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## Zendesk™ Integration Application Service

Ready to deploy end-to-end "just works" workflow integration service

Zendesk is global web-based software best known for its customer relationship management (CRM) product.

The Zendesk integration application service (*AppSpokes*, by *AppFusions*) allows users of any Web app platform to search, access, preview, comment, create target lists and track analytics against Zendesk tickets, directly from that platform.

### Overview

The following features are natively made available.

- Natively authenticate, access and use Zendesk, from <any-web-app>
- Search
  - Keyword search
  - Results filter and sorting
  - Show/hide results column
  - Ticket details preview within the app
  - Back-link to Zendesk tickets
  - Comment to Zendesk tickets
- Configurable Zendesk List

Supported, sustained, packaged integration with continued roadmap feature development. Your enablement key supports all updates throughout the year.

### Video

As an example, the following video shows the integration application running in IBM Connections cloud. The integration workflow ubiquitously can run/work securely in <any-web-app>.



AppFusions ... *Bringing it together.*



- Evaluate It
- Documentation
- Release Notes
- Support

### Evaluate It

Contact us.

### Release Notes

Release Notes.

### Support

### What is included with your license?

When you buy an AppFusions product, your license entitles you to:

- all subsequent software updates for one year from the date of your purchase, free of charge.
- bug support, through [letting us know](#) - and a fix being provided.

While we appreciate feature input, we cannot guarantee that it will be implemented immediately, though we will do our best!

## How do I get support?

Contact us via [this form](#) or [email](#)

## What do I do when my license expires?

After your evaluation license expires, you may purchase the product, or request one extension to your evaluation.

For purchased license expiries, after a year from purchase, to continue using the product, you will need to renew your license.

Maintenance renewals allow us to continue to grow the product features with updates, as well as keeping it up to date with the dependent technology versions that continue to roll.

## What if I need more support?

If you need more support that what is outlined above, for this product or ANY development or mentoring need using the technologies we support, we encourage you to [contact us](#) for:

- a flexible support contract (sold in blocks of hours), or,
- an annual SLA agreement if that suits your better.



**Bottom line:**

We think NO ONE should be suffering with Enterprise products that they are using or bought. *Please get the support you need, learn from us, and then take over the baton with confidence.*

We're here to help you!

## Why buy a supported commercial plugin?

Our integrations cost many thousands in development and testing costs to create, let alone ongoing sustained support as end-point products evolve. We have the proper experience to solve your problems, and do so in a way with shared value between many. We get the job done.

With a supported commercial packaged solution, you receive a reliable sustained path. We keep current with changes and updates that will affect your solutions, and with cloud solutions, often these adjustments are simply done for you.

😊 These fixes and ongoing improvements are covered as part of your license fees.

## **AppFusions End User License Agreement (EULA)**

[Click here](#) to review the AppFusions End User License Agreement.



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