

Recreate a Lost Webhook

Last Modified on 03/04/2024 10:19 am 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.

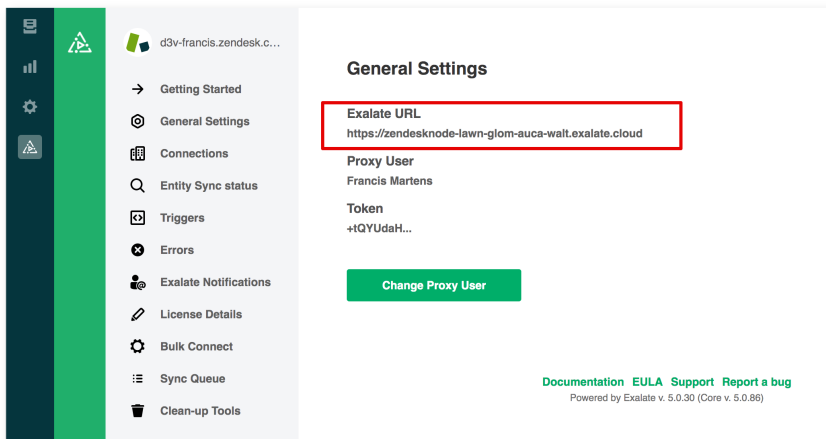
Solution

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'

Webhooks

Webhooks let you listen for events in near real time and easily pass data to use in services and integrations. [Learn about webhooks](#)

Actions ^

- Create webhook
- Convert targets
- View targets conversion log

Search by name

Name ▾

Endpoint

Status ▾


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


Webhooks > Create webhook

Create webhook

Select your connection method and add details to create your webhook.

1 Select a way to connect


Zendesk events
Subscribe to one or more events using a single webhook.


Trigger or automation
Connect the webhook using a business rule.

2 Add details

3 Connect webhook

Cancel

Next

Enter the following fields and select 'Create Webhook'.

2 Add details

Name

Description (optional)

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

Request method

Request format

Authentication
 None
 Basic authentication
 Bearer token

Cancel

- 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'

[Webhooks](#) > Create webhook

Create webhook

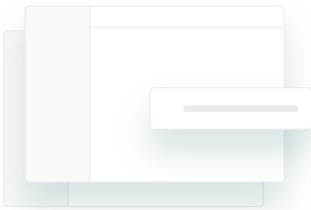
Select your connection method and add details to create your webhook.

✓ Select a way to connect

✓ Add details

3 Connect webhook

You need to connect your webhook to a trigger or automation for it to work.



How to connect your webhook

Finish setup

Select 'Leave without connecting'

Leave without connecting webhook



If you leave, your webhook will not run because it's not connected to a trigger.

Go back

Leave without connecting

Step 3 – Add Trigger

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

Triggers

Set up event-based rules that run every time a ticket is created or updated. Popular triggers include notifying customers when a new comment is added to their ticket or an out-of-office reply. [Learn about triggers](#)

Edit order

Add trigger



Filter

Name



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

Trigger name

Exalate

Description

Enter an optional description

Category

Initial category

Conditions

Conditions that must be met for the trigger to run

Meet ALL of the following conditions

Add condition

Meet ANY of the following conditions

Ticket

Is

Created

Ticket

Is

Updated

Add condition

Configure the action

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

Actions

Actions that will occur if global conditions are satisfied

Notify active webhook Exalate

Endpoint
https://zendesknode-lawn-glom-auca-walt.exalate.cloud/webhooks

Description
-

Method
POST

JSON body

```
1 {
2   "ticket": {
3     "id": "{{ticket.id}}",
4     "subject": "{{ticket.title}}"
5   },
6   "executor": "{{current_user.email}}"
7 }
```

[View available placeholders](#)

Copy JSON body [Exalate trigger JSON body](#) and click **'Create'**.

Product

Step 4 Test It

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