



A2019 – Zendesk Assistant

README

Version A2019.16

24/10/2020

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1. Introduction

This document contains all essential information for the user to make full use of this A2019 –Zendesk Assistant. This Bot is used to create users & tickets in the Zendesk suite.

1.1 Overview

This Bot is used to create tickets & users in Zendesk suite. It supports both single as well as bulk operations. It takes input data from user using prompt command and perform the required task and shows the response of operation.

1.2 Use cases

The key use cases include:

- Reads data from an XLSX Template.
- Perform operations such as Create tickets or users in Zendesk using different input by the user

1.3 System Requirements

[Enterprise A2019 \(Cloud deployed\) 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 Enterprise A2019 (Cloud deployed) or Community Edition user on your local machine.

1.4 Prerequisites

1. Automation anywhere enterprise A2019 enterprise installed.
2. Microsoft Excel must be installed.
3. A Zendesk Account
4. Python 3.8.x must be installed. [Install from here](#)
5. Mandatory Python Libraries to be installed([How to Install a Package in Python](#)):
 - a. requests
 - b. json

2. Getting Started

2.1 Quick Start

2.1.1 Configuration and Use

The Bot will fetch Input Folder path that contains the data, output folder path, username, API key, Zendesk URL from the config excel file.

This condition requires little input from the User.

- Input Folder: Complete path of input excel file.
- Output Folder: Complete path of output folder.
- Log Folder: Complete path of log folder where ErrorLog.txt file is present.
- Username: Specify your Zendesk email id.
- API key: Specify your Zendesk API key.
- Url: Specify your Zendesk domain URL.

INPUT VARIABLES: Input Variables to be mentioned in this Table.					
Variable Name	Type	Mandatory	Purpose	Direction	Additional Info
sInputFolder	String	Yes	Contains the path of the input file from config.xlsx	Input	Provided Path D:\A2019 - Zendesk Assistant\Input Folder\Input File.xlsx
sOutputFolder	String	Yes	Contains the path of output folder from config.xlsx	Input	Provided Path: D:\A2019 - Zendesk Assistant\Output Folder
sLogFolder	String	Yes	Contains the path of log folder from config.xlsx. ErrorLog.txt contains error message in case of error.	Input	Provided Path: D:\A2019 - Zendesk Assistant\Log
vZenUsername	String	Yes	Contains the username from the config.xlsx	Input	Your Zendesk email id
vZenApiKey	String	Yes	Contains the API key from the config.xlsx		Your Zendesk API key

vZenUrl	String	Yes	Contains the URL from the config.xlsx		Your Zendesk domain URL https://your-domain-name.zendesk.com E.g.: https://cloudsys.zendesk.com
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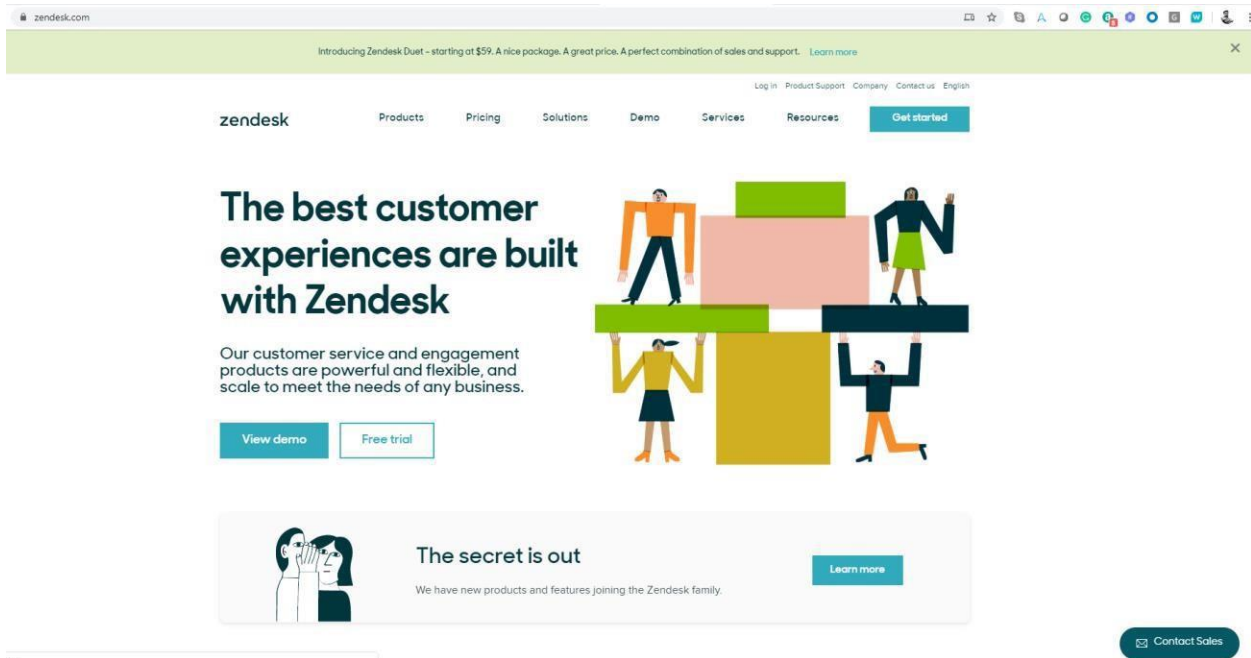
OUPUT VARIABLES: Input Variables to be mentioned in this Table.					
Variable Name	Type	Mandatory	Purpose	Direction	Additional Info
vErrorMessage	String	Yes	If error occurs, the error message is set in this variable	Output	
vErrorLine	Number	Yes	If error occurs, the error line is set in this variable.	Output	

- **Setup**

STEP 1 (Setting up a Zendesk Account):

Click [here](#)

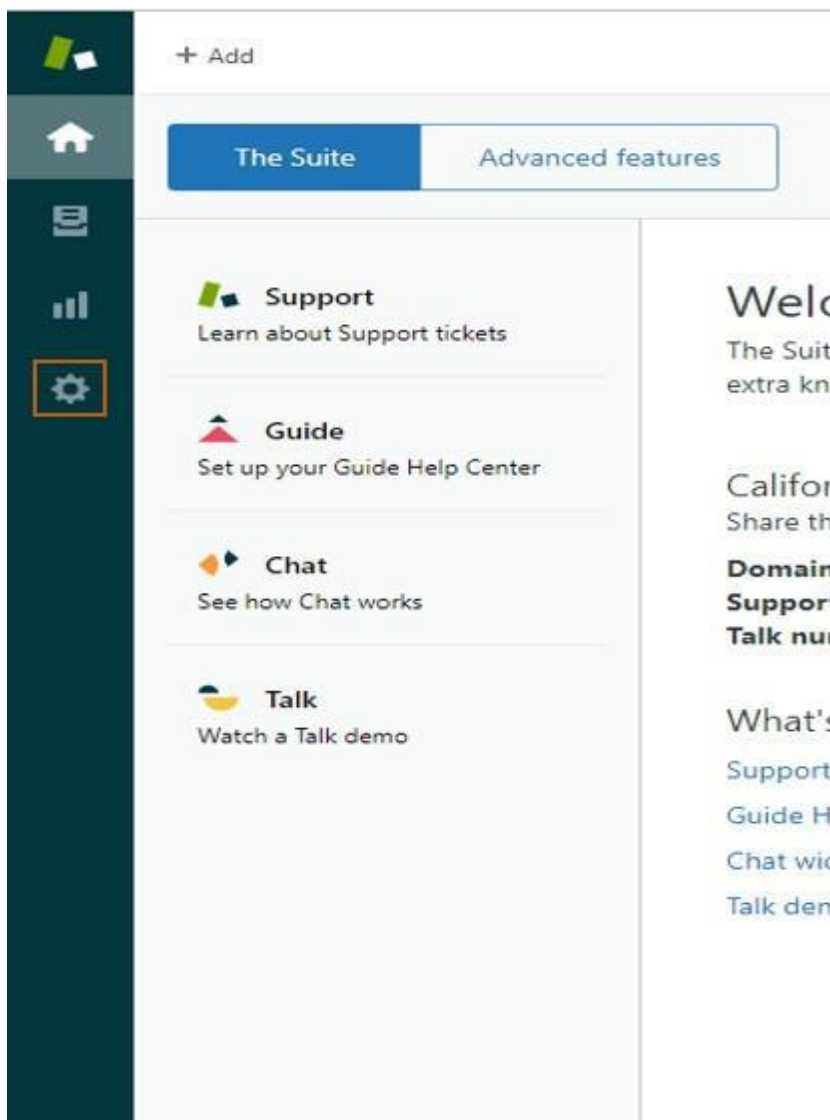
The below page will appear once the above link is clicked –

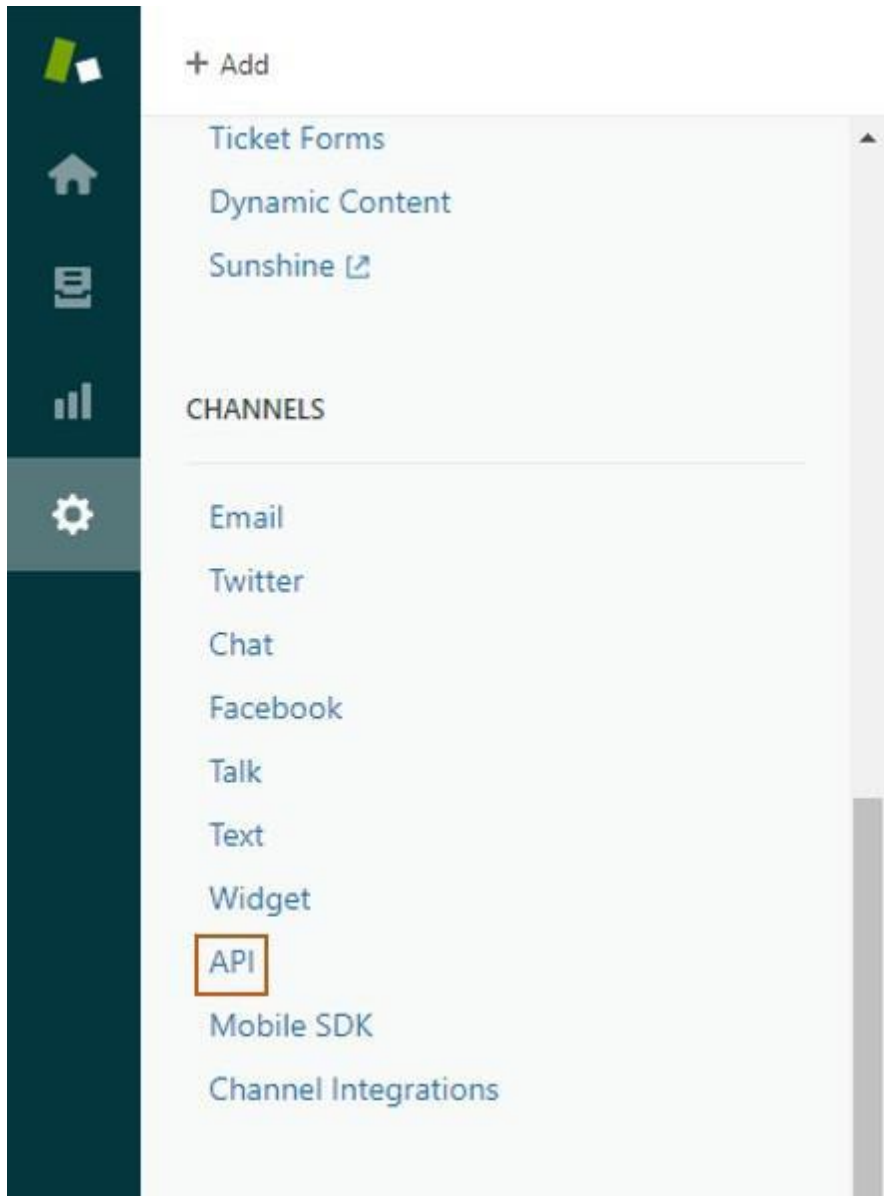


- If you already have an account, click on **'Login'**.
- For new users, click on **'Get Started'** and sign up for a new account.

Step 2 (Generating URL & Keys):

- Once you are logged into your account go to settings
- Click on Api option





- Click on the Enabled button to enable the token access and then click on add to get the new API Token.

Input: Input File.xlsx

Sheet Name 1: User(s)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Full Name	Email	Role	Status										
Kevin	kevin@abc.com	end-user											
Haseena	haseena@abc.com	agent											
Ajith	ajith@abc.com	end-user											
							Role	end-user					
								agent					
								admin					
							Status	User Already exists					
								Success					
								Failure					

Sheet Name 2: Ticket(s)

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Subject	Body	Status														
Hardware Problem	Mouse is not working	Success														
Hardware Problem	System is not working	Success														

5.Support & FAQs

5.1 Support

Free bots 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 A2019](#).

5.2 FAQs

For questions relating to Enterprise A2019: See the [Enterprise A2019 FAQs](#).

For questions relating to Enterprise A2019: See the [Enterprise A2019 FAQs](#).

Appendix A: Record of Changes

No.	Version Number	Date of Change	Author	Notes
1.	1.0	24/October/2020	Shabeera Beebi	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