## Zendesk Events

Last Modified on 01/02/2020 12:47 pm EST

SAP Cloud Platform Open Connectors supports events via polling or webhooks depending on the API provider. For more information about our Events framework, see Events Overview.

**O** Note: SAP Cloud Platform Open Connectors normalizes only the objectId, objectType, and eventType event data. Event data also contains raw data, which the provider returns. The raw data varies based on the endpoint.

## **Supported Events and Resources**

SAP Cloud Platform Open Connectors supports polling events and webhooks for . After receiving an event, SAP Cloud Platform Open Connectors standardizes the payload and sends an event to the configured callback URL of your authenticated connector instance.

## Polling

In order to enable polling, add these extra configurations to your instance JSON:

```
"event.notification.enabled": "true",
"event.notification.callback.url": "",
"event.poller.configuration": ""
```

instance JSON with polling events enabled:

## Webhooks

After you create an instance with webhooks enabled, your app will receive event notifications from Zendesk based on our default settings

Customization is an option based on your specific needs. See customization instructions below.

Webhook JSON



NOTE: To begin all changes to tickets, your app will be notified.

You have the option to limit that scope according to your needs.

- Dashboard Getting Started Learn mor Updates to your tickets Open Tickets (current) Ticket Statistics (this week) 0 GOOD No recent updates. 6 GROUPS 0 BAD 0 1 YOU SOLVED Tickets requiring your attention (4) What is this? Play ID Subject Requester Requester updated Group Assignee Priority: Normal #11 Server 500 error on request John Smith Jan 09 Support Aaron #53 Problem with software Jane Smith Jan 11 Support #54 Problem with drip irrigation hosing Mackey's Nursery and Garden Suppy Jan 15 Support #56 Computer power supply overheating Brianna Deschutes lan 17 Support -Click "Settings"
- 1. Login to your Zendesk account and click "Settings"

2. Scroll and find "Triggers" and click to select

	+ add					8
Ť	Chat Facebook	Cloud Elements di		cloudelementsdev.zendesk.com		
8:	Voice 2 Widget NEW Click "Triggers"	SYSTEM UPDATES				
Q	Mobile SDK NEW  C BUSINESS RULES  Triggers  Automations Service Level Agreements  Service Level Agreements  Account	Service Incident       Dave Dyson Feb 10       Service Disruptic       Bryant Plano Feb 06       Introducing Gma       Max McCal Feb 04	on February 10, 1 on – February 6th ail go-to actions	2015 , 2015 for Zendesk		YOUR ACCOUNT Current Subscription: Plan: Enterprise Agents: 5 Update account
© .lı ¢	Security Schedule Tickets Agents Customers Benchmark Survey Extensions	Macros 4 Used today Updated today Automations	Details V 0 0 Details V	Triggers 8 Used today Updated today Views	Details V 2 1 Details V	

3. Find the Cloud Elements Trigger and click "edit"

	+ add			0
<ul> <li>△</li> <li>△</li> </ul>	Chat Facebook Voice Widget www API Mobile SDK www	Triggers take action when a ticket is created or updated. For exaticket. The order of your triggers is important because triggers of Property analysis for triggers, automations, views, and macros         Sorted by position       \$	mple, use a trigger to send email notifications when an an act on changes made by other triggers. Learn more	agent adds a comment to a
	𝕲 BUSINESS RULES	Active triggers (8)		add trigger
	Triggers	Notify requester of received request		edit
	Automations	Notify requester of comment undate		edit
	Service Level Agreements	foury requester of comment apparte		cun
		Notify assignee of comment update		edit
	SETTINGS	Notify assignee of assignment	3	edit
	Account	Notify assignee of reopened ticket	Find the "Cloud Elements	edit
	Security	Notify group of assignment	Trigger" and Click "edit"	edit
	Tickets	Notify all agents of received request		edit
	Agents	Cloud Elements Trigger		deactivate   clone   edit
(C)	Customers			Reorder
.00	Benchmark Survey			Reorder
0	Extensions	Inactive triggers (1)		
byf				

- 4. NOTE: the following steps are OPTIONAL. Can Change the name of the Trigger
- 5. Can Change the Conditions of the Trigger

6	+ add	0	8
☆ 8:	Chat Facebook Voice Widget NEW API	Cloud Elements Trigger	r trigger Last updated Feb 17, 12:38 Permalink [Copy to clipboard] https://cloudelementsdev.zendesk.
Q	Mobile SDK NEW G BUSINESS RULES Triggers Automations	Click to select condition   Add condition	5 Can edit
	Service Level Agreements  SETTINGS  Account	Ticket: Is	"Conditions" (Optional)
٢	Security Schedule Tickets Agents Customers	Add condition	
•0• ¢	Benchmark Survey Extensions	Notifications: Notify target   Cloud Elements Target   Message:	? Triggers

IMPORTANT: Please do not remove the target field, events will not function if removed.

Events rely on the target remaining the same and Message field conforming to a JSON friendly format.

	+ add		8
イン 目 8: の	Chat Facebook Voice Widget NEW API Mobile SDK NEW	Ticket: Is     Important!       Ticket: Status     Is       Add condition     Important!       Do Not CHANG       "TARGET" SETTIN	<u>3E</u> I <u>GS</u>
	𝔅 BUSINESS RULES	Perform these actions:	
	Triggers	Notifications: Notify target	
	Automations Service Level Agreements	Message: {"d":"{(licket.lick)}""ande""????? {[licket.lick]}"ande"????????????????????????????????????	st be
	SETTINGS	JSON friendly fo	rmat
	Account Security Schedule		
	Tickets	View available placeholders »	
٢	Agents Customers	Add action	
:00 ¢	Benchmark Survey Extensions	Update 🗘 Submit	
Q		2 Triggers	

Feel free to add any of the Zendesk placeholders in your Message body, just remember to keep it JSON friendly.

- Click on the View available placeholders
- Add "Placeholders" to "Message" Remember to keep in JSON friendly format.

