Project Title

Zendesk API Extension — Mobile Ticket Viewer

Description

This project can display all the tickets and their details for your zendesk account by connecting to the Zendesk API.

Demo

For demonstration purpose, this mobile application is hosted in a web server. You can access it directly through clicking the link below.

http://demo.ladyqi.com/

The first page lists all the tickets in the account. They includes ticket title and its status (O: open, P: pending, N: new, H: hold, C: closed, S: solved). Different status is decorated with different color. By clicking ticket in the list, the ticket details will be presented in the second page. In this page, it shows requester name, ticket title and description in sequence.

The screenshots on mobile look like below. The third one is for the situation when api authentication failed.
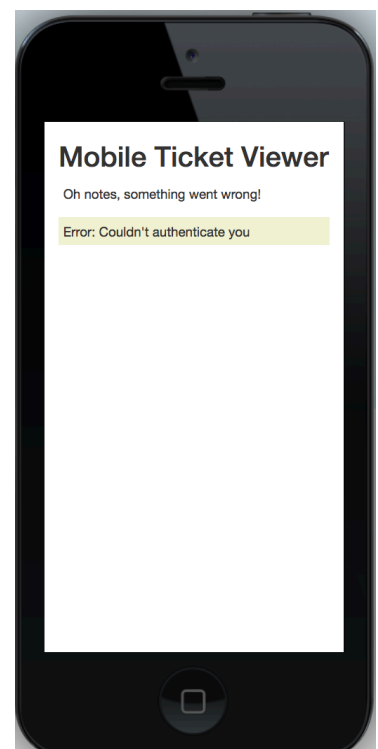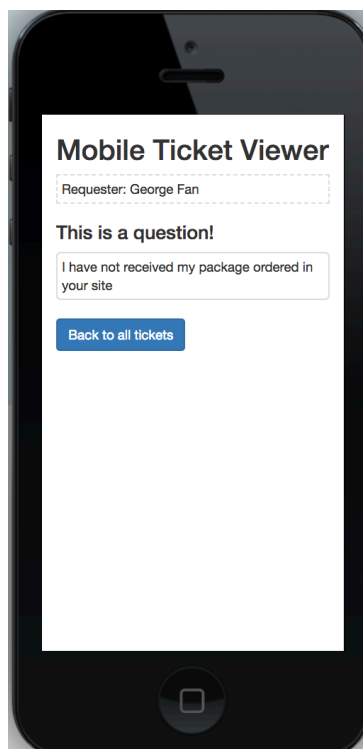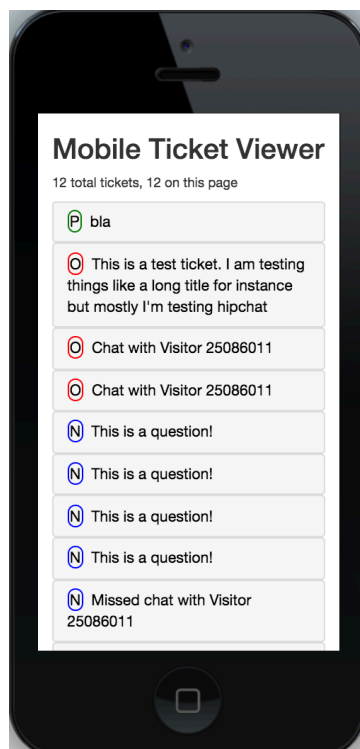
Installation

In order to run this web application, you need set up a web server such as Apache or Nginx web server. Here we take Apache Web Server as the example to show the whole installation.

- Go to terminal and run the following command on terminal. If you are in windows OS, you can download XAMPP for apache web server.
  ```
  sudo apt-get install apache2
  ```

- Go to server's web root and create a directory (e.g. Zendesk) and then download project files into the directory.

- Open apiconfig.ini file, modify API parameters based on your own zendesk account and save.

Usage Instruction

- Start web server. To start apache, run the following command on your terminal:
  ```
  sudo apachectl start
  ```
- Once the service is started, go to your browser and type: http://localhost/zendesk/ Now you should see the list of all the tickets retrieved from Zendesk account. If the data are not retrieved, please check whether the data in apiconfig.ini are correct based on error messages.

Running Tests

Before doing the test, please make sure that you have enabled basic authentication in the setting of zendesk api. It is disabled by default.

- Test the presentation of tickets
Create multiple end-user accounts in zendesk and then submit multiple tickets from these accounts, then login with agent account and response to these tickets and set the tickets to be different status.

1) In list page, check whether all the tickets are shown and whether their status are correct.

2) In details page, check whether ticket description and the name of requester are correct.

In the demo above, 2 end-user accounts and 2 agents are created, they have created 12 tickets with 3 status.

• Test error handling
Different error should be shown in different situations. For a quick testing,
1) Input wrong api url in apiconfig.ini, check the error below in list page:
`Error: Request API url is not valid`

2) Input wrong username/password in apiconfig.ini, check the error below in list page:
`Error: Couldn't authenticate you`

3) Input an non-integer ticket id in the link of ticket details and check below:
`Error: id must be integer`

4) Input an non-existing ticket id in the link of ticket details and check below:
`Error: No Record found, could be caused by wrong api url or id`

API Reference
This application has used three types of zendesk api urls listed below:

```
https://{subdomain}.zendesk.com/api/v2/tickets.json
https://{subdomain}.zendesk.com/api/v2/tickets/{id}.json
https://{subdomain}.zendesk.com/api/v2/users/{id}.json
```

Where the API reference docs can be found here:
https://developer.zendesk.com/rest_api/docs/core/introduction

Built With
- PHP for API request and dynamic page generation
- Bootstrap for CSS in mobile version
- Apache Web Server for hosting the application

Version
This is initial version with v1.0.

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