



# ZIP Functionality Inventory and Documentation Workflow

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## 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
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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

Feature ID	User-facing Name	Trigger	Output	Source Files
ZIP-TICKETS-005	Search + status filter	Search input + status dropdown	Refined visible rows	<code>sidepanel.js</code>
ZIP-TICKETS-006	Sort columns	Ticket header click	Asc/desc sort	<code>sidepanel.js</code>
ZIP-TICKETS-007	Open ticket in Zendesk	Row click or ticket ID click	Main tab navigates to ticket URL	<code>sidepanel.js</code>
ZIP-TICKETS-008	Refresh active source	Refresh icon	Reload same source context	<code>sidepanel.js</code>
ZIP-EXPORT-001	Export visible table to CSV	CSV button	Context-aware CSV download	<code>sidepanel.js</code>
ZIP-API-001	Zendesk GET runner	API path + params + Run GET	GET response rendered	<code>sidepanel.js</code> , <code>paths.js</code> , <code>content.js</code>
ZIP-API-002	Raw JSON download	Raw.JSON link	JSON file download	<code>sidepanel.js</code>
ZIP-UX-001	Side panel side awareness	getLayout context	Left/right visual adaptation	<code>background.js</code> , <code>sidepanel.js</code> , <code>sidepanel.css</code>
ZIP-UX-002	Narrow-width menu containment	Resize panel thinner	Dropdowns remain inside shell	<code>sidepanel.css</code>
ZIP-BRAND-001	Master icon system	Extension install/action icon	Unified ZEEK INFO PEEK iconography	<code>manifest.json</code> , <code>icons/</code> , <code>assets/brand/icons</code>
ZIP-BRAND-002	Branded login shell	Logged-out view	Splash + mark + mission-aligned shell	<code>sidepanel.html</code> , <code>sidepanel.css</code> , <code>assets/brand/splash</code> , <code>assets/brand/source</code>
ZIP-BRAND-	Branded docs exports	Training doc generation	Spectrum 2 PDFs aligned to master kit	<code>docs/*.md</code> , <code>docs/assets/brand</code>

Feature ID	User-facing Name	Trigger	Output	Source Files
003				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`.