Zendesk - T2 Customer Advocate Exercise, EMEA

Zendesk's mission is to bring companies and their customers closer together. Every day, 94.000 businesses connect with 250 million customers worldwide via the Zendesk platform.

Exercise

Choose one of the 4 scenarios below and set up the chosen solution on your Zendesk test account (you can create one by following this link https://www.zendesk.com/register/#getstarted).

Please feel creative and do not hesitate to show off your technical skills, that's what we are looking for :)

Following presentation and demonstration of the scenario you've chosen, there will be questions, try to anticipate the common ones, and how Zendesk deals with them.

Feel free to use our knowledgebase at https://support.zendesk.com/hc/en-us for additional tutorials and articles.

Scenarios

1 - Web widget and Chat workflow

With the help of a Unix or Windows Server you may already own or a local Webserver on your computer, you have been asked to set up an Web Server and a Website on which you will implement your test account's Chat Web widget
https://support.zendesk.com/hc/en-us/articles/115004744348-Web-Widget-resources

2 - Single Sign On and Database management

As a network administrator you have been asked by your management team to make all the Saas softwares in your company authenticate against your company user's database. You will start with the Zendesk account your company just purchased and use the database of your choice (Active Directory, LDAP, etc...) and the SSO protocol of your choice also (JWT or SAML).

https://support.zendesk.com/hc/en-us/articles/203663696-Setting-up-SAML-single-sign-on-with- Okta-Plus-and-Enterprise-

https://support.zendesk.com/hc/en-us/articles/203663816-Setting-up-single-sign-on-with-J WT-J SON-Web-Token-

https://support.zendesk.com/hc/en-us/articles/203663856-Configure-Zendesk-for-your-Activ e-Di rectory-Microsoft-environment

3 - API, users and tickets

You are the Zendesk administrator in your company and the management team asked you to periodically (each month) and automatically retrieve specific information about tickets and user updates. You realise the most straightforward way to proceed is to use the Zendesk REST API and will use the following documentation .

Be creative for the automation of the process, scripting, Cron Job... Use the weapons you like.

https://developer.zendesk.com/rest_api/docs/core/introduction
https://developer.zendesk.com/rest_api/docs/core/incremental_export

4 - Integrations

The support team in your company regularly works with the Development team to help them fixing bugs and the Sales team to stay close to new business opportunities. The management team asked you to integrate the new Zendesk account they just purchased to the existing Jira and Salesforce instance owned by the company so everyone can easily work together. https://developer.salesforce.com/signup

https://support.zendesk.com/hc/en-us/articles/203660026-Zendesk-for-Salesforce-v3-Gettin g-Started

https://support.zendesk.com/hc/en-us/articles/203660036-Salesforce-Installing-the-Zendesk -for- Salesforce-app-in-Salesforce

https://support.zendesk.com/hc/en-us/articles/203660216-Salesforce-Choosing-Zendesk-for-Salesforce-features

https://www.atlassian.com/software/jira/try/
https://support.zendesk.com/hc/en-us/articles/203660196-Setting-up-Zendesk-for-JIRA-OnD em and-integration
https://support.zendesk.com/hc/en-us/articles/203660206-Using-the-Zendesk-for-JIRA-OnD ema nd-integration