

## Zendesk Report Generator-MINDFIELDS

### Bot Overview

This bot performs the following:

- This bot checks and send user's unsolved tickets report to the respective email-id.

### Pre-Requisites

- Automation Anywhere Enterprise v11 or higher

### Installation

- Download the bot from Bot Store.
- Double click on <Bot Name>.msi and follow the installation instructions.

For first time users, the "Bot Store" folder is created under <AA Directory>/My Tasks (on your local disk).

Folder Structure

**Create the following folder structure of the content in the AA Dir:**

- <AA Directory>
  - o My Tasks
    - Bot Store
      - Zendesk Report Generator-MINDFIELDS o
        - My Tasks
          - Zendesk.atmx o
        - Error Folder
          - Logs
          - Snapshots

**Use the following information to configure your bot:**

Parameter Name	Type	Direction	Additional Info
vURL	String	Input	Provide your Zendesk URL.
vUserName	String	Input	Provide username to access your Zendesk.
vPassword	String	Input	Provide password to access your Zendesk.
vErrorFolder	String	Input	This is error folder inside bot folder which contains Log and Snapshot folder (Already defined, no need to add value unless want to change location of file).
vLogFolder	String	Input	This folder contains Log file in case of error (Already defined, no need to add value unless want to change location of file).
vSnapshotFolder	String	Input	This folder contains Screenshot in case of error (Already defined, no need to add value unless want to change location of file).

### Error Handling

- Each Bot folder contains the below hierarchy.
  - Error Folder
    - Logs
      - ErrorLogs-Day-Month-Year.txt: In case of any error, this file logs error message along with time stamp
    - Snapshots

- ErrorSnap-Day-Month-Year-Hour-Minute-Second.png: In case of any error, this file captures screenshot of error.

### Bot Deployment

