

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.

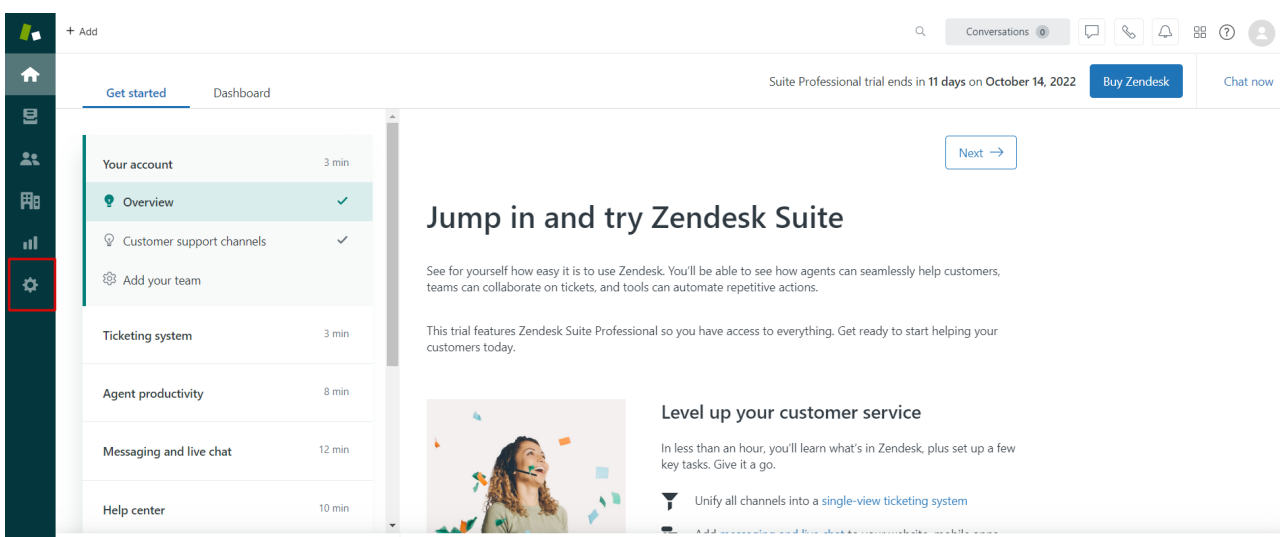
Zendesk Integration Requirements

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

+ Add 🔍 🏠 ?

Digioh digioh5698.zendesk.com
Your Zendesk is hosted in Pod 29 (view status)

🔔 Support settings are in Admin Center. [Go to Admin Center](#)

SYSTEM UPDATES

- Registration for Zendesk Community Day is now live!
Gabi Laing · Tuesday 22:45
- Announcing Explore live dashboard for Professional plans
John Costello · Tuesday 18:24
- Community Event! Managing your operations with Routing & Live Reporting
Gabi Laing · Tuesday 01:17

FEATURE USAGES

- On Admin Center Click on Apps and Integrations

Admin Center
Your home for settings to manage your account, team, and more.

- Account**
Billing, security, audit log, and other account essentials
[Account](#)
- People**
Team management, user and organization fields, bulk actions, and tags
[People](#)
- Channels**
Ways to connect with customers, from email and Talk to messaging and Flow Builder
[Channels](#)
- Workspaces**
Managing how team members use Zendesk, from views and macros to Agent Workspace
[Workspaces](#)
- Objects and rules**
Ticket fields, triggers, automations, and more
[Objects and rules](#)
- Apps and integrations**
Apps, APIs, targets, webhooks, and other ways to get data in and out of Zendesk
[Apps and integrations](#)
- Help and support**
Tips and answers to your questions about Admin Center

- On the Apps and Integration page click on Zendesk API

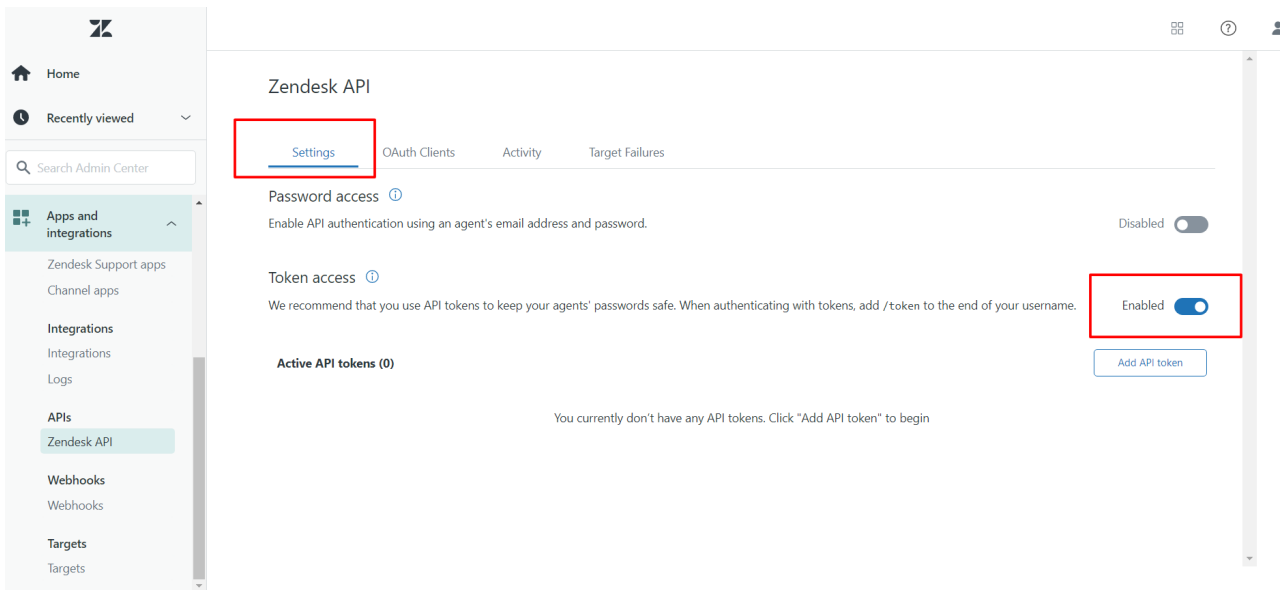
Extend Zendesk's potential
Build custom integrations with your Zendesk using more than a hundred different APIs.

I agree to the [Zendesk Terms of Service and Application Developer and API License Agreement](#) and acknowledge that such terms govern my use of the Zendesk API.

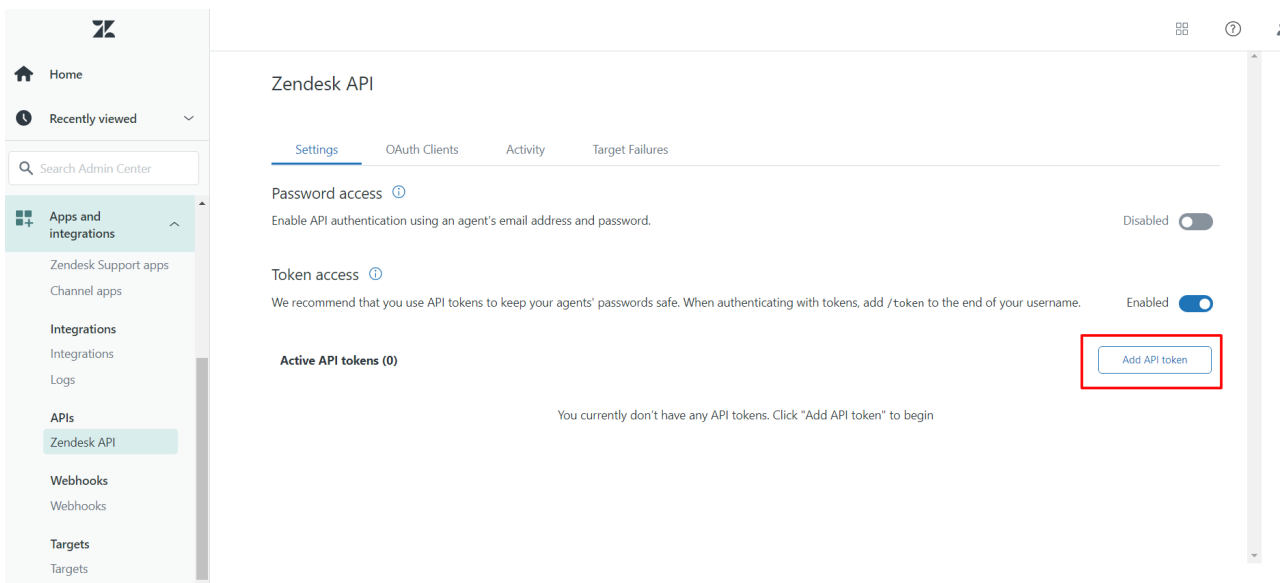
[Get started](#)

- 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.

Add New Integration

Friendly Name:

Integration:

Form Post URL:

Post Type:

Box (optional):

3. Set API Form Post in Integrations Dropdown.

Add New Integration

Friendly Name:

Integration:

Form Post URL:

Post Type:

Box (optional):

4. Enter Form Post URL

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

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

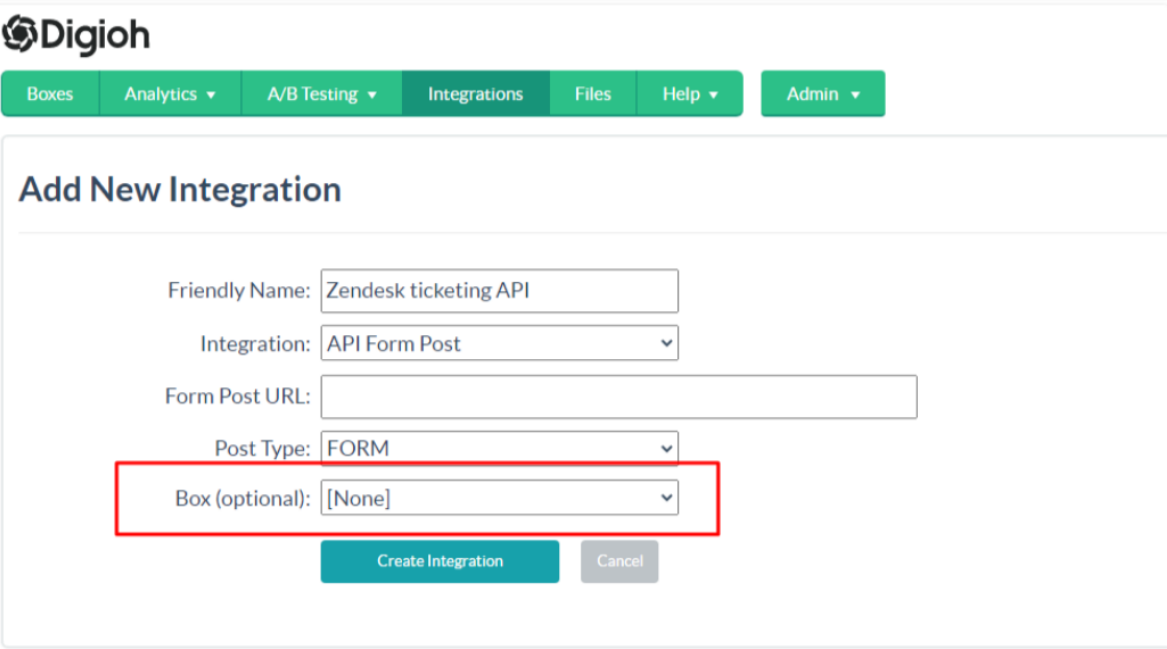
Example: <https://digioh5698.zendesk.com/>

Note: **digioh5698** is the subdomain in the above URL.

5. Select JSON Raw in Post Type Dropdown

Post Type: JSON Raw

6. Select Campaign



Digioh

Boxes Analytics ▾ A/B Testing ▾ Integrations Files Help ▾ Admin ▾

Add New Integration

Friendly Name: Zendesk ticketing API

Integration: API Form Post ▾

Form Post URL:

Post Type: FORM ▾

Box (optional): [None] ▾

Create Integration Cancel

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.

Integration Advanced Settings

HTTP Method:

Basic Auth Username:

Basic Auth Password:

Header 1 Key:

Header 1 Value:

Header 2 Key:

Header 2 Value:

Header 3 Key:

Header 3 Value:

Raw Data to Send (merge variables will be replaced)

- 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!