



ZIP Management Release Memo

ZIP Documentation Suite · Spectrum 2 branded export · Generated 2026-02-11 13:50:50

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: 1.0.21
- Package: /Users/minnick/Documents/PASS/ZIP/zip-chrome-extension.zip
- Install path: /Users/minnick/Documents/PASS/ZIP/zip-chrome-extension
- Brand baseline: /Users/minnick/Documents/PASS/ZIP/zeek-info-peek-master-brand-pack.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.

PASS • ZIP (Zeek Info Peek)

Master brand kit aligned