Zendesk Developer User Group

Initial Meeting

Fri, Mar 31, 2023 2:22PM • 1:05:55

Summary

- **How many people are going to roll in?** 0:01

- **Introducing the new members.** 2:45

- **What's your experience with Zendesk?** 8:12

- **How to use Zendesk for client side apps.** 15:38

- **What can be done in Zendesk?** 20:41

- **Is there a way for us to interact with each other outside of the   Zendesk user groups?** 25:32

- **Are we at the point where prompt engineering is something that we need   to know?** 33:03

- **What's going on with the drop-down?** 38:51

- **How the Followers app works.** 45:23

- **What are some of the tools that would be helpful as an admin?** 52:05

- **Platforms for Mac and Linux development.** 57:23

Transcription

Zack Olinger 00:01

All right should be good to go we had like 38 or 39 folks sign up so I'm not sure how many people are going to actually roll in this is pretty exciting so are you guys able to unlike and talk to I just want to make sure I think so. Cool thanks Rafael.

I notice on some there's mics and cameras, but on some of them there's not on some of the users. So was there any trouble getting in everybody able to get like the link? Okay. I guess everybody that's here did it's kind of a silly question, I suppose.

Give me a few minutes.

Zack Olinger 01:47

How's everybody doing today? Happy Friday

Rafael Santos 01:58

indeed, happy Friday. Good. Good.

Zack Olinger 02:07

Johnny, Johnny. Morning. All right. Well, we can just let people keep rolling in. Yeah, man.

Zack Olinger 02:32

Hey, how are you?

Ahmed Zaid 02:33

Good. Thank you. How are you?

Zack Olinger 02:36

I'm doing well. Thanks.

Zack Olinger 02:45

So, yeah, I wasn't sure like how large the group was going to be I know, there was like, close about 40 people that signed up, but I wasn't sure if they were all going to make it to the, to the actual live event here. So I guess you know, to kind of get started. I everybody, my name is Zack colander. And I've had an interest in doing development on the Zendesk platform for a while I've done some development on the Zendesk platform. And when I learned about the user group program, I figured, there's probably others like me, so I thought I'd go ahead and put myself out there to be the group leader. vulnerable in a way, because I'm pretty sure there's going to be some some people in this group that have a more refined skill set, I'm going to say on this particular aspect of Zendesk, although I view it as a great way to, to learn and grow. So I appreciate you guys being here. And being a part of this and seeing what we what we come up with and what we explore together. So thanks for all of that. Really, I think in the beginning here, I'm just kind of curious about who was in attendance and like, we just want to do introductions and maybe a little bit like, where I'm also curious about, like, where the group is with, like their familiarity, like with developing on this Windows platform. And that'll help I think, guide a little bit of what we may talk about how we proceed and you know, what we want to do as a group. So everybody's cool with that. I guess I'll go ahead and start and then we'll just kind of like, pop around, if we just want to popcorn and like have it the next person like I'll choose the next person and so on and so forth. So yeah, again, my name is Echo Linder. I started off on Zendesk working at Advanced battle technologies. And in that capacity, I connected our Zendesk instance, both support and Zendesk support and Zendesk sell two different web properties that we had via web hooks and integrating MailChimp and other types of things of that nature. And then I've done a couple other projects for Other companies and right now, I'm contracted that Apple for Apple working at Apple TV doing doing work out there. But yeah, I've written a number of Python scripts to help me manage some of the things I need to do. I've done some of the JavaScript SDK, you know, custom app development stuff, getting into a little bit of the sunshine platform. That that is kind of a general gist. So I'm gonna go ahead and pass it to. Krista. That's cool.

Krista Zaloudek 05:38

Hey, y'all, can you hear me? Sweet, sweet, thank you so much for organizing this, I really am probably going to be someone that listens and learns a lot more. I'm more on the admin side and kind of dipping my toes into development. So I do have to have familiarity with reading documentation and, you know, trying some things out, but I definitely am much more at a beginner level. So I'm just thrilled to be here. Cool. Awesome.

Zack Olinger 06:10

Thank you. See, I'm gonna go ahead and pass it to Stephen, then. Yeah,

Stephen Belleau 06:22

I'll turn the camera on for this, I guess, everyone. So I would describe myself as a senior admin, similar to Krista beginner developer, just kind of dipping my toes and looking forward to doing things like the like, there's an app workshop that Zendesk has about building your first app. I have yet to do that. But yeah, just kind of some basic stuff like that. Cool. Awesome. Thank you. Yeah. I don't see. Ahmed, I'll be going next. But that's cool. Me? Yeah.

Ahmed Zaid 07:01

All right. Hi, everyone. I'm it. I'm a technical architect, I am normally based in Malaysia. I have been working with Zendesk as an agent for, I don't know, seven years. And, and as an admin as well. I was an admin one week after I started as an agent. And as a developer that a little less than two years ago, actually developing for them. This was my first experience developing for web in general. And I kind of learned on the job, like, learned what I needed to do. So I will always feel like a beginner developer, because I never really learned properly. I was always just searching for a solution for a problem. So I think I will have 10 years experience in development, and I will still feel like a beginner with impostor syndrome. Like that. You're never alone. Yeah, over to you.

Zack Olinger 08:09

Cool. Thank you for that. Yeah, I'll just back that up. For sure. And say that, yes, I'm in. I'm in the same boat, you know, like, I've always felt like a lot of the stuff that I've built out one way or the other is kind of like pieced together kind of like rolling my own solution. And yeah, yeah, some impostor syndrome, for sure. So thanks for that. See, How about how about you Melanie?

Melanie Jackson 08:38

Can you hear me? Yep. Okay, all right. Sometimes the microphone settings don't always transfer, you know. Um, so I am here out of curiosity, I will say, I am an admin for my company's Zendesk for HR Payroll, and a couple of legal teams. And so, we implemented Zendesk last year, and, and I'm an HR so I'm not like it or anything, but I am the owner of this system. And I really just want to learn more about options in Zendesk and how we can utilize it more and what kind of I guess just what other people are doing with it, and how to do some other things with it. So it's been really great so far, but I know that there if, if possible, I know that there are definitely other things that we would love to do with it or be able to utilize it for but I would have no idea how to make that happen or if that's possible, so I'm just a very curious person. So I am here to just You know, be a fly on the wall and, uh, and absorb and see if there's anything I can pick up along the way.

Zack Olinger 10:08

Cool. Awesome. Well, thank you for that. Sorry, I'm just checking out the chat here too. I'm gonna need to probably ask for somebody's help on that as we move forward, just so I don't have to like keep track of everything or like take time in the middle of the meeting. Okay, think everything's good. Okay. Sorry. Thank you for that. Eleni. us then. Let's see. Not sure if Harper and is it harder Sanjana. I'm not sure if you guys have like enabled or even Florin and set Lila Lila sorry. I'm just gonna own this upfront you guys is that if I butchered the name? I'm just so I'm sorry

Zack Olinger 11:02

six. Gotcha. Okay, cool. Reading Harper's response here

Zack Olinger 11:24

Gotcha. Cool. Awesome. Thanks for that. Super cool. And no worries. Is it? Is it Leila or Lila? I'm sorry. So now that Lila then I forgot which one I said first. Okay, thank you. Perfect. So Leila, what? What's your experience with Zendesk or like the development and things if you don't mind sharing?

Zack Olinger 12:08

Cool. Gotcha. Cool. And you guys, are you guys parted? I think it's Michaels admin group. Is that correct? I just I'm assuming that there could be some overlap. Yeah. Right on. Cool. That's cool. And I figured that that might be the case. Because unlike, like, like, you guys, I started off as an admin, and then just started getting into some of the development stuff to help augment the things that I needed to do or expand some of the things I needed to do. So I can understand that. Okay.

Zack Olinger 12:50

Cool, awesome. Awesome. Well, thanks, everyone. So I think we're all pretty similar, and like, our origins and everything like that. So that's really cool. Again, thanks for being here. So I guess in this regard, I'm kind of curious. Is there anything I know, I guess some of its situational awareness around like, what I heard some things about, like what the options may be and like how to extend or better utilize the Zendesk platform. Is there anyone? Maybe, I don't know, I guess I can share some of my experiences about like what I've developed. I don't know if Ahmed, if you wanted to speak to some of the things that you've kind of ran into that you've developed as well. Since it seems like the two of us, May, and it Santana has done some development as well. So maybe if we wanted to kind of share our experiences a little bit, to kind of give some, some others some ideas of what we've touched and what we've developed, help us to help ourselves in our roles. Do you think?

Ahmed Zaid 14:04

Yeah, absolutely. I'd love a bit about what I developed. I will try my best not to sound like a setting pitch because my apps are on the marketplace. So just don't take that as a as, like, I'm not trying to sell you these apps are just trying, I try to talk about my experience, suffering while developing them and eventually being happy about the achievement.

Zack Olinger 14:36

Understood. Yeah, I guess one thing too, I guess, some general housekeeping real quick. So I did forget to kind of get into that in the beginning. I don't work for Zendesk. Nobody in this group works for Zendesk. So all of our user groups or leaders or volunteers, yeah, none of this is meant to be like a place to be pitched to or anything like that. So I appreciate your call that out at Ahmed. And I just want to make make that kind of clear. And that everybody's kind of feeling easy and good about that. So I definitely feel that in this container, it's just, you know, exploratory and just kind of talking about the experience of development and things like that. So I just, just like I said, general housekeeping, so I just want to put that out there. So yeah, I guess, do you want to go ahead and kind of speak to some of that, or

Ahmed Zaid 15:33

I can share with you my, my first app. Marketplace, I was basically following some tutorials on Zendesk for client side apps. And then I was following some react tutorials in the same time. And then I thought, okay, maybe I can join a couple of tutorials together and just do an app that does a very simple thing, only a single function. And I think, like a client of mine has mentioned something in passing awhile ago, and that was not possible in Zendesk. And that's where I would say, almost all apps come off by buying it or your own company, have that functionality that it's not there, or has like a costly third party service, and then you try to hack things together. I think all of us will have a similar story for that. So yeah, my first step was absolutely terrible. Just poor UI. Published was bugs. Minimal testing. And, but at least it did one thing. And after fixing it up just a bit correctly, it's, it changes the the title for custom fields, from the agent view, to the customer view, because some new agents were a bit confused about a lot of like, cryptic strings, and that the admin set and the admin was very reluctant to change them. So I thought, okay, maybe we can do a simple UI change. It was a great learning. First app, just getting confidence on having a functionality out there that wasn't there before is a great boost of confidence. Yeah, that was my first half success, half failure story.

Zack Olinger 17:40

Cool, thanks for that. Yeah, switch. Quick. Okay, so Raphael has done some. Sorry, I'm just reading out our fields. Message, you

Rafael Santos 17:57

know, is so basically just thinks for management syncs. And everything rather low level, though, last year, I sort of became an expert on everything that's under skin do with their liquid implementation, because I have to heavily customize our email templates. And then trying to figure out how could I bring features that are not available in Zendesk for Email Template Management, like bringing ticket information to the into the email, adding, like for cycle logic, and then variable management from that. And with it, I added a lot of functionality to our triggers. By using web hooks going the support API endpoints, however, that ended up growing a lot. And now I am moving that into a back end app. So basically, Zendesk calling our backend the backend sorting out the requests, and then sorting batch requests to send us because the batch endpoints are rather limited. Gotcha. Yeah, exploring the sunshine platform sometime soon to make it more of a CRM because now we have access to Sunshine enterprise, we were on the professional before. And yeah, now we have a lot more vo large, a larger volume of records that we can use for objects, events, relationships, and I'm going to push a lot of events into this and so that agents can understand what's going on with the customers and, and also so on one end, becoming faster, answering customer questions, and solving their issues. And at the same time, being able to provide a better experience by knowing more of what's going on with the users themselves.

Zack Olinger 19:44

Yeah, thanks. Yeah, no problem. Yeah, sounds like you've definitely gotten in pretty deep and so I could see it would you be open to like, maybe, like CO hosting or like sharing and kind of like a If I could see us like, like the group learning from you, would you be cool with kind of doing something in the future with me on this? From the group? Like a demo or something, I guess. Yeah, we're happy to like, I'm still trying to figure out for more topics for our user group, like, I'm the co leader for the Portugal user group. But of course, sometimes I also wish to delve into more technical topics, but we tend to more general audience. So yeah, happy to, to bring more topics into the developer group if, if you'd like. And yeah, if you have any liquid questions about what can be done in Zendesk eat me up. I've, I've, like, burned myself looking through that documentation and testing like every method available, because Zendesk implementation is rather limited. And it's like, three versions prior compared with what Shopify has.

Zack Olinger 21:03

Gotcha. No, that's good. Thanks for that. Yeah, I've definitely mixed mess around with that as well like dynamic JSON payloads for certain certain triggers for what type of information needs to be put in where? So yeah, doing some of that manipulation and liquid? And so that's cool. Yeah, for sure.

Stephen Belleau 21:23

Yeah, I will say the day I learned that you could use liquid inside of web hooks and triggers. That was a game

Zack Olinger 21:30

changer. That's for sure. It is absolutely. 100%.

Ahmed Zaid 21:39

Yeah. Like the great revelation that I had recently is that using liquid, you can actually have like an extra condition in the trigger, whether the trigger could fire or not think there was someone in the community that had a query about checking the file type, before taking an action to it? And then I realized that you can actually check it in there quit and then. But what if I don't want to fire this trigger? I can just use conditions and have an empty payload that updates the ticket API. And that empty payload, although the trigger fires, that there is no event on the ticket, like there is no update to it whatsoever, no harm done. And that was a huge revelation. I loved it.

22:30

Yeah, so I have tried that one before. And the way I'm doing it right now, is instead of sending an empty payload, sending a ticket payload with just the metadata fields, reasoning, so you'll still register whatever app that you want to do. And you'll have that on the web book activity page, like for the audits, but it's not going to return a 422 because it's an processable entity that Zendesk could return. If you'd send an empty payload, you just pass the metadata field inside the tickets objects. And suddenly Zendesk accepts that it returns 200, though it doesn't update the ticket itself anyway, just the ticket audits.

Zack Olinger 23:19

Gotcha. That's a good, that's good to know, little nuances like that. Sorry. Okay. Just checking the chat here. Yeah, for myself, kind of basically, like, what I what I've done before, what kind of got me turned on to using liquid and triggers and things like that was a, an approval process for a company that I did some work for, it was a fairly involved approval process. And so there was a lot of checking to see who had approved what, and there was a certain order that needed to be done in certain fields that needed to be updated based upon all of that. So that was my first kind

of foray into into using dynamic payloads and liquid triggers. And then, probably, one of the things that I've enjoyed most recently is a Python script that I wrote, that creates a generates the liquid markup code for me that I didn't stick into dynamic content. And it's for all of the forms that we have. So that way, any of the filled out fields on the left are inserted into an internal comment into what I call the table of field values. So that way, the agent doesn't have to view everything on the left everything they need is just kind of packaged as an internal comment. And that's been that's been pretty helpful but it's nice to have these ways to be flexible within the environment. So I think this is kind of the stuff that you know, Melanie and and others may have been looking forward just kind of curious about to see what may or may not what can and can't be done. Another thing I've I did too, was Uh, followers, like, I'm not sure how many of how many of you use followers in your environment, like finding the ticket that you're a follower on is not necessarily the easiest to get to. So my first Javascript app was to create a tag and I call it like a view tag for followers on tickets. And then that way our agents can create views based upon the tickets that they're following, rather than having to go into their profile and hunted down that way. So that was fun as well. Yeah.

Stephen Belleau 25:37

I have a side question. Since Raphael is saying, hit him up for anything liquid. And user groups, is there a way for us to interact with each other? Do we have a space for doing that? Or is it just, you know, outside of these meetings?

Zack Olinger 25:53

Oh, as far as like, connecting? Yeah, yeah, there is like a user group forum. And I'll have to like, come back to that. But yeah, we can. I can get you the links for that. I can email you guys that but there is a space for us to be in community together that's outside of still within like the Zendesk user group environment, but not just in these virtual meetings. Yeah. Okay. Great.

Rafael Santos 26:15

So during the events, you can use DMS, if you want to reach out to someone directly. I believe that the Zendesk community team was looking for another platform besides the the gather their own gather on the on the Zendesk user groups topic. I believe they were exploring, even having slack workspace dedicated for user group members. But there were no news on that, because of course, it incurs additional costs, and like InfoSec approvals on there, and sort of things like that. But yeah, they're, they're still exploring more capabilities for us to interact outside the

actual sessions. But But of course, the community forums are always there. And that way, we also share it with the the wider community that are not part of the user groups.

Zack Olinger 27:10

Cool. Yeah. And I'll double check on that and get, get what I, what I learned from Drew, and I'll send that out to you guys. And provide that so we can connect and stay in touch and have a place to be essential as we can be outside of these ovens here.

Stephen Belleau 27:31

It sounds like, we want a demo of what you were just talking about Zach?

Zack Olinger 27:34

Yeah. I'm seeing that. Yeah. So yeah, we can I can certainly I certainly do that. I feel unprepared at the moment to do it kind of live on the on the fly. But I can certainly put that together. If that works. And if you want I mean, I can even do like a screencast and send that out. I'll talk to Drew about that. Because I know that drew was also talking about being able to upload like these recordings to YouTube. So that way we can use them for those that didn't make the event, but also for promotional things. And for our particular group, things like demos, I think would be a great idea, too. So I'll hit him up. If you guys are cool with me getting a little bit more prepared for that. And I'd be more than happy to show you. Cool, I appreciate that. Yeah. So is there I guess I'm curious to like, like topics of interest, like, I know that some of the, maybe a larger part of the group is maybe not aware of, they don't know what they don't know. So maybe topics of interest are a little bit hard to kind of grapple with or, or even know what you may be interested to know. I guess that being said, Is there anything that kind of comes anybody's mind that they're like, I'd like to explore this or like, showcases, like the demo part is like one thing. So I didn't know, like, do we want to go through and like kind of show how to set up the environment to do like your first like JavaScript SDK kind of a thing and like, develop locally and test it and then like, deploy it, like we could go through that type of thing. I don't know if that's a little involved or advanced to start with, I don't know, might be a topic of interest. Like this, like I haven't done anything with this. So I don't know if that's something that's of interest or under the sunshine platform. I'm just starting to get into that a little bit. So I haven't done too much of that. Anyway, I'm all ears about where we might want to go or like what types of things we would like to explore.

Stephen Belleau 29:44

And a couple of things on my mind one was this, what the heck is it? How do we use it? I know it's supposed to be kind of a middleware service and it sounds very useful, but I have yet to see any examples of what it is what it can do, how to get set up with it all that And then yeah, just knowing that we have a handful of beginners here, just kind of resources around how to build your first app and going through that kind of flow. Okay. Oh, cool. I was saying the admin user group is doing this as the next topic.

Zack Olinger 30:19

Yeah, that's, um, yeah, I was hit up on that, too. So I think I think Michael and I are gonna be working on that. Together. So that'll be cool. Yeah. Okay. Sorry, I'm just taking notes. I do things. Old styles. So actually Kenny paper. Cool. And then I don't know to like, I know, as admins and things of this nature. There's, as far as like, development goes, like, like we can get into like, I can be happy to show you guys like the Python stuff, and how I set it up and how I do like the configuration using a Yamo file to keep like, keys and how I define like, custom fields are the fields that I need the script to be aware of, you know, these kinds of things. I just don't know what's going to be if it feels a little too. Too Far or, or too advanced. I just want to make sure I'm not like going above what people feel comfortable with, you know, approaching it in a way that's meaningful, you know.

Zack Olinger 31:32

Cool.

Zack Olinger 31:42

So it seems like this is kind of a Okay, cool, so Chris's. Got Gotcha. So just reading the chat, your skill sets code and or tool proficiencies. Yeah. Okay. Gotcha. Okay. Cool. Thanks, Harper. Yeah.

Zack Olinger 32:15

Gotcha. Cool. Okay. I appreciate all of this. And I'm curious. I guess, Rafael's, you've done a user group. Is the chat saved with these as well. And when the events over?

Zack Olinger 32:31

Or anybody else? Sorry, Michael? Oh, it's not okay. We were able to export it while we're in session. I guess. Okay. Well.

Stephen Belleau 32:57

When we talk about skill sets that a developer needs, this is a maybe a wild question. But are we at the point where AI prompt engineering is something that we need to know.

Zack Olinger 33:10

I believe it probably wouldn't be a bad thing. I know that I like with, like, with a Python script that I was working on here recently. I definitely employed Chad GPT setup for that. Because it's so one of these things where I'm like, Okay, I know I can figure this out. Thing is, is that I could spend two weeks trying to figure it out. Or I can spend like a day and a half working with Chet GPT to like, iron out what we're what we're doing together. So in that regard, I definitely view things like this as a as an assistant tool, for sure. And just for expediting the development deployment, so

Stephen Belleau 33:53

yeah, it'll give you a starting point, at least.

Zack Olinger 33:55

Yeah, for sure. Go ahead. Thanks, Michael. I appreciate these. I appreciate these. This information here. Oh, cool. Thanks, Raphael for that link to so awesome. Yeah. So like, what like to give you an example of like, what I was working on is, how many of you how many of you use forms like in your Zendesk instance? Probably. Well, I mean, I know that we all use forms, but I mean, like, like the customer

Stephen Belleau 34:23

facing side or Yeah, customer

Zack Olinger 34:24

facing. Yeah. Put it that way. Yeah. Cool. So conditions and things like this. I don't know about how many of you guys have like complicated forms with like conditions, a lot of fields. Yeah. So when I work with stakeholders, I feel sometimes sheepish about like, hey, I need you guys to like really game these forms out and like understand what, what you want how these conditions are going to work because like building it out first, no problem. But if you want to make a change, then the work could be exponential. So you know what I mean? And it seems like I know, at least in my mind, when the word form comes up, it's like, Oh, that's easy, you know. But then it's like, it becomes very complicated and actually can take, I feel a decent or a very large amount of time to do something that feels in the mind, like, it should be pretty straightforward. So what I was doing is to help me as an admin, visualize these conditions is to write a script that basically found the root like field, and then showed the tree based off of that on all of the conditions, right? So that way I can see, here's the field, here's the option, here's the field, here's the option and see like, what pieces were connected together. And that's what I need to check GPT itself with, because it was like this is this is not as straightforward as it's one of these recursive types of things that it has to like, loop through and figure out it's not complete, right, like right now, I still have some issues with that. Some of the nodes, the ending nodes are populated more than once. Is, is one of the things that I'm running into. But anyway, it's just this kind of idea. I know that I know that. Some of the other admins I've spoken with the forum's are challenging, so I just wanted to double check and make sure it wasn't alone in that.

Stephen Belleau 36:26

Definitely not Yeah, especially with drop downs, I just find them really painful to interact with, you know, the IDs and random strings and everything. Targeting elements can be a challenge.

Zack Olinger 36:40

It's true. So Michael, I'm curious when you say you want to have better control over the forms, like what does that? What does that mean? To you?

Michael Locurcio 36:59

Yeah, can you hear me? Okay? Sure. Can. Hey, sorry about that. Yeah. So, you know, kind of what you were saying about the conditions, I'd love to be able to, you know, control the conditions a little bit better. You know, the whole idea of having a form selector show on the page is sort of unnecessary in my mind, you know, being able to turn on and off. You know, the the KB suggestion, part of the form, you know, some of the fields that are required, like, you know, subject, I would prefer to be able to pre populate that. You know, I just think there's more that we should have control of on the configuration side versus having to hard code everything. And to someone's point earlier, it just gets messy when you have things in too many different places.

Zack Olinger 37:53

Right, yeah. So right now, just out of curiosity, like with some of the forms that you use, do you the only way that I'm aware of right now to like to hide, like some of these required fields and pre populate them is to use like JavaScript. Yeah. Have you explored? Yeah, okay.

38:09

Yeah, that's what we're doing. It's all in JavaScript. So it's fine. But then when we want to create a new form or a new process, we have to you know, get two different groups involved.

Zack Olinger 38:18

Yeah, gotcha. Gotcha. Okay. Okay. Very cool.

Ahmed Zaid 38:26

I had this recently trying to figure out all the the hiding of fields but options in drop down fields on guide and boy, it wasn't straightforward at all because I realized that the drop down fields in guide are not really a select HTML tech. It's, it involves a hidden field. And I think that the dropdown is completely a script that you don't see it's not in the thing it's a templating engine itself if I'm not mistaken. So took me a few hours of trial and error realizing the only way to do it, I would have to wait for the DOM to be manipulated and then I can eventually find out when the options are popped up. They only pop up when you click on the drop down menu and that's only then you can manipulate them it was a fun learning experience some guide for it on the on the forum someone just to give me a quick hack on to it. I don't know if there is but I couldn't find it. So yeah, I'm looking forward to finally fine share the the results of this excursion on the forum.

Zack Olinger 39:58

Yeah, Oh,

40:00

yeah, I've typed into that recently as well. So you have to have an event listener for the click event onto the drop down to then have a query, select off the options that came up and hide them if you want to do that. But yeah, no documentation available on the developer documentation, nor the community forums, as far as I'm aware. So I've been through that path before. So trying to hit everything and freezing the behaviors like trying to inhibit the next event like to try to see what's going on, what is the script trying to do? Because yes, it's not even the templating engine. It's part of a set of scripts that send us quotes every time that the page loads as well. But yeah, I think it's HC and user script js, something with ash strings in the middle, the thing is, their code is super unreadable, because it's been minified. And every function name has been replaced with an A, B, C, D, and you just have to make sense of it, like reverse engineering it to, to get what's going on.

Ahmed Zaid 41:11

That's I, I struggled with that, because so I tried to inspect where the drop down is. And I couldn't do it, because if you click, then the drop down will, options. But if I go to the Developer Tool, and I'm trying to read the the child elements in the DOM, then the drop down clauses, and they disappear immediately. So I had to just put a script just to print them and to read how they are like so that I would know how to manipulate them. And I tried to follow a set first, just listen on the click event. But the it's not inserted in the DOM, immediately. Create an event and listen to the DOM, child events that are created after listening to the click, and then I can finally find my options to hide them. And that was, it really needs to be easier.

Stephen Belleau 42:17

I ran into that problem too. And there is a workaround. I'm not going to be able to remember it because it was a while ago, but there's a way to freeze the page when you open that drop down element so that you can inspect what's inside it. Yeah, there's there's a way. Yeah.

Zack Olinger 42:37

Yeah, sounds like fun.

Ahmed Zaid 42:40

So these in demand, the hack to hide some options?

Stephen Belleau 42:46

Absolutely. Yeah.

Zack Olinger 42:51

Gotcha. Well, there's a lot to explore that.

Stephen Belleau 42:56

I have a random question about the Help Center and doing this kind of stuff. Is there a reason to use the script.js rather than doing something inside the new request handlebars page? Is there a pros and cons of doing one or the other does it not matter?

43:15

I'm using both, actually. So script.js for generally available functions that will be available on any help center page, though, for the ones that are specific to the New Request page, I hold it within a script block so that it only loads for the New Request page specifically. And on that, you can also add script blocks conditionally loaded. Based on handlebar tags. For example, if you want to localize content without using dynamic content, or use other properties, like agent, user, each agent or user is signed in, and you're running different code walks based on those conditions.

Ahmed Zaid 44:09

can refer to that I did the exact same thing. I use the script or js for most of my manipulate. Why everywhere. But when I wanted to hide options in the requests, I put my script in the New Request page. But I think if you're about your style, if you want to put it in the script, or Jas just to have all your JavaScript in a single file. It's it's still doable. Depends on your sanity where you want the code to be for when you go back to it later.

Stephen Belleau 44:51

Got it. Okay, that's helpful.

Zack Olinger 45:02

Thanks for that. Thank you both. Just taking a look here, I'm thinking ahead to a little bit about some resources to develop and send out to you guys here. So the followers thing was the thing. Yeah. Okay. Just wanted to make sure. Okay.

45:32

So it's like so on that the followers app you mentioned is it something like a sidebar app to, to look at all your photos without having to go into the your own user profile or other other agencies or profiles that it.

Zack Olinger 45:47

So the way it works, it's, it actually runs in the background. So there's no indication that the app is actually running. So the way it works is that if there's a follower, like when you load up, when you click on the ticket and bring the ticket up, it, the app reads to see who's the follower on the ticket. And then there's, on the admin side, there's a prefix and a suffix. And I'd have to go back and double check, there seems like there's a third option to kind of create your the way the way you want the tag to be, you know, formatted, so to speak, or what you want it to contain. And so to make this unique, like, I include the email address of the follower, right. So that way, like if there's two people with the same name, there's not a collision. So pretty much what the app does is when you load up the ticket reads through the follower is and then generates a tag and applies it to, to that ticket. And then, since it's basically standard, so to speak, since I'm the admin, I just get to tell the team like this is, you know, this is the format of the view tags. So when we have new hires come in, we just say, you know, here's how you create a view. And here's your view tag. And then that way, they can just create their own personal views that way or, or

groups within, you know, can create other views to see who's a follower of what tickets based off those off those tags. Does that make sense?

It does, yeah, thanks. So I've, I haven't done something like that. So complex, but ended up building tags based on user IDs, like, I believe it was like follows. Followed by followed like, followed that, by that user ID. And it was being added by a trigger that so a trigger adds the tag, and the trigger is triggered by another tag that is added by a macro and removed at at the time of execution. So if someone someone applies something, so an agent does an action, and based on that action with the macro, few other people are added as followers, and then we can find who's a forward to what, based on those tags and yet, but but on our case, just relying on the Zendesk user ID. Gotcha. Yeah. However, it's not flexible across instances. So I guess we'd have to use external IDs for that.

Zack Olinger 48:24

Gotcha. I see. Yeah, that's true. Yeah, I haven't had to worry about multi instances that way. But yeah, true. User IDs, that one that's totally unique. So very cool. Yeah, I just, you know, it was working with the other places. Before working at Apple. We weren't using followers. So I've never had to run into that. But here, I was, like, Oh, this is kind of kind of awful to have to dig into the user profile to find what tickets you're a follower of. And then depending on the your workflows and how you use it, and then it can be cumbersome, you know, like to have to go there and find that. So that's kind of what inspired are. The development of that. Yeah. So that's another thing I guess, too, for this particular group is like if there's always I don't know how you guys feel, I'm always a fan of, of figuring out a way to make workflows more efficient, right. So if anybody's like, we could do a group or meeting some time where we take like a particular workflow somebody has see if we can solution around that might be kind of fun. I don't know. Just thinking tossing ideas out there

Zack Olinger 49:47

Yeah. Yeah, cool. I'm glad you guys think that'd be fun. For some reason. I thought that'd be fun to just kind of like, it's like, it's work, but it's not you know, right. It's to me, it's Like it's a, it's a fun pastime. I like to be creative that way. I don't like puzzles, like actual puzzles, but I like coding, like figuring out solutions that way. Cool. Well, that's fun. That's that's cool that we're all on the same boat there to improve each other's workflows. So appreciate that. That's definitely communal. So cool. Right on

50:35

I just saw something on the developer documentation that there's now a changelog for the API reference. And apparently, it was released yesterday. Have you seen it?

Zack Olinger 50:50

No.

50:54

I just came across. Right? This is unit? I haven't seen anything yet. This is? Yeah. No, I'm sure cuz this week, I had seen the new page for betas and AAPs. That includes like the agent availability, and points that until then we're only shared the by the product managers. And now there's a change log. And this is a game changer for me. Because usually I just find, wait, there's a new page here, this is cool. Or otherwise, there is also a public API endpoint collection on postman maintained by Zendesk developer. And every once in a while, receive a notification for posts from postman that someone has added something there and I was like, Okay, I'm gonna check it out what's going on? Like, I found out recently that there's an Admin API to manage, like, products, membership, and like things that are only available on the admin center. And there's no documentation whatsoever here. So if you haven't checked it out yet, please get the postman collection. And they have, basically everything that you can do with it there. And it really helps a lot to provision, like, talk or chat, or even explore to some members in bulk, because otherwise, it's just crazy. I've done too many, too much of manual provisioning, for specific sub sub products in the UI. And it was really excited to find out about these Admin API endpoints.

Zack Olinger 52:33

That's cool. That's another thing too, that I guess we could cover in the meeting to like postman, and just some of these tools that as an admin, it would be very helpful just to expedite, you know, getting data or performing certain tasks or extracting data. So I'm not sure how many people are familiar with postman in this group. That could be something that we kind of explore too. If there's a desire for that. Yeah.

Ahmed Zaid 53:06

I wasted a lot of time working on my own collection before I, before this one was released. It was everything. Like I spent a lot of time bought API for postman, and then suddenly, like, everything you need is here.

Zack Olinger 53:26

I know that's how I was too. I was like, creating my own. Yeah. Cool. Excellent. And I know to like with some of these things that were like you said about provisioning, like messaging or talk or things like that, or even exists, like some of these things have to be done through? Well, accessing the API and postman it's an essential tool for that.

Zack Olinger 54:00

Oh, that's cool. I never thought about doing that. That's, that's a very good idea to use Jupyter Notebooks.

Ahmed Zaid 54:09

That is actually love it.

Zack Olinger 54:19

Yeah, with you, Steven. Yeah, there's definitely resources that'll be fun to pull together and be like, I didn't know that was there and put these together. So I'll go through and, and I'd like to have a central place to kind of like have that like, developer resource page or something like that list. I'll see what I can do about that.

Zack Olinger 54:50

Okay, any idea what happened to it?

54:55

I guess they've just improved a lot on the developer documentation and Integrating the developers and other resources into the main Help Center in community pages, which I think that makes sense, though, the announcements were kept there. And there was a lot of more discussion, like in community topics about each of the pages available in the developer documentation. But while I really liked the content that was there, I also appreciate the new format, where they tried to consolidate everything in where you can find all the articles and posts from a single search result page. It ends up ends up being better for all users. So you'll find your solution regardless of where you look at it.

Zack Olinger 55:40

Cool. Excellent. I know that we're getting close to time. Let's see. Yeah, yeah, I was thinking about that, if that's something that we wanted to kind of step through. I see. Stephen suggestion there as far as, yeah, like walking through? And that's one of those things where, like, for me, like, an hour? Like, seems a little tight. But I don't know, like how to what do you what do you guys think about and raffia? Like, is that something like? Yeah. I guess we could break it out across multiple things. But it seems

Ahmed Zaid 56:38

I think we're gonna have limitation to an hour. So you can have a special treatment longer than that true. And since we have some development, beginners here, they would really appreciate that. And yeah, as even non beginners, I would love to know, sight. Sometimes I feel like there is a basic thing that everyone does that I don't know, I always have this doubt in my mind. There must be a basic solution. But I just didn't know it because they didn't learn everything from the beginning. The

Zack Olinger 57:22

cool. That's Thanks for that. I that's, that's very true. And I appreciate that reminder that yeah, we're not we're not just limited to an hour. So that's totally true. And I guess another thing to help with this, since our environment, like we're our development environment is a thing. I've done, I have a Mac and I have a PC and getting both of those setup to do the development, especially with like, the CLI is different. And so I'm curious platform specifics like the cater to which audience is setting up. Setting up both there's just obviously there's differences a little bit between the two. So is there a platform or like guys, or anybody that's more Mac? Like, is the group more Mac based? Or is it Windows based? Just curious, you know, walking through what like, what would benefit a larger group? I guess? Got some, like personal PC at work, okay. Okay.

Yeah. PC personal. Okay. Gotcha. Cool. I think then what I will do the probably demonstrate on the Mac, and then, because I feel like that environments a little bit trickier to get set up. And then I can mention and speak to the Windows side, too. I feel like that one's a little bit more straightforward. Okay, so you're just thinking? Cool. Awesome. Yeah, no, he both would be good. I appreciate that.

Zack Olinger 59:19

Right, yeah. So that was thinking too. Yeah. The WsL. Yeah, that's what I was thinking. Yeah. Yeah. Cuz I tried to do a virtual box of Ubuntu. And that's not that's not working. I had to do WsL to get my local development on my Windows box to work. So for sure. I agree with that. 100%.

59:38

Yeah, totally have to use WsL. Two, with like the the latest Linux favorite flavor of yours, where you actually have a decent command line interface that you can use not like, I know that. Windows has been improving with PowerShell and things like that, but it's not Unix and it doesn't work the same way. So, either Mac or Linux to do any kind of development.

Zack Olinger 1:00:05

Yep. Yeah, that's, that's exactly right. Cool. All right, well, and it's almost like that would be because getting WsL setup is kind of a thing and of itself. Hmm.

1:00:21

Alright. Nowadays, if you're on the latest Windows versions, I think it's Windows 11, h2 or something, you can get it set up from the Windows Store, though, I can confirm because I haven't touched that in a while just read some news that now it's like a one click through setup kind of experience where you go through the Windows Store, like it kind of mimics the Apple App Store but not at the same level. And yeah, you click Install, it goes through a setup wizard, and bam, you have Linux available on your computer. I think it installs Ubuntu by default, the latest Long Term Support version. And from there, yeah, basically, you can do everything without any compatibility issues.

Zack Olinger 1:01:13

Excellent. Yeah. The answer? Stevens question, like, why is WsL important for this? So it's pretty much a requirement based on the like framework itself, it needs like, like a Unix type of environment to operate. And it's not Windows native xe CLI. So it requires the use of what's called a framework that it uses. Trying to recall. What's what is specific to it. But anyway, it's, that's why it's required. There's not like a Windows native xe CLI type of package. It's all managed through Unix package managers, and I forget, I'm not doing a very good job explaining like the underlying was that I think

Ahmed Zaid 1:02:08

it's a node package.

Zack Olinger 1:02:10

Yes, thank you. Yeah, that's what it is. Yeah, yeah. No, Jas? Yeah, that's right. Yeah, you're right. Thank you. So it's just a matter of just making it easier to like when you're developing locally, like you run your own xe CLI server, and then you there's a, I don't want to say this parameter that you put at the end of your Zendesk URL, like CCLI equals true or something like that. It knows to hate your local instance, to read in, like, whatever your app is doing, rather than going out to the main instance and loading up applications off the main instance, it'll hit your local server and load up the app that you're developing locally. If that makes sense, it's a little bit easier to kind of demonstrate, like, visually than I think, than to kind of explain it.

Zack Olinger 1:03:03

Yeah, yeah. Excellent. Well, I know, I know, we're about five minutes over. I want to be respectful of people's time. Is there anything else that we wanted to bring up? How's the time when appears to be decent? For everybody here? How do you feel about the frequency of the meetup? I know that this is probably something that, you know, there's practical things here for us as admins, and so yeah, I'm pretty flexible. So how do we feel about the cadence? Anybody have any suggestions or what they what they think would be good? Once a month, or I know that they Zendesk is like, at least once every three months? And I'm like, that's kind of a long stretch. So I figure

Zack Olinger 1:03:57

just checking that they had anybody have any input on that on the cadence? Or frequency?

Zack Olinger 1:04:11

Like monthly, cool. Okay. Okay, cool. Excellent. Once a month, go with that. That sounds great. Okay. So then, by that type of logic, then we want to just kind of go for the end of April. For the next one. Gotcha. Yeah, that makes sense. Yeah. Once a month was building something together. Yeah. Okay. Cool. Okay, appreciate that. Well, then I think what I'll plan on, if it's agreeable to everybody is we'll just go with the next one, at the end of April, and we'll just kind of take it from there. And then we'll just kind of see what kind of cadence we'd have hoped that changes. So. Yeah, does that word. Cool. Awesome. Well, that sounds great. I appreciate appreciate you all being here and the input and the support. So I'm excited about this. Looking forward to exploring this. It's creative to me. So I love being creative with other people. So, appreciate it. And, yeah, I'll put some stuff together and I'll get like an email sent out and figure out more about the community piece and I've got some notes, so I'll be sending something out to you guys. Awesome. Cool. Well, thank you guys. Sure thing, thanks, everyone. Bye thanks.