How to integrate with Zendesk

Last Modified on 07/06/2026 2:45 pm EDT

Zendesk provides software-as-a-service products related to customer support, sales, and other customer communications.

Digioh's Zendesk integration allows you to create Zendesk Tickets with pop-up forms, pop-ups, surveys, and quizzes.

Zendesk Integration Requirements

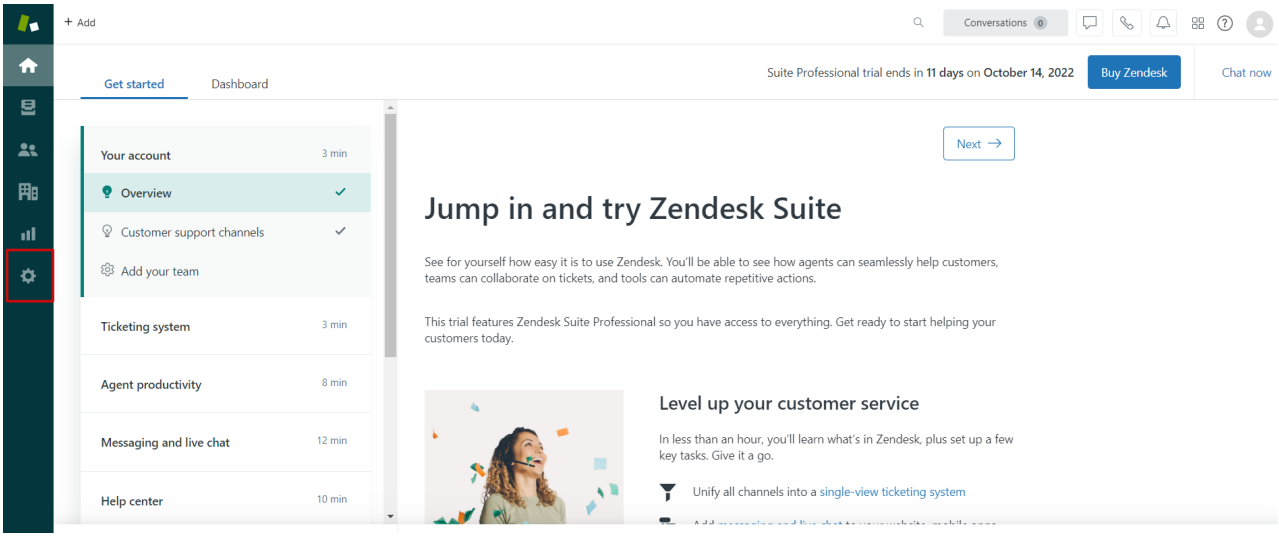
Before setting up your integration, you will need the following parameters from Zendesk:

- Email
- API Token

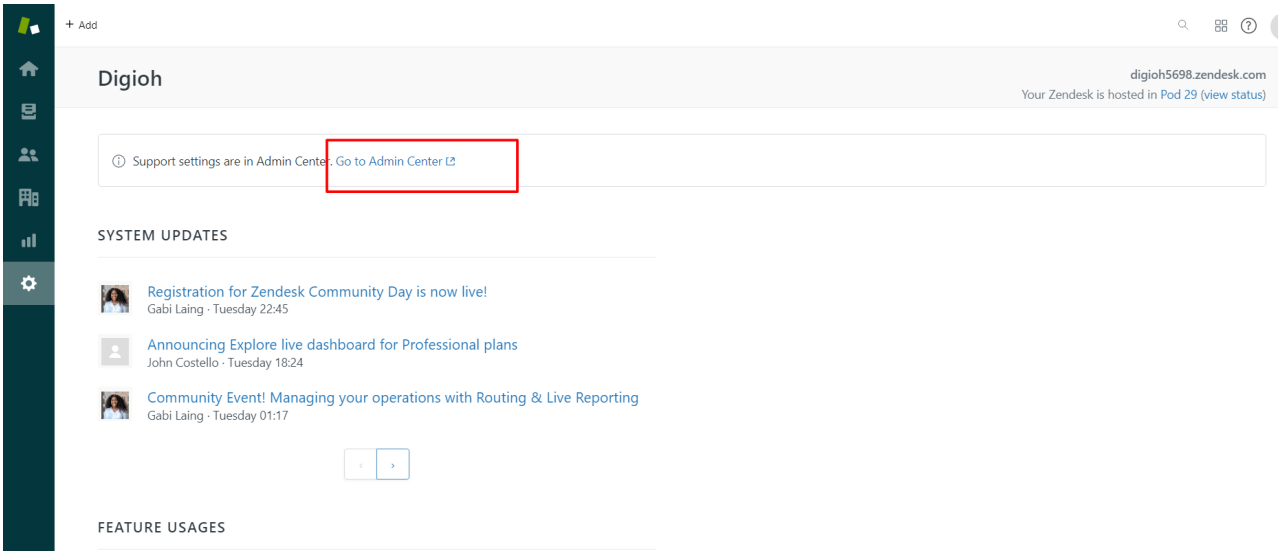
For Getting the API Token:

- Login to Zendesk

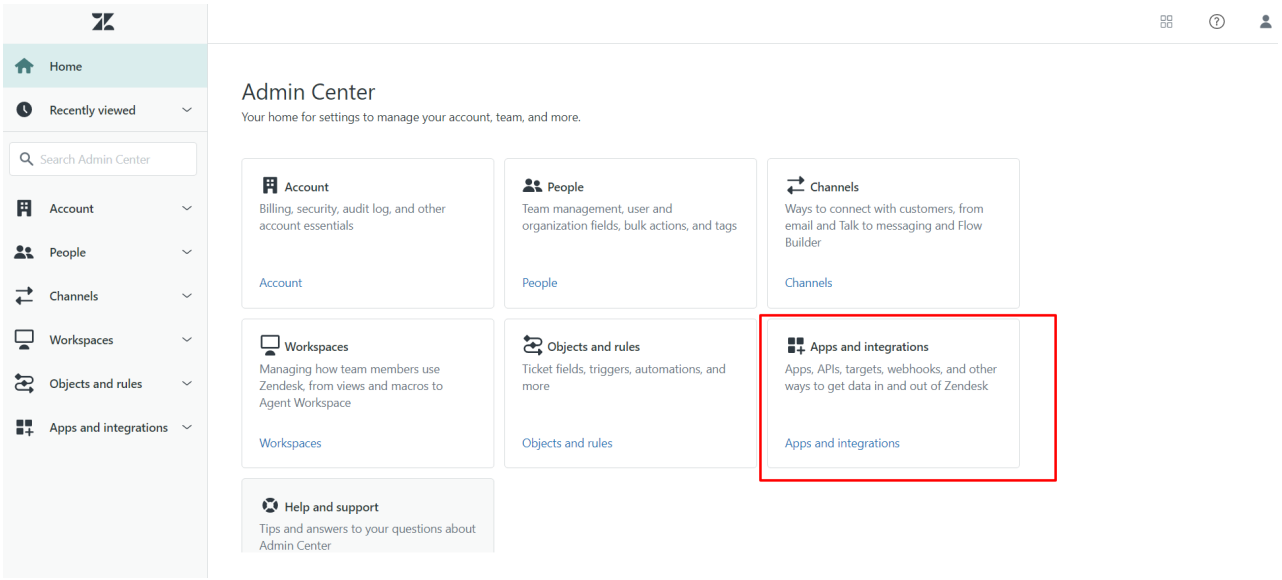
- Click on the Gear icon to open the Settings Page



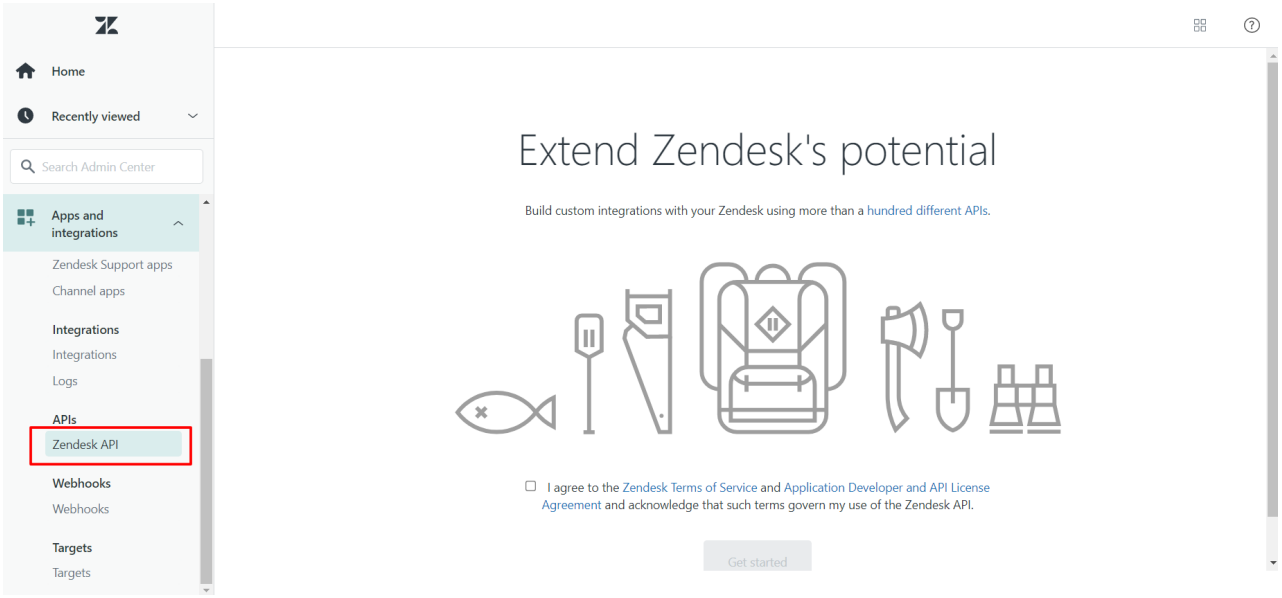
-On the settings page click on Go To Admin Center



- On Admin Center Click on Apps and Integrations

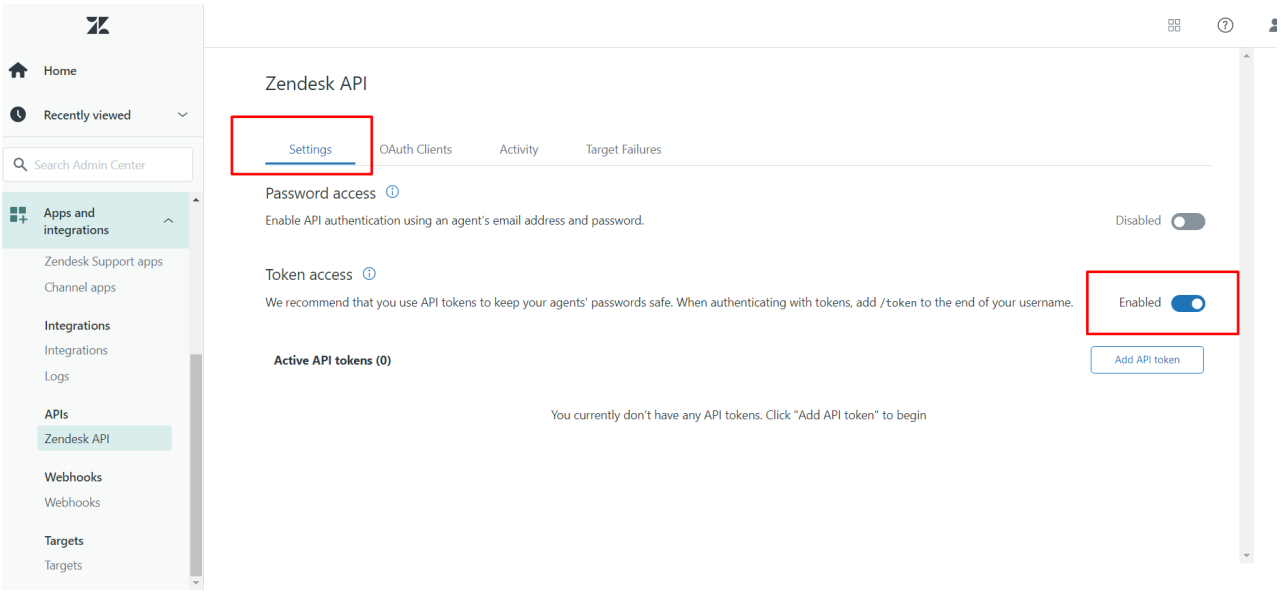


- On the Apps and Integration page click on Zendesk API

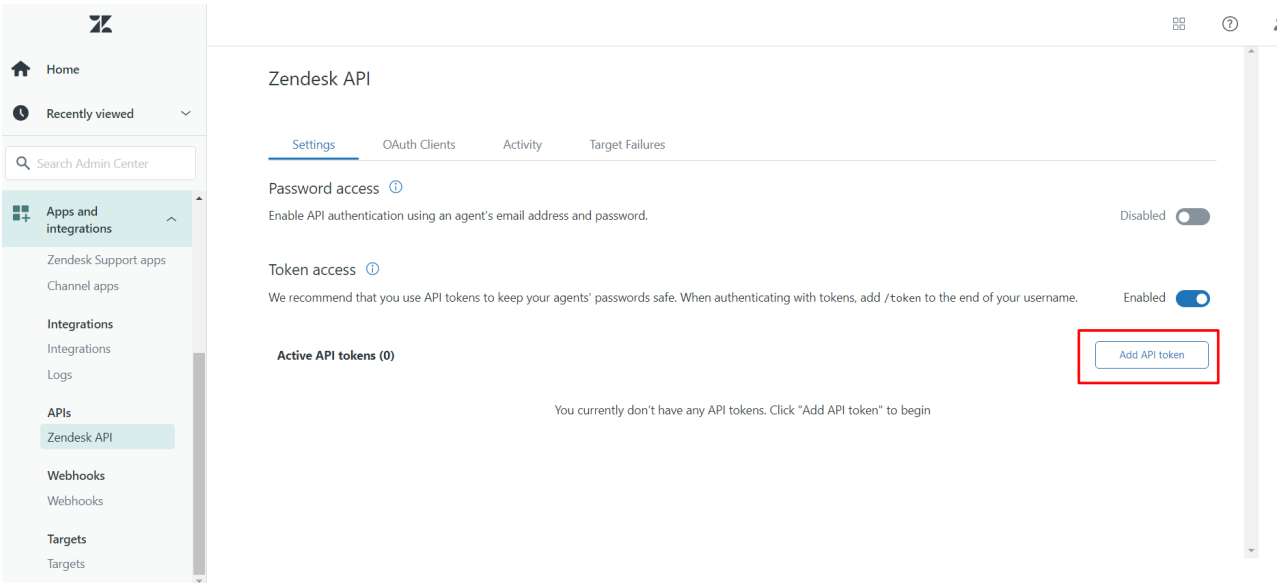


- Check on **I agree** and click on **Get started**

- On Zendesk API Page Click on **Settings** Link and **Enable** the Token Access



- Click on Add API Token

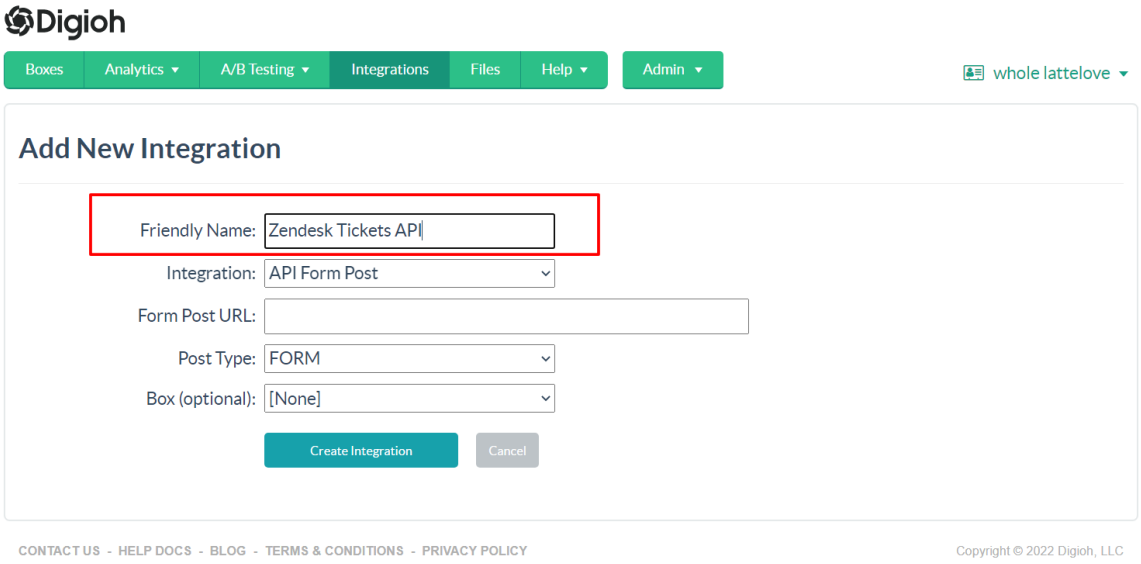


- Enter the name of the token, Copy the token to a save place and click on the save button.

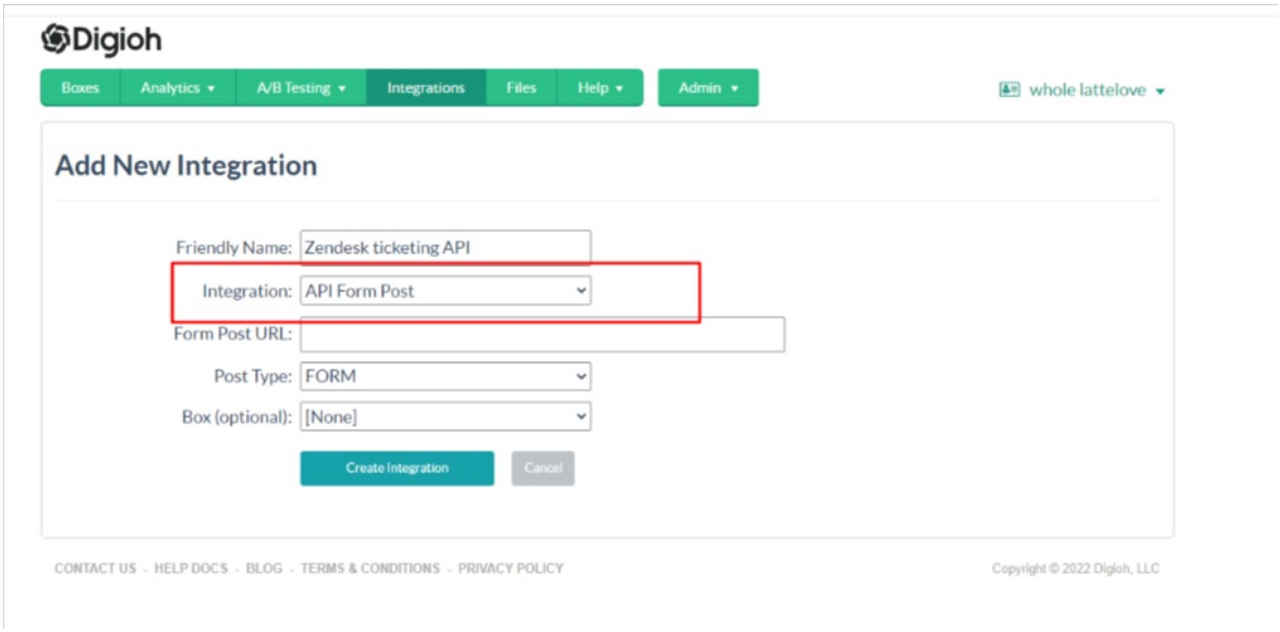
Digioh

1. Add a New Integration.

2. Set a name in the Friendly Name field.



3. Set API Form Post in Integrations Dropdown.



4. Enter Form Post URL

https://{subdomain}.zendesk.com/api/v2/tickets.json

Note: Replace the *{subdomain}* with your Zendesk subdomain.

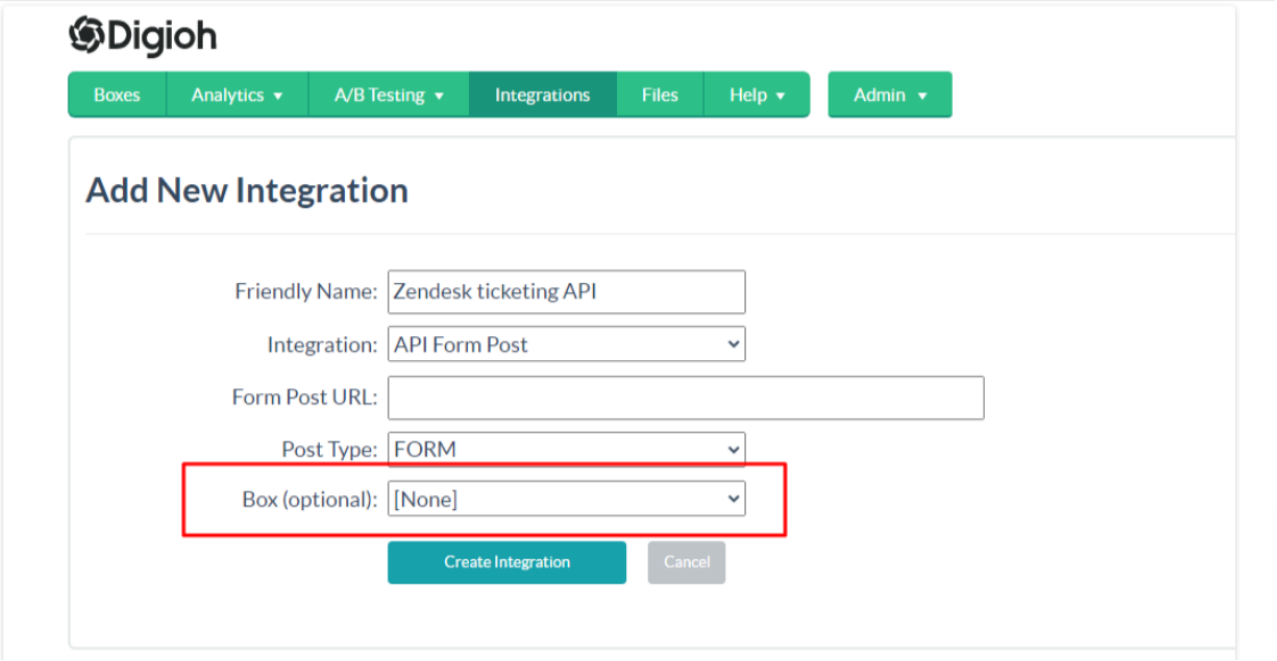
Example: https://digioh5698.zendesk.com/

Note: digioh5698 is the subdomain in the above URL.

5. Select JSON Raw in Post Type Dropdown



6. Select Campaign



7. Click Create Integration.

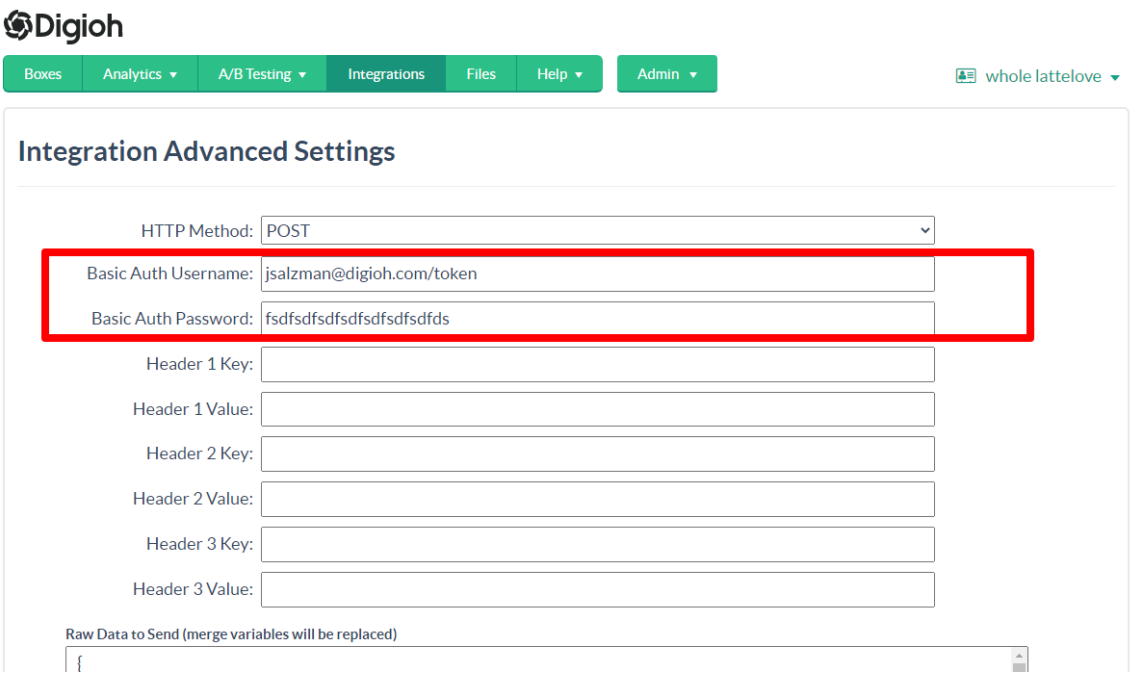
After clicking **Create Integration**, you will see the advanced settings page.

8. Configure the Integration Advanced Settings.

- Set the HTTP method to **POST**

- Enter the **Zendesk Email/token** in **Basic Auth Username** Field

- Enter the **Token** that we copied from Zendesk in **Basic Auth Password** Field.



- Add the following JSON in Raw Data to Send (merge variables will be replaced) field

```
{
"ticket": {
"subject": "Digioh Submission",
"comment": { "body": "Accessories : [CUSTOM_x]" },
"requester": { "name": "[NAME]", "email": "[EMAIL]" }
}
}
```

Note: Edit the JSON as needed.

Custom Fields

For creating custom fields in Zendesk See this help document

We need Custom Fields ID and value to pass in the integration payload,

Sample Payload for Zendesk Ticket with Custom Fields

```
{
 "ticket": {
  "subject": "Hello",
  "comment": { "body": "Some question" },
  "custom_fields": [{ "id": 34, "value": "I need help!" }]
 }
}
```

That's all Your Zendesk Tickets integration with Digioh is ready to go!