

Zendesk Bulk

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Bulk provides an option to upload a large number of resources, such as contacts, to a service provider all at once. You can use bulk to download a csv or json file from a large number of records or upload a csv or json file to add multiple records. See [Using Bulk](#) for more information on managing bulk.

Note: SAP Cloud Platform Open Connectors leverages the native provider bulk endpoints whenever available. When there is no bulk available from the provider, SAP Cloud Platform Open Connectors provides a bulk service for uploading and downloading data from the endpoint. See [Bulk Details](#) for the type of bulk used.

Note: Bulkv3 returns only 1000 records by default if a limit is not set because Zendesk does not support more than 1000 records per query. This is applicable only for the `contacts` endpoint. To retrieve more than 1000 records, use `continueFromJobId` with `from` and `to` dates.

Bulk Details

Bulk Information	Details
Bulk Type	SAP Cloud Platform Open Connectors bulk service and not native bulk endpoints. Rate limits come into play when using the SAP Cloud Platform Open Connectors bulk service, so review the limitations in the API provider's documentation.
Upsert Support	No
Field Selection Support	Yes. You can specify fields within a resource. For example, <pre>select subject, description from incidents</pre> .
Order By Support	No

Hash Verification

If you configured the **Callback Notification Signature Key** (`event.notification.signature.key`) when you authenticated a connector instance, the bulk APIs will use the signature key to provide hash verification in the header of bulk jobs. For more information, see [Hash Verification](#).
