How to Set an Attachment Author in Exalate for Zendesk

Last Modified on 03/18/2024 6:08 am EDT

By default, Exalate for Zendesk adds a comment showing the proxy user as the attachment author. The following is an example of such a comment:

> Exalate admin has added an attachment

With scripts, you can set up a different attachment author.

Zendesk

Outgoing sync

In the outgoing sync you can add these lines to your sync script:

```
1 replica.addedAttachments.each { it.executor = nodeHelper.getUser("1234567890") } // replace "1234567890" with
the Zendesk user id
2 issue.attachments     += replica.addedAttachments
```

Script parameters

Parameter	Description
`it.executor = nodeHelper.getUser("1234567890")`	Sets a specific Zendesk user as an attachment author. Enter a specific user ID instead of `1234567890`

To get a Zendesk user ID:

1. Navigate to ⚙ **Admin** -> **People**.
2. Select the Exalate proxy user.
3. Copy the user ID from the address bar of your browser. The User ID is located next to the `/users/` parameter. For example, for this line, the user ID is `372123233699` :

> https://example.zendesk.com/agent/users/372123233699/assigned_tickets

For more information on how to locate an agent ID in Support, please read this article.

> Have more questions? Ask the community

Glossary [↗]

API Reference [↗]

Security [↗]

Pricing and Licensing [↗]

Resources

Academy [↗]

Blog [↗]

YouTube Channel [↗]

Ebooks [↗]

Still need help?

Join our Community [↗]

Visit our Service Desk [↗]

Find a Partner [↗]