

# Kelverion

## IM for Zendesk

### Zendesk Smart Discovery Integration for Azure Automation

Integrating with Zendesk directly via PowerShell requires you to know upfront exactly what Record, Field names and Field values you want to interact with before you can start configuring your Zendesk API calls.

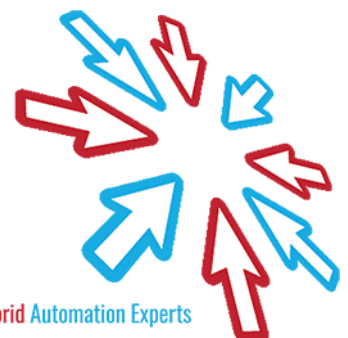
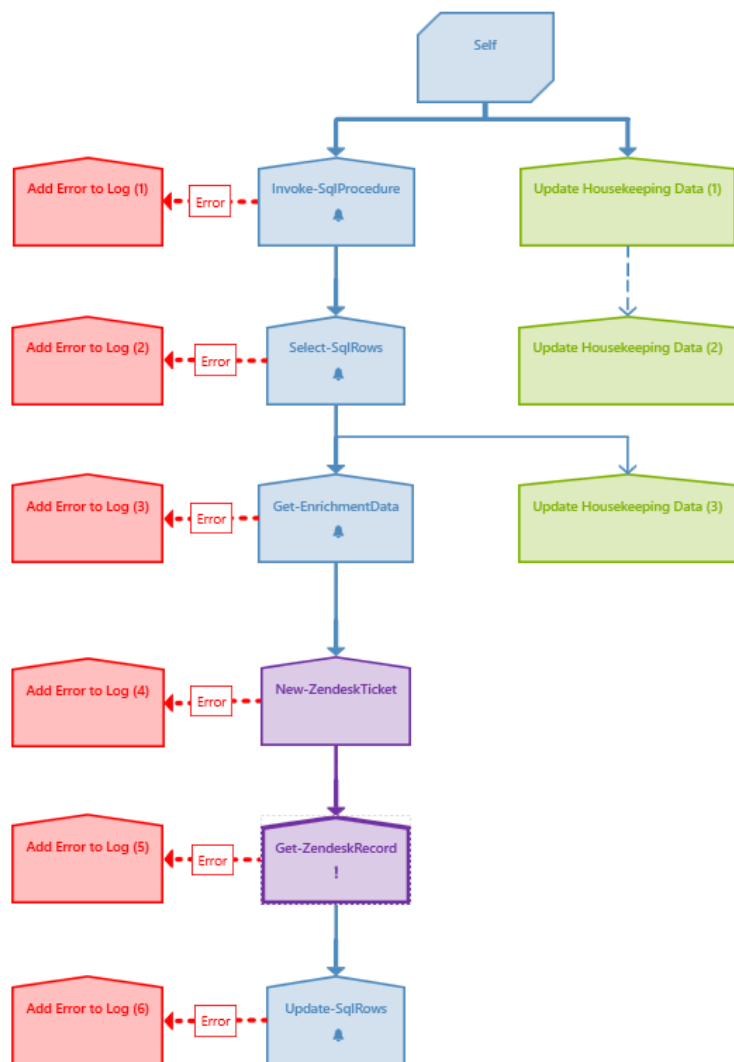
The Integration Module for Zendesk provides a set of ready built activities for integrating with Zendesk from within Azure Automation and the Kelverion Runbook Studio. These are forms driven activities which allow you to define interactions with Zendesk without having to write any PowerShell code.

When the Integration Module is used from within the Runbook Studio you also get the benefit of the Smart Discovery. You create a Smart Connection to a Zendesk and the IM will query the Instance to find out the Record types in that Instance and presents you a list of the available Record types. You then select a Record type and the IM will automatically configure its self to show all the Fields in the Request type as a Parameter for the command and the preconfigured value for the Fields where appropriate.

This means you don't need to be an expert on the Zendesk configuration before you can interact with it because the IM will tell you how the system is configured and then you just configure the activity to achieve the interaction you require.

For example if you want to get a Record from Zendesk you often what to limit the Record selected to those where the contents of a fields equals a given value. In the IM activity for Get-ZendeskRecord there is a filter option and the IM immediately presents you with a list of the fields in the Record type you selected to set your filter criteria against.

When done from within the Runbook Studio this is all achieved without writing any PowerShell script.



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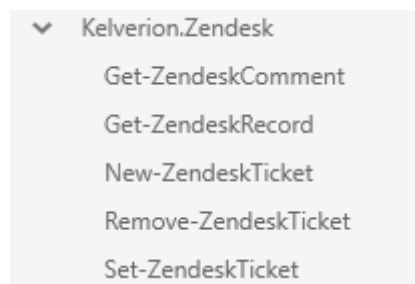
The Key capabilities added to your Runbook Studio solution include:

- Automatically builds and executes the necessary Zendesk interactions without the user having to write or understand PowerShell
- Simplifies Runbook design by automatically mapping Record fields to input properties, filters and published data items
- Prevents errors by controlling access to read-only fields, enforcing mandatory inputs and by providing value browsers for common data types.
- Smart Connections establish a reusable link between the Runbook Studio and a specific Zendesk instance. You can create as many Smart Connections as you require, specifying links to multiple Zendesk instances. You can also create multiple Smart Connections to the same Zendesk instance to allow for differences in security privileges for different user accounts.

## IM FOR ZENDESK ACTIVITIES

Get-ZendeskComment	Retrieves Comments.
Get-ZendeskRecord	Retrieves existing Records.
New-ZendeskTicket	Creates a new Ticket.
Remove-ZendeskTicket	Deletes a Ticket.
Set-ZendeskTicket	Modifies an existing Ticket.

For more information on the Kelverion Integration Module for Zendesk please contact [info@kelverion.com](mailto:info@kelverion.com).



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