

Zendesk Integration

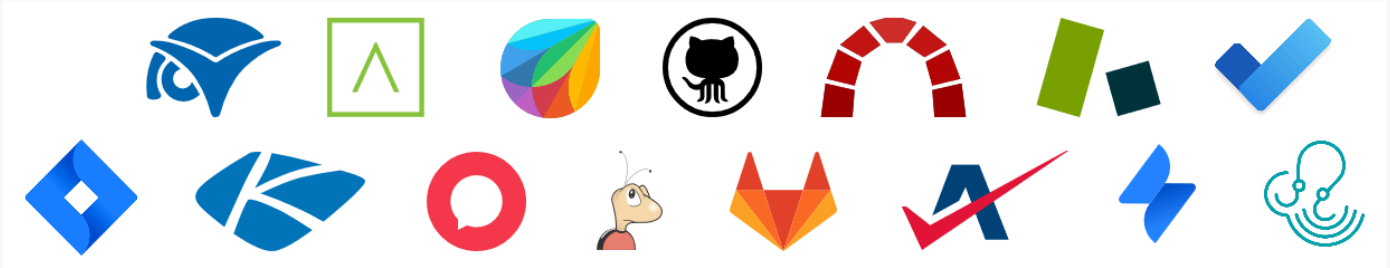


CHECKCENTRAL



BINARYFORTRESS

Zendesk Integration

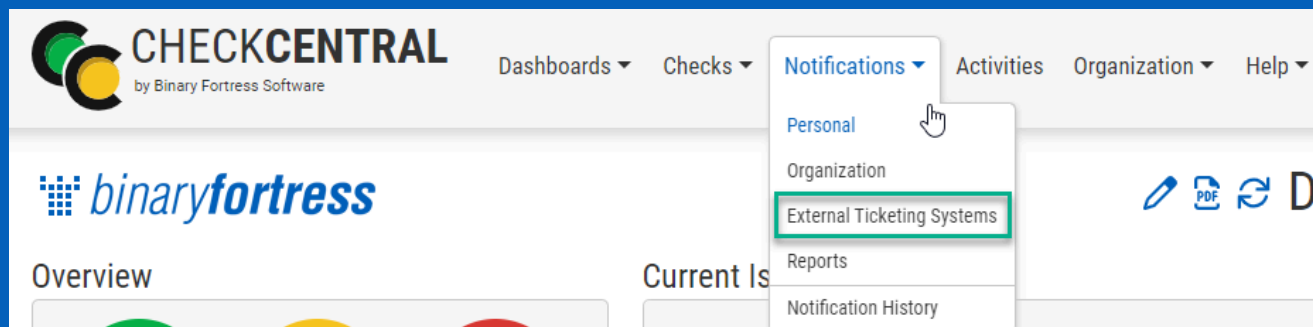


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Zendesk, helping you consolidate service ticket issues.

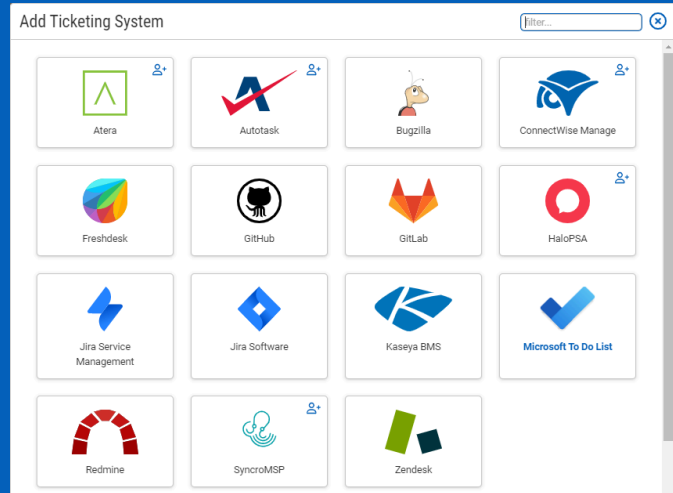
To integrate Zendesk with CheckCentral, begin by logging into your CheckCentral account.

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.

Name Zendesk

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 an item (optional) ☒ ☐
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

You can name this configuration anything you'd like.

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

Zendesk and CheckCentral

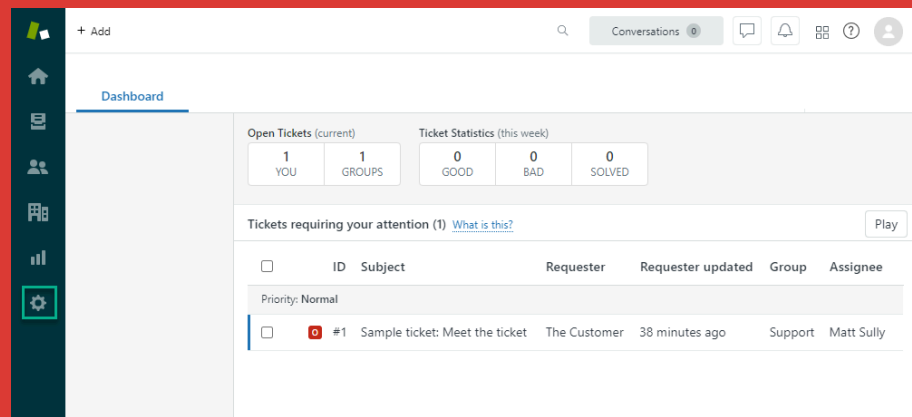
After logging into Zendesk, copy the domain name portion of the URL for your dashboard and paste it into CheckCentral's Zendesk Address field.

The image shows two side-by-side screenshots. The left screenshot is a browser window displaying the Zendesk dashboard for the domain `binaryfortresssoftwarehelp.zendesk.com`. The URL bar highlights the domain portion. The dashboard shows ticket statistics and a list of tickets. The right screenshot is the 'Zendesk' integration form in CheckCentral. It contains the following fields and options:

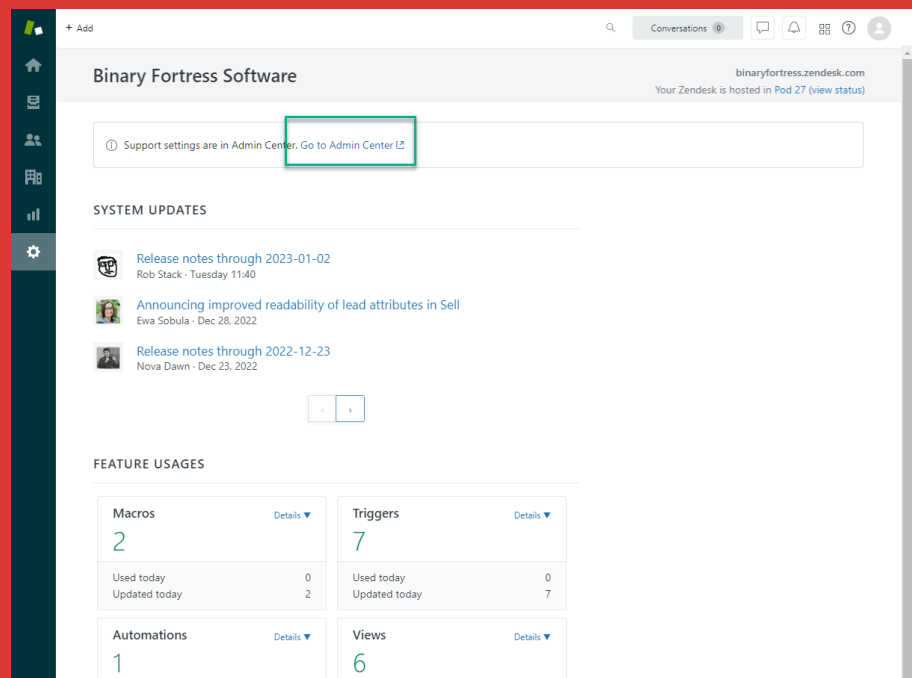
- Name:** Zendesk
- Zendesk Address:** `https://binaryfortresssoftwarehelp.zendesk.com/` (This field is highlighted with a red box, matching the domain in the left screenshot.)
- API Token:** (Empty field with instructions on how to obtain a token.)
- API Email Address:** (Empty field with instructions to paste the email used for the API token.)
- Check Groups:** ☒ All Check Groups
- Enable this external ticketing system:** ☒
- Save:** (Green button)

Zendesk

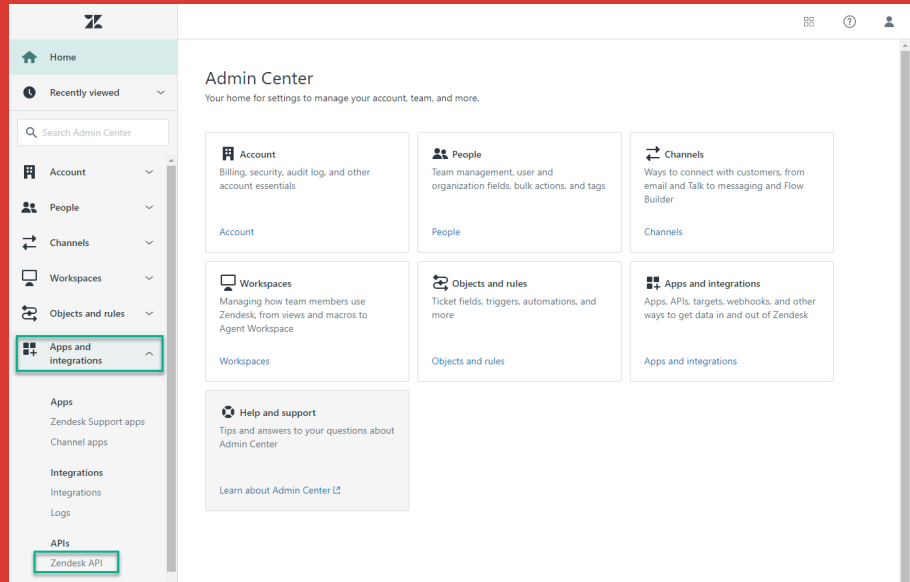
Click the gear icon to open the Admin area.



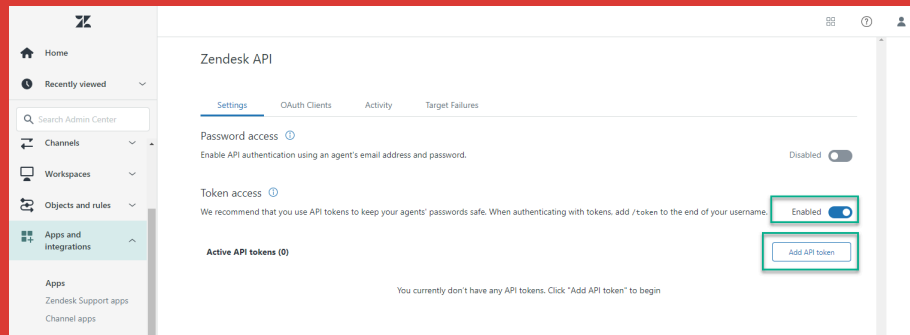
Click "Go to Admin Centre" to be taken to more Admin options. *You must be an administrator for full access.*



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.

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Connections

Webhooks

Webhooks

Zendesk API

Settings OAuth Clients Activity Target Failures

Password access [?]
Enable API authentication using an agent's email address and password. Disabled

Token access [?]
We recommend that you use API tokens to keep your agents' passwords safe. When authenticating with tokens, add /token to the end of your username. Enabled

Active API tokens (1)

CheckCentral Never used Delete

API token description (optional)

CheckCentral

API token

TNow Copy

Make sure to copy and store this token. We won't show it again after you click Save or leave this page.

Close Save

Zendesk

Name Zendesk

Zendesk Address <https://binaryfortresssoftwarehelp.zendesk.com/>
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

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API Email Address

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

Check Groups

All Check Groups

Select an item (optional)

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

Click Save.

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API token

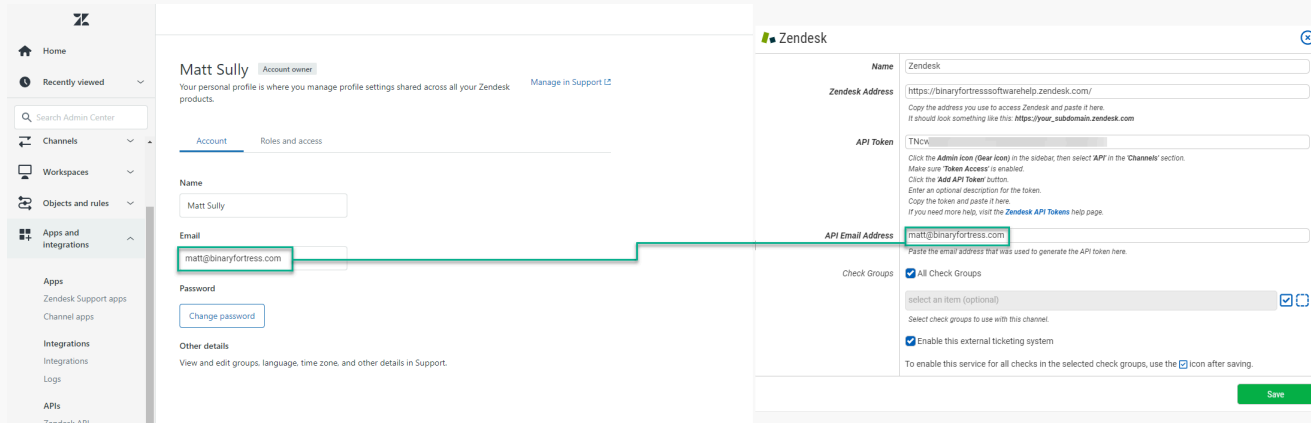
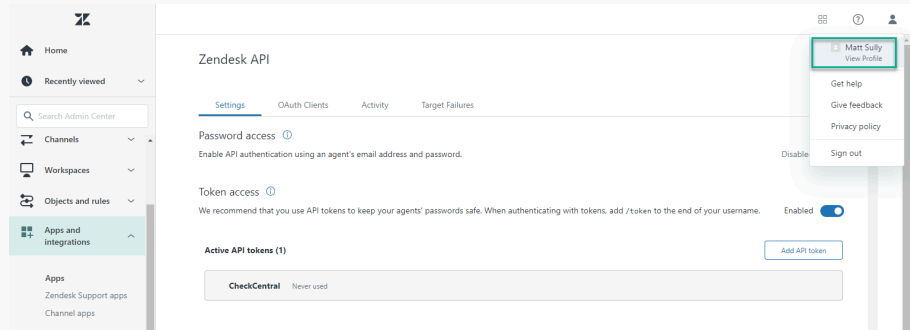
TNow Copy

Make sure to copy and store this token. We won't show it again after you click Save or leave this page.

Close 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

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Zendesk

Zendesk Address

https://binaryfortresssoftwarehelp.zendesk.com/

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It should look something like this: https://your_subdomain.zendesk.com

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Enter an optional description for the token.
Copy the token and paste it here.
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API Email Address

matt@binaryfortress.com

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

Check Groups

☒ All Check Groups


select an item (optional)

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 ▾

 **Zendesk**

Check Groups

☒ All Check Groups

+ Add Ticketing System

Collapse All

Expand All

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.

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.cc>

About Binary Fortress Software

Binary Fortress has spent 18 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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The CheckCentral logo is a trademark of Binary Fortress Software.

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Kanata, Ontario, Canada
K2K3E7
<https://www.binaryfortress.com>