Zendesk Crawler Setup Documentation

Introduction

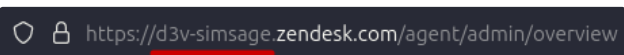In this document we will be exploring what is required to create the Zendesk crawler.

Prerequisites

We will need the following credentials to create a Zendesk crawler:

- **Domain** - the name of your Zendesk space
- **Username** - of the account you want to crawl from (which also has the associated API token)
- **API Token** - to access the Zendesk API

Domain

Simply navigate to Zendesk and copy the *domain shown in the URL:*

Domain is *underlined*

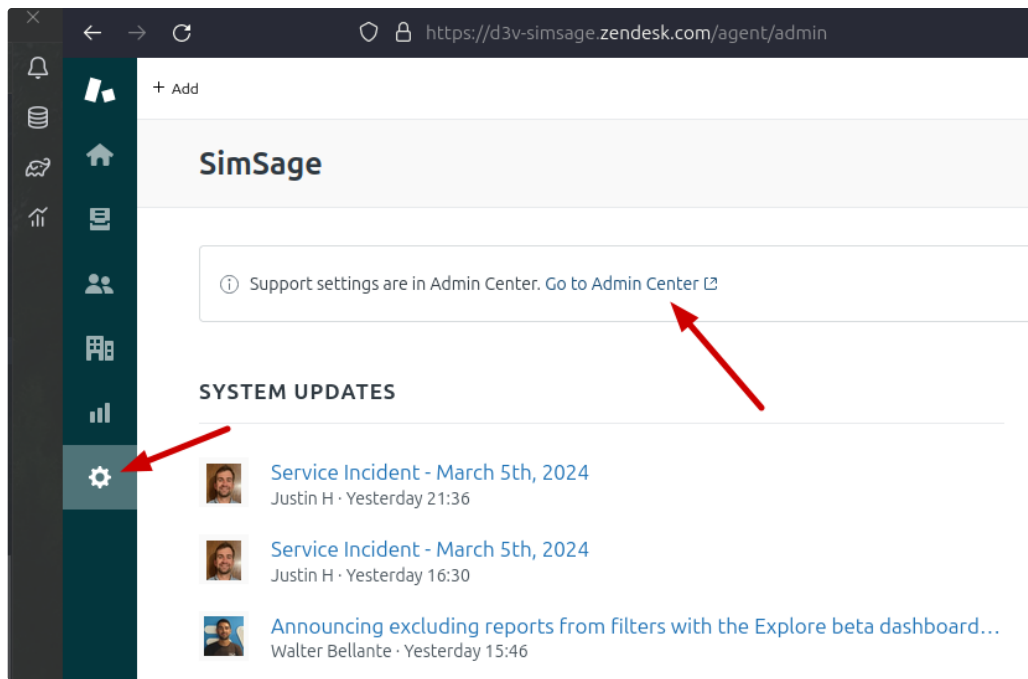> ⚠ Please be sure to only include the domain, including any other part of the URL will no work

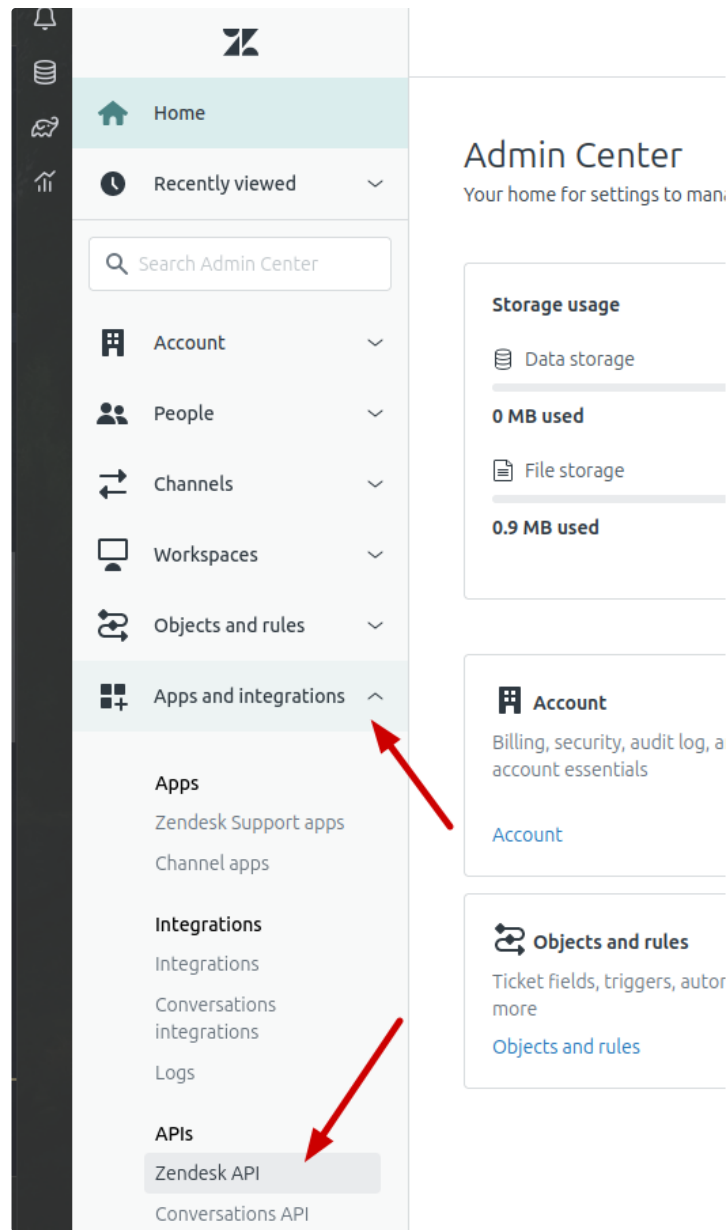So in our case, the domain is **d3v-simsage**.

Username

Simply the email address of the respective Zendesk account

API Token

To create the necessary API Token we need for this crawler, please navigate to the admin center:

Once you are redirected to the Admin center, search for '*Zendesk API*' in the provided search or alternatively, find this option in the drop down shown below:

From here, simply select 'Add API token':

Disabled ⬜

Enabled 🔵

[Add API token]

⚠ Once you have confirmed the API Token, you will not be able to view it again, so be sure you have got it for the crawler before closing this page.

Additional Material

[Managing access to the Zendesk API](#)