



TODO Checklist

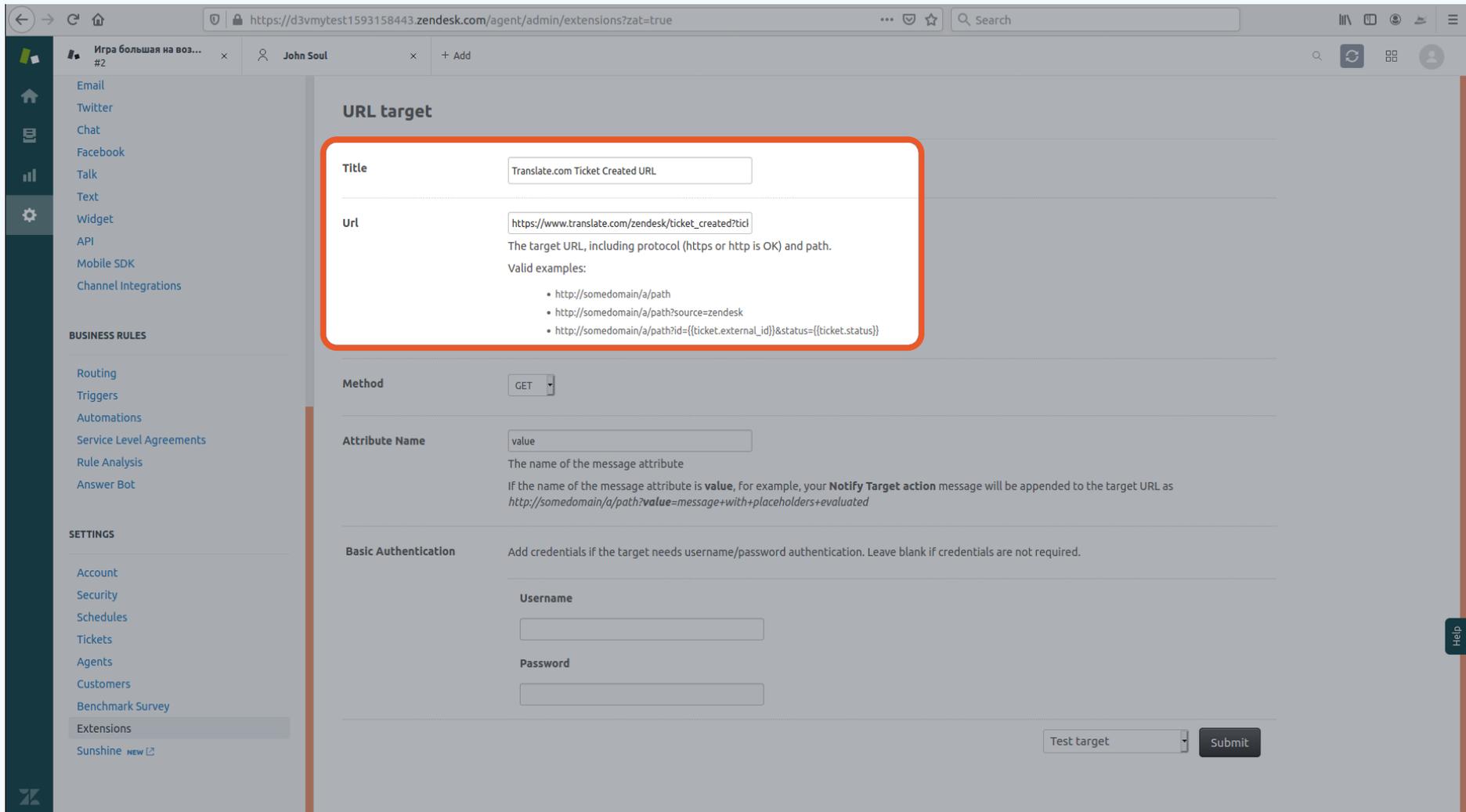
In order to set up the app and get it working, you would need to make sure that after it is installed, the following entities have been created in your Zendesk account.

1 You need to go to the Extensions tab and compare it with the screenshots below (marked with green color).

The screenshot shows the Zendesk Admin Center interface. The left sidebar contains a navigation menu with a gear icon (1) and an 'Extensions' search bar (2). The main content area is titled 'Extensions' and has tabs for 'Targets', 'CRM', and 'Widgets'. The 'Targets' tab is active, showing a list of 'Active targets (2)'. A red box (3) highlights this list, which contains two entries: 'Translate.com Ticket Created URL' and 'Translate.com Ticket Updated URL'. The browser address bar shows the URL: https://d3vmytest1593158443.zendesk.com/agent/admin/extensions?zat=true.

Active targets (2)			add target
Translate.com Ticket Created URL	1 successful send	URL target	edit
Translate.com Ticket Updated URL	7 successful sends	URL target	edit

2 Once you detect the extensions, you would need to open every each of them, and make sure it looks as same as on the screenshot below.



If anything is different from the screenshots-examples above or Extensions are missing, please see step 5.

3 Please open Triggers tab and compare it with screenshots below.

The screenshot shows the Zendesk Admin Center interface. The left sidebar contains navigation options, with the 'Triggers' option highlighted and circled in orange with a '2' annotation. Above it, the settings gear icon is circled in orange with a '1' annotation. The main content area displays the 'Triggers' page, which includes a search bar, an 'Add trigger' button, and a table of active triggers. The table is circled in orange with a '3' annotation. The table has columns for 'Name', 'Last updated', and 'Usage (last 7 days)'. Two triggers are listed: 'Translate.com Ticket Created' and 'Translate.com Ticket Updated'.

Name	Last updated	Usage (last 7 days)
Translate.com Ticket Created	Jul 1, 2020	1
Translate.com Ticket Updated	Jul 1, 2020	7

4 After you place all the Triggers, please open each Trigger, and make sure it looks like the screenshots below.

The screenshot displays the Zendesk Admin Center interface for configuring a trigger. The browser address bar shows the URL: <https://d3vmytest1593158443.zendesk.com/agent/admin/triggers/360038380198>. The trigger is titled "Translate.com Ticket Created" and is currently "Active". It was last updated on Jun 30, 2020, at 3:21 PM. The configuration is as follows:

- Trigger name*:** Translate.com Ticket Created
- Description:** Enter an optional description
- Conditions:** Meet ALL of the following conditions
 - Ticket is Created
- Actions:** Meet ANY of the following conditions
 - Notify target: Translate.com Ticket Created URL

https://d3vmytest1593158443.zendesk.com/agent/admin/triggers/360038445337

Игра большая на воз... #2 John Soul + Add

< Translate.com Ticket Updated

Active Last updated Jun 30, 2020, 3:21 PM • Revision history

Trigger name*

Translate.com Ticket Updated

Description

Enter an optional description

Conditions

Conditions that must be met for the trigger to run

Meet ALL of the following conditions

Ticket is Updated

Add condition

Meet ANY of the following conditions

Add condition

Actions

Actions that will occur if global conditions are satisfied

Notify target

Translate.com Ticket Updated URL

Message

5 If you find any discrepancy or any of the entities are missing from the above, you would need to remove 2 Targets in Extensions tab and 2 Triggers in order for the application to work correctly.

Once the entities have been removed, you would need to reinstall Translate.com app (make sure you've deleted the default version).

Log out and log back in, and you can start your journey with Translate.com

Below you can see how to remove Targets in Extensions tab and Triggers for Translate.com app and where to locate the app in order to remove it before the reinstallation.

Triggers

Triggers

Triggers take action when a ticket is created or updated. For example, use a trigger to send email notifications when an agent adds a comment to a ticket. The order of your triggers is important because triggers can act on changes made by other triggers. [Learn more](#)

Q Search triggers ... AZ Add trigger

Active Inactive

Name	Last updated	Usage (last 7 days)
Translate.com Ticket Created	Jul 1, 2020	1
Translate.com Ticket Updated	Jul 1, 2020	

- Edit
- Clone
- Move to first position
- Move to last position
- Select position
- Deactivate

John Soul | + Add

Triggers

Triggers take action when a ticket is created or updated. For example, use a trigger to send email notifications when an agent adds a comment to a ticket. The order of your triggers is important because triggers can act on changes made by other triggers. [Learn more](#)

2 triggers | Clear selection

Activate Delete

Active Inactive

	Last updated	Usage (last 7 days)
<input checked="" type="checkbox"/> Translate.com Ticket Created	Jul 2, 2020	1
<input checked="" type="checkbox"/> Translate.com Ticket Updated	Jul 2, 2020	7

1 2 3

Help

Targets

Extensions

1

Targets

CRM

Widgets

Targets let you notify external systems about a new ticket or an important state change to a ticket. You can use this to be notified through SMS or Twitter when a specific trigger executes. [Learn more](#)

Active targets (2)

[add target](#)

2

Translate.com Ticket Created URL	1 successful send	URL target
Translate.com Ticket Updated URL	7 successful sends	URL target

edit

edit

URL target

Title

Url
The target URL, including protocol (https or http is OK) and path.
Valid examples:

- `http://somedomain/a/path`
- `http://somedomain/a/path?source=zendesk`
- `http://somedomain/a/path?id={{ticket.external_id}}&status={{ticket.status}}`

Method

Attribute Name
The name of the message attribute
If the name of the message attribute is **value**, for example, your **Notify Target** action message will be appended to the target URL as `http://somedomain/a/path?value=message+with+placeholders+evaluated`

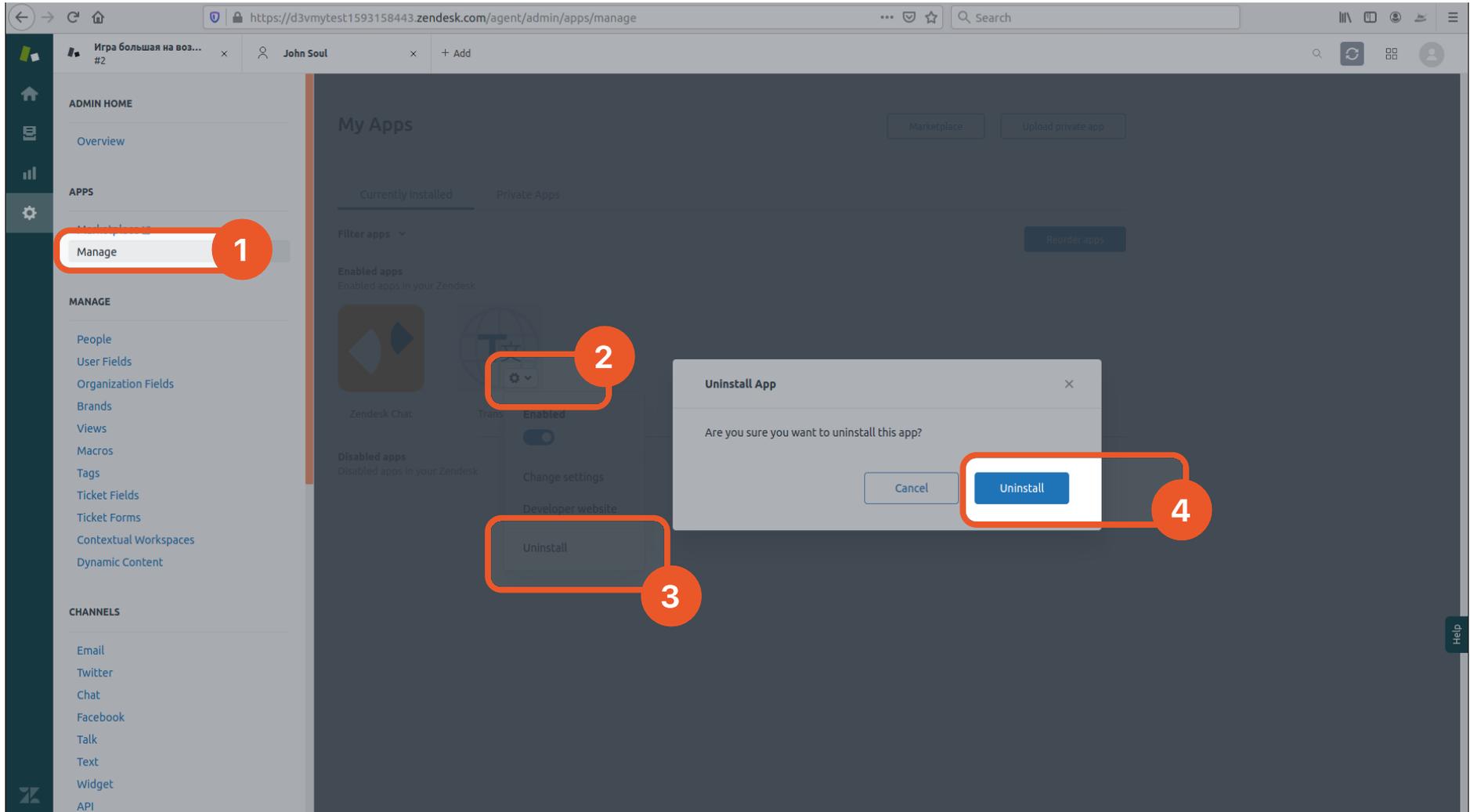
Basic Authentication Add credentials if the target needs username/password authentication. Leave blank if credentials are not required.

Username

Password

2 **3**

Deleting app



**Check out more localization
features and services at
translate.com/localization**

**If you have any questions
left, please contact your
Manager or Support Team.**