# Zendesk Create Activity

Introduction

A Zendesk create activity creates objects at a Zendesk connection and is used as a target in an operation. After configuring a Zendesk connection, you can configure as many Zendesk activities as you like for each Zendesk connection.

Creating a Zendesk Activity

From the design canvas, open the **Connectivity** tab of the design component palette:

Within the **Endpoints** filter, click the Zendesk connection block to display activities that are available to be used with a Zendesk connection:
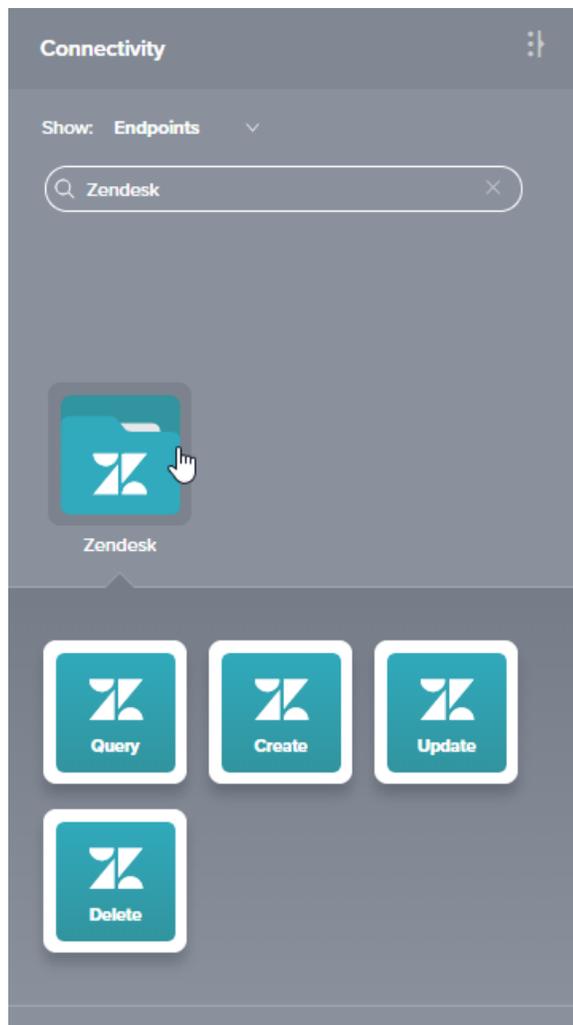
To create an activity that can be configured, the activity must first be added to an operation on the design canvas. To add an activity to an operation, drag the activity block from the palette to the operation.

For more information about the parts of an operation and adding activities to operations, see Operation Creation and Configuration.

Accessing Menu Actions

After a Zendesk activity has been added to an operation, menu actions for that activity are accessible from the project pane in either the **Workflows** or the **Components** tabs, and from the design canvas:

- **Project Pane:** In the **Workflows** or **Components** tab of the project pane, hover over an activity name and click the actions menu icon to open the actions menu.
- **Design Canvas:** Within the operation, click an existing activity block to open the actions menu.

Each of these menu actions is available:

- **View/Edit:** This opens the activity configuration screen for you to configure the activity. For details, see *Configuring a Zendesk Create Activity* later on this page.
- **Delete:** This is used to permanently delete the activity.
- **Rename:** This positions the cursor on the activity name in the project pane for you to make edits.
- **View Dependencies:** This changes the view in the project pane to display any other parts of the project that the activity is dependent on.
- **Remove:** Available only from the actions menu on the design canvas, this removes the activity as a step in the operation without deleting it from the project. When you remove an activity that is adjacent to a transformation, if schemas are provided within that activity, they will no longer be referenced by the transformation. Removed components can be accessed or permanently deleted from the project pane.
- **Deploy:** This deploys the activity and any components it is dependent on.
- **Configurable Deploy:** This opens the deployment screen, where you can select project components to deploy.
- **Add to group:** This opens a prompt to create a new custom group or to add the component to an existing group.
- **Duplicate:** This creates a copy of the activity as a new, unreferenced component. Upon creating the component copy, the cursor is positioned on the component name within the project pane for you to rename the component.

Configuring a Zendesk Create Activity

Follow these steps to configure a Zendesk create activity:

- Step 1 – Select a Zendesk Object
- Step 2 – Review Data Schema

Step 1 – Select a Zendesk Object

- **Name:** Enter a name to use to identify the Zendesk create activity. The name must be unique for each create activity and must not contain forward slashes (/) or colons (:).
- **Select an Object:** This section displays objects available in the Zendesk endpoint. When reopening an existing activity configuration, only the selected object is displayed instead of reloading the entire object list.

    - **Selected Zendesk Object:** After an object is selected, it will be listed here.
    - **Search:** Enter any part of the object name into the search box to filter the list of objects. The search is not case-sensitive. If objects are already displayed within the table, the table results will be filtered in real time with each keystroke. To reload objects from the endpoint when searching, enter search criteria and then refresh, as described below.

    - **Refresh:** Click the refresh icon ↻ or the word **Refresh** to reload objects from the Zendesk endpoint. This may be useful if you have recently added objects to the Zendesk instance. This action refreshes all metadata used to build the table of objects displayed in the configuration.

- **Select an Object:** Within the table, click anywhere on a row to select an object. Only one object can be selected. The information available for each object is fetched from the Zendesk endpoint:
  - **Name:** The object name from Zendesk.
  - **Description:** The object description from Zendesk.
  - **TIP:** If the table does not populate with available objects, the Zendesk connection may not be successful. Ensure you are connected by reopening the connection and retesting the credentials.
- **Save & Exit:** If enabled, click to save the configuration for this step and close the activity configuration.
- **Next:** Click to temporarily store the configuration for this step and continue to the next step. The configuration will not be saved until you click the **Finished** button on the last step.
- **Discard Changes:** After making changes, click **Discard Changes** to close the configuration without saving changes made to any step. A message will ask you to confirm that you want to discard changes.

Step 2 – Review Data Schema
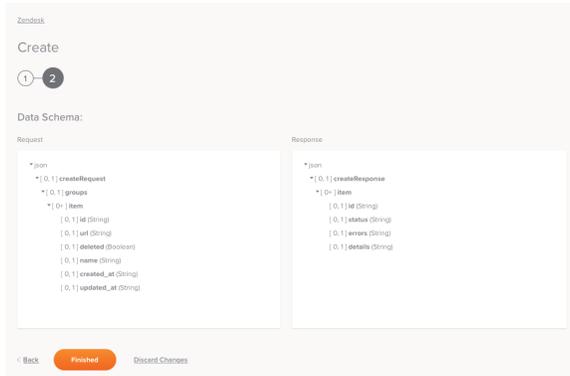
- **Data Schema:** The request and response data schemas for Zendesk will be displayed. If the operation uses a transformation, the data schemas will be displayed again later during the transformation mapping process, where you can map to target fields using source objects, scripts, variables, custom values, and more.

  The Zendesk connector uses the Zendesk Support v2 API; see the API for information on the schema fields of supported objects.

  The Zendesk connector supports the Group, Organization, Ticket, and Ticket Comment Zendesk API objects.
- **Back:** Click to temporarily store the configuration for this step and return to the previous step.
- **Finished:** Click to save the configuration for all steps and close the activity configuration.
- **Discard Changes:** After making changes, click **Discard Changes** to close the configuration without saving changes made to any step. A message will ask you to confirm that you want to discard changes.

Next Steps

After configuring a Zendesk create activity, complete the configuration of the operation by adding and configuring other activities, transformations, or scripts as operation steps. You can also configure an operation's operation settings, which include the ability to chain operations together that are in the same or different workflows.

Zendesk create activities can be used as a target with these operation patterns:

- *Transformation Pattern*
- *Two-Transformation Pattern* (as the first or second target)

Other patterns are not valid using Zendesk create activities. See the validation patterns on the Operation Validity page.

To use the activity with scripting functions, write the data to a temporary location and then use that temporary location in the scripting function.

When ready, deploy and run the operation and validate behavior by checking the operation logs.