ZEEK INFO PEEK

ZIP User UAT Test Cases

ZIP Documentation Suite • Spectrum 2 branded export • Generated 2026-02-11 15:35:53

ZIP User UAT Test Cases

Version under test: `1.0.21`

Quick Start (Urgent Line Paged)

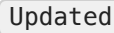If the team needs to get running immediately:
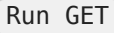
1. Open `chrome://extensions` and enable Developer mode.
2. Load unpacked: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`.
3. Open `https://adobeprimetime.zendesk.com/agent/dashboard`.
4. Open ZIP and sign in if prompted.
5. Execute triage from `Assigned Tickets`, then run the full UAT matrix 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 open panel	ZIP installed	1. Right-click extension icon 2. Click `Open ZIP Side Panel`	ZIP side panel opens
UAT-005	Context menu horizontal workspace	ZIP installed	1. Right-click extension icon 2. Click `Open ZIP Workspace Tab (Horizontal)`	New full tab opens with ZIP workspace layout
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

ID	Scenario	Preconditions	Steps	Expected Result
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
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

ID	Scenario	Preconditions	Steps	Expected Result
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.

PASS • ZIP (Zeek Info Peek)   Master brand kit aligned