

Alchemer Workflow Zendesk Initiator

The Zendesk initiator is included with Alchemer Workflow. 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?

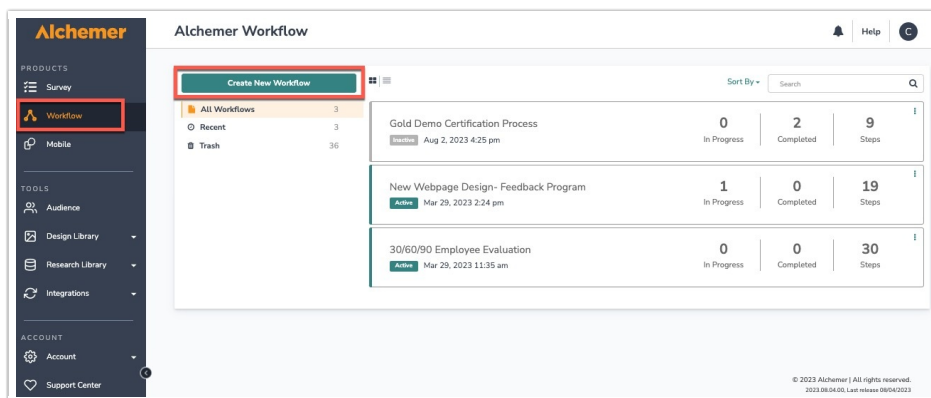
Zendesk complements Alchemer Workflow by blending the power of a Workflow feedback engine with your customer support and ticket management system.

With Alchemer and Zendesk you and your team can:

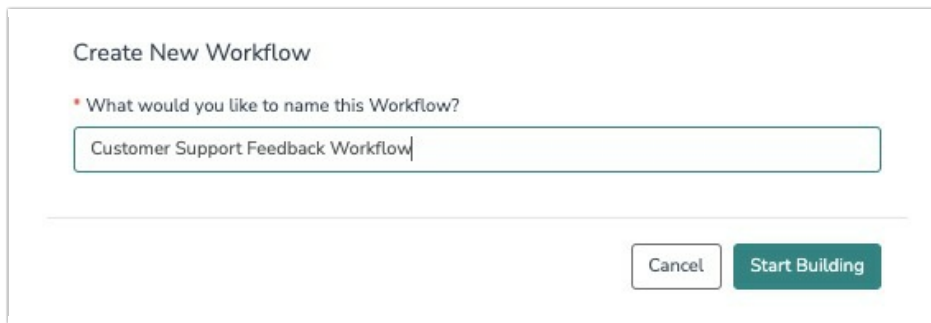
- Initiate a Workflow when a ticket is created or updated in Zendesk
- Initiate a Workflow when a ticket is updated in Zendesk.
- Initiate a Workflow when a ticket is created in Zendesk
- Initiate a Workflow when a new comment is added to a ticket in Zendesk.

Setup

1. Create a new Workflow.



2. Name your Workflow.



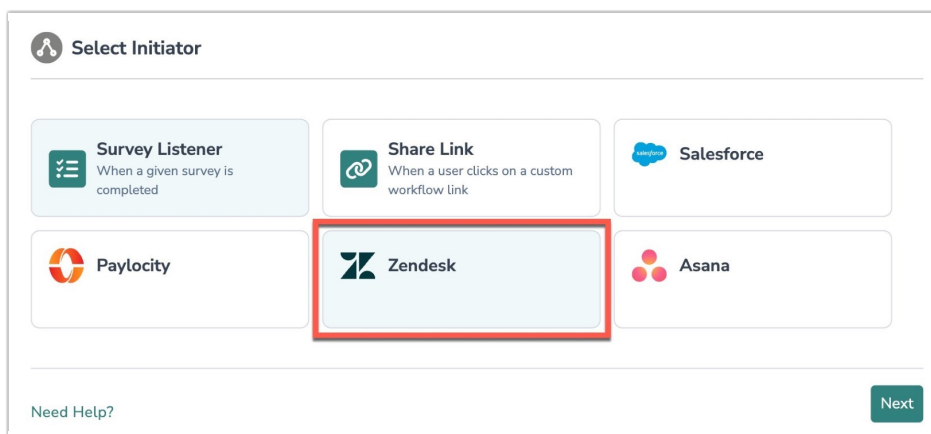
Create New Workflow

What would you like to name this Workflow?

Customer Support Feedback Workflow

Cancel Start Building

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



Select Initiator

Survey Listener
When a given survey is completed

Share Link
When a user clicks on a custom workflow link

Salesforce

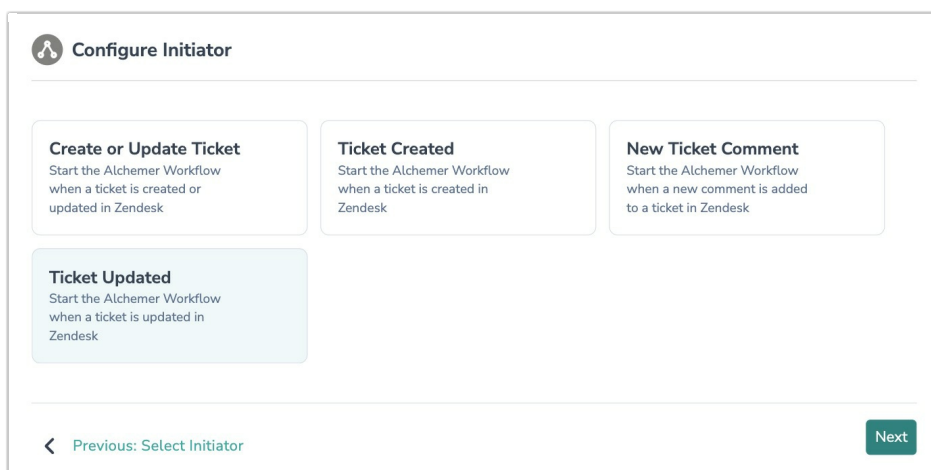
Paylocity

Zendesk

Asana

Need Help? Next

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



Configure Initiator

Create or Update Ticket
Start the Alchemer Workflow when a ticket is created or updated in Zendesk

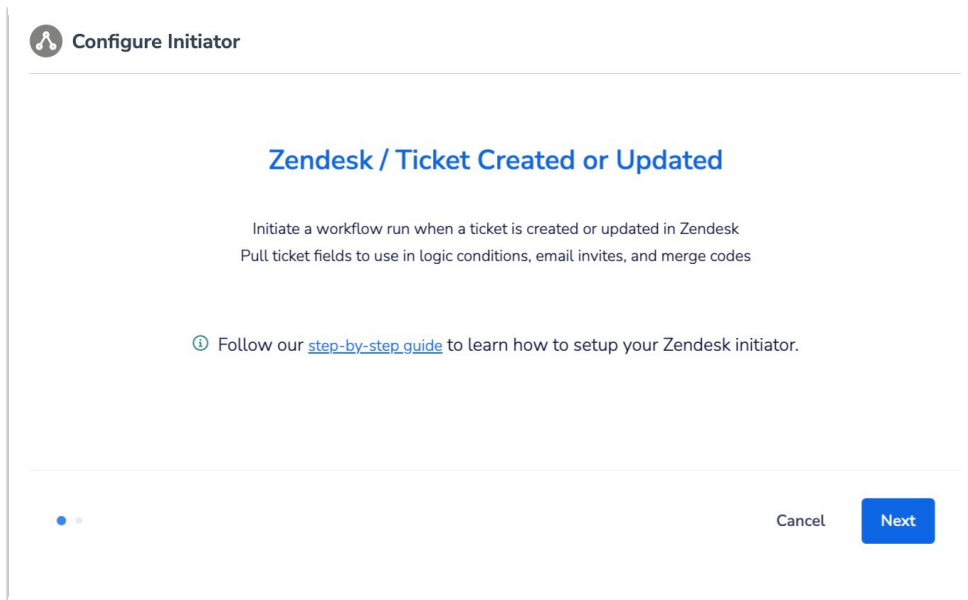
Ticket Created
Start the Alchemer Workflow when a ticket is created in Zendesk

New Ticket Comment
Start the Alchemer Workflow when a new comment is added to a ticket in Zendesk

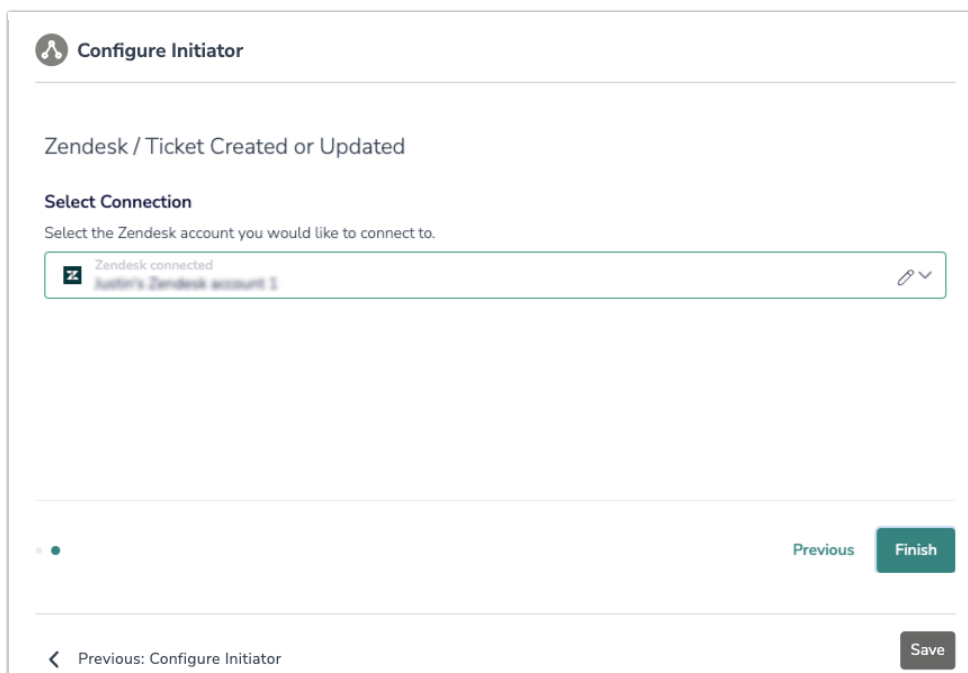
Ticket Updated
Start the Alchemer Workflow when a ticket is updated in Zendesk

Previous: Select Initiator Next

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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