

Zendesk Integration

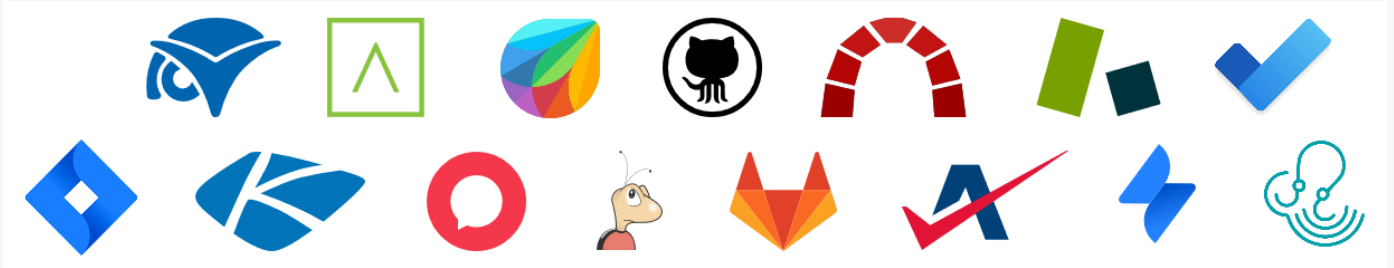


CHECKCENTRAL



BINARYFORTRESS

Zendesk Integration

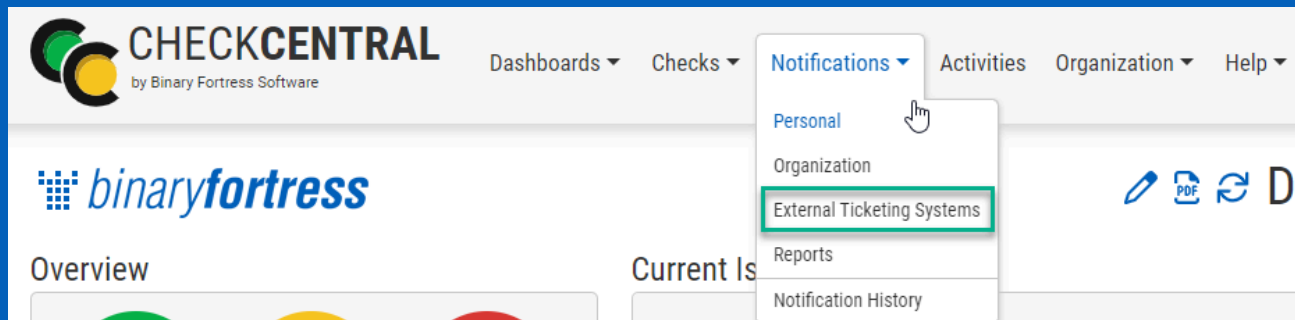


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Zendesk, helping you consolidate service ticket issues.

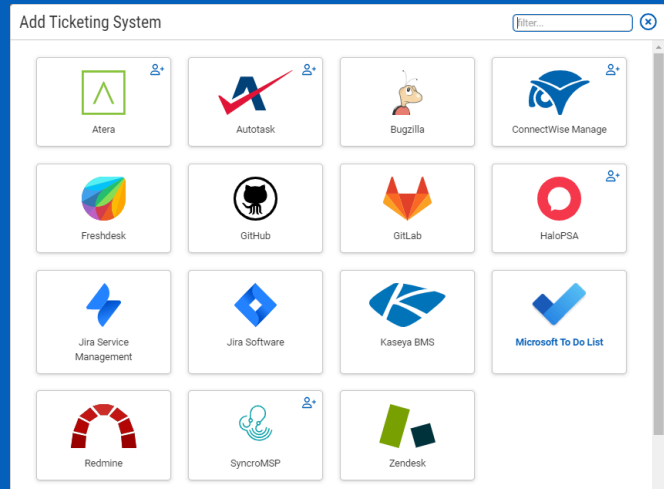
To integrate Zendesk with CheckCentral, begin by logging into your CheckCentral account.

CheckCentral

From the main menu, click Notifications, then External Ticketing Systems.



Click Add Ticketing System and choose Zendesk.



This will bring up the configuration options required for CheckCentral to communicate with Zendesk servers via the API.

You can name this configuration anything you'd like.

The other details require you to log into your Zendesk account.

Zendesk and CheckCentral

After logging into Zendesk, copy the domain name portion of the URL for your dashboard and paste it into CheckCentral's Zendesk Address field.

The image shows two overlapping screenshots. The background screenshot is the Zendesk dashboard, with the URL `binaryfortresssoftwarehelp.zendesk.com/agent/dashboard` highlighted in the browser's address bar. The foreground screenshot is the 'Zendesk' configuration form in CheckCentral. The 'Zendesk Address' field is populated with `https://binaryfortresssoftwarehelp.zendesk.com/`, which is also highlighted. Other fields include 'Name' (Zendesk), 'API Token', 'API Email Address', and 'Check Groups' (with 'All Check Groups' selected). A 'Save' button is at the bottom right.

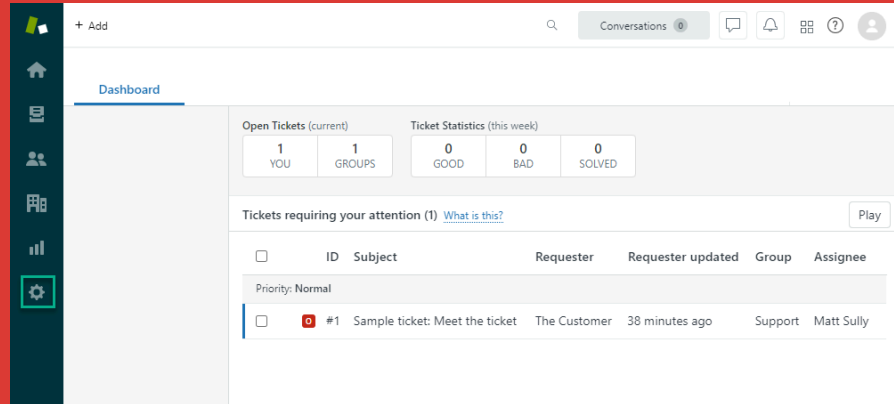
Zendesk Dashboard Data:

Open Tickets (current)		Ticket Statistics (this week)		
1	1	0	0	0
YOU	GROUPS	GOOD	BAD	SOLVED

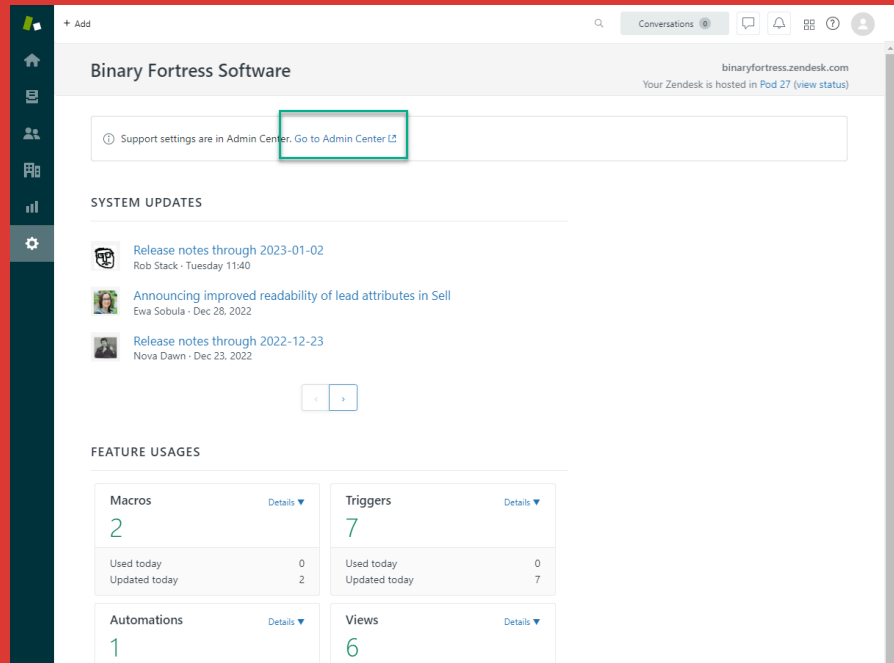
ID	Subject	Requester	Requester updated	Group	Assignee
#1	Sample ticket: Meet the ticket	The Customer	38 minutes ago	Support	Matt Sully

Zendesk

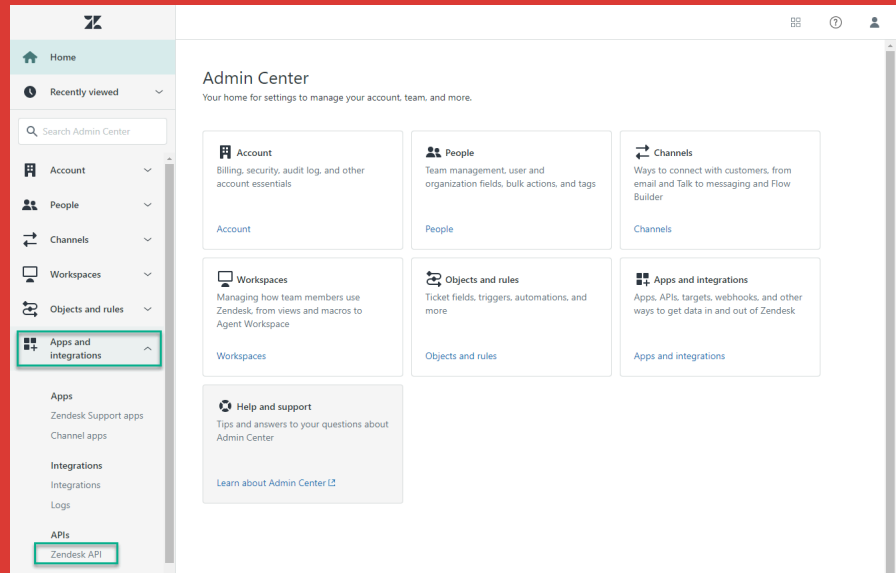
Click the gear icon to open the Admin area.



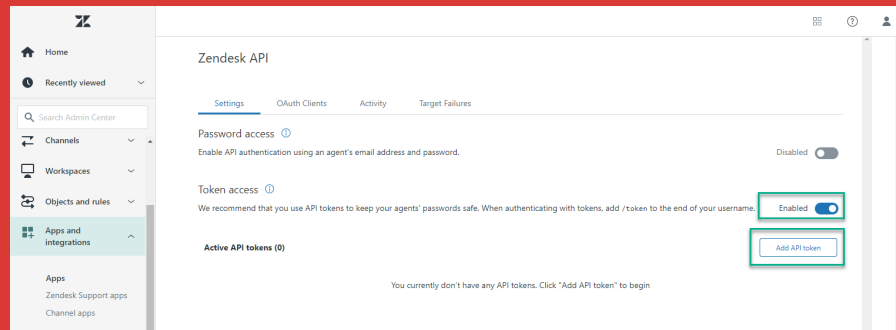
Click "Go to Admin Centre" to be taken to more Admin options. *You must be an administrator for full access.*



Expand the "Apps and Integrations" sidebar menu and click "Zendesk API."

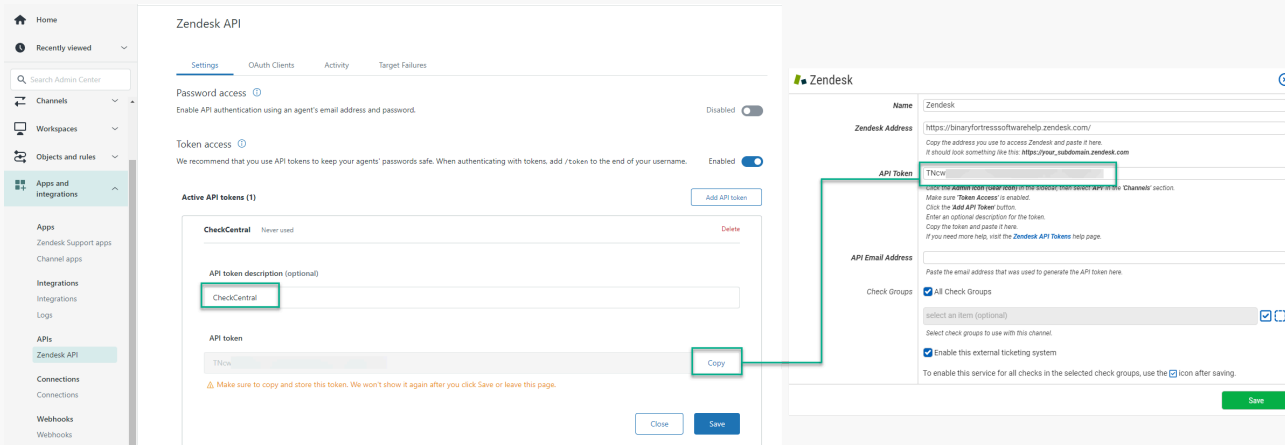


Enable the Token access setting, then click "Add API Token."

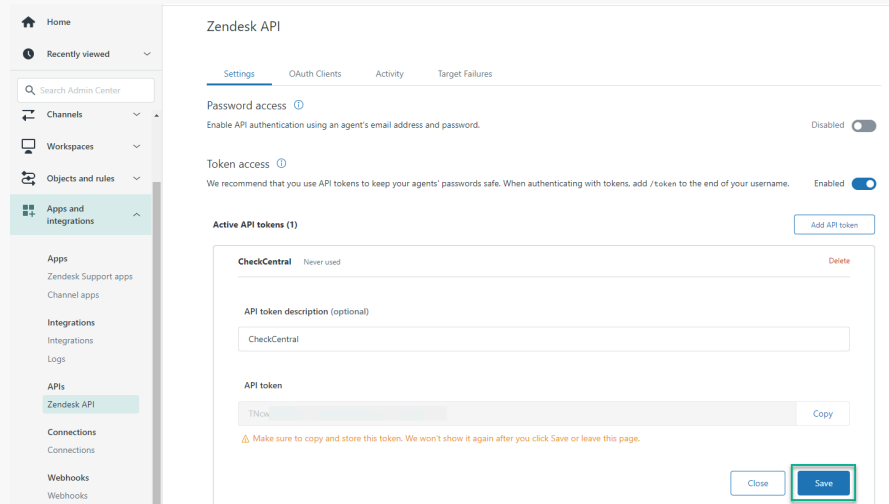


Zendesk and CheckCentral

Add a description (optional) for your API token. Copy the API token and paste it into CheckCentral's API Token field.

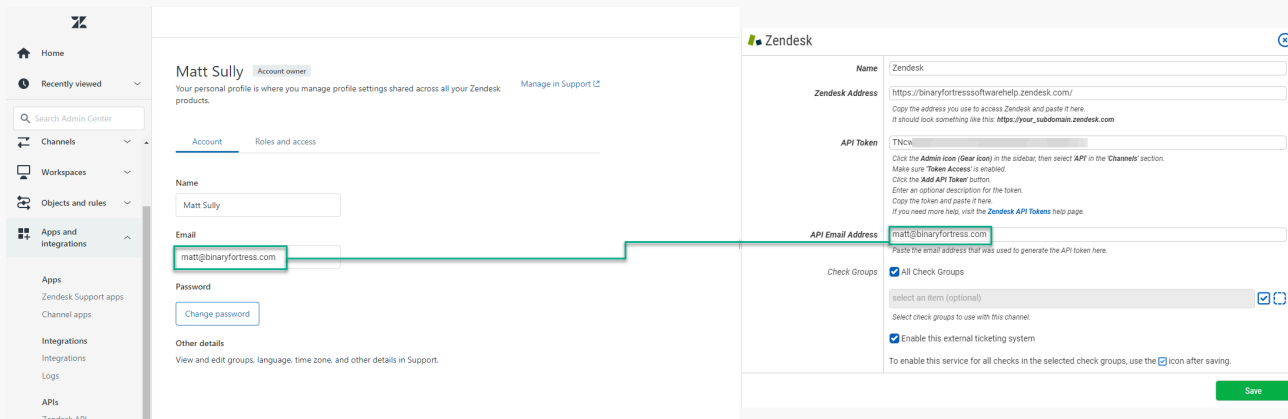
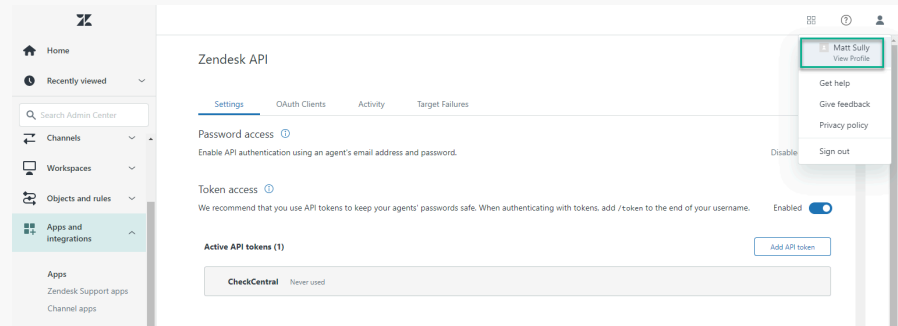


Click Save.



Enter the email address of the user which generated the API token into CheckCentral's API Email Address field.

To find the email address, click the profile icon in the upper right.



CheckCentral

Choose which Check Groups will use this Zendesk ticketing channel. By default, all check groups are selected. To be more selective, disable the All Check Groups checkbox then use the multi-select dropdown field below.

Once you've selected your check groups, ensure the 'Enable this external ticketing system' checkbox is enabled, and click Save.

Zendesk
✕

Name

Zendesk Address
Copy the address you use to access Zendesk and paste it here.
 It should look something like this: https://your_subdomain.zendesk.com

API Token
Click the **Admin icon (Gear icon)** in the sidebar, then select **API** in the **'Channels'** section.
 Make sure **'Token Access'** is enabled.
 Click the **'Add API Token'** button.
 Enter an optional description for the token.
 Copy the token and paste it here.
 If you need more help, visit the [Zendesk API Tokens help page](#).

API Email Address
Paste the email address that was used to generate the API token here.

Check Groups All Check Groups

Select check groups to use with this channel.

Enable this external ticketing system
To enable this service for all checks in the selected check groups, use the icon after saving.

[Save](#)

CHECKCENTRAL
by Binary Fortress Software

Dashboards ▾
Checks ▾
Notifications ▾
Activities
Organization ▾
Help ▾

Account ▾

External Ticketing Systems

+ Add Ticketing System
↶ Collapse All
↷ Expand All

Zendesk

✎
✈
✉
📄
📁
🗑

Check Groups

📁
All Check Groups

✎
🗑

Currently Linked External Tickets:
There are currently no linked external tickets.

This External Ticketing System channel will now be available for use with any check under your Check Central account.

Zendesk Integration

About CheckCentral

CheckCentral Monitoring consolidates and simplifies backup, system, and software email updates into a clean, graphical dashboard, bringing peace of mind to IT administrators of SMBs, Enterprises, and MSPs.

To learn more about CheckCentral, visit: <https://www.checkcentral.com>

About Binary Fortress Software

Binary Fortress has spent 19 years in pursuit of one goal: create software to make life easier. Our software ranges from display management and system enhancement utilities to monitoring tools and digital signage. IT administrators, professional gamers, coffee-shop owners, and MSPs all rely on Binary Fortress to make their days better, and their lives easier.

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