

## CUNY Academic Commons - Support #4986

### Prepare documentation for Zendesk re web widget

2015-12-07 02:35 PM - Matt Gold

<b>Status:</b> Assigned	<b>Start date:</b> 2015-12-07
<b>Priority name:</b> Normal	<b>Due date:</b>
<b>Assignee:</b> Samantha Raddatz	<b>% Done:</b> 0%
<b>Category name:</b> ZenDesk	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b> Not tracked	
<b>Description</b> Per ticket 3660, we will have to use the Zendesk web widget starting Nov 2016. Ray told me that the team did not like that widget due to its lack of customization. Can we use this ticket to prepare a complaint/feature request that I can pass on to Zendesk? Thank you.	
<b>Related issues:</b> Related to CUNY Academic Commons - Bug #4985: ZenDesk Feedback Tab is being d... <b>Resolved</b> <b>2015-12-07</b>	

#### History

##### #1 - 2015-12-11 03:56 PM - Boone Gorges

- Category name set to ZenDesk
- Target version set to Not tracked

##### #2 - 2016-02-23 03:07 PM - Stephen Real

Sam,  
My understanding is that we have kicked the tires on the widget and decided we can live with it. Would you care to guesstimate when you (if it is you) can deliver the documentation?

Ray,  
We should make a plan for cutting over to the new interface. We don't have to wait until November, if we have everything ready. What do you think?

##### #3 - 2016-02-25 03:09 PM - Raymond Hoh

We should make a plan for cutting over to the new interface. We don't have to wait until November, if we have everything ready.

I've already added the code to the 2.0 milestone, but I can port it back to any 1.9.x milestone once we're ready to. Just let me know when.