

Salesforce Integration with Zendesk

The integration of Zendesk with Salesforce gives real-time visibility to the support and sales team into each other's work and priorities. With this kind of visibility, the coordination between the teams become easier, customer issues are resolved faster, and customer communication becomes seamless.



Integration overview

In an Application Lifecycle Management (ALM) ecosystem, the choice of systems and the collaboration between the cross-functional teams play a great role in delivering quality solutions. While the choice of systems impacts the productivity of a team, the cross-functional collaboration enhances seamless communication between teams to take better decisions, faster.

By integrating Zendesk & Salesforce, enterprises can diminish collaboration barriers between their customer-facing teams. It helps in keeping customer priorities clearer, makes communication with the customers seamless, and reduces the customer issues resolution time.

How Opshub Integration Manager integrates Salesforce and Zendesk

Opshub Integration Manager integrates Zendesk and Salesforce bi-directionally. It ensures that all data is available to each user, in that user's preferred system, with full context, in real-time. All 'tickets' from Zendesk automatically synchronize to Salesforce and all the entities and details associated with the 'tickets' synchronize back to Salesforce. Customer priorities, value, and other details available in Salesforce are also visible in the customer account in Zendesk.

How Salesforce + Zendesk integration is beneficial for an enterprise

- Real-time access to customer issues and priorities
- Communication on the workitems from the native systems itself
- Real-time updates when a customer issue is resolved

Commonly synchronized entities between Salesforce and Zendesk



Benefits of integration for Salesforce and Zendesk users

Salesforce users	Zendesk users
No manual efforts needed to keep support team updated on new customer accounts added & priorities/value of each customer account	Access to the customer account, priorities contacts from within Zendesk
Real-time access to the status of customer tickets and conversations between support team & customers	No manual efforts needed to keep sales team in loop for customer issues

Features of OpsHub Integration Manager



Bi-directional sync with conflict resolution



Support for the largest number of entities



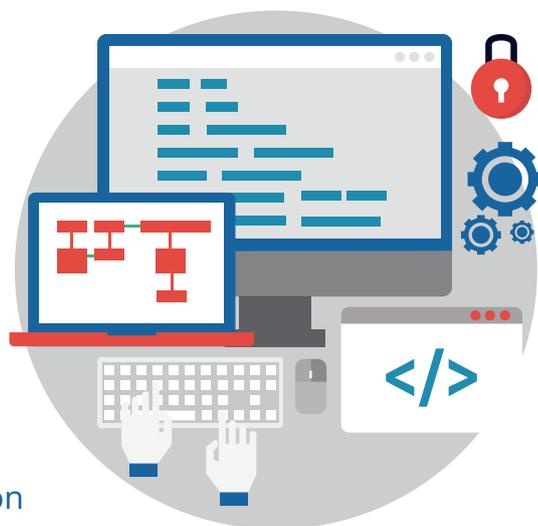
Database-class reliability and recovery



Support from 50+ systems and growing



History preservation and Process customization



Pre-requisites to run OpsHub Integration Manager

Supported Operating Systems

Windows

- Windows Server 2008 R2 and above (64 bit)

Linux

- RHEL 5.2 + (64 bit), RHEL includes Cent OS and Fedora

Database:

- MySQL Server, MS SQL, Oracle, HSQLDB

Supported System Versions



zendesk

For the latest supported versions of the systems mentioned in the datasheet, refer [here](#).