1. Go to your official support account – [yourdomain.zendesk.com](http://yourdomain.zendesk.com/), Admin access is required for some operations.

2. Zendesk requires global account [yourdomain.zendesk.com](http://yourdomain.zendesk.com/) for giving permission to make api calls, can be authenticated using this account, email id and password or this account, email id and api AccessToken.

3. Access tokens can be created on zendesk account a can be used for api calls, here we are using account, email id and password only.

4. The client i used for zendesk connection is Cloudbees zendesk client, available at

<https://github.com/cloudbees/zendesk-java-client>

it is a maven project, use maven plugin in eclipse to import and add it in your project.

Other dependencies – MySQL connector, Teamchat client SDK

Properties file used to maintain bot account, database name and table names

5. Api documentation is on - <https://developer.zendesk.com/rest_api/docs/core/introduction>

6. Some important points – new ticket creation, existing ticked creation required admin account.

7. End point can be in zendesk account by creating a new target. This target is then associated with the trigger for notification. Triggers can be set in zendesk account.

8. Database saves ticket id and form id for furhter queries.

9. Any update on ticket created on ticket created at teamchat is first set in the form of trigger on zendesk. Notification comes, handled by servlet and data is in JSON format.

10. Room id, form id and ticket id are all associated with each other to make a update to particular event or notification to be notified in teamchat.