

# Zendesk Connector



Supported versions: *Any version on Zendesk.com*

Supported Synchronization Options: *Contacts, Cases*

## Zendesk API Settings

In order to use Integration Framework with Zendesk, an API key must be generated.

## Activating the Zendesk Connector

The activation of the integration connector can be done from BSS Setup. For creating a new Zendesk instance you must navigate to **BSS > Setup > System Options > Systems Setup** and select the **Activate** action for the **Zendesk** connector. You will be asked to set a unique name for the new instance that will be created.

## Zendesk Supported Push and Pull Methods

This page explains which are the Push and Pull methods supported by Zendesk connector. Push are the methods where interworks.cloud platform sends information to Zendesk and pull are the methods where we get information from Zendesk. For each method the data transformation schema is explained.

|         | Push   |        |        | Pull   |        |
|---------|--------|--------|--------|--------|--------|
|         | Create | Update | Delete | Create | Update |
| Contact | ✔      | ✔      |        | ✔      | ✔      |
| Cases   | ✔      | ✔      |        | ✔      | ✔      |

## Customizing and Testing the Zendesk Connector

If you want to extend or amend the out-of-the-box functionality that is offered from our Zendesk connector, you can do so from the "**edit integration**" page. The extensions you can do is to change the mapping between the interworks.cloud and Zendesk entities, or to implement new push and pull methods that are not currently supported from our connector.