

Alchemer Survey Zendesk Integration

Overview

Zendesk is a customer service and support platform used by organizations to manage customer interactions, support tickets, and user data.

The Alchemer integration with Zendesk supports getting users, updating users, getting tickets, updating tickets, and creating tickets. The Alchemer Zendesk integration allows Alchemer to use information from Zendesk to personalize surveys, enrich survey data, and update information in Zendesk with survey response data.

Common uses for the Alchemer Zendesk integration

- Personalize invites and surveys with information in Zendesk
- Use Zendesk information in survey logic
- Automate data retrieval and updates between Alchemer and Zendesk
- Reduce manual data entry and record maintenance
- Keep Zendesk records synchronized with responses collected in Alchemer
- Automatically create and update Zendesk users and tickets from survey responses

What can the Alchemer Zendesk integration do?

- Get user
- Update user
- Get ticket
- Update ticket
- Create ticket
- Structured Response

You will need

- Zendesk account subdomain
- An Alchemer plan that includes integrations and the Integration Manager permission enabled.
 - [Contact us](#) if you are unsure if your plan includes integrations.

Setup Alchemer Zendesk integration in surveys

[Zendesk | Get Zendesk user](#)

You will need:

- Zendesk account subdomain
- Survey fields containing a unique identifier for the user

Configure the action

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Integrations** section.
4. Select **Zendesk**.
5. Select **Zendesk | Get Zendesk user**.
6. **Zendesk | Authentication:** Select an existing authentication or create a new authentication.
7. **Zendesk | Find user:** Select the survey field containing the lookup value.
8. **Zendesk | Get data back:** Select the Zendesk user fields you want returned.
9. Save the action.

Status codes

- 200: A single record was successfully found
 - 201: More than one record was found. The first record is used for the values returned to Alchemer
 - 202: Query ran successfully, but no records were found
 - 400: The external integration returned an error
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Zendesk | Update Zendesk user

You will need:

- Zendesk account subdomain
- Survey fields containing the identifier for the user

Configure the action

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**.
3. Select **Zendesk**.
4. Select **Zendesk | Update Zendesk user**.
5. **Zendesk | Authentication:** Select an existing authentication or create a new authentication.
6. **Zendesk | Find user:** Select the fields in this workflow that contain the values you want to use

to find the specific user record in Zendesk.

7. **Zendesk | Update user with survey data:** Fields in this survey that you would like to use to update the Zendesk user field.
8. **Zendesk | Get data back:** Select the fields you want to get back.
9. Save the action.

Status codes

- 200: A single record was successfully found
 - 400: The external integration returned an error
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Zendesk | Get Zendesk ticket

You will need:

- Zendesk account subdomain
- Survey fields containing ticket identifier

Configure the action

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**.
3. Select **Zendesk**.
4. Select **Zendesk | Get ticket**
5. **Zendesk | Authentication:** Select an existing authentication or create a new authentication.
6. **Zendesk | Find ticket:** Select the fields in this survey that contain the values you want to use to find the specific ticket record in Zendesk.
7. **Zendesk | Get data back:** Select the fields you want to get back.
8. Save

Status codes

- 200: A single record was successfully found.
 - 201: More than one record was found. The first record is used for the values returned to Alchemer
 - 202: Query ran successfully, but no records were found
 - 400: The external integration returned an error
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Zendesk | Update Zendesk ticket

Configure the action

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**.
3. Select **Zendesk**.
4. Select **Zendesk | Update ticket**
5. **Zendesk | Authentication:** Select an existing authentication or create a new authentication .
6. **Zendesk | Find ticket:** Select the fields in this survey that contain the values you want to use to find the specific ticket record in Zendesk.
7. **Zendesk | Update ticket with survey data:** Fields in this survey that you would like to use to update the Zendesk ticket field
8. **Zendesk | Get data back:** Select the fields you want to get back.
9. Save the action.

Status codes

- 200: Successfully updated ticket
 - 201: Query ran successfully but no tickets were found
 - 202: Multiple tickets were found. Please update your query to only return 1 ticket
 - 400: The external integration returned an error
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Zendesk | Create ticket

Configure the action

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**.
3. Select **Zendesk**.
4. Select **Zendesk | Create ticket**
5. **Zendesk | Authentication:** Select an existing authentication or create a new authentication .
6. **Zendesk | Create ticket:** Select the fields in this survey that contain the values you want to use to create the ticket in Zendesk.
7. **Zendesk | Get data back:** Select the fields that you would like to get back
8. Save the action.

Status codes

- 200: Success
 - 201: No data found
 - 202: Multiple rows found
 - 400: The external integration returned an error
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Testing and Troubleshooting

Testing and Validation

How to test

- Submit a survey response
- Verify results in Zendesk

How to verify results

- Check Zendesk records
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Monitoring Integration Activity

- Go to Results → Individual Responses
- Open Action Log

Troubleshooting

- Check authentication
 - Validate fields
 - Review API errors
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FAQs

What permissions do I need?

Integration Manager + Zendesk API access.

When does the integration run?

When a survey response is submitted.

Can I use multiple actions?

Yes.

Related Articles