

Recreate a Lost Webhook

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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://zendesknnode-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://zendesknode-lawn-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://zendesk-aaaa-bbbb-cccc-dddd.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.

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