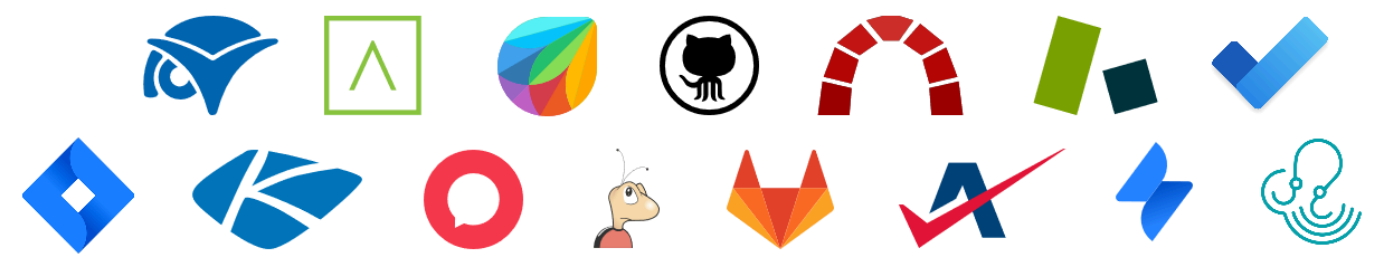
Zendesk Integration

CHECKCENTRAL

BINARYFORTRESS

Zendesk Integration

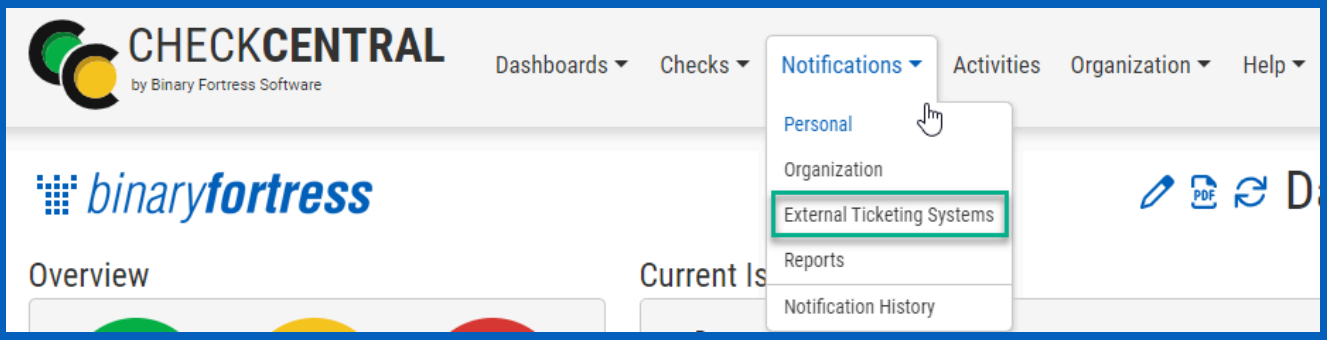


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Zendesk, helping you consolidate service ticket issues.

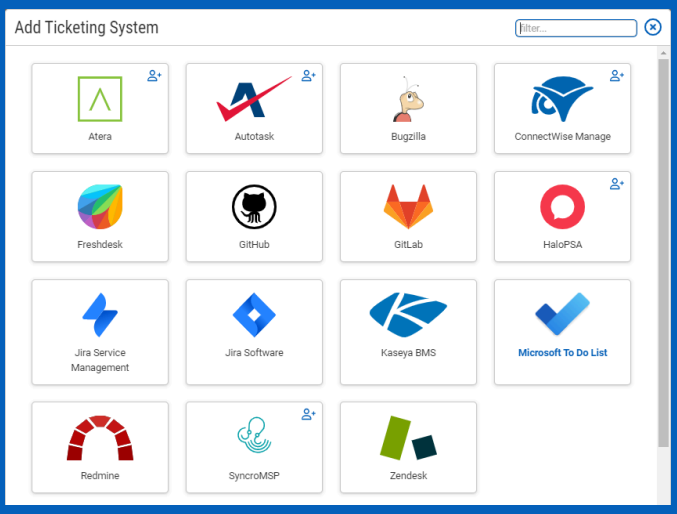
To integrate Zendesk with CheckCentral, begin by logging into your CheckCentral account.

CheckCentral

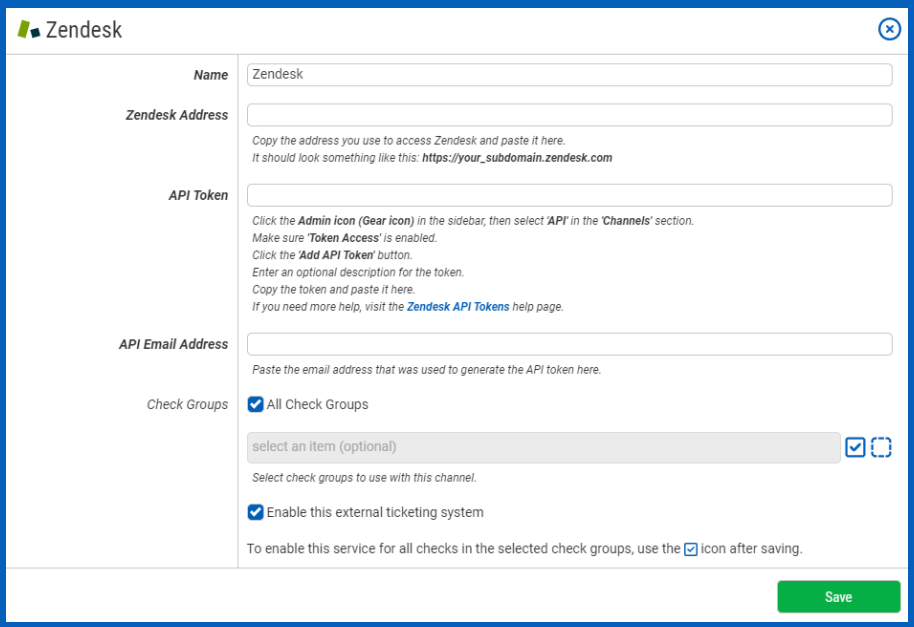
From the main menu, click Notifications, then External Ticketing Systems.



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.

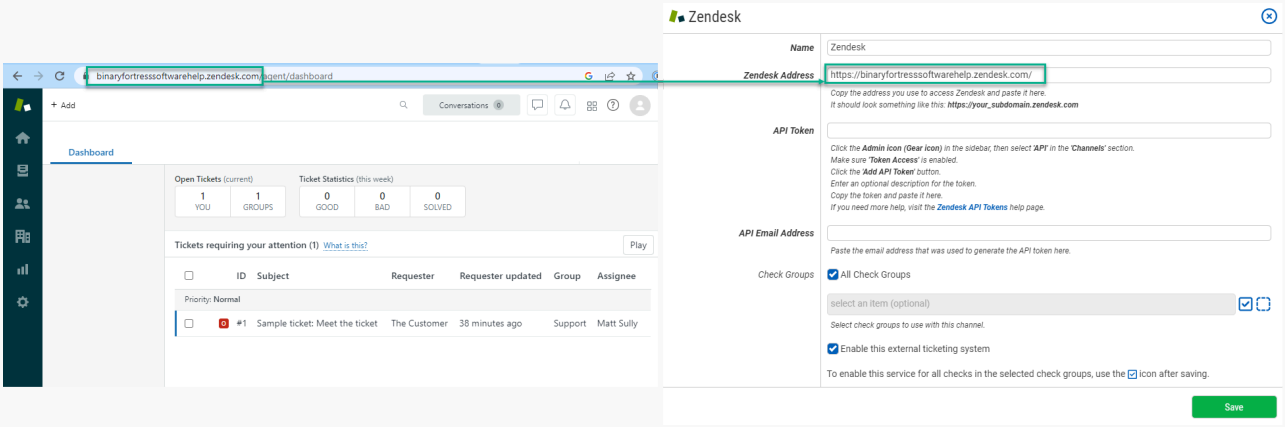


You can name this configuration anything you'd like.

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

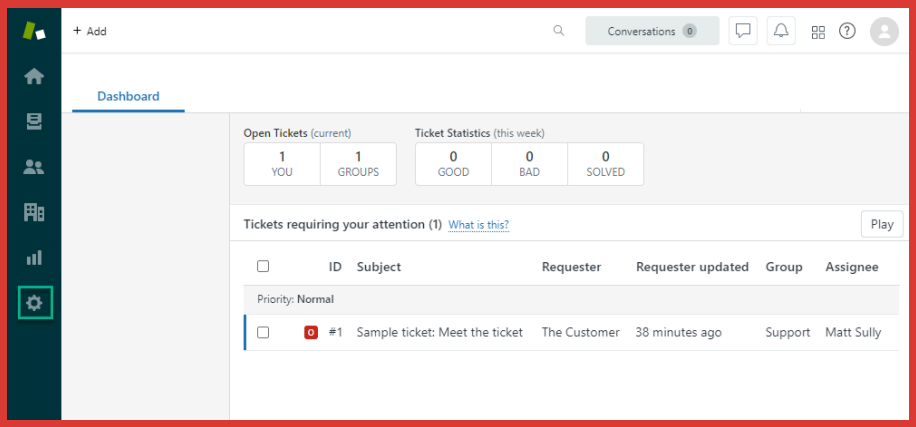
Zendesk and CheckCentral

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

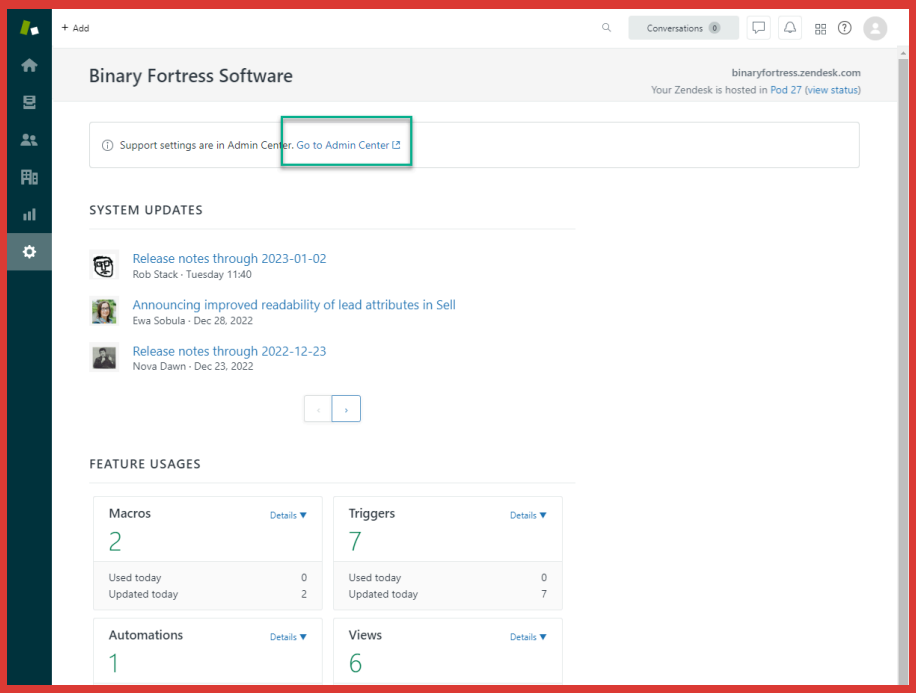


Zendesk

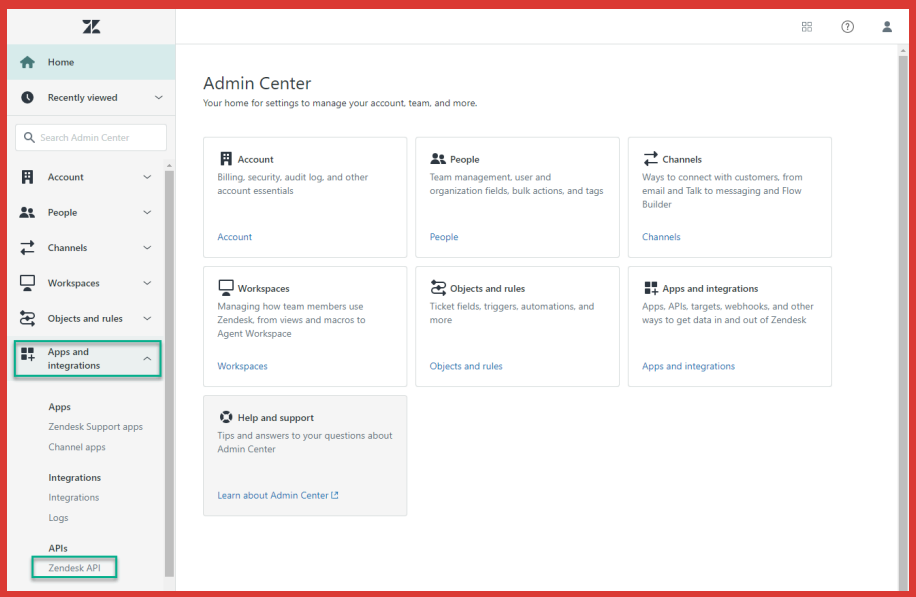
Click the gear icon to open the Admin area.



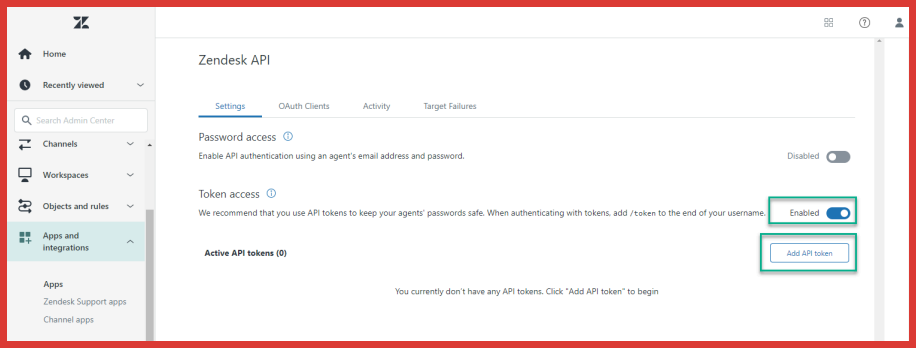
Click "Go to Admin Centre" to be taken to more Admin options. *You must be an administrator for full access*.



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

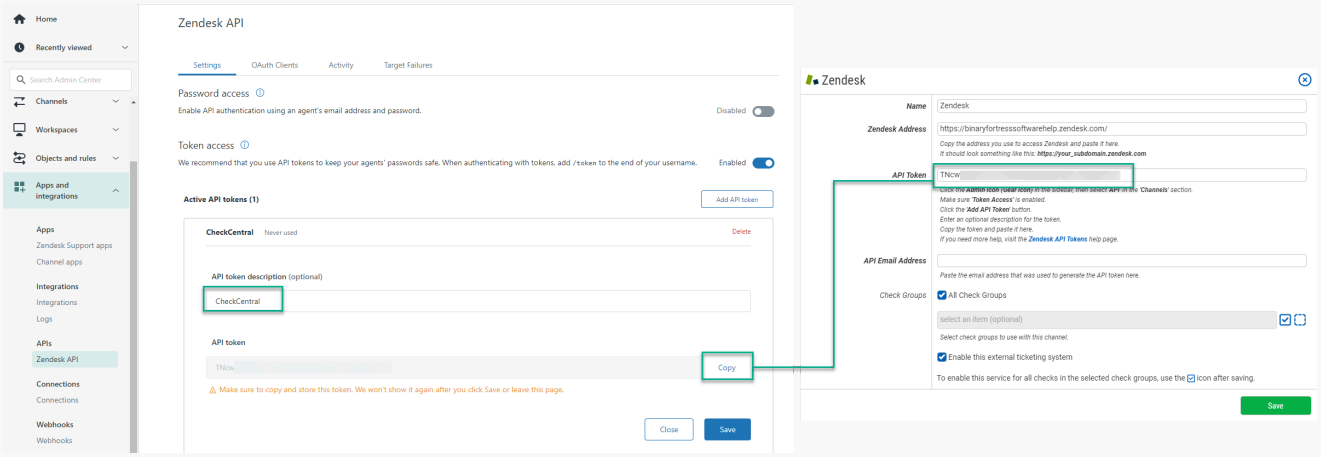


Enable the Token access setting, then click "Add API Token."

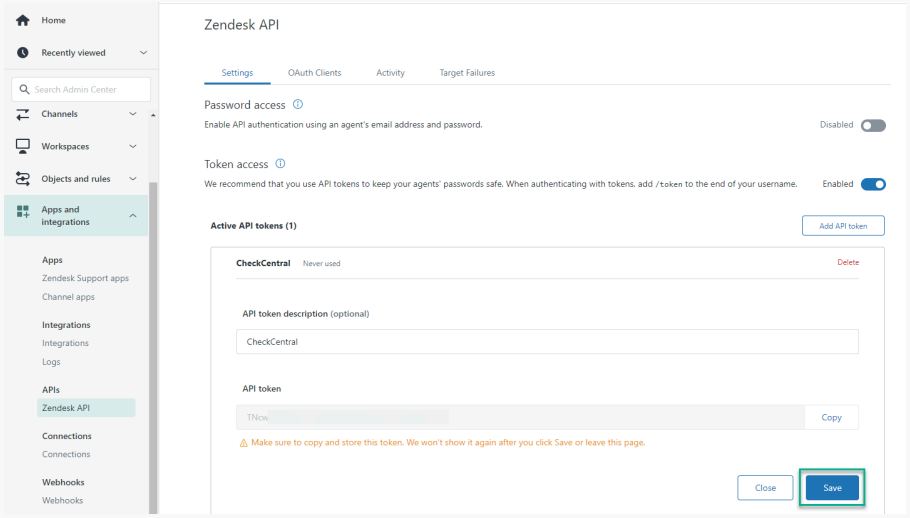


Zendesk and CheckCentral

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

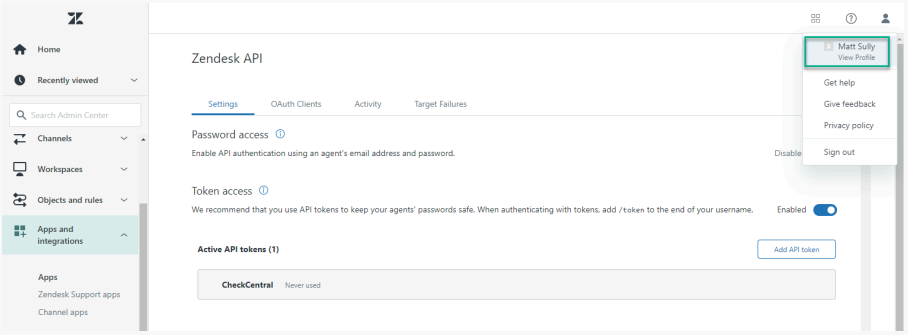


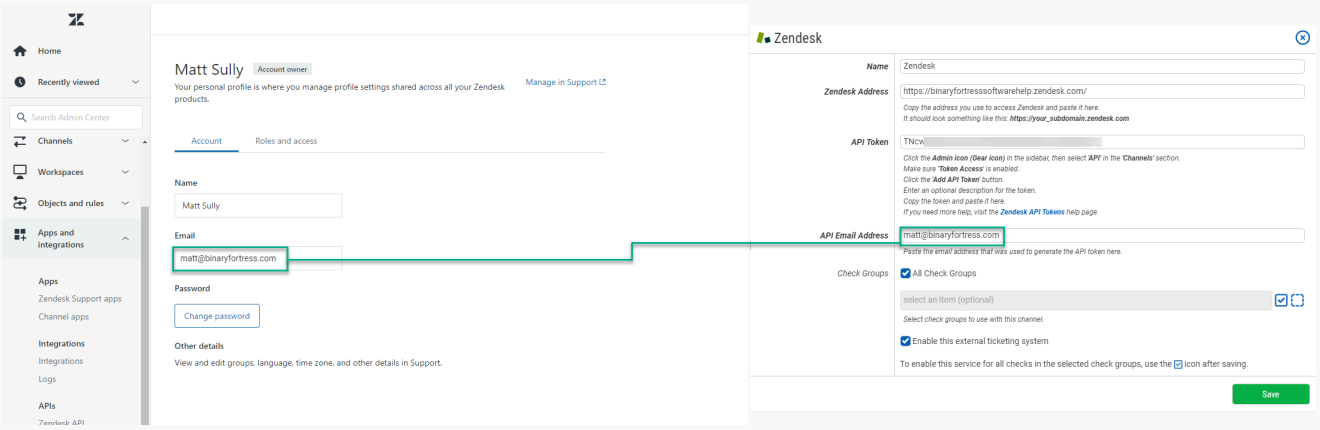
Click Save.



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.

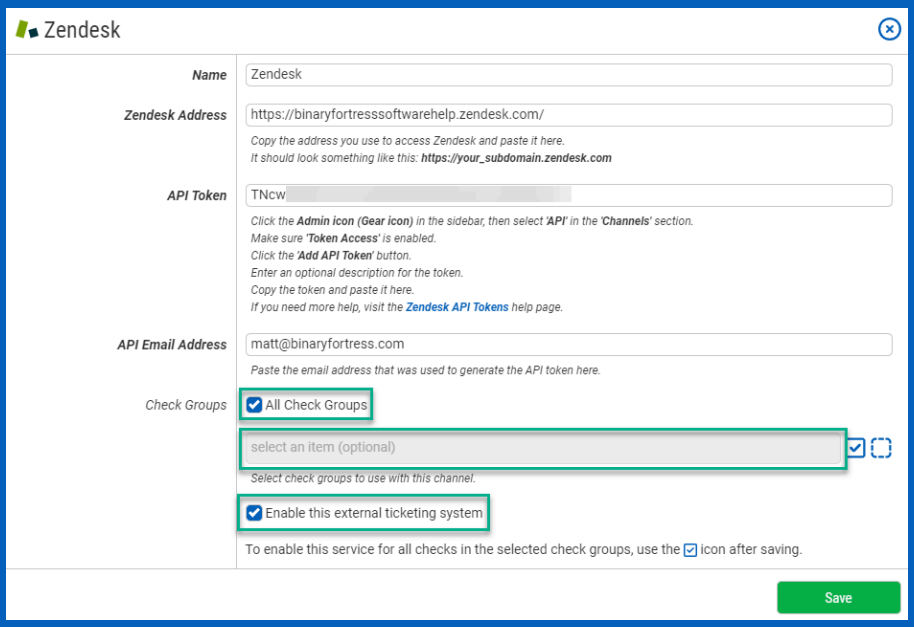


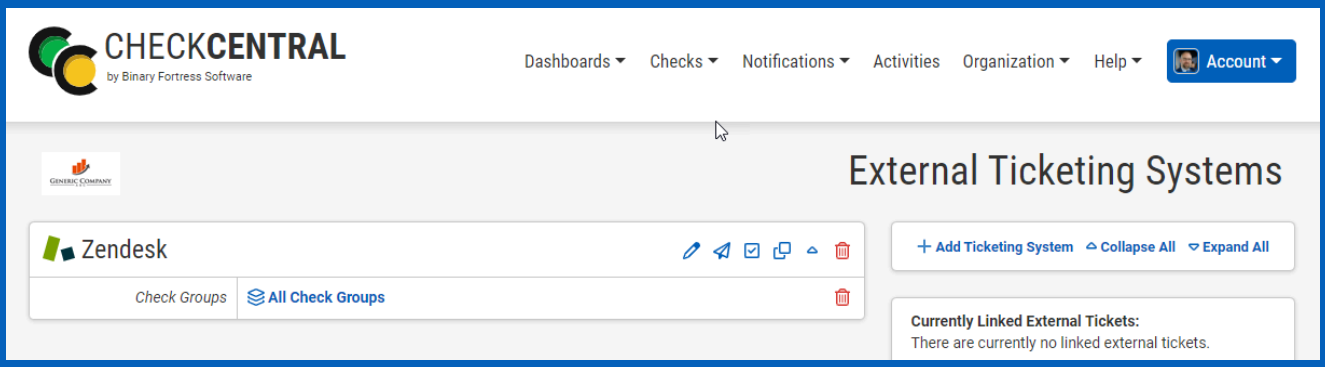


CheckCentral

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.





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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Binary Fortress Software
1000 Innovation Drive, Suite 500
Kanata, Ontario, Canada
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