



Informatica® Data Integration - Free & PayGo

# Zendesk V2 Connector

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# Preface

Use *Zendesk V2 Connector* to learn how to read from Zendesk by using Data Integration. Learn to create a connection, develop mappings and run mapping tasks in Data Integration.

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## CHAPTER 1

# Introduction to Zendesk V2 Connector

You can use Zendesk V2 Connector to connect to Zendesk from Data Integration. You can use Zendesk V2 Connector to read data from Zendesk.

Zendesk V2 Connector is a REST based cloud connector. You can use Zendesk objects as sources in mapping and mapping tasks.

When you run a mapping task, the Secure Agents uses the Zendesk API to read data from Zendesk. You can use Zendesk objects, such as Users, Tickets, or Organizations in a task.

## Zendesk V2 Connector Supported Objects

The following table lists the Zendesk objects that you can use in Data Integration tasks:

| Objects                 | Fetch | Data Preview | Incremental Export API |
|-------------------------|-------|--------------|------------------------|
| ActivityStream          | Yes   | Yes          | NA                     |
| AppLocations            | Yes   | Yes          | NA                     |
| Automations             | Yes   | Yes          | NA                     |
| Brands                  | Yes   | Yes          | NA                     |
| DynamicContent          | Yes   | Yes          | NA                     |
| GroupMemberships        | Yes   | Yes          | NA                     |
| Groups                  | Yes   | Yes          | NA                     |
| Locales                 | Yes   | Yes          | NA                     |
| MonitoredTwitterHandles | Yes   | Yes          | NA                     |
| OrganizationFields      | Yes   | Yes          | NA                     |

| Objects                   | Fetch | Data Preview | Incremental Export API |
|---------------------------|-------|--------------|------------------------|
| OrganizationMemberships   | Yes   | Yes          | NA                     |
| OrganizationSubscriptions | Yes   | Yes          | NA                     |
| Organizations             | Yes   | Yes          | Yes                    |
| Requests                  | Yes   | Yes          | NA                     |
| Sessions                  | Yes   | Yes          | NA                     |
| SupportAddresses          | Yes   | Yes          | NA                     |
| SuspendedTickets          | Yes   | Yes          | NA                     |
| Tags                      | Yes   | Yes          | NA                     |
| TicketAudits              | Yes   | Yes          | NA                     |
| TicketComments            | Yes   | NA           | NA                     |
| TicketFields              | Yes   | Yes          | NA                     |
| TicketForms               | Yes   | NA           | NA                     |
| TicketMetricEvents        | Yes   | Yes          | Yes                    |
| TicketMetrics             | Yes   | Yes          | NA                     |
| Tickets                   | Yes   | Yes          | Yes                    |
| Triggers                  | Yes   | Yes          | NA                     |
| UserFields                | Yes   | Yes          | NA                     |
| UserIdentities            | Yes   | NA           | NA                     |
| Users                     | Yes   | Yes          | Yes                    |
| Variants                  | Yes   | NA           | NA                     |
| Views                     | Yes   | Yes          | NA                     |

**Note:** You cannot read data from the TicketForms object.

# Zendesk V2 Connector assets

Create assets in Data Integration to integrate data using Zendesk V2 Connector.

When you use Zendesk V2 Connector, you can include the following Data Integration assets:

- Mapping
- Mapping task

For more information about configuring assets and transformations, see *Mappings*, *Transformations*, and *Tasks* in the Data Integration documentation.

## Administration of Zendesk V2 Connector

As a user, you can use Zendesk V2 Connector after the organization administrator performs the following tasks:

- Upload the Zendesk V2 Connector, specify the name of the connector as Zendesk V2.
- Before the Agents uses Zendesk V2 Connector, create a user account in the Zendesk. The user must be an administrator of the Zendesk account.

For more information about the Zendesk security and authentication, see the Zendesk documentation.



## CHAPTER 2

# Zendesk V2 Connections

Create a Zendesk V2 connection to connect to Zendesk so that the Secure Agent can read data from Zendesk.

You create a Zendesk V2 connection on the **Connections** page. Use the connection when you create the mappings, and mapping tasks. When you create a Zendesk V2 connection, you enter connection properties specific to Zendesk.

## Zendesk Custom Fields

Use Zendesk to create custom fields. You can use Zendesk V2 Connector to read data from the custom fields that are present in the following Zendesk objects:

- Organizations
- Tickets
- Users

To read data from custom fields in Zendesk, you must configure the **Custom Field** property when you create a Zendesk V2 connection.

The following table displays the various custom fields and data types that Zendesk V2 Connector supports:

| Zendesk Custom Field Type | Data Type |
|---------------------------|-----------|
| Checkbox                  | BOOLEAN   |
| Date                      | STRING    |
| Decimal                   | DOUBLE    |
| Multi-line Text           | STRING    |
| Numeric                   | INTEGER   |
| Text                      | STRING    |

For more information about configuring Zendesk custom fields, click the following URL:

<https://support.zendesk.com/hc/en-us/articles/203661866-About-custom-field-types>

# Configure proxy settings

If your organization uses an outgoing proxy server to connect to the Internet, you can use the agent to connect to Informatica Intelligent Cloud Services through the proxy server.

You can configure the Secure Agent to use the proxy server on Windows and Linux. You can use the unauthenticated or authenticated proxy server.

## Configuring the Proxy Settings on Windows

To configure the proxy server settings for the Secure Agent on a Windows machine, you must configure the proxy server settings through the Secure Agent Manager.

Contact your network administrator for the correct proxy settings.

1. Click **Start > All Programs > Informatica Cloud Secure Agent > Informatica Cloud Secure Agent** to launch the Secure Agent Manager.  
The Secure Agent Manager displays the Secure Agent status.
2. Click **Proxy** in the Secure Agent Manager page.
3. Click **Use a Proxy Server** to enter proxy server settings.
4. Configure the following proxy server details:

| Field      | Description  |
|------------|--|
| Proxy Host | Required. Host name of the outgoing proxy server that the Secure Agent uses. |
| Proxy Port | Required. Port number of the outgoing proxy server.                          |
| User Name  | Not applicable for unauthenticated proxy server.                             |
| Password   | Not applicable for unauthenticated proxy server.                             |

5. Click **OK**.  
The Secure Agent Manager restarts the Secure Agent to apply the settings.

## Configuring the Proxy Settings on Linux

You can update the proxy server settings defined for the Secure Agent from the command line. To configure the proxy server settings for the Secure Agent on a Linux machine, you must use a shell command that updates the `proxy.ini` file.

Contact your network administrator for the correct proxy settings.

1. Navigate to the following directory:  
`<Secure Agent installation directory>/apps/agentcore`
2. To update the `proxy.ini` file, enter the following command:  
`consoleAgentManager.bat configureProxy <proxy host> <proxy port>`
3. Restart the Secure Agent.

# Zendesk V2 connection properties

When you set up a Zendesk V2 connection, configure the connection properties.

The following table describes the Zendesk V2 connection properties:

| Property            | Description   |
|---------------------|---|
| Connection Name     | Name of the connection.<br>Each connection name must be unique within the organization. Connection names can contain alphanumeric characters, spaces, and the following special characters: _ . + -,<br>Maximum length is 255 characters. |
| Description         | Description of the connection. Maximum length is 4000 characters.   |
| Type                | The Zendesk V2 connection type.   |
| Runtime Environment | Name of the runtime environment where you want to run the tasks.<br>Specify a Secure Agent or a Hosted Agent.   |
| Username            | Username of the Zendesk account.  |
| Password            | Password of the Zendesk account.  |
| URL                 | URL of the Zendesk account. Specify the complete URL.<br>For example, <a href="https://informaticabusinesssolution13.zendesk.com/api/v2">https://informaticabusinesssolution13.zendesk.com/api/v2</a> .                                   |
| Enable Logging      | Select the checkbox to enable logging.  |
| Use Proxy           | Connects to Zendesk through proxy server. Select the checkbox to use proxy server.  |
| Custom Field        | Specify custom fields for Zendesk objects.  |

## Rules and guidelines for custom fields

Consider the following rules and guidelines when you configure a custom field:

- Specify the custom fields in Zendesk using the following format, where FieldKey is value of the **Field key** in Zendesk:

```
Object1="FieldKey1,DataType,Size,Filterable,PrimaryKey";"FieldKey2,DataType,Size,Filterable,PrimaryKey"
Object2="FieldKey1,DataType,Size,Filterable,PrimaryKey";"FieldKey2,DataType,Size,Filterable,PrimaryKey"
```

For example, you can specify the following custom fields for Organizations and Users objects:

```
Organizations="support_description,String,255,true,false"
Users="problems,String,255,true,false";age,Double,0,true,false";"required,Boolean,0,true,false";"select,String,255,true,false";"support_description,String,255,true,false";"reg_ex,String,255,true,false"
```

- When you specify a custom field for Tickets object, you must specify the custom fields in the following format:

```
Tickets="CF_FieldID1,DataType,Size,Filterable,PrimaryKey";"CF_FieldID2,DataType,Size,Filterable,PrimaryKey"
```

For example:

```
Tickets="CF_360003199614,String,255,true,false;"CF_360003373654,String,255,true,false"
```

- Specify the custom fields for different objects in a new line.
- When you specify multiple custom fields for an object, you must separate each custom field with a semicolon (;).
- If you specify a size for a custom field, the agent considers the size of only the string data type. You must set the size for custom fields of other data types as zero.
- The field key in a custom field must not contain special characters.
- To find the field key for Tickets object in the Zendesk website, go to **Settings > Manage Ticket Fields**.

## CHAPTER 3

# Mappings and Mapping Tasks with Zendesk V2

Use the Data Integration Mapping Designer to create a mapping. When you create a mapping, you configure a source to represent a Zendesk object.

Validate the mapping and describe the flow of data from source and target along with the required transformations before the Secure Agent reads data from the Zendesk object. Use the Mapping Task wizard to create a mapping task and select the mapping that you configured. The mapping task processes data based on the data flow logic you define in the mapping. Run the mapping task to read data from a Zendesk object.

## Zendesk V2 Sources in Mappings

When you create a mapping, you can configure the source properties to use Zendesk objects to read the data from your Zendesk account. The source properties appear on the **Source** tab when you specify a Zendesk V2 connection. When you specify custom fields of Users and Organizations objects in the **Custom Field** connection property, the Secure Agent appends **CF\_** to the custom field key and displays the custom fields in the **Field Mapping** tab.

The following table describes the Zendesk source properties.

| Source Property | Description   |
|-----------------|---|
| Connection Type | Name of the Zendesk V2 source connection.   |
| Source Type     | Select <b>Single</b> or <b>Multiple</b> as the source type. Select <b>Single</b> to read data from a standard Zendesk object. Select <b>Multiple</b> to read data from a standard Zendesk object and add a single child object.<br><b>Note:</b> When you select <b>Multiple</b> as the source type, you cannot add a sibling object. The sibling object appears as a column of the child object and contains a value of string data type. |
| Source Object   | Select the Zendesk source object for the task.  |

The following table describes the query options that you can configure in a Source transformation:

| Property | Description  |
|----------|--|
| Filter   | <p>Filter value in a read operation. Click <b>Configure</b> to add conditions to filter records and reduce the number of rows that the Secure Agent reads from the source.</p> <p>Select <b>Not Parameterized</b> filter condition and use a basic filter to specify the object, field, operator, and value to select specific records.</p> <p>Zendesk V2 Connector does not support <b>Completely Parameterized</b> and <b>Advanced</b> filter conditions in a mapping.</p> <p>You cannot assign data filters when you use the following Zendesk objects in a mapping task:</p> <ul style="list-style-type: none"><li>- Tags</li><li>- Requests</li></ul> |
| Sort     | Not applicable for Zendesk V2 Connector.   |

The following table describes the advanced properties that you configure for a Zendesk source object:

| Property              | Description   |
|-----------------------|---|
| Is Incremental Export | <p>Zendesk V2 Connector supports incremental data export for Tickets, TicketMetricEvents, Users, and Organizations objects. Select the check box to enable incremental export.</p> <p><b>Note:</b> If you select the <b>Is Incremental Export</b> property, you must only provide data a filter for <b>Updated_At</b> field in GMT format. You must not provide data filters for any other field.</p> <p>For example, Updated_At Equals 2016-04-28 21:04:00</p> |
| Tracing Level         | <p>Determines the amount of detail that appears in the log for the source. You can choose Terse, Normal, Verbose Initialization, or Verbose Data tracing level.</p> <p>Default is Normal.</p>   |

## APPENDIX A

# Zendesk V2 Data Type Reference

Data Integration uses the following data types in mappings and mapping tasks with Zendesk:

### Zendesk native data types

Zendesk data types appear in the **Fields** tab for Source transformations when you choose to edit metadata for the fields.

### Transformation data types

Set of data types that appear in the remaining transformations. They are internal data types based on ANSI SQL-92 generic data types, which Data Integration uses to move data across platforms. Transformation data types appear in all remaining transformations in a mapping or mapping task.

When Data Integration reads source data, it converts the native data types to the comparable transformation data types before transforming the data.

## Zendesk V2 and Transformation Data Types

The following table lists the Zendesk data types that Data Integration supports and the corresponding transformation data types:

| Zendesk V2 Data Type | Transformation Data Type | Range  |
|----------------------|--------------------------|--|
| INTEGER              | Double                   | -2,147,483,648 to 2,147,487,647<br>Precision 10, Scale 0               |
| BOOLEAN              | Integer                  | -2,147,483,648 to 2,147,487,647<br>Precision 10, Scale 0               |
| DATE                 | Date/Time                | Jan 1, 0001 A.D. to Dec 31, 9999 A.D.<br>(Precision to the nanosecond) |
| STRING               | String                   | 1 to 104,857,600 characters  |
| DOUBLE               | Double                   | Precision 15   |

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