

Initiate a Private Connection in Script Mode for Zendesk

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Note: For Private Connections:

- an instance you have access to is considered a public side.
- an instance you don't have access to is considered a private side: destination instance.

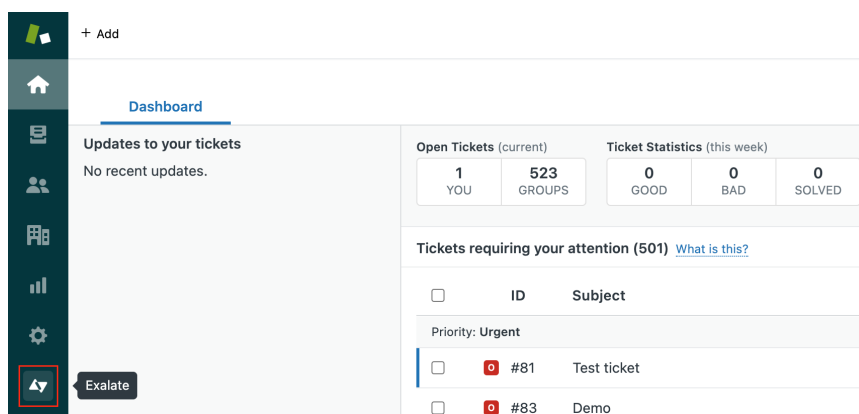
The main difference between private and public connection types is whether the HTTP/HTTPS requests are initiated from one side or from both sides. In this case, HTTP/HTTPS requests are initiated from the destination's private side only.

Initiate a Private Connection from Zendesk

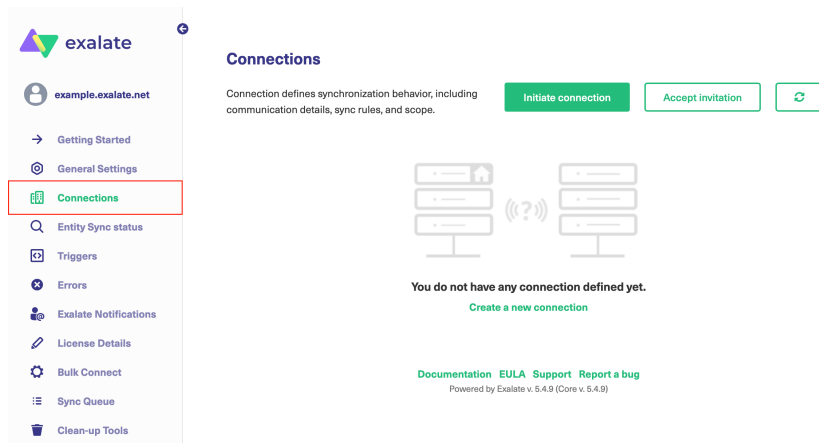
1. Navigate to the **Connections** tab in the Exalate console.

To navigate to the **Connections** tab:

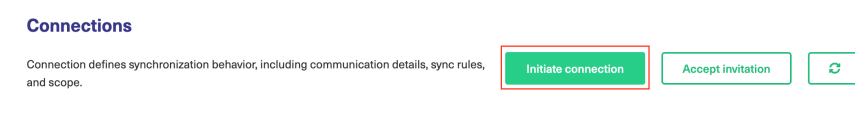
Click **Exalate** in the list of apps.



Click **Connections**.

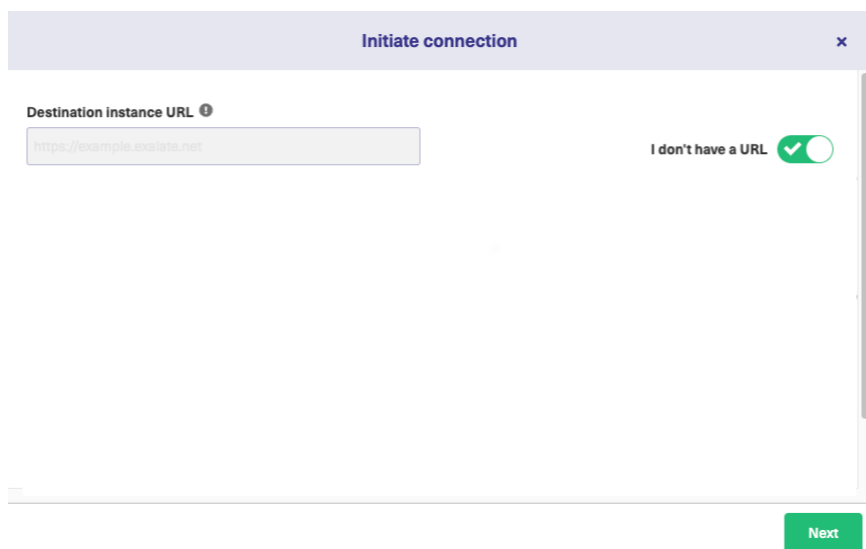


2. Click **Initiate Connection**.



3. Click **'I don't have a URL'**

If the destination instance is in a private network click **I don't have a URL**.



4. Choose a **Script** connection mode.

5. Click **Next**.

Initiate connection

Destination instance URL ⓘ


https://example.exalate.com

✓

I don't have a URL


ⓧ

Choose the configuration type




Basic

- Automatic configuration of basic fields
- Sync rules cannot be edited
- Only Issues can be synced
- Recommended for use cases of basic complexity



Visual

- Low-code, visual interface
- Configure both sides of the connection using a single interface
- Recommended for use cases of basic to intermediate complexity



Script

- Groovy-based scripting
- Configure each side of the connection separately
- Recommended for use cases of basic to advanced complexity

Next

6. Click **Next**.

Note: As this is a Public-Private connection and you don't have admin access to the other side, you can continue to configure on your end and then send an invitation to your partner.

7. Enter Connection information & Click **Next**

Field	Description
Local instance short name	A short name for your instance
Destination instance short name	A short name for the destination instance
Connection name	Name of the connection
Description	Description of the connection

Initiate connection

Connection information

Local instance short name*

Remote instance short name*

?

Connection name*

Description

< Previous

Next

8. Click **Copy Invitation Code**

Here you can copy the invitation code and send it over to your partner. The destination side will be shown as "unknown" since this is a private side.

Initiate connection

Ensure that Exalate is **installed** on the destination side "unknown"

On the "unknown" side, you (or their application administrator) need to **Accept the Invitation**.

Use the following invitation code:

Copy invitation code

Done

9. Click **Done**

Once your partner accepts the invitation, you can start synchronization.

Product

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Note: When the connection is set up on the Public source side, the Private side administrator should accept the invitation in the Private-Public connection.

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