

Recreate a Lost Webhook

Last Modified on 01/13/2026 1:46 pm EST

Problem

Exalate does not pick up changes on Zendesk tickets and the synchronization isn't taking place.

Cause

Exalate for Zendesk supports a 'push' type of integration, where a webhook on the Zendesk side will notify Exalate that a ticket is created or updated. If for some reason that webhook gets deleted, Exalate will never be notified about the fact that an update or a create happened.

Solution

Step 1 – Recover the Exalate URL

Make sure that you have the address of your Exalate for Zendesk.

It is a URL with the following format <https://zendesknode-aaaa-bbbb-cccc-dddd.exalate.cloud>

This can be found in the **General Settings** of the Exalate App console.

Step 2 – Create a Webhook

Go to **Zendesk Admin Center** → **Apps and integrations** → **Webhooks** → **Webhooks** → **Actions**, and **'Create webhook'**

Select **'Trigger or automation'** and go to **'Next'**

Enter the following fields and select **'Create Webhook'**.

2 Add details

Name

Exalate

Description (optional)

Endpoint URL
The endpoint you want to pass data to. [Learn about endpoint URL](#)

https://zendesknodelawn-glom-auca-walt.exalate.cloud/webhooks

Request method

POST

Request format

JSON

Authentication

None

Basic authentication

Bearer token

Cancel Back Create webhook

- Name - Exalate
- URL - the Exalate URL + "/webhooks" appended

https://zendesknodelawn-glom-auca-walt.exalate.cloud/webhooks

- Request method – POST
- Request format – JSON
- Authentication – None
- Select 'Create webhook'

Select '**Finish Setup**'

Select '**Leave without connecting**'

Step 3 – Add Trigger

Go to **Zendesk Admin Center** → **Objects and rules** → **Business rules** → **Triggers**, and '**Add trigger**'

Configure the name and add conditions '**Ticket is Created**' and '**Ticket is Updated**' in the '**Meet ANY**' section.

Configure the action

Set it to '**Notify active webhook**' and select the webhook just created.

Copy JSON body **Exalate trigger JSON body**  and click '**Create**'.

Step 4: Test It

Test the connection.

[Security](#) 

[Pricing and Licensing](#) 

Resources

[Subscribe for a weekly Exalate hack](#) 

[Academy](#) 

[Blog](#) 

[YouTube Channel](#) 

[Ebooks](#) 

Still need help?

[Join our Community](#) 

[Visit our Service Desk](#) 

[Find a Partner](#) 