Alchemer Workflow Zendesk Initiator

The Zendesk initiator is available for purchase as an add-on. If you are interested in purchasing Alchemer Workflow, please contact us for additional information.

Overview

Alchemer's Zendesk initiator is a powerful solution that combines customer feedback and support management.

With this integration, support tickets generated in Zendesk can automatically trigger targeted Workflows, collecting valuable customer feedback at key touch points, while keeping internal stakeholders informed.

Why Zendesk and Alchemer?

Zendesk complements Alchemer Workflow by blending the power of a Workflow feedback engine with your customer support and ticket management system.

With Alchemer and Zendesk you and your team can:

- Initiate a Workflow when a ticket is created <u>or</u> updated in Zendesk
- Initiate a Workflow when a ticket is updated in Zendesk.
- Initiate a Workflow when a ticket is created in Zendesk
- Initiate a Workflow when a new comment is added to a ticket in Zendesk.

Setup

1. Create a new Workflow.
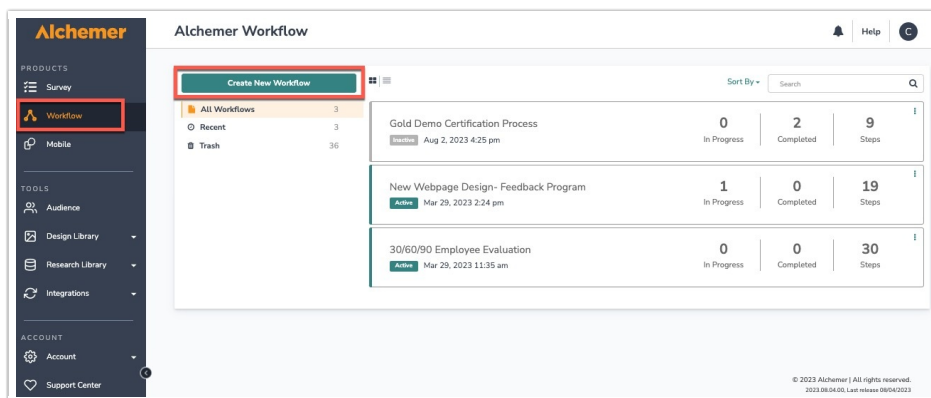
2. Name your Workflow.

3. In Alchemer Workflow, select the Zendesk button when choosing your Workflow initiator.

4. Select the Zendesk event that you want to use as your Workflow initiator.

5. Hit next on the initiator overview screen.
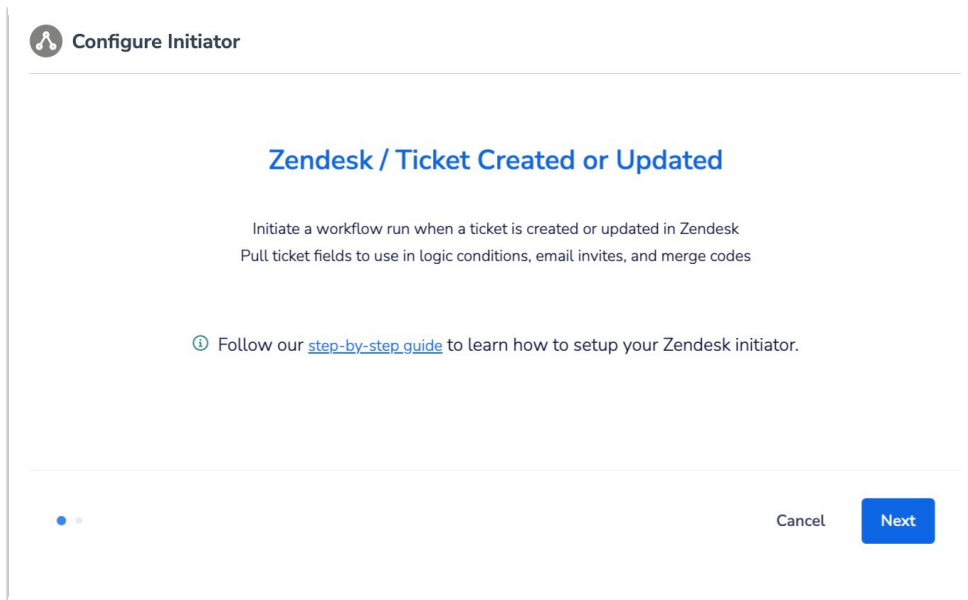
6. Select an authenticated Zendesk account or authenticated a new Zendesk account. You will need your Zendesk subdomain, App ID, Organization ID, and Marketplace name to complete the authentication.
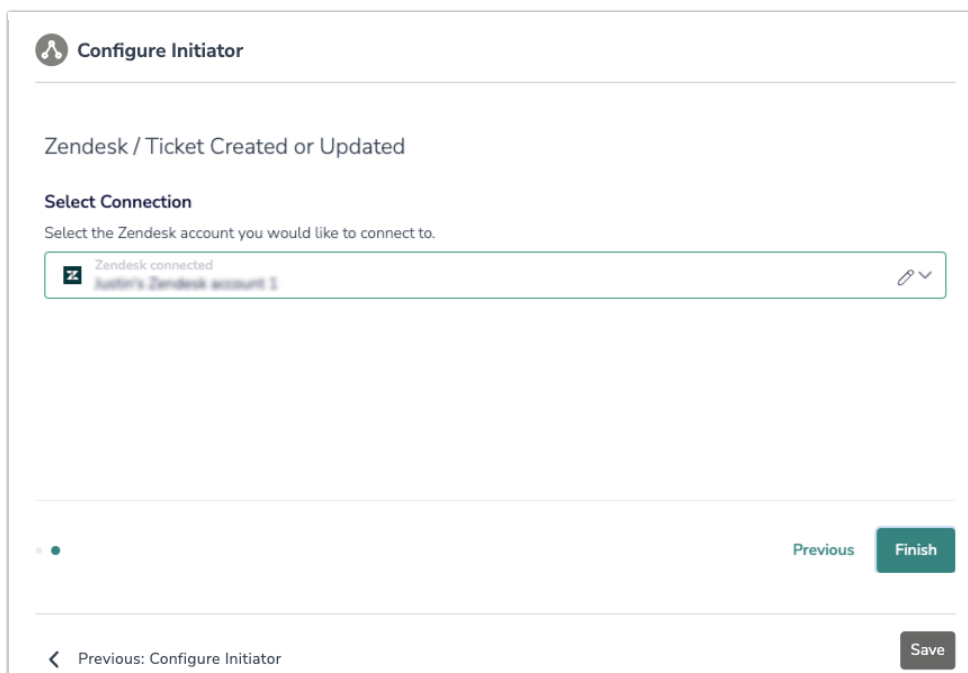
7. Click the "Finish" button to complete the Zendesk initiator step. Then click "Save".

Merge Codes

When the webhook fires, Zendesk will pass the following fields to Alchemer Workflow. After configuring this initiator, you can use these fields in merge codes, logic, and other Workflow features.

> For more information on how to use these merge codes in your Workflow, check out this article.

- ⊕ Fields for Zendesk initiator - New Ticket Comment
- ⊕ Fields for Zendesk initiator - Ticket Created
- ⊕ Fields for Zendesk initiator - Create or Update Ticket
- ⊕ Fields for Zendesk initiator - Update Ticket

FAQs

▷ What permissions do I need within Alchemer to set-up and use the Zendesk initiator?

▷ Can multiple Workflows initiate off the same Zendesk initiator?

▷ This initiator doesn't fit my use cases, or I want to provide feedback to the Alchemer Product Team!

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