

Zendesk Connector

Zendesk Connector enables the discovery of requester Ids that are whitelisted and storing them in PostgresDB database for Inspection.

Setup for Zendesk Connector :-

1. Login to [Zendesk](#) login Page.
2. Go to Admin option present on the bottom left of the menu bar of the connector dashboard.
3. To activate the Zendesk connector, go to the connector dashboard and Search for the API link in the Channels option. Accept the terms and conditions if you haven't and enable "Password Access" and "Token Access" for accessing your credentials.

Zendesk API

The screenshot shows the 'Zendesk API' configuration page. At the top, there are tabs for 'Settings', 'OAuth Clients', 'Activity', and 'Target Failures'. The 'Settings' tab is active. Below the tabs, there are two sections:

- Password access** (with an info icon): Description: 'Enable API authentication using an agent's email address and password.' The toggle switch is turned on (Enabled).
- Token access** (with an info icon): Description: 'We recommend that you use API tokens to keep your agents' passwords safe. When authenticating with tokens, add /token to the end of your username.' The toggle switch is turned on (Enabled).

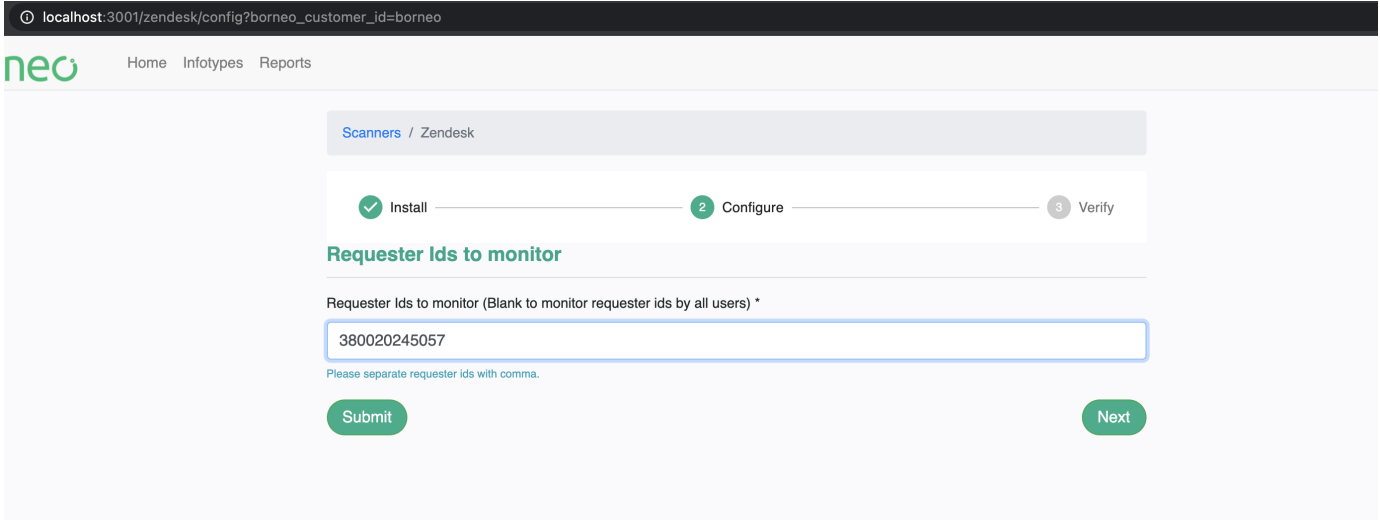
4. Redirect to the zendesk login page for authentication.

The screenshot shows the 'Zendesk Domain' configuration page in the Neo dashboard. At the top, there is a breadcrumb 'Scanners / Zendesk'. Below it is a progress bar with three steps: '1 Install' (active), '2 Configure', and '3 Verify'. The main form contains the following fields:

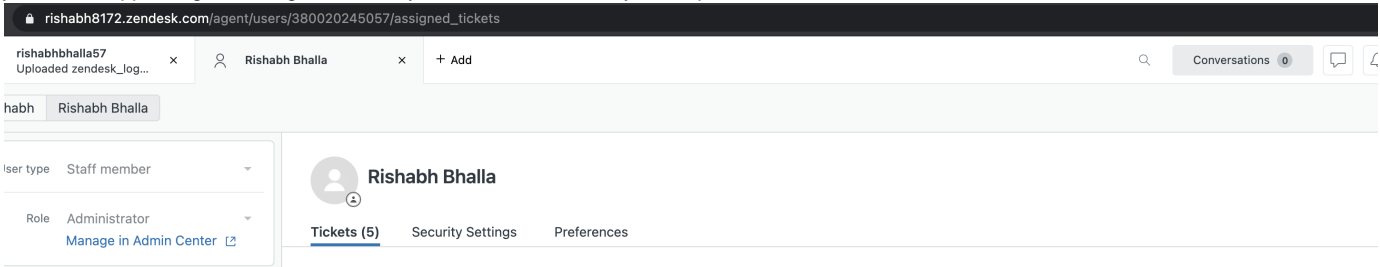
- Zendesk Domain**: Domain for Zendesk Account * (https://rishabh8172.zendesk.com)
- Admin Email**: Admin Email * (rishabh.work98@gmail.com)
- Password**: Password * (masked with dots)

At the bottom of the form, there are two buttons: 'Submit' and 'Next'.

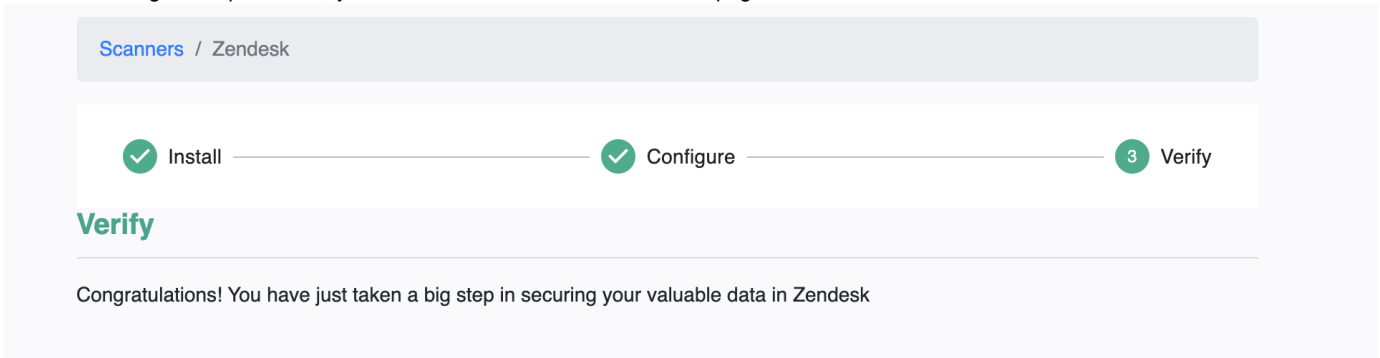
5. After successful Authentication, you will be redirected to the config page which will ask for the requester Id for inspection.



6. In order to know your user id (= requester id), Go to Admin on the left side of the connector dashboard and look for “People” and then click on your name appearing on the right side and you will be able to see your requester id in the URL.



- 7. Select the requester id that is required for inspection.
- 8. After selecting the requester ids, you will be redirected on the verification page.



9. Congratulations! You have successfully setup the Zendesk Connector.