Zendesk

The Zendesk integration imports your support tickets into Alchemer Voice. Tickets with a status of Solved or Closed become conversations of type "Support case", where they're analyzed alongside calls, meetings, and emails. The integration is read-only: Alchemer Voice never changes anything in Zendesk.

What's imported

Item	Behavior
Tickets	Imported with all of their comments, plus each ticket's brand and tags. Only Solved and Closed tickets become conversations. Open, pending, and on-hold tickets are synced but aren't analyzed until they're solved or closed.
Users	Imported as Zendesk users.
Frequency	New and updated tickets are checked every 5 minutes.
First sync	Goes back 90 days. Older tickets aren't imported. Processing of Zendesk conversations waits until the first sync is complete.

Set up

Before you begin

- A Zendesk account that can see all the tickets you want imported (usually an administrator).
- Your Zendesk subdomain. For https://super.zendesk.com, the subdomain is **super**.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin > Connections** and find **Zendesk** under **Service management**.
2. Click **Connect**.
3. In the **Connecting Zendesk** window, enter your subdomain in the **Subdomain** field. You can enter the name alone or paste your full Zendesk address. The subdomain can contain only letters, numbers, and dashes.
4. Click **Connect**. You're taken to Zendesk.
5. Sign in if asked, and approve the read-only access request.

Filter by tag and brand

Once tickets are imported, the **Case** group in the conversation filters includes a **Tags** filter. If your tickets belong to more than one Zendesk brand, a **Brand** filter appears there as well. All brands on the Zendesk account are imported, so use the filter to narrow an analysis to one brand.

Troubleshooting

- **Authentication failed:** Alchemer Voice can no longer use its Zendesk access, for example because the approval was revoked or the Zendesk user was removed. Click **Disconnect**, then **Connect** and repeat the steps.
- **Setup error:** Setup didn't complete. Click **Connect** to run it again, and check the subdomain.
- **Authentication error banner at the top of Connections:** Zendesk returned an error while you were approving access, and the banner shows its message. Try again, and contact Alchemer Support if it keeps happening.
- **A ticket is missing:** Check its status in Zendesk. Only Solved or Closed tickets become conversations, and the first sync covers only the last 90 days.

Permissions

Connecting Zendesk requires the **Manage connections** permission, which is normally held by admins. See Roles and permissions.

If you need help, contact Alchemer Support.

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