Recreate a Lost Webhook

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'.**

- 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.