

Chrome Web Store listing — copy/paste pack

Upload **shift-status-reminder-store.zip** (manifest.json is at the root of the zip, which is what the store expects — the other zip has a folder inside and will be rejected with "manifest not found").

Store listing tab

Name: Shift Status Reminder (Zendesk WFM)

Summary (132 chars max): Reminds Amber CX agents when to change status, straight from their Zendesk Workforce Management schedule.

Description: Shift Status Reminder reads your own schedule from the Zendesk Workforce Management app and reminds you when it's time to change status — no screenshots, no copy-pasting, no extra logins.

What it does • Shows your current block, what's next, and a live countdown in the toolbar popup • Recolours the toolbar icon to match your current status (Outbound, Inbound, Ticket Follow Up, Break, Meetings/Training) • Badge with minutes remaining in the current block • Desktop notification and a short chime when a block starts, plus an optional 60-second warning • Re-reads your schedule from WFM once a day, and live whenever the WFM page is open

How it works The extension reads the schedule blocks already displayed in the Zendesk Workforce Management page you're logged into. Everything stays on your computer. Nothing is sent anywhere.

Built for Amber Electric's Customer Operations team. Requires access to Amber's Zendesk.

Category: Productivity → Workflow & Planning **Language:** English (Australia)

Graphic assets needed:

- Store icon 128×128 — use **icons/128.png** from the folder (already the right size)
- At least one screenshot, 1280×800 or 640×400 PNG/JPEG — take one of the popup open over the WFM page. Make sure no customer names or ticket details are visible (WFM schedule view is fine).
- Promo tile 440×280 — optional, skip it.

Privacy tab

Single purpose description: Reads the user's own Zendesk Workforce Management schedule from the WFM page and shows reminders when the scheduled status changes.

Permission justifications (one box each):

- **storage** — Stores the user's scraped schedule, alert preferences (sound / notification / badge toggles) and which alerts have already fired today, locally on the device.
- **alarms** — Runs a 30-second check to keep the badge current and fire status-change alerts, and a once-daily alarm to re-read the schedule.
- **notifications** — Shows the "time to switch status" desktop notification and the optional 60-second warning.
- **offscreen** — Plays a short chime when status changes. Service workers cannot play audio, so a hidden offscreen document is used solely for audio playback.
- Host permission https://*.apps.zdusercontent.com/ — The Zendesk Workforce Management app renders inside an iframe served from this domain. The content script runs there to read the schedule blocks (label and time range) from the page's accessibility labels. No other sites are accessed.

Are you using remote code? No.

Data usage disclosures: tick **none** of the data categories. The extension does not collect or transmit any user data. Certify all three statements (not selling data, only using data for the single purpose, not for creditworthiness/lending).

Privacy policy URL: required because the extension handles user content (the schedule). Host the text below on a page you control — a public Notion page or Google Doc set to "anyone with the link" is fine — and paste its URL.

Privacy policy (host this text)

Shift Status Reminder (Zendesk WFM) — Privacy Policy Last updated: 21 September 2026

Shift Status Reminder is an internal tool built for Amber Electric staff.

What it reads. The extension reads the schedule blocks shown in the Zendesk Workforce Management page you are logged into: the status name (for example "Outbound work" or

"Break") and its start and end time. It reads nothing else from Zendesk — no tickets, no customer information, no messages.

Where the data goes. Nowhere. The schedule and your preferences are stored only in Chrome's local extension storage on your own computer. The extension makes no network requests of its own and does not send data to Amber, Zendesk, Google or any third party.

What it does not do. It does not track browsing, does not read other websites, does not use analytics, cookies or remote code, and does not change anything in Zendesk.

Deleting your data. Removing the extension deletes everything it stored.

Contact. [team inbox, e.g. cx-tools@amber.com.au]

Distribution tab

- **Visibility:** *Unlisted* (anyone with the link) or *Private* (only @amber.com.au — needs the developer account to be an Amber Workspace account and Workspace's "trusted testers / private extensions" allowed by the Google admin).
- **Regions:** Australia only is fine.
- **Pricing:** Free.

Account tab (the trader question)

Publishing on Amber's behalf for work purposes → **Trader**. It asks for a business name, address and contact email that get shown on the listing; use Amber's registered details and a team inbox. Check with whoever handles legal/compliance if you're unsure — see earlier discussion.

After approval

Send the store link (or have IT force-install via Google Admin → Devices → Chrome → Apps & extensions). Each agent installs once; every future version you upload rolls out automatically after review, usually within a day.

To ship an update: bump "**version**" in **manifest.json**, re-zip with manifest at the root, upload as a new package in the dashboard, submit for review.