

# Zendesk Integration

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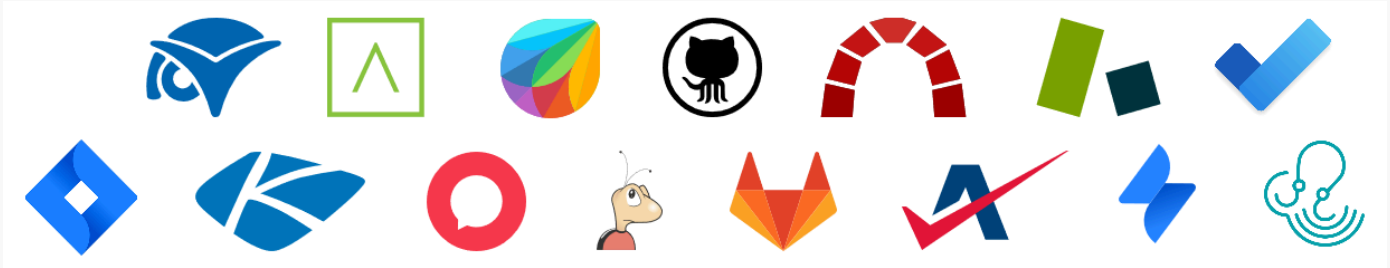


CHECKCENTRAL



BINARYFORTRESS

# Zendesk Integration

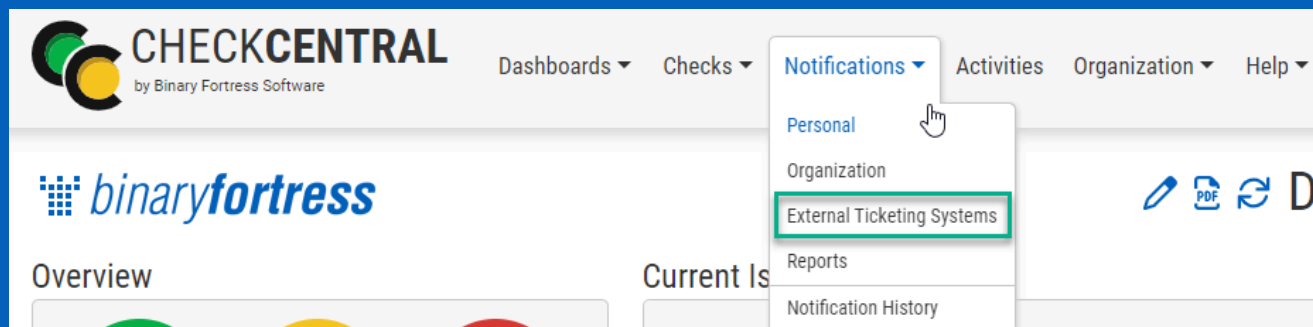


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Zendesk, helping you consolidate service ticket issues.

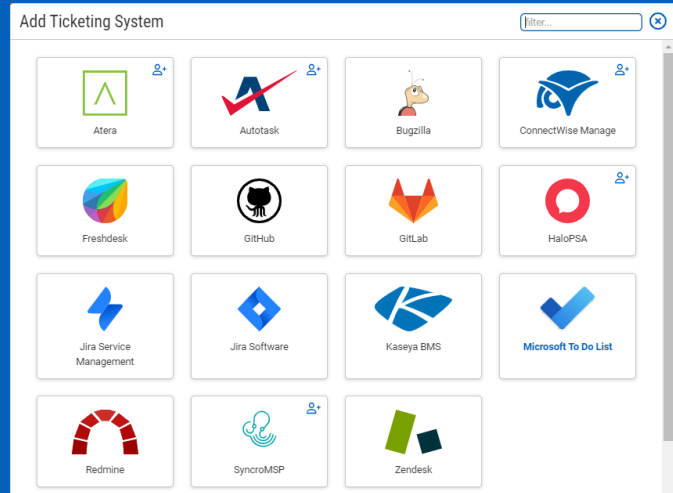
To integrate Zendesk with CheckCentral, begin by logging into your CheckCentral account.

## 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](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. The URL bar shows 'binaryfortresssoftwarehelp.zendesk.com/agent/dashboard'. The dashboard includes a sidebar with navigation icons, a top section with 'Open Tickets (current)' (1 YOU, 1 GROUPS) and 'Ticket Statistics (this week)' (0 GOOD, 0 BAD, 0 SOLVED), and a table of 'Tickets requiring your attention (1)'. The table has columns for ID, Subject, Requester, Requester updated, Group, and Assignee. The first row shows a ticket with ID '#1', subject 'Sample ticket: Meet the ticket', requester 'The Customer', updated '38 minutes ago', group 'Support', and assignee 'Matt Sully'. The right screenshot is a 'Zendesk' integration form in CheckCentral. It has fields for 'Name' (filled with 'Zendesk'), 'Zendesk Address' (filled with 'https://binaryfortresssoftwarehelp.zendesk.com/'), 'API Token', 'API Email Address', and 'Check Groups'. The 'Check Groups' section has a checkbox for 'All Check Groups' which is checked, and a dropdown menu for 'select an item (optional)'. There is also a checkbox for 'Enable this external ticketing system' which is checked. A 'Save' button is at the bottom right.

**Zendesk**

Name: Zendesk

Zendesk Address: <https://binaryfortresssoftwarehelp.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.

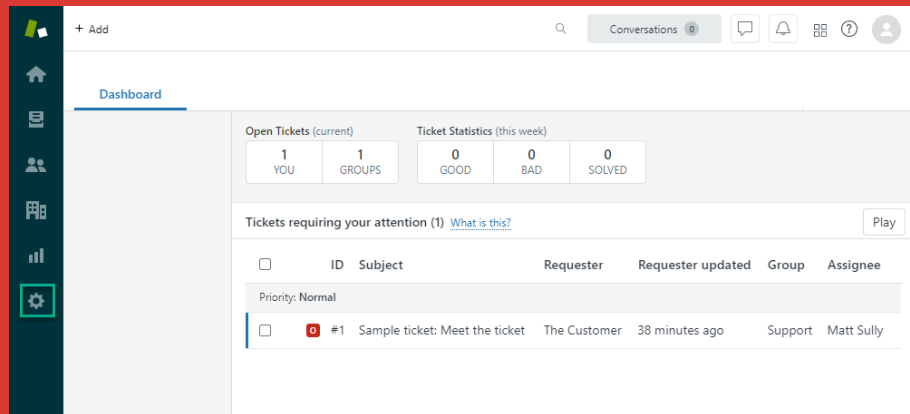
API Email Address:   
Paste the email address that was used to generate the API token here.

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

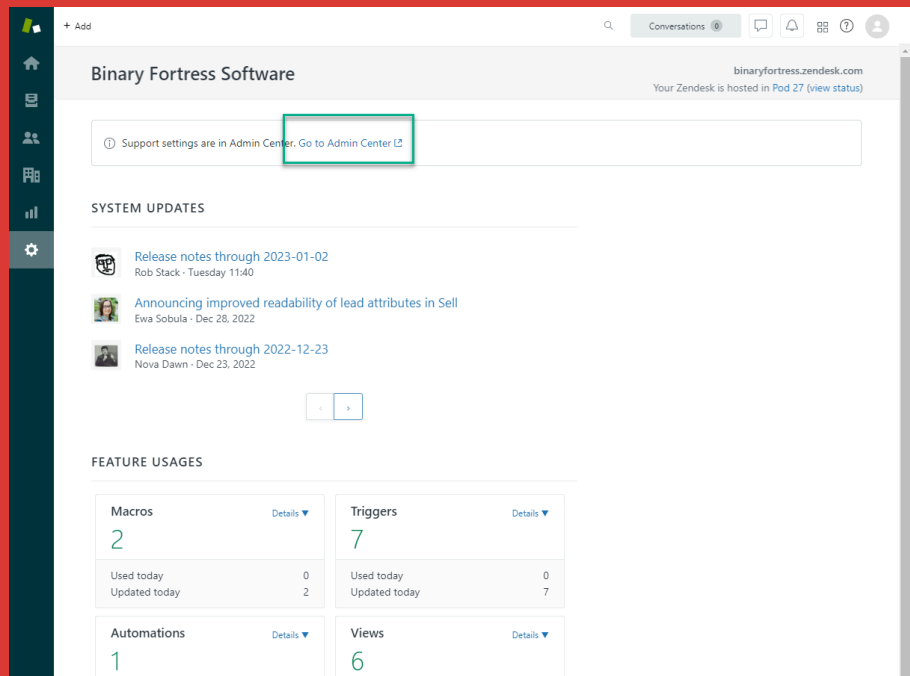
## Zendesk

Click the gear icon to open the Admin area.



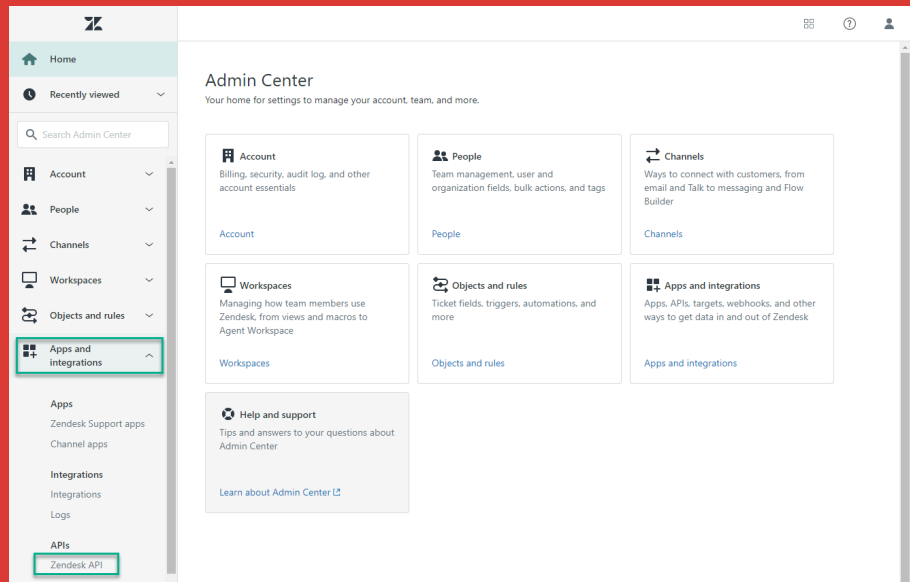
The screenshot shows the Zendesk dashboard. On the left is a dark sidebar with a gear icon highlighted. The main area has a 'Dashboard' tab. It displays 'Open Tickets (current)' with 1 for YOU and 1 for GROUPS. 'Ticket Statistics (this week)' shows 0 GOOD, 0 BAD, and 0 SOLVED. Below this is a section 'Tickets requiring your attention (1)' with a 'Play' button. A table lists tickets with columns: ID, Subject, Requester, Requester updated, Group, and Assignee. The first ticket is ID #1, Subject 'Sample ticket: Meet the ticket', Requester 'The Customer', updated '38 minutes ago', Group 'Support', and Assignee 'Matt Sully'.

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

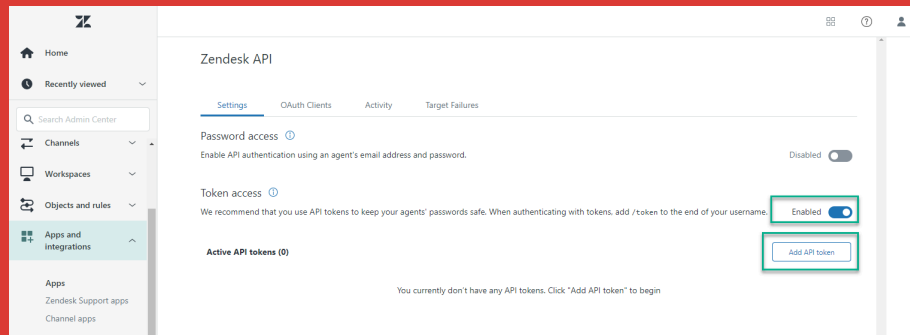


The screenshot shows the 'Binary Fortress Software' Admin Centre in Zendesk. At the top, it says 'binaryfortress.zendesk.com' and 'Your Zendesk is hosted in Pod 27 (view status)'. A message box states 'Support settings are in Admin Center. Go to Admin Center L2'. Below is the 'SYSTEM UPDATES' section with three items: 'Release notes through 2023-01-02' by Rob Stack, 'Announcing improved readability of lead attributes in Sell' by Ewa Sobula, and 'Release notes through 2022-12-23' by Nova Dawn. At the bottom is the 'FEATURE USAGES' section with four cards: 'Macros' (2), 'Triggers' (7), 'Automations' (1), and 'Views' (6). Each card has a 'Details' link and a table for 'Used today' and 'Updated today'.

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.

Home

Recently viewed

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Apps and integrations

Apps

Zendesk Support apps

Channel apps

Integrations

Integrations

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APIs

Zendesk API

Connections

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)

Add API token

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

TNow

Click the **admin token** (your role) in the **tokens** that appear 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

Click Save.

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API token description (optional)

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API token

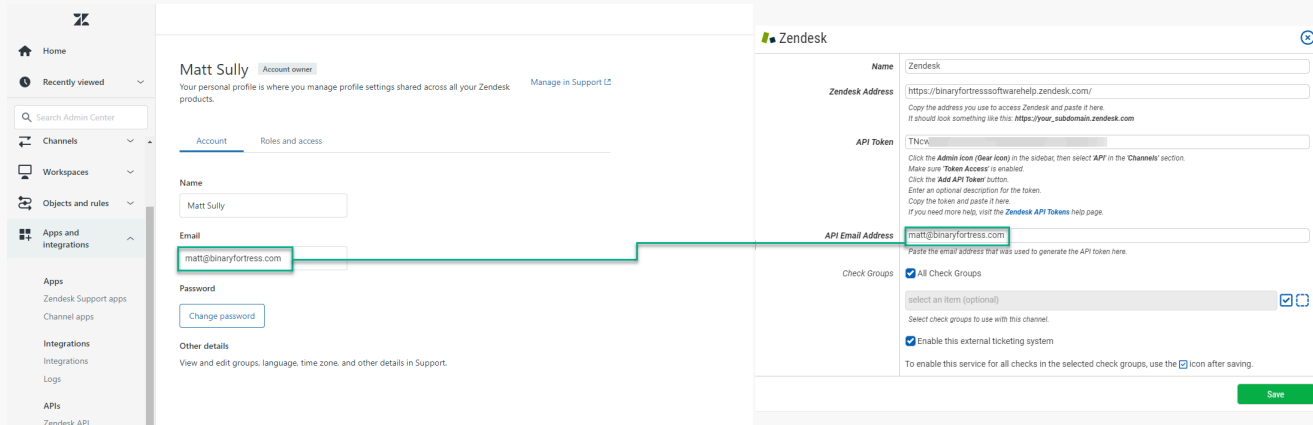
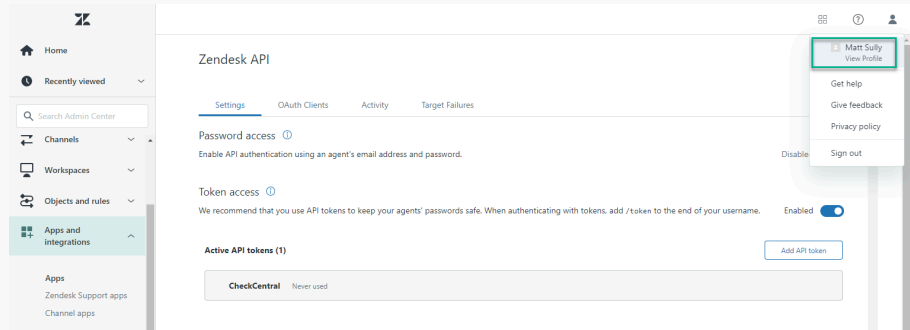
TNow Copy

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

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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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

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 ▾


 **Generic Company**


 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 17 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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