

ZIP Manager One-Page Handout

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Congratulations, your PASS Zendesk life is no longer being throttled.

Quick Start (Urgent Line Paged)

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 and click `Login with Zendesk` if needed.
6. Click `Assigned Tickets` and begin response workflow.



Mission

ZIP = Zeek Info Peek. ZIP into INFO from the Zendesk API.

Mission statement: Ship secure, scalable automations that connect our tools and help customers as fast as technology allows.

What ZIP Delivers for Managers

- Near-real-time visibility into active team tickets.
- Fast pivots by Group, View, and Organization.
- Clean CSV export of exactly what the team is looking at.

- Faster standups with less tab-hopping and manual copying.

30-Second Launch

1. Open Zendesk dashboard.
2. Open ZIP (extension icon, context menu, or shortcut).
3. Select source: Assigned, By Group, By View, or By Org.
4. Apply filters and export CSV when needed.

Core Team Workflows

1) Daily Queue Pulse

- Start with Assigned Tickets.
- Switch to By Group for team-level load.
- Sort by Updated for recency.


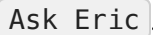
2) Team Snapshot Export

- Apply source + filters.
- Confirm row count shown in ZIP.
- Click CSV.
- Share output with leads/managers.

3) Escalation Drill-Down

- Click ticket ID from ZIP to jump directly into Zendesk ticket.
- Keep ZIP panel open as persistent context.

Launch Methods

- Action click on ZIP icon.
- Context menu:  > Side panel position (opens Chrome side panel settings).
- Shortcut: Ctrl+Shift+Y (Windows/Linux) or Command+Shift+Y (Mac).
- Feedback option: .

User Guardrails

- ZIP is scoped to Adobe Primetime Zendesk domain.
- ZIP focuses on active work queues (not solved/closed backlog by default).
- CSV exports match the visible table rows and order.

Manager KPI Suggestions

Track before/after adoption:

- Time to produce queue snapshots.
- Number of manual Zendesk tab switches during standup.
- Time from queue review to first action.
- Percentage of escalations opened from ZIP ticket links.

Troubleshooting Quick Checks

- Panel not opening: reload extension and confirm Zendesk tab context.
- Empty table: clear filters and refresh source.
- Export disabled: ensure visible rows exist.

Deployment Notes

- Team install path: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`
- Current package version: use `manifest.json` from the distributed build
- Brand kit baseline: `/Users/minnick/Downloads/ZEEKINFOPEEK_ZIP_V5_FULL_DELIVERY.zip`
- App icon pack baseline: `/Users/minnick/Downloads/ZIP_APP_ICON_PACK_round.zip`

PASS • ZIP (Zeek Info Peek)

Master brand kit aligned