



# ZENDESK INTEGRATION

Product Documentation

T H O U G H T

I N D U S T R I E S<sup>®</sup>

Powering the Business of Learning

# OVERVIEW

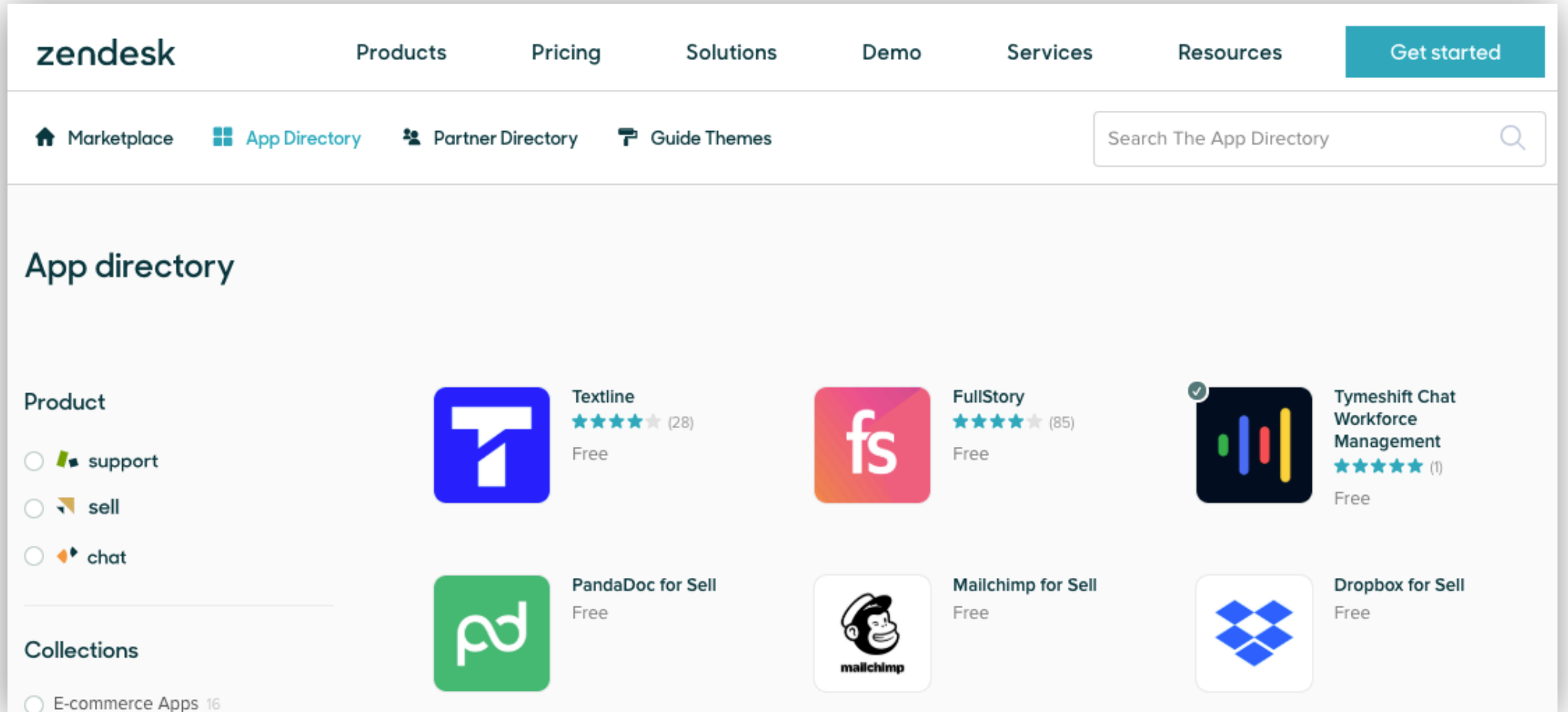
Thought Industries has implemented an app to integrate with Zendesk. Zendesk is a popular and robust help desk tool used to manage, receive and respond to user inquiries. This integration displays the sender's Thought Industries learner information in a sidebar alongside their Zendesk ticket.

The Thought Industries app for Zendesk is installed from the Zendesk Marketplace.

In this documentation, you will find the capabilities, behaviors and guidelines for the Zendesk integration.

# ZENDESK INTEGRATION

Find the Thought Industries app in the Zendesk Marketplace.



To find and install the Thought Industries app on Zendesk:

1. As an administrator, log onto Zendesk.
2. Click the gear icon for settings at the bottom of the left sidebar.
3. Under the Apps heading, click Marketplace. This opens a separate tab.
4. In the Zendesk Marketplace, use the search bar in the upper-right to search for Thought Industries.
5. Click the Thought Industries app in the search results.
6. Click the Install button to the right of the app to start installation.

# ZENDESK INTEGRATION

Installing the Thought Industries app on Zendesk:

1. The following fields are required: School URL and Thought Industries API Key. Optionally, role restrictions and group restrictions are configurable in this process as well.
2. Enter the School URL. This is the site address for your instance, as assigned when the instance was created. The URL format should be yoursite.thoughtindustries.com.  
Note: If you do not know this URL, contact your CSM or [support@thoughtindustries.com](mailto:support@thoughtindustries.com) for assistance.
3. Enter the Thought Industries API Key.
  - a. Keep Zendesk open to app setup and navigate to your Thought Industries instance in a separate browser tab or window.
  - b. On Thought Industries, navigate to Settings > Security.
  - c. Copy the string of characters from the API Key field on Thought Industries.
  - d. Return to Zendesk and paste this string of characters into the Thought Industries API Key field.

## Zendesk Marketplace



### Thought Industries

The Thought Industries Zendesk Application offers you real time insight into your users previously completed or in-progress content.

#### App details

Version: 1.0.2

Framework Version: 2.0

Email: [support@thoughtindustries.com](mailto:support@thoughtindustries.com)

Location: Ticket

#### INSTALLATION

Title\*

School URL\*

The URL for the TI instance you would like to sync data from (yourschool.com).

Thought Industries API Key\*

An API key for your Thought Industries account found at Settings > Security.

# ZENDESK INTEGRATION

**Enable role restrictions?**  
Select the roles that should have access to this app:

**Enable group restrictions?**  
Select which groups should have access to this app:

By installing this app you hereby agree to the [Zendesk Marketplace Terms of Use](#).

**Install**

4. The role restrictions setting limits visibility of the Thought Industries app to the Zendesk roles chosen from this dropdown. Any roles not selected will not see the app in Zendesk. To set role restrictions, check the 'Enable role restrictions?' box and choose at least one Zendesk role from the dropdown.
5. Similar to role restrictions, group restrictions limit visibility of the Thought Industries app to users in specific groups on Zendesk, as selected in the dropdown. To set group restrictions, check 'Enable group restrictions?' and select at least one group that should be able to see the Thought Industries app in Zendesk.
6. Click Install to finish installation.

## Viewing the app in Zendesk

Navigate to the Zendesk dashboard and click on a ticket sent by a learner from your instance.

The Thought Industries app will be displayed to the right of the ticket. This will display the learner's content access and progress.

The screenshot shows the Thought Industries app interface. At the top, there is a header with the app name 'Thought Industries' and a logo. Below the header, there is a list of four course items, each with a title, status, completion percentage, and start date.

Course Title	Status	Completion	Start Date
TAGteach Part 1	IN PROGRESS	0% Completed	Dec 5, 2019
11.12 Course with SCORM Page	IN PROGRESS	50% Completed	Dec 5, 2019
2 meetings	IN PROGRESS	0% Completed	None
2020 In Person Event	IN PROGRESS	0% Completed	