



# 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