



ZIP Management Release Memo

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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.