Kloudpad

Zendesk Package

README

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1. Introduction

This document contains all essential information for the user to make full use of this Zendesk Package. It includes a description of the functions and capabilities and step-by-step procedures for Setup & configuration of the Package. It is used to create user and ticket in Zendesk with basic Parameters.

1.1 Overview

- Create a user in the Zendesk (roles agent, end-user and admin) with parameters
- User email, name, role
- Creates a ticket with parameters subject and body
- Connect which logins to the Zendesk account
- Java Language is used to build the code
- Platform used – Intellij IDEA
- Actions
  Three actions are there:
  1. Connect
     For authenticating the user.
     Reads Zendesk url, email id and password from user.
     Have added Session, user can give custom session name, by default it is 'Default'.
     Session name should be same for a whole single session.
     User can also add multiple sessions within a single bot.
     Returns the result of the authentication in a string variable.
  2. Create User
     For creating user in the Zendesk account.
     Reading name, email, role (end-user, admin and agent) from the user
     Use the same session name as used in the respected connect action.
     Returns the result of the action in a string variable.
  3. Create Ticket
     For creating ticket in Zendesk account.
     Reads subject and body of the ticket from user.
     Use same session name as used in the respected connect action.
     Returns the result of user creation in a string variable.

1.2 Use cases

The key use cases include:

1. Create user in Zendesk for agent
2. End-user and Admin roles
3. Create ticket in Zendesk
4. Connect the user for login
5. Easy and reliable

2. Requirements & Pre-requisites

2.1 System Requirements

A360 (Cloud deployed) and Community Edition device requirements.
Review the machine hardware specifications, operating system versions, and browser types supported by Automation Anywhere Enterprise for creating and running bots and command packages as an A360 (Cloud deployed) or Community Edition user on your local machine.

2.2 Prerequisites

1. Intellij
2. Library used - Excel 2007 and above can be used
3. Automation 360 installed.
4. Java 11
5. Zendesk Account

3. Getting Started

3.1 Quick Start

3.1.1 Configuration and Use

- User specified input
- Output – variable

INPUT VARIABLES: Input Variables to be mentioned in this Table.					
- TO CREATE TICKET					
Variable Name	Type	Mandatory	Purpose	Direction	Additional Info
vSession	String	Yes	Contains session name	Input	Mandatory – To Create ticket
vSubject	String	Yes	Subject of the ticket to be created	Input	Mandatory – To Create ticket
vBody	String	Yes	Body of the ticket	Input	Mandatory – To Create ticket
- TO CREATE USER					
vSessionName	String	Yes	Contains session name	Input	Mandatory – To Create user
vName	Text	Yes	Name of the user to be created in the zendesk	Input	Mandatory – To Create user
vInputEmail	Text	Yes	Email of the user to be created	Input	Mandatory – To Create user
vRole	Text	Yes	Role of the user to be created	Input	Mandatory – To Create user
- TO CONNECT USER					
vSessionName	String	Yes	Contains session name	Input	Mandatory – To Connect User

vUrl	String	Yes	Contains user's zendesk url	Input	Mandatory – To Connect User
vEmail	Credential	Yes	Contains user's zendesk login email id	Input	Mandatory – To Connect User
vPassword	Credential	Yes	Contains user's zendesk login password	Input	Mandatory – To Connect User

OUPTUT VARIABLES: Input Variables to be mentioned in this Table.					
Variable Name	Type	Mandatory	Purpose	Direction	Additional Info
vResult	String	Yes	Returns the output	Output	Mandatory – Returns the result of the action, For create ticket
vResult	String	Yes	Returns the output	Output	Mandatory – Returns the result of the action, For connect
vResult	String	Yes	Returns the result of the action	Output	Mandatory – Returns the result of the action For Connect User

5.Support & FAQs

5.1 Support

Free bots and packages are not officially supported. You can get access to Community Support through the following channels:

- You can get access to Community Support, connecting with other Automation Anywhere customers and developers on APeople – the Bot Building Forum, the Bot Store Support Forum, or the Developers Everywhere Group.
- Automation Anywhere also provides a Product Documentation portal which can be accessed for more information about our products and guidance on Enterprise A360.

5.2 FAQs

For questions relating to Enterprise A360: See the Enterprise A2019 FAQs.

For questions relating to Enterprise A360: See the Enterprise A2019 FAQs.

Appendix A: Record of Changes

No.	Version Number	Date of Change	Author	Notes
1.	1.0	05/July/2021	Denitta Davis	Release Version

Appendix B: References

No.	Topic	Reference Link
1	Overview of Enterprise A2019	Click here
2	Guidance: Building basic A2019 bots	Click here
3	Guidance: Building A2019 action packages	Click here
4	APeople Community Forum	Click here
5	Automation Anywhere University	Click here