Zendesk Knowledge-Base and Salesforce Knowledge Connector

HASSLE-FREE DATA SYNCHRONIZATION FROM ZENDESK TO SALESFORCE

In a business context, there are two possible scenarios where you would need the connector to integrate a Zendesk knowledge-base (KB) and Salesforce Knowledge:

- When an organization is using Salesforce Knowledge as a centralized knowledge-base and, simultaneously, they have a Zendesk knowledge-base.

- When an organization is using a Zendesk knowledge-base but planning to move to Salesforce Knowledge thus, requiring to move data from Zendesk to Salesforce.

The purpose of the connector is to enable hassle-free syncing of data from the Zendesk knowledge-base to Salesforce Knowledge. Why do you need a connector over manually transferring data from Zendesk to Salesforce?

The manual ETL process to move data is complex and would take a few weeks to a few months (depending on the amount of data). The connector, however, reduces that timespan to a few days.

By establishing a thorough connection between both the knowledge-bases, you can be assured of hassle-free synchronization of data. You save time and manual efforts and data management becomes impressively easy as well.

Grazitti's Zendesk KB and Salesforce Knowledge Connector is powered with the following use cases:

1. Sync Zendesk KB Articles to Salesforce
The connector overpowers all data structure obstructions while syncing data from Zendesk to Salesforce. You can be assured of a smooth transfer of data.

2. Map Zendesk Category of Articles to Salesforce Category
Mapping categories and sub-categories of the Zendesk KB with Salesforce won't be a challenge anymore as the connector easily maps all the article categories and arranges them accordingly.

3. Store Zendesk Articles in Knowledge Records in Salesforce
Whether you integrate or migrate from Zendesk KB to Salesforce Knowledge, the connector enables storing all the Zendesk articles in Salesforce Knowledge's records as well.

4. Auto-Syncing of Articles (Weekly/Monthly)

While manual syncing of data from Zendesk KB to Salesforce Knowledge is time-consuming, you can schedule auto-syncing of data on a weekly or monthly basis using the connector.

5. Store Attachments

In case any attachments from Zendesk KB are synced to Salesforce Knowledge, the connector stores them for future reference.

6. Store URLs of Zendesk Articles in Salesforce

The connector converts the links of Zendesk articles into Salesforce-compliant links in order to avoid broken links. They are then stored in Salesforce Knowledge.

Key Features of the Zendesk KB and Salesforce Knowledge Connector

Automated Articles Syncing - Automatically syncs all articles from Zendesk KB to Salesforce

Scheduled Syncing of Data - Enables auto-synchronization of data as and when you schedule it

Pre-Defined Data Structure Mapping - Easy mapping of data types to ensure consistency and transparency in data syncing

No Breakage of Data While Syncing - Seamless flow of data from Zendesk to Salesforce with no room for discrepancy or breakage

Real-Time Data Syncing - Ensures overall syncing of data in real-time so that all records are consistent, all the time

Hassle-Free Data Management - Manages the old and new data in the Salesforce instance with proper classification

Why Choose Us

200+
Salesforce
Certified Experts

9/10
Net Promoters
Score (NPS)

100+
Silicon
Valley Brands

1000+
Successfully
Delivered Projects

24*7
Team Availability
& Assistance

About Us

Zendesk and Salesforce Connector is a product by Grazitti Interactive, known for its digital business solutions. Apart from Salesforce and CRM, we are a leading digital services provider in horizons like Online Communities, Marketing Automation, and Data Analytics.

For more info about Zendesk and Salesforce Connector or any of our other services or products, shoot us an email at **info@grazitti.com.**