Zendesk Integration



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.

CHECKCENTRAL by Binary Fortress Software	Dashboards 🔻	Checks 🔻	Notifications -	Activities	Organization 🔻	Help 🔻
' ! !' binary fortress			Organization External Ticketing S	systems		₽ D
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Click Add Ticketing System and choose Zendesk.

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		Redmine	SyncroMSP	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	
ADI Tokon		
APT 10001	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.	
	If you need more help, visit the Zendesk API Tokens help page.	
API Email Address		
Check Groups	Paste the email address that was used to generate the API token here.	
	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 \bigtriangledown 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.

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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.

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



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

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Zendesk and CheckCentral

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







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.

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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 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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