method B: Context menu

1. Right-click the ZIP extension icon (or page context menu where available).
2. Choose `⚙ > Side panel position`.
3. Chrome opens side panel settings so you can switch Left/Right placement.

Method C: Keyboard shortcut

1. Default shortcut:

- Windows/Linux: `Ctrl+Shift+Y`
- macOS: `Command+Shift+Y`

2. Press shortcut on active tab.

3. ZIP side panel opens or closes (toggle behavior where supported).

Method D: Side panel position settings

If you want ZIP on the opposite side of Chrome:

1. Open context menu.
2. Choose `⚙ > Side panel position`.
3. In Chrome settings, change side panel placement to Left or Right.
4. Return to Zendesk and open ZIP again.

First Login and Session Behavior

1. If not signed in, ZIP shows login screen.
2. Click `Login with Zendesk`.
3. Sign in on Zendesk.
4. Return to ZIP panel.
5. ZIP auto-detects login and loads:

- Profile
- Assigned ticket queue
- Organization list
- View list
- Group/member list

Sign out behavior:

- `Sign out` button triggers Zendesk logout and returns ZIP to login mode.

User Interface Tour

Top Bar

- Agent avatar (or fallback indicator)
- Name, timezone, and email
- Sign out button

Ticket Section

- Primary entry point: `Assigned Tickets`
- Scope selectors:
- By Group
- By View
- By Org

- Table columns:
- Ticket
- Subject
- Status
- Priority
- Created
- Updated

Ticket Footer Controls

- Search field
- Status filter (`all` , `open` , `pending` , `hold`)
- Refresh button (icon)
- CSV export button

API Section

- Dropdown of Zendesk GET endpoints
- Dynamic parameter fields
- `Run GET` button

Raw Result Section

- Structured result table
- `Raw.JSON` download link

Core Daily Workflows

Workflow 1: Triage assigned queue

1. Open ZIP.
2. Click `Assigned Tickets` .
3. Sort by `Updated` descending.
4. Click a ticket row or ticket ID.
5. Zendesk main tab navigates directly to that ticket.

Workflow 2: Team queue by group

1. Use `By Group` selector.
2. Choose a group or a group member.
3. ZIP loads corresponding tickets.
4. Apply Search and Status filters as needed.

Workflow 3: Team queue by view

1. Use `By View` selector.
2. Select the desired Zendesk view.
3. ZIP loads view tickets.

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Workflow 4: Account queue by organization

1. Use `By Org` selector.
2. Select organization.
3. ZIP loads org tickets.

Workflow 5: Refresh current source

1. Keep current source selected (Assigned/View/Org/Group).
2. Click Refresh icon.
3. ZIP reloads that same source and reports row count.

Workflow 6: Export manager-ready CSV

1. Filter/sort table to your exact desired state.
2. Click CSV.
3. ZIP downloads CSV of exactly visible rows and order.
4. Filename includes context (source, row count, sort, timestamp).

Workflow 7: Run an ad hoc Zendesk GET

1. Open `ZD API — GET` section.
2. Choose endpoint.
3. Fill parameters (defaults are prefilled where possible from your profile).
4. Click `Run GET`.
5. Inspect rendered result table.
6. Click `Raw.JSON` to download payload.

How ZIP Filters Ticket Statuses

Default ticket loads exclude `solved` and `closed` statuses.

Practically, ZIP is optimized for active work queues.

What Managers Should Know

- CSV export is WYSIWYG for the active table view.
- Side panel placement (Left/Right) is controlled at Chrome settings level.
- ZIP can be used as a lightweight operations cockpit during standups.

Troubleshooting

ZIP panel does not open

- Confirm extension is loaded in `chrome://extensions`.
- Ensure current tab is Zendesk for side-panel mode.
- Use ZIP icon action click or keyboard shortcut.
- Use context menu `⚙ > Side panel position` if side placement needs adjustment.

Login loop or session expired

- Click `Login with Zendesk`.
- Complete Zendesk auth in browser.

- Return to ZIP and click version link (`ZIP v...`) to refresh if needed.

No tickets shown

- Clear Search text.
- Set Status filter to `All statuses` .
- Re-select source (Assigned/View/Org/Group).
- Click Refresh.

CSV button disabled

- ZIP enables CSV only when at least one ticket row is visible.

Recommended Training Runbook (45 minutes)

1. Mission + value framing (5 min)
2. Install and launch methods (5 min)
3. Ticket workflows (Assigned/Group/View/Org) (15 min)
4. CSV manager export drill (5 min)
5. API GET and Raw.JSON basics (10 min)
6. Troubleshooting and support process (5 min)

Support Escalation Data to Capture

When reporting a ZIP issue, include:

- ZIP version (footer)
- Browser version
- Active Zendesk URL
- Selected source (Assigned/View/Org/Group)
- Screenshot of status message
- Whether issue reproduces in workspace tab mode

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Functionality Inventory and Documentation Workflow

Source: /Users/minnick/Documents/PASS/ZIP/zip-chrome-extension/docs/ZIP_FUNCTIONALITY_INVENTORY_AND_DOC_WORKFLOW.md

ZIP Functionality Inventory and Documentation Workflow

This document explains how to identify, classify, and document all existing and new ZIP functionality for user-facing releases.

Quick Start (Urgent Line Paged)

For immediate operations before full documentation review:

1. Install ZIP in Dev Mode from `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension` .
2. Open Zendesk dashboard.
3. Open ZIP side panel and authenticate.

4. Use `Assigned Tickets` for immediate triage.

5. Return to this workflow doc for full release evidence mapping.

1. Documentation Objective

Keep user training aligned with reality by treating source code as the canonical source of truth.

2. Canonical Source Map

Use these files as the system map:

- `manifest.json` : permissions, commands, action behavior, version.
- `background.js` : Side Panel lifecycle, context menus, commands, tab scoping.
- `content.js` : Zendesk API calls, normalization, status filtering, auth error handling.
- `sidepanel.html` : user-visible controls and section structure.
- `sidepanel.js` : UX behavior, event handlers, workflows, exports, status text.
- `sidepanel.css` : interaction constraints and layout behavior.
- `README.md` : current user guidance baseline.

3. Functionality Inventory Template

For each feature, capture this schema:

Feature ID	User-facing Name	Primary User	Trigger	Preconditions	Step Summary	Output	Failure Mode	Source Files

Use IDs like `ZIP-OPEN-001` , `ZIP-TICKETS-005` , `ZIP-API-009` .

4. Current ZIP Feature Inventory

Feature ID	User-facing Name	Trigger	Output	Source Files
ZIP-OPEN-001	Open panel by extension icon	Action click	ZIP side panel opens	`manifest.json`, `background.js`
ZIP-OPEN-002	Open side panel position settings	Context menu `⚙ >` `Side panel` `position`	Opens Chrome side panel settings	`background.js`
ZIP-OPEN-003	Toggle panel via keyboard	`Ctrl+Shift+Y` / `Command+Shift+Y`	Open/close panel (where API supports close)	`manifest.json`, `background.js`
ZIP-OPEN-004	Quick feedback mailto	Context menu `Ask` `Eric`	Opens email client pre-addressed to maintainer	`background.js`
ZIP-SCOPE-001	Domain-aware availability	Tab URL change	Enabled only on Zendesk origin	`background.js`
ZIP-AUTH-001	Login with Zendesk	Login button	Opens Zendesk sign-in URL	`sidepanel.html`, `sidepanel.js`
ZIP-AUTH-002	Session auto-detect polling	Logged-out idle	Auto-refresh when login detected	`sidepanel.js`
ZIP-AUTH-003	Sign out	Sign out button	Zendesk logout flow	`sidepanel.js`, `content.js`
ZIP-TICKETS-001	Assigned tickets	Assigned Tickets link/default load	Active tickets table	`sidepanel.js`, `content.js`
ZIP-TICKETS-002	Filter by Group or Group member	By Group selector	Group/team scoped table	`sidepanel.js`, `content.js`
ZIP-TICKETS-003	Filter by View	By View selector	View-scoped table	`sidepanel.js`, `content.js`
ZIP-TICKETS-004	Filter by Org	By Org selector	Org-scoped table	`sidepanel.js`, `content.js`
ZIP-TICKETS-005	Search + status filter	Search input + status dropdown	Refined visible rows	`sidepanel.js`
ZIP-TICKETS-006	Sort columns	Ticket header click	Asc/desc sort	`sidepanel.js`
ZIP-TICKETS-007	Open ticket in Zendesk	Row click or ticket ID click	Main tab navigates to ticket URL	`sidepanel.js`

Feature ID	User-facing Name	Trigger	Output	Source Files
ZIP-TICKETS-008	Refresh active source	Refresh icon	Reload same source context	`sidepanel.js`
ZIP-EXPORT-001	Export visible table to CSV	CSV button	Context-aware CSV download	`sidepanel.js`
ZIP-API-001	Zendesk GET runner	API path + params + Run GET	GET response rendered	`sidepanel.js` , `paths.js` , `content.js`
ZIP-API-002	Raw JSON download	Raw.JSON link	JSON file download	`sidepanel.js`
ZIP-UX-001	Side panel side awareness	getLayout context	Left/right visual adaptation	`background.js` , `sidepanel.js` , `sidepanel.css`
ZIP-UX-002	Narrow-width menu containment	Resize panel thinner	Dropdowns remain inside shell	`sidepanel.css`
ZIP-BRAND-001	Master icon system	Extension install/action icon	Unified ZEEK INFO PEEK iconography	`manifest.json` , `icons/` , `assets/brand/icons`
ZIP-BRAND-002	Branded login shell	Logged-out view	Splash + mark + mission-aligned shell	`sidepanel.html` , `sidepanel.css` , `assets/brand/splash` , `assets/brand/source`
ZIP-BRAND-003	Branded docs exports	Training doc generation	Spectrum 2 PDFs aligned to master kit	`docs/*.md` , `docs/assets/brand` , `docs/html` , `docs/pdf`

5. Classifying Existing vs New for Release Notes

Use this rule set each release:

- Existing: Feature present in prior tagged version and behavior unchanged.
- Changed: Feature existed, but output, trigger, text, or constraints changed.
- New: Feature not available in prior tagged version.
- Retired: Feature removed from user access.

6. Repeatable Change Detection Workflow

1. Pick baseline and target:

- Baseline: last release tag or prior commit.
- Target: current release commit.

2. Run targeted diff:

-
```
git diff <baseline>..<target> -- zip-chrome-extension/manifest.json zip-chrome-extension/background.js zip-chrome-extension/sidepanel.html zip-chrome-extension/sidepanel.js zip-chrome-extension/content.js zip-chrome-extension/sidepanel.css zip-chrome-extension/README.md
```

3. Map each diff hunk to feature IDs.

4. Update inventory rows with `New/Changed/Existing/Retired` status.

5. Update training guide and UAT cases if feature behavior changed.

7. User-Facing Release Notes Template

Release `<version>` **- ZIP**

- Mission impact summary in one sentence.
- New:
- Changed:
- Fixed:
- Known limitations:
- User action required (if any):

8. Evidence Checklist Before Publishing User Docs

- Version number matches `manifest.json`.
- Every user-visible button/menu in `sidepanel.html` has documentation.
- Every command/context-menu entry has documentation.
- Every download behavior (CSV/JSON) has expected result text.
- UAT pass recorded for launch triggers and ticket workflows.

9. Documentation Ownership Model

- Product owner: approves wording for mission/value alignment.
- Technical owner: validates behavior against source.
- Support owner: validates troubleshooting clarity.
- Training owner: validates onboarding flow for new users.

10. Minimum Artifacts Per Release

- PRINT THIS FIRST quick-start card PDF for urgent onboarding.
- Management release memo with quick-start-first install path.
- Updated training guide.
- Updated functionality inventory.
- Updated UAT test sheet with pass/fail evidence.
- One-page release note for users.
- Regenerated branded HTML/PDF package via `scripts/render_branded_docs.sh`.

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User UAT Test Cases

Source: /Users/minnick/Documents/PASS/ZIP/zip-chrome-extension/docs/ZIP_USER_UAT_TEST_CASES.md

ZIP User UAT Test Cases

Version under test: use current value in `zip-chrome-extension/manifest.json`

Quick Start (Urgent Line Paged)

If the team needs to get running immediately:

1. Open `chrome://extensions` and enable Developer mode.
2. Load unpacked: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`.
3. Open `https://adobeprimetime.zendesk.com/agent/dashboard`.
4. Open ZIP and sign in if prompted.
5. Execute triage from `Assigned Tickets`, then run the full UAT matrix below.

Test Execution Notes

- Execute on latest Chrome stable available to team.
- Capture screenshot for each failed case.
- Record environment: OS, Chrome version, Zendesk role.

UAT Matrix

ID	Scenario	Preconditions	Steps	Expected Result
UAT-001	Load extension	ZIP folder available	1. Open `chrome://extensions` 2. Load unpacked ZIP folder	Extension loads without manifest errors
UAT-002	Action click opens panel	Zendesk tab open	1. Activate Zendesk tab 2. Click ZIP icon	ZIP side panel opens
UAT-003	Action click from non-Zendesk	Non-Zendesk tab active	1. Activate non-Zendesk tab 2. Click ZIP icon	Side panel remains domain-aware; use context menu/shortcut behavior per policy
UAT-004	Context menu side panel position settings	ZIP installed	1. Right-click extension icon 2. Click `⚙ > Side panel position`	Chrome opens side panel settings page
UAT-005	Context menu Ask Eric feedback	ZIP installed	1. Right-click extension icon 2. Click `Ask Eric`	Default mail client opens with prefilled recipient/subject
UAT-006	Keyboard shortcut open/close (Win/Linux)	Shortcut available	1. Press `Ctrl+Shift+Y` on Zendesk tab 2. Press again	Opens ZIP panel, then closes/toggles where supported
UAT-007	Keyboard shortcut open/close (macOS)	Shortcut available	1. Press `Command+Shift+Y` on Zendesk tab 2. Press again	Opens ZIP panel, then closes/toggles where supported
UAT-008	Login button flow	User not logged into Zendesk	1. Open ZIP 2. Click `Login with Zendesk`	Browser opens Zendesk sign-in page
UAT-009	Session auto-detect after login	Logged out at start	1. Log in through Zendesk 2. Return to ZIP	ZIP auto-detects session and loads data
UAT-010	Sign out flow	Logged in user	1. Click `Sign out`	ZIP returns to login mode
UAT-011	Assigned tickets default load	Logged in user with tickets	1. Open ZIP 2. Click `Assigned Tickets`	Active ticket rows appear
UAT-012	By Group load	Group data available	1. Select group from By Group	Group ticket list loads
UAT-013	By Group member load	Group member available	1. Select agent from By Group	Agent-assigned ticket list loads
UAT-014	By View load	Views available	1. Select Zendesk view	View ticket list loads
UAT-015	By Org load	Orgs available	1. Select organization	Org ticket list loads
UAT-016	Reset source back to Assigned	Other source selected	1. Clear selector (set to `—`)	Assigned tickets reload

ID	Scenario	Preconditions	Steps	Expected Result
UAT-017	Ticket search filter	Ticket rows loaded	1. Enter known ticket term in search	Visible rows match term
UAT-018	Status filter	Ticket rows loaded	1. Change status filter (`open` , `pending` , `hold`)	Visible rows match selected status
UAT-019	Column sort	Ticket rows loaded	1. Click `Updated` header 2. Click again	Sort toggles direction
UAT-020	Open ticket by row click	Ticket rows loaded	1. Click row	Main Zendesk tab navigates to ticket
UAT-021	Open ticket by ID click	Ticket rows loaded	1. Click ticket ID link	Main Zendesk tab navigates to ticket
UAT-022	Refresh current source	Any source active	1. Click refresh icon	Same source reloads and status message updates
UAT-023	CSV export enabled state	No rows then rows	1. Observe CSV disabled with no rows 2. Load rows	CSV button enables when rows exist
UAT-024	CSV exactness	Known visible subset (e.g., 10 rows)	1. Apply sort/filter 2. Export CSV	CSV has same rows, same order, includes ticket URL
UAT-025	CSV filename context	Rows loaded	1. Export CSV 2. Inspect filename	Filename includes source/row count/sort/timestamp
UAT-026	API GET run	Logged in session	1. Select path 2. Set params 3. Click `Run GET`	Response table renders and status indicates HTTP result
UAT-027	Raw.JSON download	API response present	1. Click `Raw.JSON`	JSON file downloads
UAT-028	Side panel left/right adaptation	Chrome supports side panel side switch	1. Dock side panel left, then right	ZIP header side accent updates accordingly
UAT-029	Narrow-width dropdown containment	Side panel resizable	1. Resize panel very narrow 2. Open By Group/View/Org	Menus stay inside app shell (no overflow)
UAT-030	Non-Zendesk scope protection	Open non-Zendesk page	1. Switch tabs between Zendesk and non-Zendesk	ZIP remains focused on Zendesk context
UAT-031	Master icon branding	ZIP installed	1. Open extension manager and toolbar icon 2. Compare icon glyph	Icon matches latest master media kit
UAT-032	Branded login presentation	User logged out	1. Open ZIP side panel	Login view shows approved mark/splash and readable mission text
UAT-033	Branded documentation output	PDF package generated	1. Open manager handout/training PDFs 2. Review first page	PDFs show polished Spectrum 2 branded styling with media kit assets

Required Evidence per Test Run

For each failed case, capture:

- Screenshot/video.
- Exact timestamp.
- ZIP version.
- Active URL.
- Status message text from ZIP footer.
- Reproduction consistency (`Always`, `Intermittent`, `One-off`).

Pass Criteria for Training Launch

- All launch/access tests (UAT-001 through UAT-007) pass.
- All ticket workflow tests (UAT-011 through UAT-022) pass.
- Export correctness tests (UAT-023 through UAT-025) pass.
- Layout and containment tests (UAT-028 and UAT-029) pass.

Defect Severity Guidance

- P1: Cannot open ZIP or cannot load tickets.
- P2: Wrong dataset, wrong navigation target, broken CSV fidelity.
- P3: Visual/layout issue with workaround.
- P4: Cosmetic text/spacing issue.

==

ZIP Extension README

# Source: /Users/minnick/Documents/PASS/ZIP/zip-chrome-extension/README.md

ZIP Chrome Extension (No 3P Dependencies)

ZIP = Zeek Info Peek — ZIP into INFO from the Zendesk API.

Quick Start (Urgent Line Paged)

If the urgent line just paged, do this now:

1. Open `chrome://extensions`.
2. Toggle **Developer mode** ON.
3. Click **Load unpacked**.
4. Select `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`.
5. Open `https://adobeprimetime.zendesk.com/agent/dashboard`.
6. Click ZIP, then click `Login with Zendesk` if prompted.
7. Click `Assigned Tickets` and start triage.
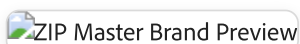
ZIP Master Brand Preview

Mission: Ship secure, scalable automations that connect our tools and help customers as fast as technology allows. Don't get stuck wasting cycles on blockers. If ZIP can make your job faster, better, or more enjoyable, please share feedback.

ZIP is now distributed as a pure Chrome Manifest V3 extension.

- No Tampermonkey
- No hosted SPA required
- No OAuth client-id prompt in local HTML

Versioning (Automated): This repo now auto-increments `manifest.json` on commit when ZIP app files are staged.

- Hook: `.githooks/pre-commit`
- Bump script: `scripts/auto_bump_manifest_version.sh`
- One-time setup (already run in this repo): `scripts/install_git_hooks.sh`

Result: every ZIP code/content commit bumps patch version (`x.y.z` -> `x.y.(z+1)`) automatically.

After one-time install, runtime flow is:

1. Open Zendesk page
2. Click the ZIP bubble
3. If logged out, click Login with Zendesk
4. After sign-in, ZIP loads profile + assigned tickets automatically

Logged-out behavior:

- ZIP shows a branded login card and opens Zendesk authentication from the `Login with Zendesk` button.

Brand System (Master Kit)

This build is aligned to the latest approved media assets:

- Core media kit: `/Users/minnick/Downloads/ZEEKINFOPEEK_ZIP_V5_FULL_DELIVERY.zip`
- Current app icon pack: `/Users/minnick/Downloads/ZIP_APP_ICON_PACK_round.zip`

Integrated assets now live in:

- `assets/brand/icons`
- `assets/brand/source`
- `assets/brand/splash`
- `docs/assets/brand`

Current release:

- `manifest.json` version: use current value in `zip-chrome-extension/manifest.json`

Quick Start

1. Open Chrome and go to `chrome://extensions` .
2. Toggle **Developer mode** ON.
3. Click **Load unpacked**.
4. Select this folder:
   - `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`

5. Open Zendesk:
   - `https://adobeprimetime.zendesk.com/agent/dashboard`

6. ZIP opens and checks session automatically (floating panel button is available if collapsed).

Team Handoff

You can hand off either of these:

1. Folder: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`
2. Zip: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension.zip`

Also available:

- Install helper page: `/Users/minnick/Documents/PASS/ZIP/zip.html`

Runtime Behavior

Runs only on:

- `https://adobeprimetime.zendesk.com/*`

Uses active logged-in Zendesk browser session to call:

- `/api/v2/users/me.json`
- `/api/v2/search.json?query=type:ticket assignee:{email} status:open status:pending status:hold`

Side Panel Controls

- Action click opens ZIP side panel (`openPanelOnActionClick: true`)
- Context menu:
  - `⚙ > Side panel position`
  - `Ask Eric`

- Keyboard shortcut command:
  - `Open or close ZIP side panel` (default `Ctrl+Shift+Y` / `Command+Shift+Y`)

ZIP is tab-scoped for Zendesk URLs and disabled on irrelevant domains to avoid workspace clutter.

Left/Right Positioning Note

Chrome Side Panel supports left/right docking only (not top/bottom). ZIP reads current side via `chrome.sidePanel.getLayout()` and keeps UI/context menu state in sync. If Chrome exposes a programmatic setter in the running browser (`setLayout` / `setSide`), ZIP will use it. When no setter is available, side placement remains controlled by Chrome/browser settings and ZIP opens side panel settings as fallback.

Enterprise Option

If teammates cannot use "Load unpacked", your Chrome admin can deploy this extension via managed policy.