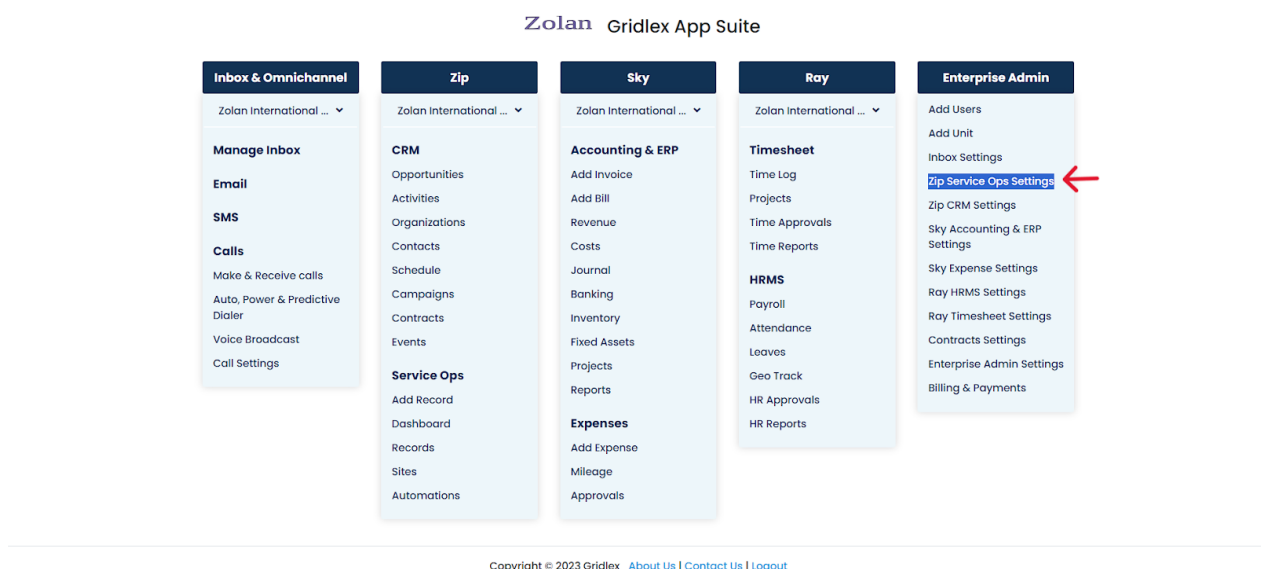


Welcome to our tutorial on managing section mapping to models in Gridlex Zip.

In our Gridlex App Suite, "Sections" are designated areas where you can input specific information related to modules, such as records. These fields allow you to add details relevant to your issue, making it easier to track and resolve.

This tutorial will walk you through managing section mapping to models.

**Step 1:** Log in to your Gridlex App Suite account and click the "Zip Service Ops Settings" option under the Enterprise Admin tab.



**Step 2:** Navigate to the "Models and Workflows Settings" tab and click "Manage Models."

GRIDLEX

Inbox

Zip Service Ops

Zip CRM

Sky Accounting & ERP

Sky Expenses

Ray HRMS

Objects

Settings

My Account

Zolan

Zolan Interna. ▾

Q Search

Inbox

Emails

SMS

Calls

Auto Dialer

Zip CRM

Opportunities >

Activities

Organizations >

Contacts >

Schedule

Campaigns

Contracts >

Events

Zip Service Ops

Dashboard

Records

Sites

manage permissions

Models and Workflows Settings

→ Manage Labels

→ Manage Statuses

→ Manage Priorities

→ Manage Workflows

→ **Manage Models** ←

→ Manage SLAs

Message Templates Configuration

→ Message Templates

→ Message Snippets

Sites Settings

→ Create Site

→ Manage Sites

**Step 3:** Click on the Model to which you want to map sections.

GRIDLEX

Inbox

Zip Service Ops

Zip CRM

Sky Accounting & ERP

Sky Expenses

Ray HRMS

Objects

Settings

My Account

Zolan

Zolan Interna. ▾

Q Search

Inbox

Emails

SMS

Calls

Auto Dialer

Zip CRM

Opportunities >

Activities

Organizations >

Contacts >

Schedule

Campaigns

Contracts >

Events

Zip Service Ops

Dashboard

Records

Sites

Model Name	URL	Workflow	Created	Updated
Zip Test Model <a href="#">↗</a>	<a href="https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2762/ti/ti/">https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2762/ti/ti/</a>	IT Support	Oct. 3, 2023, 2:57 a.m. Ravi Teja Naik Katravath	Oct. 7, 2023, 4:15 a.m. Ravi Teja Naik Katravath
Contract Submission <a href="#">↗</a>	<a href="https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2329/ti/ti/">https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2329/ti/ti/</a>	Contract Submission	Aug. 30, 2023, 6:31 a.m. Mohammed Nihal TT	Sept. 1, 2023, 7:20 a.m. Tejaswini G
Contracts Secondary <a href="#">↗</a>	<a href="https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2305/ti/ti/">https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2305/ti/ti/</a>	Tech Support	Aug. 25, 2023, 7:18 a.m. Mohammed Nihal TT	Aug. 25, 2023, 7:18 a.m. -
Contract <a href="#">↗</a>	<a href="https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2304/ti/ti/">https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2304/ti/ti/</a>	Product Inquiry	Aug. 24, 2023, 7:51 a.m. Mohammed Nihal TT	Aug. 24, 2023, 7:51 a.m. -
IT Support <a href="#">↗</a> ←	<a href="https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2291/ti/ti/">https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2291/ti/ti/</a>	Tech Support	Aug. 23, 2023, 5:24 a.m. Mohammed Nihal TT	Aug. 24, 2023, 6:12 a.m. Navya Deepika Battu
Demo <a href="#">↗</a>	<a href="https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2275/ti/ti/">https://zip.gridlex.com/z/707/ep/5486/en/118/tt/2275/ti/ti/</a>	Product Inquiry	Aug. 21, 2023, 7:06 a.m. Navya Deepika Battu	Aug. 21, 2023, 7:06 a.m. -
Test Marketing <a href="#">↗</a>	<a href="https://zip.gridlex.com/z/707/ep/5486/en/118/tt/688/ti/ti/">https://zip.gridlex.com/z/707/ep/5486/en/118/tt/688/ti/ti/</a>	Market Research	Nov. 7, 2022, 2:47 a.m. Tejaswini G	Aug. 23, 2023, 3:43 a.m. Golla Pavan Kalyan
Intake Form <a href="#">↗</a>	<a href="https://zip.gridlex.com/z/707/ep/5486/en/118/tt/17/ti/ti/">https://zip.gridlex.com/z/707/ep/5486/en/118/tt/17/ti/ti/</a>	Intake Form Workflow	May 16, 2022, 1:54 p.m. Himanshu Jat	May 16, 2022, 1:54 p.m. -
Your Issue/Request Has Been Registered <a href="#">↗</a>	<a href="https://zip.gridlex.com/z/707/ep/5486/en/118/tt/16/ti/ti/">https://zip.gridlex.com/z/707/ep/5486/en/118/tt/16/ti/ti/</a>	Standard Ticket Workflow	May 12, 2022, 2:51 a.m. Abhay Ravindran	June 20, 2023, 9:17 a.m. Arun Kumar Thouti

Showing 1 to 9 of 9 entries

**Step 4:** Click 'Map Sections.'

GRIDLEX

Inbox

Zip Service Ops

Zip CRM

Sky Accounting & ERP

Sky Expenses

Ray HRMS

Objects

Settings

My Account

Zolan

Zolan Internat...

Search

Inbox

Emails

SMS

Calls

Auto Dialer

Zip CRM

Opportunities

Activities

Organizations

Contacts

Schedule

Campaigns

Contracts

Events

Zip Service Ops

Dashboard

Records

Sites

All Models

Edit Model

Map Sections

Model Information

Model Name \*

Workflow

IT Support

Tech Support

View Workflow Information

Native Field Name	Show in Record	Field Required ?	Display Name
Record Id			Record Id
Send Email	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Record or Email Subject	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	Record or Email Subject
Record or Email Description	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	Record or Email Description
Status	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	Status
Labels	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	Labels
Priority	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	Priority

**Step 5:** Select the section you want to add from the dropdown menu and click 'Add Section.'

You also have the option to create a new section; just click 'Add New Section.'

GRIDLEX

Inbox

Zip Service Ops

Zip CRM

Sky Accounting & ERP

Sky Expenses

Ray HRMS

Objects

Settings

My Account

Zolan

Zolan Internat...

Search

Inbox

Emails

SMS

Calls

Auto Dialer

Zip CRM

Opportunities

Activities

Organizations

Contacts

Schedule

Campaigns

Contracts

Events

Zip Service Ops

Dashboard

Records

Sites

All Models

Edit Model

Map Sections

Zolan (Enterprise) | Zolan International Entity (Entity)

Model Name

IT Support

Employment Details

Details

Test

Vehicle

ABC

Bank Details

Employment Details

Qualification Details

Electronic Signature

Add Section

Or

Add New Section

Map

You can edit the section name here If you wish.

**Section**

Section Name\* Employment Details Section Order\* 1

**Custom Fields**

Field Name	Custom Field Order*	Required Field	Show * to denote this is a required field
Company Name	1	True	True
Department	2	True	True
Office Location	3	True	True

**Step 6:** If you want to delete a section, click 'Delete Section' at the bottom right. Once you're done adding sections, click 'Map.'

**Custom Objects**

Object Name	Custom Object Order*	Required Field	Show * to denote this is a required field
Address	1	True	True
Joining Date	2	False	False

Delete Section

Add Section Or Add New Section

Map

Congratulations! You have now learned how to manage section mapping to models in Gridlex Zip.

If you need any help with any feature, data migration of your old data, or anything at all, just email [apps@gridlex.com](mailto:apps@gridlex.com) and our team will be here to help you. Remember, that one of **Gridlex's** core values is Customer Success. We want you to be successful.