



Zendesk

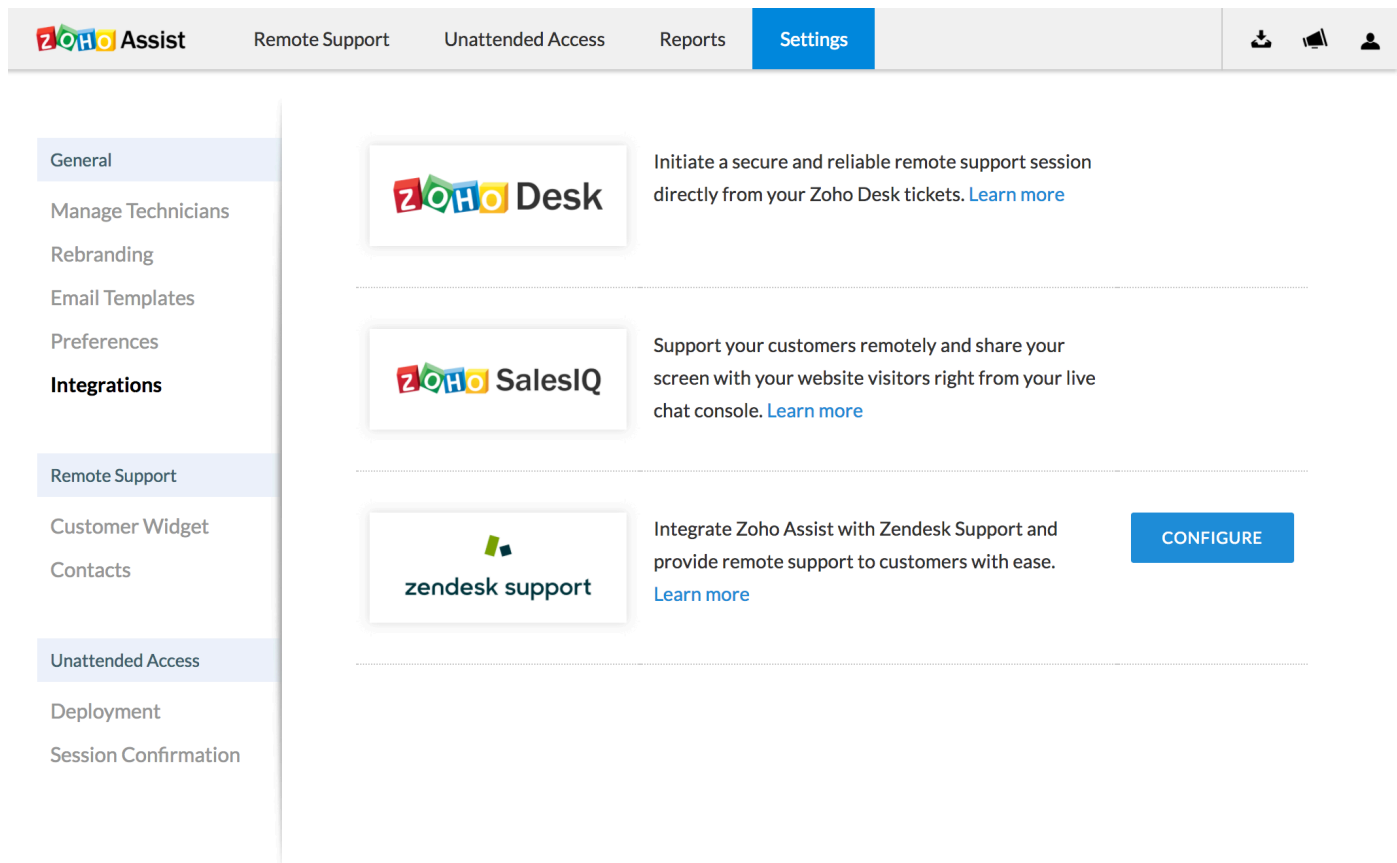
Integration of Zendesk with Zoho Assist enables you to initiate remote support and screen sharing sessions directly from Zendesk support tickets. Resolve every ticket and enhance your customer service by providing remote support to customers anywhere in the world.

This integration allows you to:

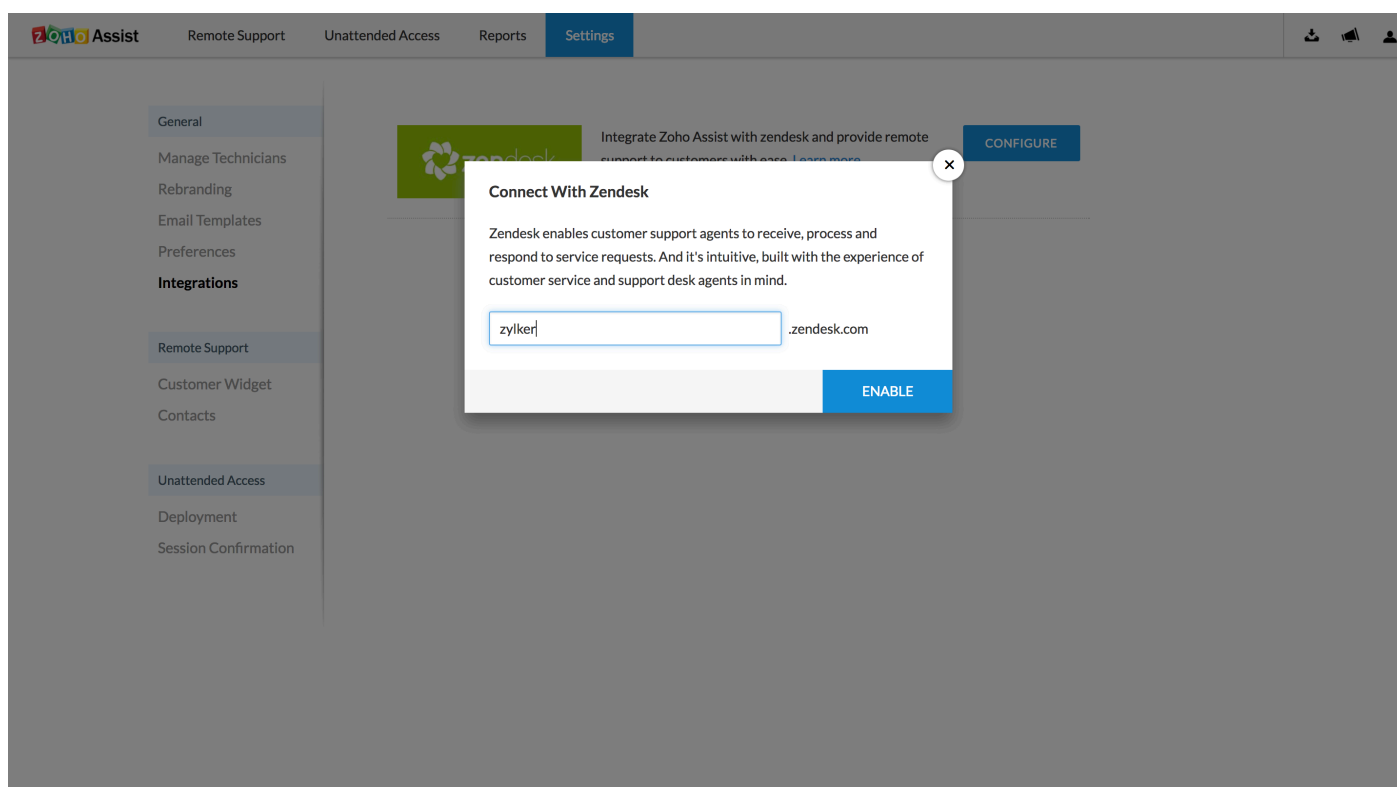
- Remotely troubleshoot and resolve tickets.
- Troubleshoot Windows and Mac OS.
- View detailed report that includes session duration, start time, end time, and session notes.
- Update ticket status at the end of remote sessions.

To configure Zendesk

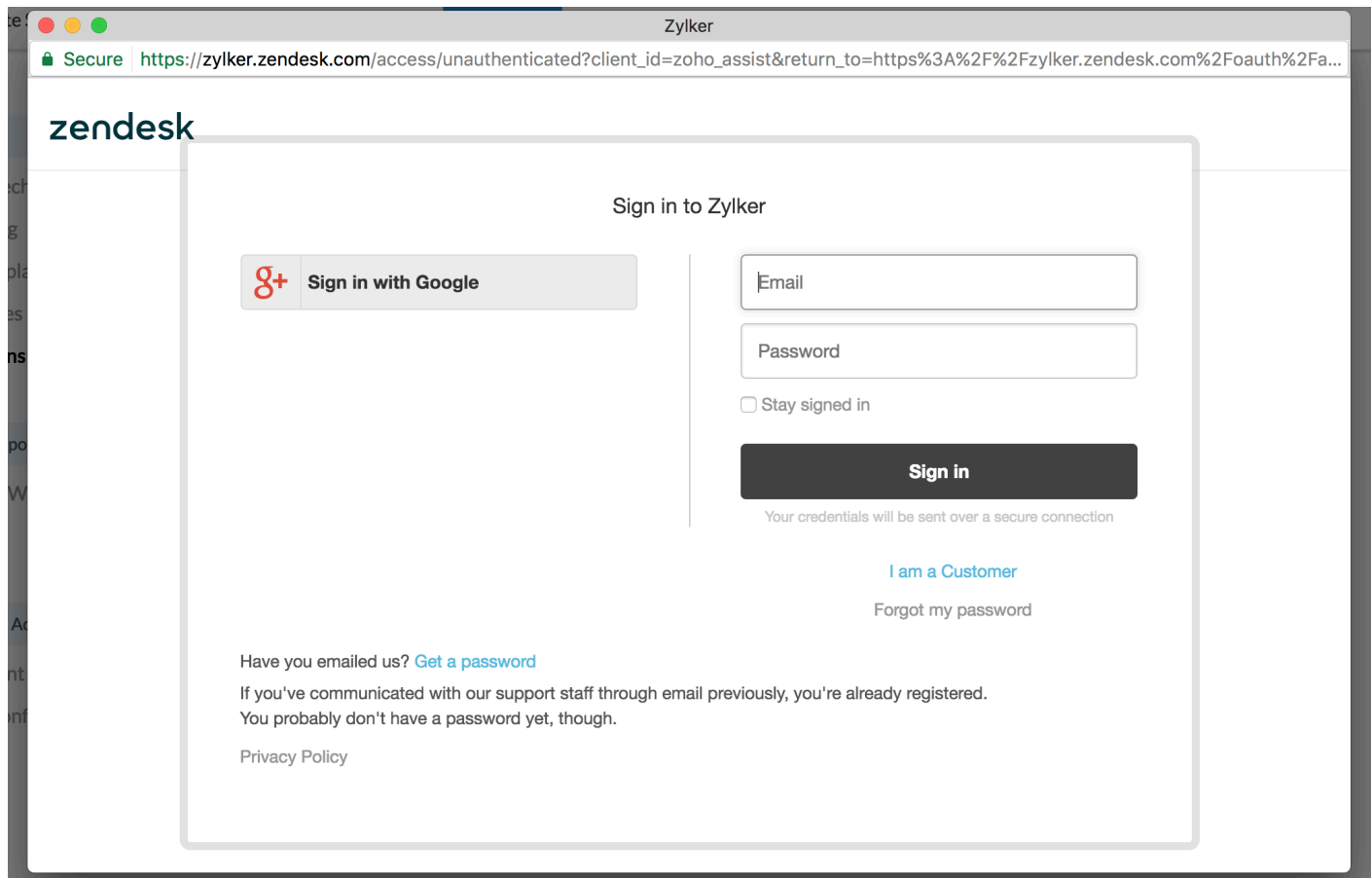
- Go to zoho.com/assist.
- Log in to your account using Zoho Assist credentials.
- Navigate to **Settings**.
- In settings, go to **General > Integrations**.



- Once the tab opens, click **CONFIGURE** given beside zendesk support
- Enter the sub-domain and click **ENABLE**.



- Now enter your Zendesk credentials and click **Sign In**.



- Sign in to your Zendesk account and go to Marketplace under **Admin**.
- Navigate to **Marketplace** below APPS and install the Zoho Assist application.
- Zoho Assist app can be found in the zendesk ticket sidebar. You can initiate a remote support or screen sharing session from here.

Zoho Assist Remote Support



☒ Access Remote Screen ☐ Share My Screen


Start a session to get connected to your remote customers instantly.

[Start Session](#)

Rate ★ ★ ★ ★ ★



To configure Zendesk

- You can enable/disable integration with Zendesk by clicking on  .



Initiate a secure and reliable remote support session directly from your Zoho Desk tickets. [Learn more](#)



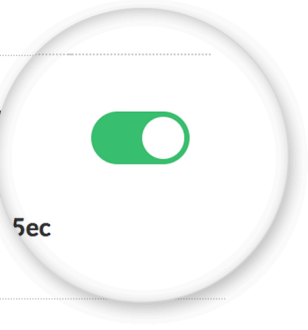
Support your customers remotely and share your screen with your website visitors right from your live chat console. [Learn more](#)



Integrate Zoho Assist with Zendesk Support and provide remote support to customers with ease. [Learn more](#)

Api Key: ae6d562622acf1983fb8d2b1efbcd0c

Subdomain: **zylker** [Change](#)



To change the Zendesk account details that your Zoho Assist is linked to

- To change the Zendesk account details that your Zoho Assist is linked to (as the admin of the desired Zendesk account), click "**Change**" button.

zohoh Assist

Remote Support

Unattended Access

Reports

Settings

General

Manage Technicians

Rebranding

Email Templates

Preferences

Integrations

Remote Support

Customer Widget

Contacts

Unattended Access

Deployment

Session Confirmation

Initiate a secure and reliable remote support session directly from your Zoho Desk tickets. [Learn more](#)

Support your customers remotely and share your screen with your website visitors right from your live chat console. [Learn more](#)

Integrate Zoho Assist with Zendesk Support and provide remote support to customers with ease. [Learn more](#)

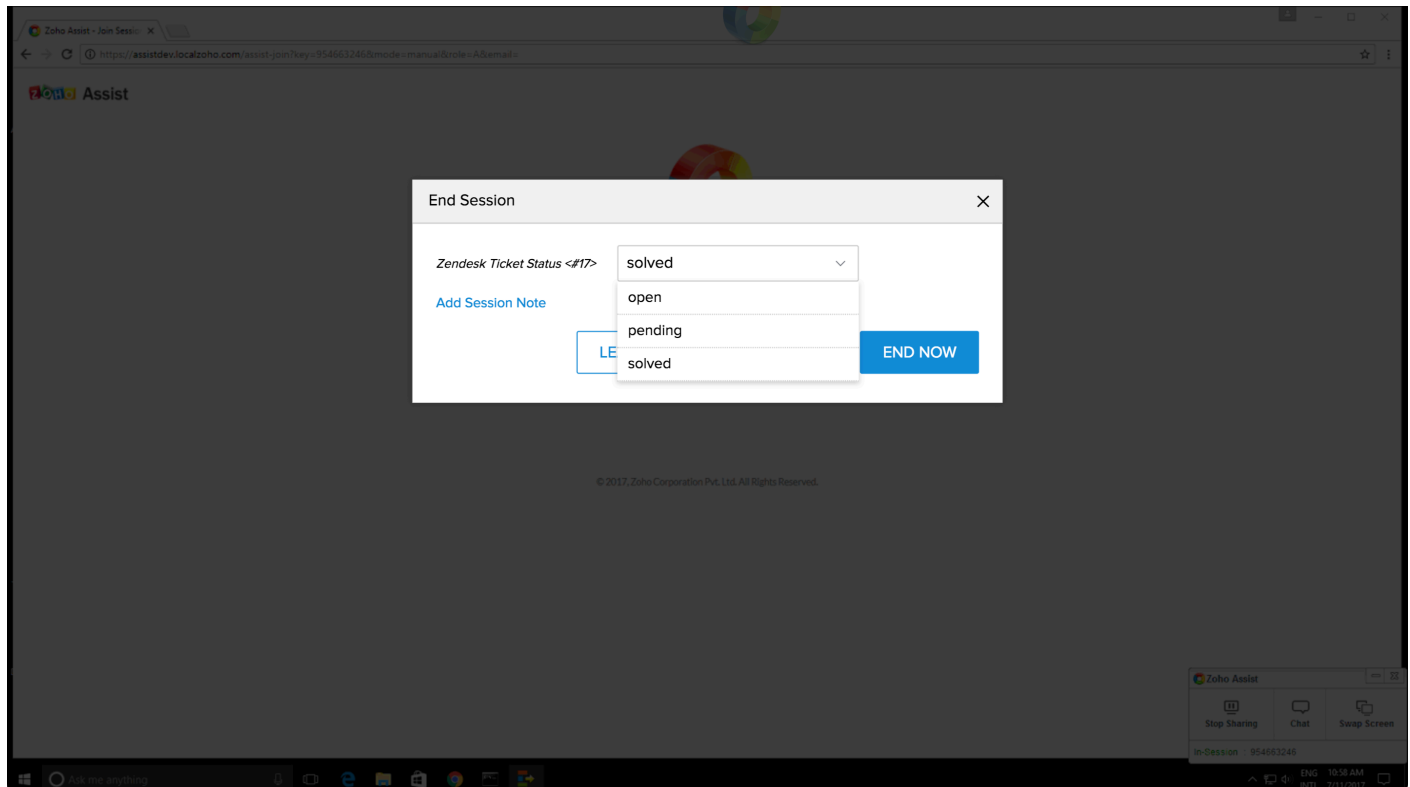
Api Key: ae6d562622acf1983fb8d2b1efbcd064b021b5ec

Subdomain: zylker [Change](#)

To change the ticket status after every session

- Once the session ends, a dialog will open up.
- Select the current ticket status from the drop down list.

<https://help.zoho.com/portal/en/kb/assist/user-guide/integrations/articles/integrations-zendesk>



To view session details

- Go to **Home > Dashboard**.
- Select the ticket for which you want to view session related details.
- Once you open the ticket, you can view the particular session details(session key, duration, start time, end time, and session notes) in the comment box.



Zoho Assist Yesterday 07:37 [\(assign\)](#)

Zoho Assist-Session Details

Session Key	665024202
Session Topic	On Demand Remote Support #665024202
Session Notes	over
Start Time	Mon, 10 Jul 2017 17:04:09 IST
End Time	Mon, 10 Jul 2017 17:07:20 IST
Duration	03:10