Zendesk Adapter for SAP Integration Suite

Version 1.0.0 – January 2026

THE BEST RUN SAP

Contents

1 Introduction

1.1 Objective

This is the official guide for the Zendesk Adapter for SAP Integration Suite. This guide covers all relevant information for integration developers to start working with the Zendesk adapter. Read this guide carefully before using the Adapter.

1.2 Coding Samples

Any software coding and/or code lines/strings ("Code") included in this documentation are only examples and are not intended to be used in a productive system environment. The Code is only intended to better explain and visualize the syntax and phrasing rules of certain coding. The correctness and completeness of the Code given herein are not guaranteed.

1.3 Internet Hyperlinks

The documentation may contain hyperlinks to the Internet. These hyperlinks are intended to serve as a hint about where to find related information. The availability and the correctness of this related information or the ability of this information to serve a particular purpose are not warranted.

1.4 Overview

Zendesk is a customer service and support platform that helps businesses manage customer interactions across multiple channels. It provides tools for ticketing management, automation, and analytics, enabling companies to deliver faster, more efficient support.

Zendesk Adapter for SAP Integration Suite enables connectivity to the Zendesk platform, allowing you to access Zendesk data and perform actions such as receiving, tracking, and resolving customer support issues. The adapter interacts with Zendesk's APIs, allowing developers to access and integrate Zendesk components into their applications, enabling efficient management of customer service operations.

1.5 Features

Zendesk Adapter has the following features:

- Offers a comprehensive set of **Ticketing** CRUD (Create, Read, Update and Delete) operations for various entities, such as **Tickets**, **Attachments**, **Requests**, **Tags**, etc.
- Supports secure authentication mechanisms such as **API Token** and **OAuth2 Client Credentials**.
- Supports **Basic** configuration type that provides a convenient processing capability for supported versions, whereas **Advanced** enables proficient users to perform calls with greater control while connecting to any API endpoint.
- Utilize the **Upload File** operation to upload files to a ticket using multiple tokens for multiple files.
- **Create Many Tickets** operation allows you to create tickets in bulk.

1.6 Quick Start

> This Quick Start section outlines minimal steps required to demo adapter usage. This does not cover all configuration scenarios, always refer to the complete documentation for complete and accurate guidance.

1. Prerequisites:
    a) Zendesk account (see Create Zendesk Account) with API token access enabled. (See API Token)
    b) SAP Integration Suite tenant with Standard License.
2. Create **Secure Parameter** in SAP Integration Suite:
    a) Navigate to **Monitor** > **Integrations and APIs**.
    b) Go to **Manage Security** > **Security Material**.
    c) Create a **Secure Parameter** using API Token created in step 1a.
3. Add Zendesk Adapter to an Integration Flow:
    a) Go to the **Design** workspace and create or open an Integration Flow.
    b) Add Zendesk Adapter as a Receiver.
4. Configure **Connection** Tab:
    a) **Address**: `https://yourdomain.Zendesk.com`
    b) **API Token Alias**: Enter Secure Parameter artifact created in step 2c.
    c) Keep default timeout values.
5. Configure **Processing** :
    a) Perform **Basic** version of Create Ticket operation.
6. Deploy & Run:
    a) **Save** and deploy the Integration Flow.
    b) Monitor execution under **Integrations and APIs**.

2 Installation and Configuration

This section describes the prerequisites and procedure to install the Zendesk adapter

2.1 Prerequisites

> The Zendesk adapter is available as part of your Standard license for SAP Integration Suite. For more information, see SAP Note.

Before you start working with the adapter, you must deploy it to your SAP Integration Suite tenant.

2.2 Procedure

You can deploy the adapter using the following methods:

> The following installation procedure is compatible with the Apache Camel 3x environment and Edge Integration Cell (EIC) platform.

2.2.1 Adapter Installation by Creating a New Integration Flow

The Zendesk adapter is available for selection in the Receiver adapter list and can be deployed in the **Design** tab directly as you use it in an Integration flow.

Purpose

To install an adapter for use in your Integration flow.

Procedure

Go to the **Design** workspace and select the integration package where you want to create a new Integration flow.

1. Click **Edit** to make the package editable.
2. Go to the **Artifacts** tab. Click **Add** and select **Integration Flow**.
3. Enter **Name** and **ID** for your flow. Additionally, select **Runtime Profile** from the drop-down and choose **Sender** and **Receiver** systems from the list . Finally, click **Add** to create the integration flow.
4. Go to the newly created integration flow and click **Edit** to make it editable.

5. In the integration flow, click **End** to add a **Connector**  between the **End** and the **Receiver** Box. A drop-down with the available adapters appears.
6. Select the **Zendesk Adapter** from the list.

   The adapter is now imported, which *triggers* the adapter deployment. Once the adapter is deployed, a success message is displayed indicating successful deployment.

   After the above steps are completed, the adapter is available in the Design workspace of the SAP Integration Suite tenant.

2.2.2 Adapter Installation without Creating a New Integration Flow

The following procedure explains how the adapter is migrated from the Discover workspace to the Design workspace of the SAP Integration tenant.

This method is useful for scenarios where integration flow packages are migrated from development to a higher environment, such as Production.

The adapter can be imported into the Design workspace without creating an integration flow. Use the Transport Management Service (TMS) to import/transport the adapter to a higher environment. Alternatively, if the TMS is not available in the landscape, the adapter package can be imported to the Design workspace by copying it from the Discover workspace.

Purpose

To copy the integration package from the Discover workspace and import the Zendesk adapter to the Design workspace, follow these steps:

Procedure

1. Go to the **Discover** workspace.
2. In the search box, search for **Zendesk Adapter for SAP Integration Suite** package.
3. Select the package and click **Copy**. This copies the package from the Discover workspace to the Design workspace.
4. Go to the Design workspace and select the copied **Zendesk Adapter for SAP Integration Suite** package.
5. In the **Actions** tab of the selected package, click **Deploy**. This completes the adapter deployment to the Design workspace.

After the adapter deployment is complete, you can check the status in the **Monitor** section.

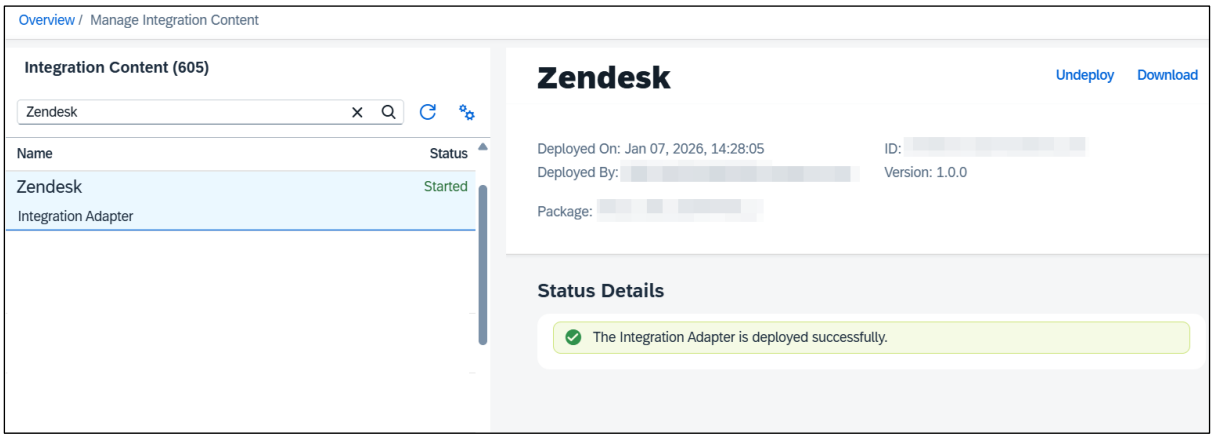
Purpose

To check the status of the deployed adapter.

Procedure

1. Under the **Monitor** tab, click **Integrations and APIs**. This opens the **Overview** page.
2. On the **Overview** page, go to the **Manage Integration Content** section and click **All**. This opens the **Integration Content** page with a list of all the deployed adapters.

You can check and confirm the deployment status of your adapter as shown in the screenshot below.

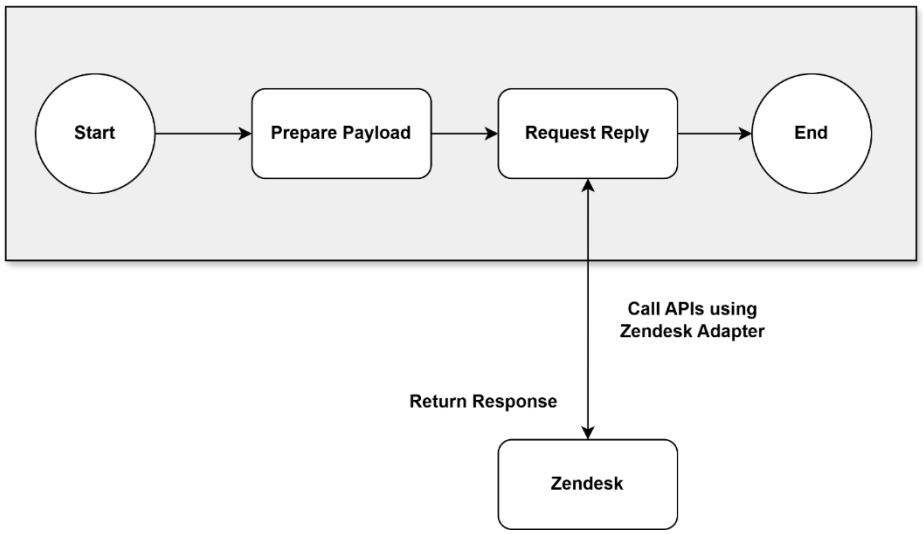


3 Getting Started: Zendesk Adapter

This section explains the setup required before configuring the Zendesk Adapter, you can find information about adapter architecture, application configuration, and authentication for Zendesk Adapter.

3.1 Architecture Overview

How Zendesk Receiver Adapter Works:



- The Zendesk Receiver adapter is designed to receive and process data from an integration flow in SAP Integration Suite and facilitate communication with Zendesk application (external) using REST-based APIs.
- SAP Integration Suite acts as the initiator of the calls and sends a request to Zendesk (this is the receiver system) using the adapter.
- Additionally, the adapter also handles responses and logs execution status and errors before returning them to SAP Integration Suite tenant.

3.2 Application Configuration

This section contains links to setup and configure the Zendesk application. These steps are a prerequisite before you start using the adapter in an integration scenario.

3.2.1 Introduction

- For an overview of Zendesk Ticketing tool, see Zendesk Ticketing.
- To create a Zendesk Account, see 3.2.3 Creation of Account in Zendesk.
- For more information about how to set up API Token and OAuth Client Credentials, see Security and Authentication.

3.2.2 Creating an Account in Zendesk

Purpose

To create an account in Zendesk

Procedure

1. Navigate to Zendesk.
2. Enter the **work email address**.
3. Enter the name and other necessary details.
4. Lastly, specify a password and click **Create your Zendesk Account**.

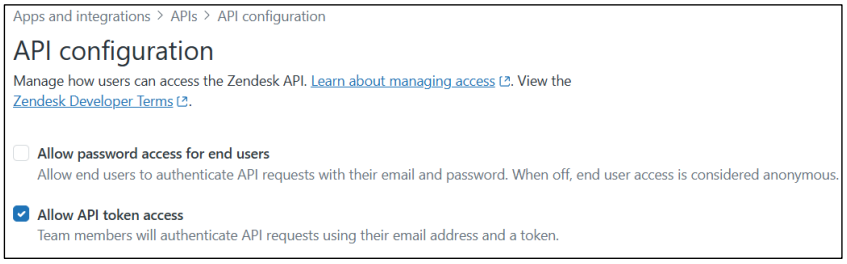
3.2.3 Creating an API Token in Zendesk

Purpose

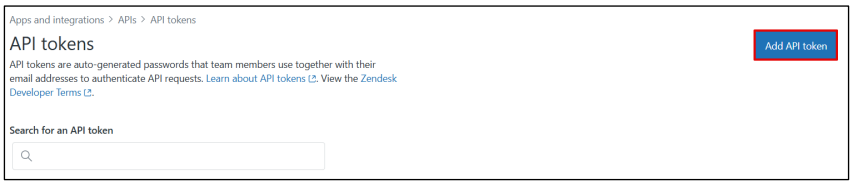
To Create an API Token in Zendesk

Procedure

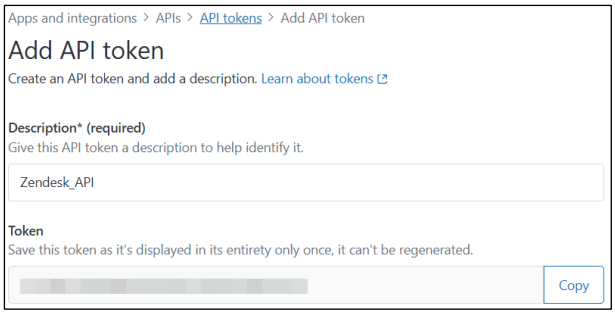
1. Log in to your Zendesk Account.
2. On your sidebar to the left, Click **Admin Center**
3. Navigate to **App and Integrations > APIs > API Configuration**



4. Enable the **Allow API token access** and click **Save**.
5. Next Navigate to **API tokens**, click the **Add API token** button.



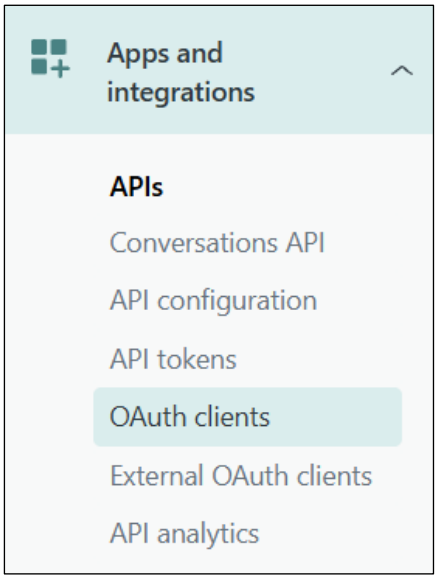
6. **Add API token** page opens next, Specify **Description** and click **Save**.



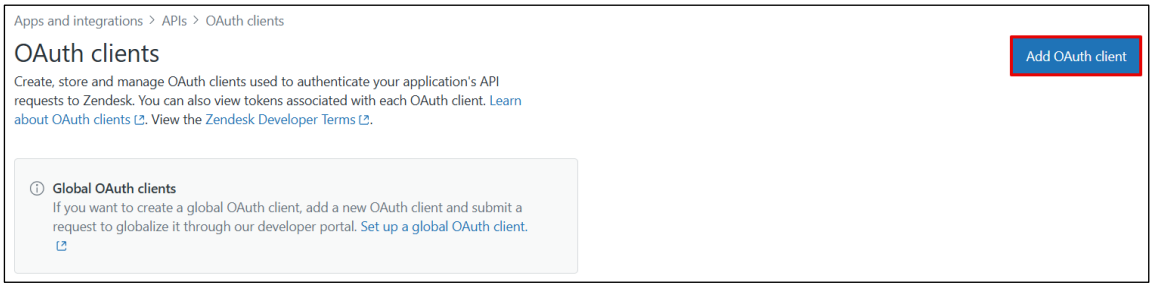
7. **Save and copy** the API Token, which can be used in the Secure Parameter. For more information, see 3.3.2 Creation of Secure Parameter.

3.2.4 Creating OAuth Client Credentials in Zendesk

1. Log in to your Zendesk Account.
2. Open your **Admin Center** Tab, which is located on the left side bar.



3. Now, Under **App and Integrations > APIs > OAuth clients**.
4. Next, click **Add OAuth client**.

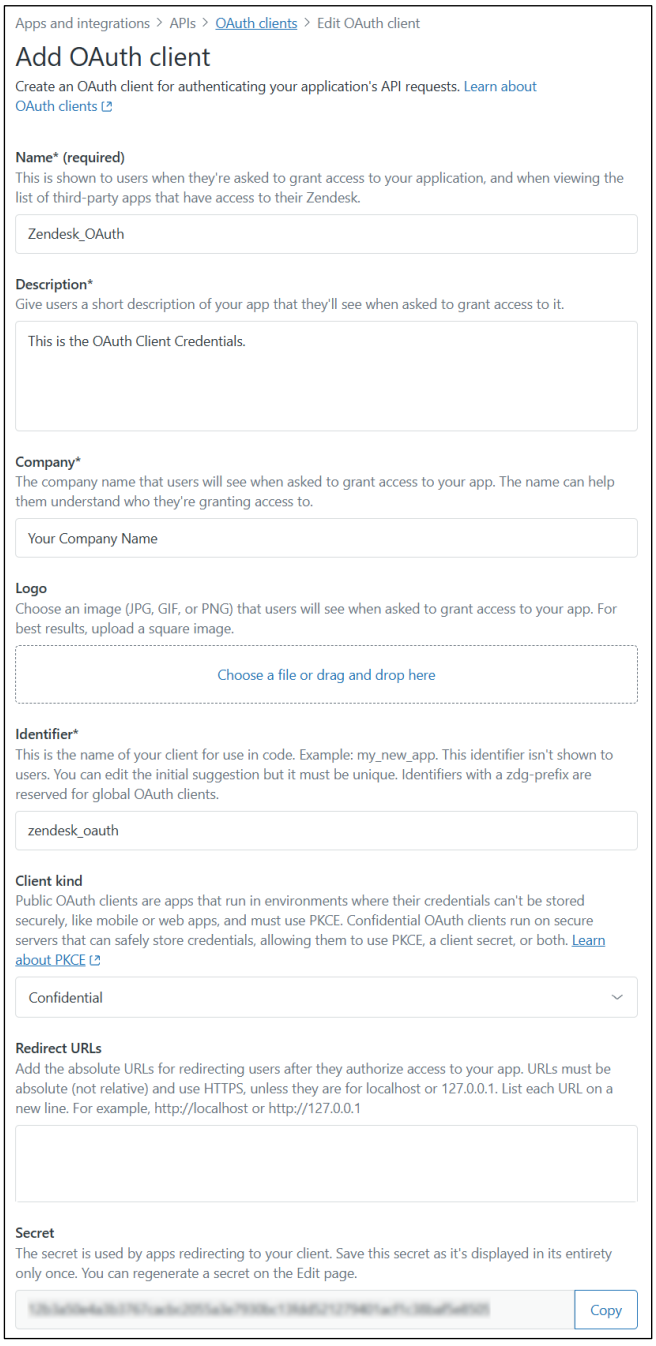


5. In **Add OAuth client** page, fill in the necessary details:

> Select the **Client Kind** as **Confidential**. The confidential OAuth clients run on secure servers that can safely store credentials, rather than a public OAuth client where the credentials can't be stored securely.

Client ID: Identifier

Client Secret: Secret



6. **Save** and **Copy** the API Token, which can be used in the Secure Parameter. For more information, see 3.3.1 Creating OAuth2 Client Credentials Artifact.

3.3 Authentication

This section details the authentication mechanism supported by the Zendesk Adapter in the SAP Integration Suite.

The adapter supports standard authentication such as **API Token** and **OAuth2 Client Credentials**. You can securely store the security artifacts in SAP Security Material. This ensures that credentials can be safely provided to the Adapter.

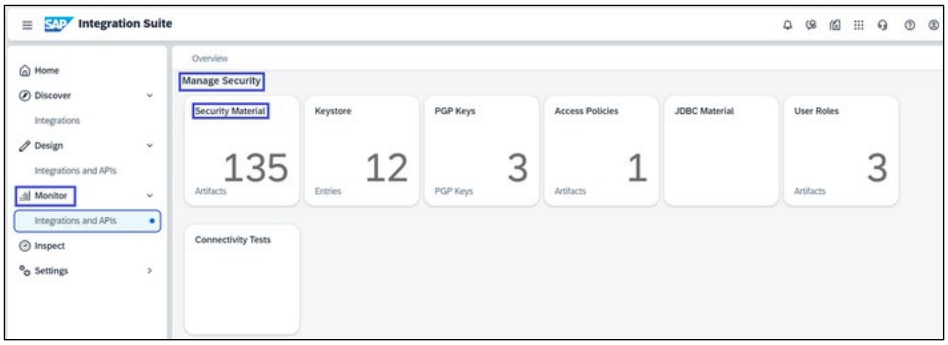
3.3.1 Creating OAuth2 Client Credentials in Security Material

Purpose

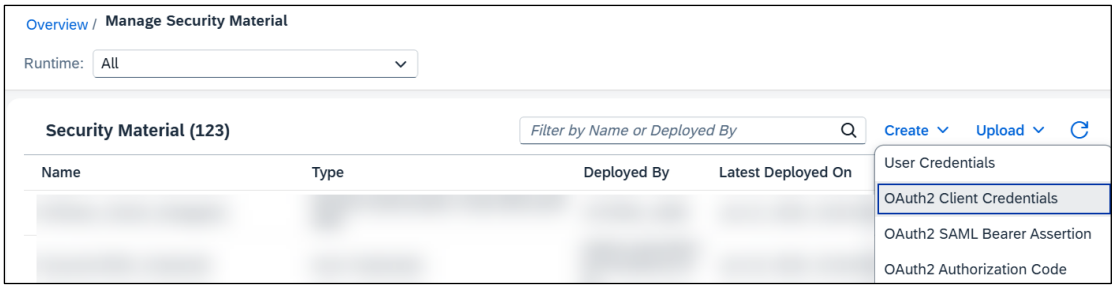
To create OAuth2 Client Credentials in Security Material.

Procedure

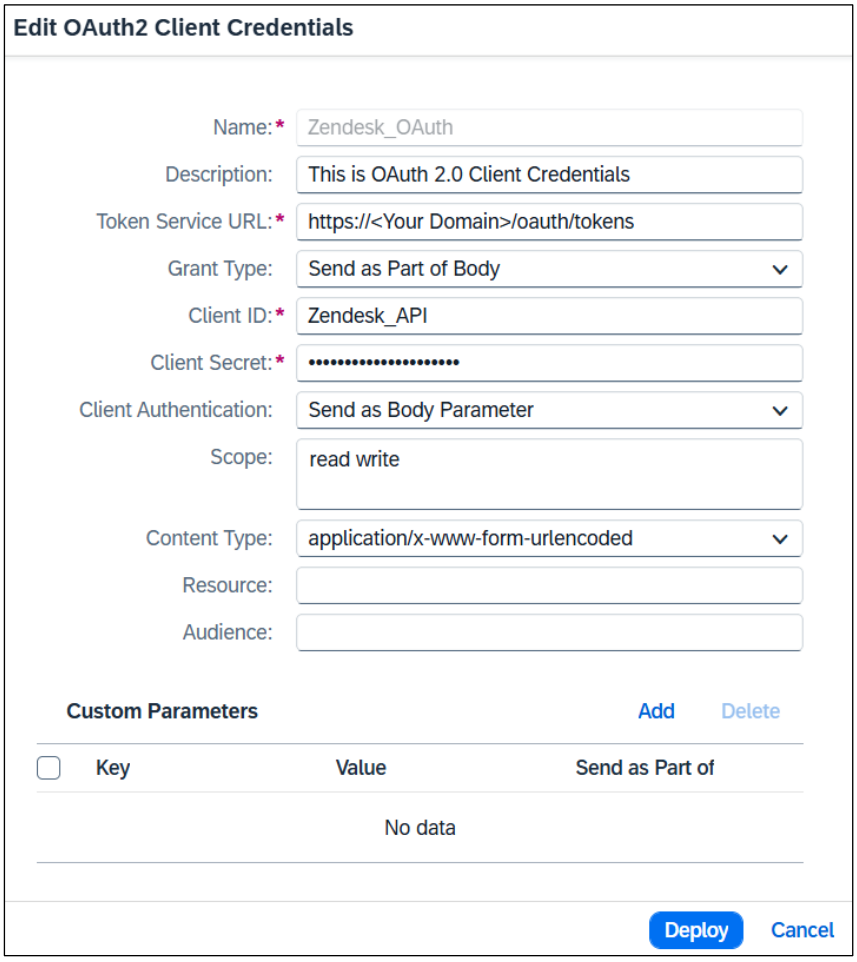
1. In SAP Integration Suite, navigate to **Monitor** > **Integrations and APIs**. This opens the **Overview** page.
2. On the **Overview** page, go to the **Manage Security** section and click **Security Material**.



3. On the **Manage Security Material** page, click **Create** to select **OAuth2 Client Credentials** from the dropdown.



4. In the **Create OAuth2 Client Credentials** popup, provide the details below.



Parameter	Description
Name	Enter a name for the credentials. The integration flow configuration uses the name you enter.
Description	Enter an optional description.
Token Service URL	`https://<your_domain>/oauth/tokens`
Grant Type	Select **Send as Part of Body** from the dropdown list
Client ID	Go to the **Zendesk OAuth Clients** screen and copy and paste the **Name** value for client ID.

Parameter	Description
Client Secret	Go to the **Zendesk OAuth Clients** screen and copy and paste the **Secret** value for Client Secret.
Scope	Specify the scope. **Example: read write**. **Note:** Scopes are separated by a space.
Client Authentication	Select **Send as Body Parameter** from the dropdown list
Content Type	Select **application/x-www-form-urlencoded** from the dropdown list.

5. Click **Deploy** to complete the process.

When you refresh the **Manage Security Material** page, the new artifact is displayed (with Type **OAuth2 Client Credentials**) in the artifact table.

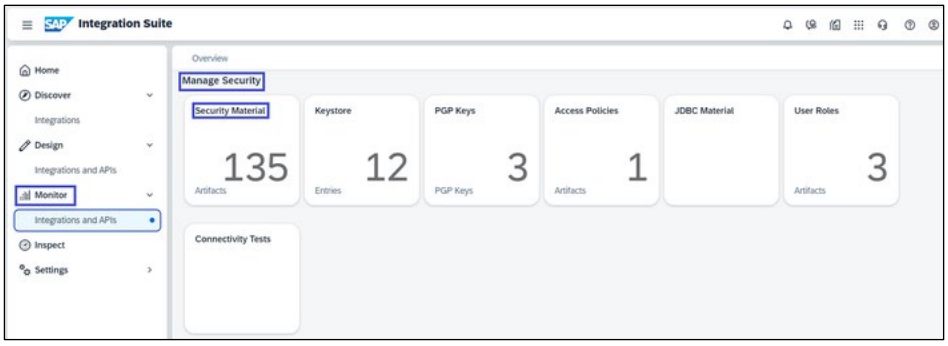
3.3.2 Creating Secure Parameter in Security Material

Purpose

To create a security artifact that stores API Token.

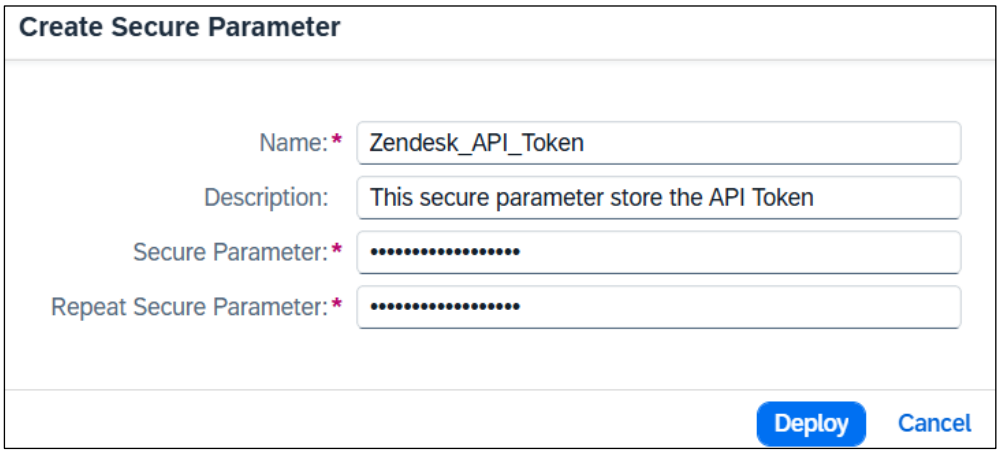
Procedure

1. Navigate to **Monitor > Integrations** and APIs in SAP Integration Suite. This opens the **Overview** page.
2. On the **Overview** page, go to the **Manage Security** section and click **Security Material**.



3. On the **Manage Security Material** page, click **Create** and select **Secure Parameter** from the dropdown.

4. In the **Create Secure Parameter** popup, provide the details.



Parameter	Description
Name	Specify the name of the security artifact. The artifact name is used as an alias for confidential data. The artifact name is used as an alias for the confidential data assigned by this parameter.
Description	Enter a description for the artifact (optional).
Secure Parameter	Enter the confidential value **(API Token)** of the attribute.
Repeat Secure Parameter	Repeat the confidential value **(API Token)** of the attribute.

5. Click **Deploy** to complete the process.

When you refresh the **Manage Security Material** page, the new artifact is displayed (with **Secure Parameter**) in the artifact table.

4 Zendesk Adapter Configuration

This section describes the parameters to be configured for your Zendesk adapter. You need to configure the **Connection** and **Processing** tabs. A description and example usage for every field has been added.

4.1 Receiver Adapter

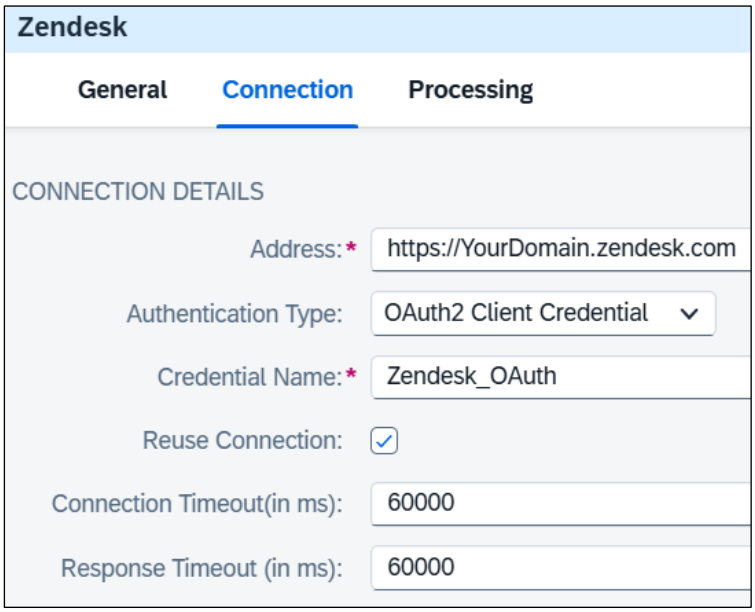
In this section, you will learn how to configure the Zendesk receiver adapter. On selecting the Zendesk adapter from the list of adapters, you must configure the **Connection** and **Processing** tabs.

4.1.1 Connection

The Connection tab contains connection and authentication parameters for the Zendesk adapter.

The Security artifact created in the previous section (Authentication) should be used in the **Connection tab** of the Adapter.

A sample screenshot of the configuration for the Connection tab is given below.



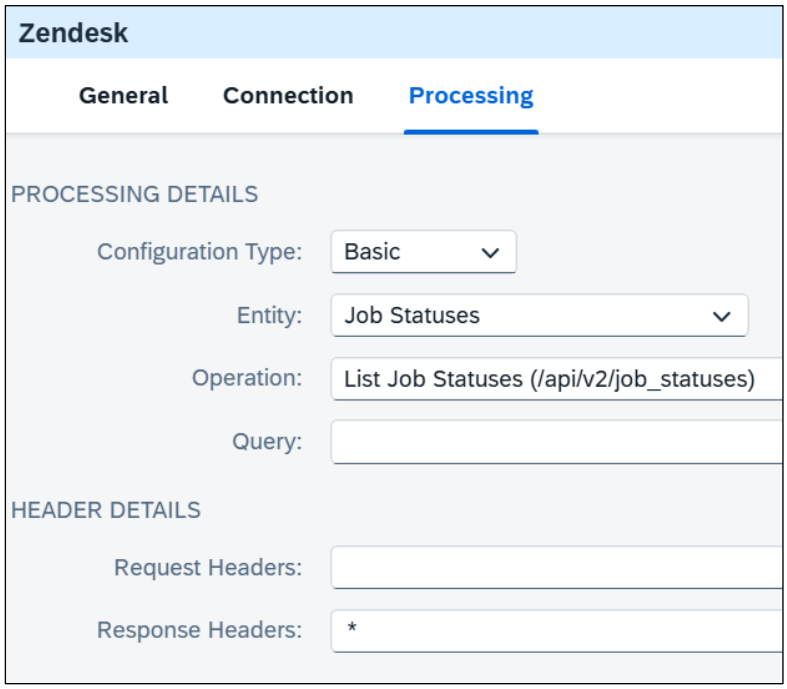
The connection tab contains the following fields:

Parameter	Description
Address	Specify the Zendesk Address. Example: `https://YourDomain.zendesk.com`
Authentication Type	Select the Authentication Type to connect to the Zendesk server. • **API Token** • **OAuth2 Client Credentials** **Note:** The **OAuth2 Client Credentials** option is selected by default.
User Name (Only available when the **Authentication Type** is **API Token**)	Specify the email address associated with your Zendesk account. Example: `john.doe@gmail.com`
API Token Alias (Only available when the **Authentication Type** is **API Token**)	Specify the secure parameter alias that stores the Zendesk API token. For more information on setting up an API Token, see How to Set Up API Token Authentication.
Credential Name (Only available when the **Authentication Type** is **OAuth2 Client Credentials**)	Specify the OAuth 2.0 Client Credentials security artifacts alias that stores the Client ID and Client Secret. For more information on setting up OAuth 2.0, see How to Set up OAuth Client Credentials.
Reuse Connection	Enable to reuse the connection.
Connection Timeout (in ms)	Specify the maximum waiting time (in milliseconds) for the connection to be established. Default: `60000`

Parameter	Description
Response Timeout (in ms)	Specify the maximum waiting time (in milliseconds) for a response message. Default: `60000`

4.1.2 Processing

This section lists the processing tab configurations for Zendesk Adapter.



Parameter	Description
Configuration Type	Select the required configuration type. Select **Basic** to use the dropdowns and parameter text fields, and **Advanced** to provide the relative URL.
Entity (Only available when the **Configuration Type** is **Basic**)	Select the entity based on which the operation will be performed.

Parameter	Description
Operation (Only available when the **Configuration Type** is **Basic**)	Select the desired operation from the dropdown.
Operational Parameter (Only available when the **Configuration Type** is **Basic**)	Specify the operation parameters as a key-value pair.
HTTP Method (Only available when the **Configuration Type** is **Advanced**)	Select the required HTTP method from the available dropdown: • **DELETE** • **GET** • **PATCH** • **POST** • **PUT**
Relative URL (Only available when the **Configuration Type** is **Advanced**)	Specify the relative endpoint, excluding the Host. Example: `/api/v2/tickets.json`
Query	Specify the expression containing the query parameter and value. Example: `"param1=value1&param2=value2"` While using space ( ), ensure that you encode the query using `%20`.
Request Headers	Enter a list of custom headers, separated by a pipe (|), to be sent to the target system. Use an asterisk (*) to send all custom headers to the target system. All Camel-specific headers and HTTP protocol headers except "date" are excluded by default, even if you specify them.

Parameter	Description
Response Headers	Enter a list of headers, separated by a pipe (|), coming from the target system's response to be received in the message. Use an asterisk (*) to receive all the headers from the target system, which is also the default value. All Camel-specific headers and HTTP protocol headers except "date" are excluded by default, even if you specify them.

5 Zendesk Operations

This section lists and describes some of the operations supported by the Zendesk adapter.

The adapter provides two Entity: **Basic** and **Advanced**. The **Basic** entity enables you to easily select predefined operations and their corresponding endpoints. The **Advanced** entity offers greater flexibility by allowing users to work with multiple endpoints for the same operation, including endpoints that are not predefined in the adapter, thereby supporting more customized integration scenarios.

5.1 Tickets: Create Ticket & Create Many Tickets

This operation allows you to create a ticket in Zendesk. For more information, see Create Ticket API Documentation.

The operations can be performed in two ways:

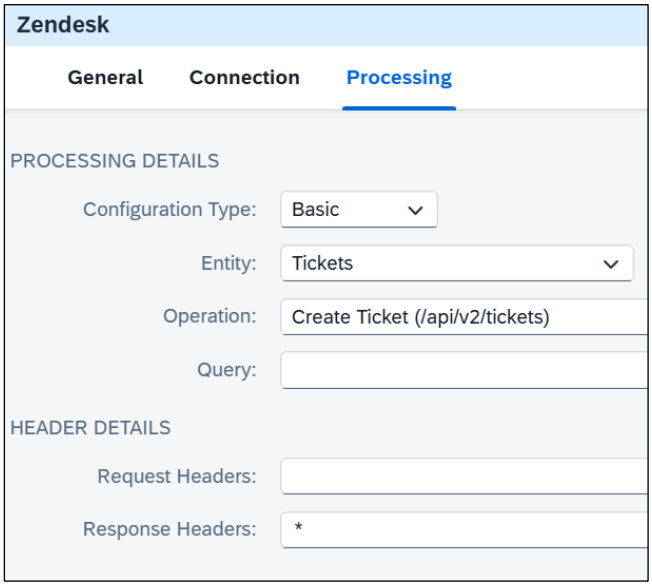
1. **Basic**

The **Create Ticket** allows a user or system to raise a new support request in Zendesk by providing details about an issue or question. Once the ticket is created, it can be viewed, tracked, and worked on by the support team until the issue is resolved.

Sample Payload for Single Ticket:

```
{
  "ticket": {
    "subject": "Unable to access account",
    "comment": {
      "body": "The user is facing an error while trying to log
  in to the application."
    },
    "requester": {
      "name": "Jane Doe",
      "email": "jane.doe@example.com"
    },
    "priority": "high",
    "status": "open",
    "tags": [
      "customer",
      "login_issue"
    ]
  }
}
```

A sample screenshot of the configuration to create a ticket is provided below.



For the complete list of descriptions about the fields below, refer to the Processing tab.

Parameter	Value
Configuration Type	Select **Basic** as the configuration type.
Entity	Select **Tickets** as the entity.
Operation	Select **Create Ticket (/api/v2/tickets)** as an operation.

The **Create Many Tickets** operation in Zendesk enables you to create multiple tickets via a single API request, rather than creating them one by one. For more information, see Create Many Tickets API Documentation.

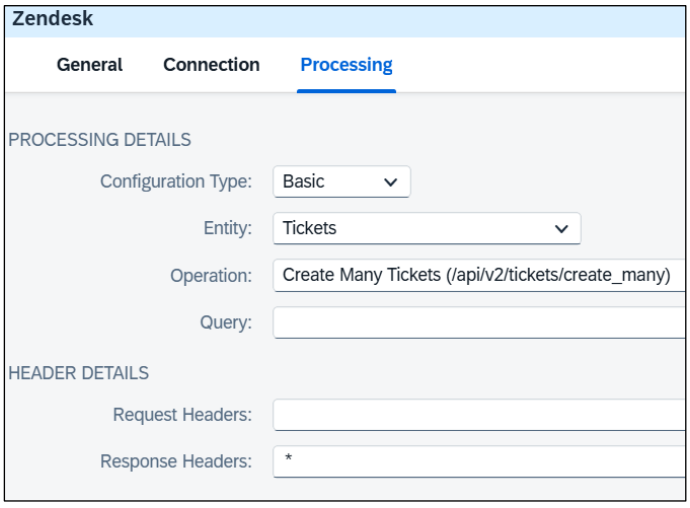
This is mainly used for **bulk ticket** creation when you need to log several customer issues at once.

Sample Payload for Multiple Tickets:

```
{
  "tickets": [
    {
      "subject": "Login issue - User unable to access account",
      "comment": {
        "body": "User reports being unable to log in since
  morning."
      },
      "priority": "high",
```

```
      "status": "open",
      "type": "incident",
      "requester": {
        "name": "Rahul Sharma",
        "email": "rahul.sharma@Outlook.com"
      }
    },
    {
      "subject": "Payment not reflected",
      "comment": {
        "body": "Customer payment was successful but not updated
  in the system."
      },
      "priority": "normal",
      "status": "open",
      "type": "problem",
      "requester": {
        "name": "Anita Verma",
        "email": "anita.verma@Outlook.com"
      }
    },
    {
      "subject": "Account deactivation request",
      "comment": {
        "body": "Customer has requested permanent account
  deactivation."
      },
      "priority": "low",
      "status": "new",
      "type": "task",
      "requester": {
        "name": "Suresh Kumar",
        "email": "suresh.kumar@Outlook.com"
      }
    }
  ]
}
```

A sample screenshot of the configuration is provided below for creating several tickets.



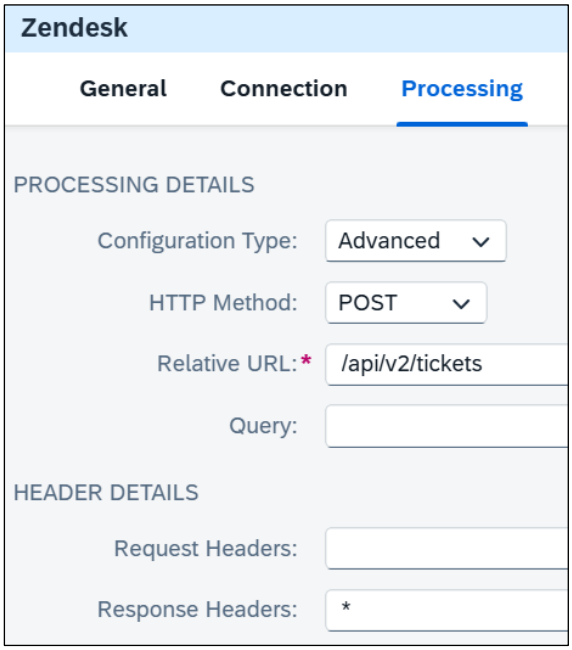
For the complete list of descriptions about the fields below, refer to the Processing tab.

Parameter	Value
Configuration Type	Select **Basic** as the configuration type.
Entity	Select **Tickets** as the entity.
Operation	Select **Create Many Ticket (/api/v2/tickets/create_many)** for multiple ticket creation.

2. Advanced

To use the Advanced Method, follow the instructions below.

A sample screenshot of the configuration is provided below for creating a Ticket.



For the complete list of descriptions about the fields below, refer to the Processing tab.

Parameter	Value
Configuration Type	Select **Advanced** as the configuration type.
HTTP Method	Select **POST** as the HTTP Method.
Relative URL	Specify as `/api/v2/tickets`

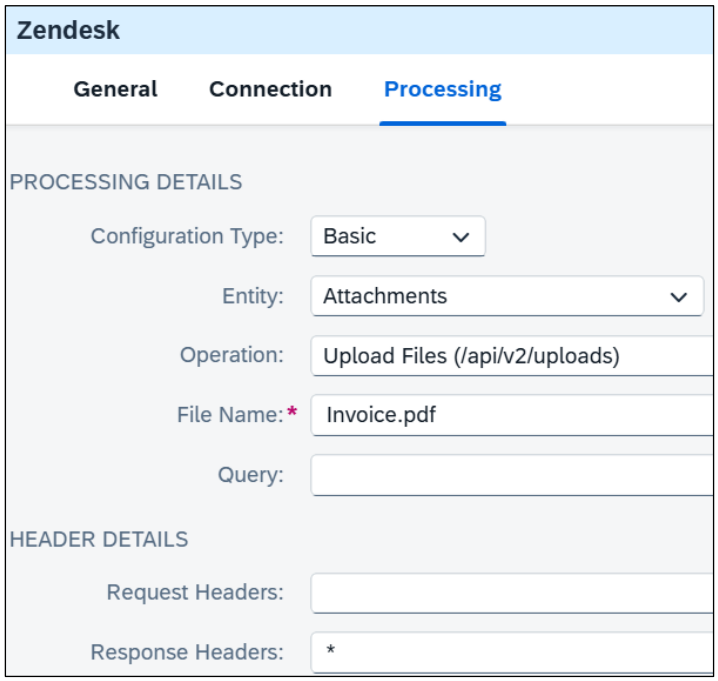
5.2 Attachment: Upload Files

The **Upload File** feature allows you to add a file to Zendesk, which can then be attached to a ticket (Upload Limit: 50MB). For more information, see Upload File API Documentation.

When you upload documents, images, or screenshots, Zendesk gives you an upload token. You then use this token for creating or updating a ticket (include file as an attachment).

You can add multiple files in a single token; this is handled by splitting requests and passing the API token received from the first request to each subsequent request.

A sample screenshot of the configuration is provided below.



Response:


```
{
    "upload": {
        "token": "3EuIHmArKrKNkff0MpwWoji9f",
        "expires_at": "2026-01-12T09:21:47Z",
        "attachments": [
            {
                "url": "https://[redacted]/api/v2/attachments/42744692849937.json",
                "id": 42744692849937,
                "file_name": "ibm.pdf",
                "content_url": "https://[redacted]/attachments/token/3M8hIK3FMovczgImKqvoC6DqD/?name=ibm.pdf",
                "mapped_content_url": "https://[redacted]/attachments/token/3M8hIK3FMovczgImKqvoC6DqD/?name=ibm.pdf",
                "content_type": "application/pdf",
                "size": 2267564,
                "width": null,
                "height": null,
                "inline": false,
                "deleted": false,
                "malware_access_override": false,
                "malware_scan_result": "not_scanned",
                "thumbnails": []
            }
        ],
```

For the complete list of descriptions about the fields below, refer to the Processing tab.

Parameter	Value
Configuration Type	Select **Basic** as the configuration type.
Entity	Select **Attachments** as the entity.
Operation	Select **Upload Files (/api/v2/uploads)** as operation
File Name	Specify the file name for the uploaded file. Example: `Invoice.pdf` While specifying the file name, ensure that your file extension is correct.

5.3 Tickets: Update Ticket

The **Update Ticket** operation allows modifying existing ticket details such as status, priority, assignee, tags, custom fields, and comments to ensure accurate tracking and resolution. For more information, see Update Ticket API Documentation.

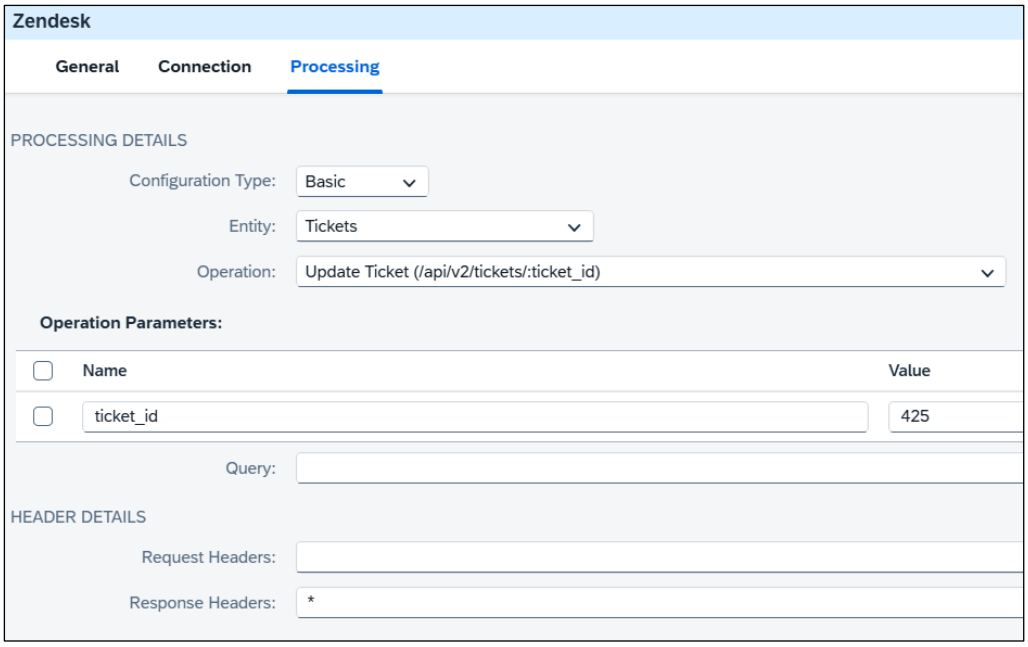
The operation can be performed in two ways:

1. **Basic**

A sample payload is provided to change the description of the ticket.

```
{
  "ticket": {
    "comment": {
      "body": "Thanks for using Zendesk"
    },
    "status": "solved",
    "priority": "low"
  }
}
```

A sample screenshot of the configuration is provided below.

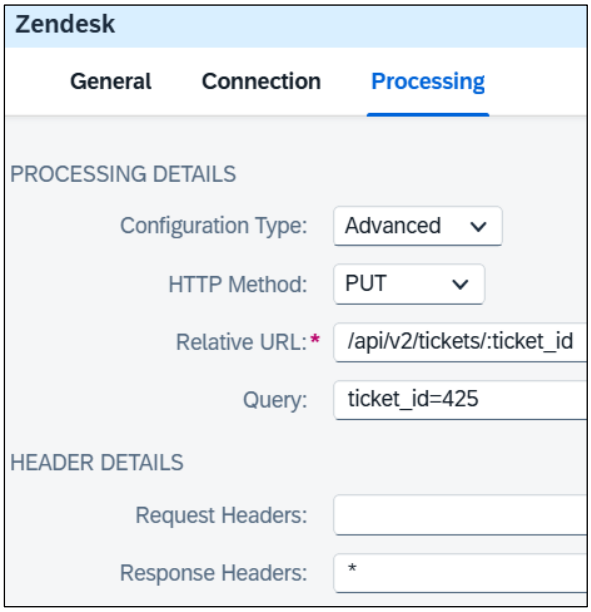


For the complete list of descriptions about the fields below, refer to the Processing tab.

Parameter	Value
Configuration Type	Select **Basic** as the configuration type.
Entity	Select **Tickets** as the entity.
Operation	Select **Update Ticket (/api/v2/tickets/:ticket_id)** as operation
Operation Parameters	Specify the query parameter as key value pair. **Name** `ticket_id` **Value** `425`

2. Advanced

A sample screenshot of the configuration is provided below, and the payload can be the same as the basic operation.



For the complete list of descriptions about the fields below, refer to the Processing tab.

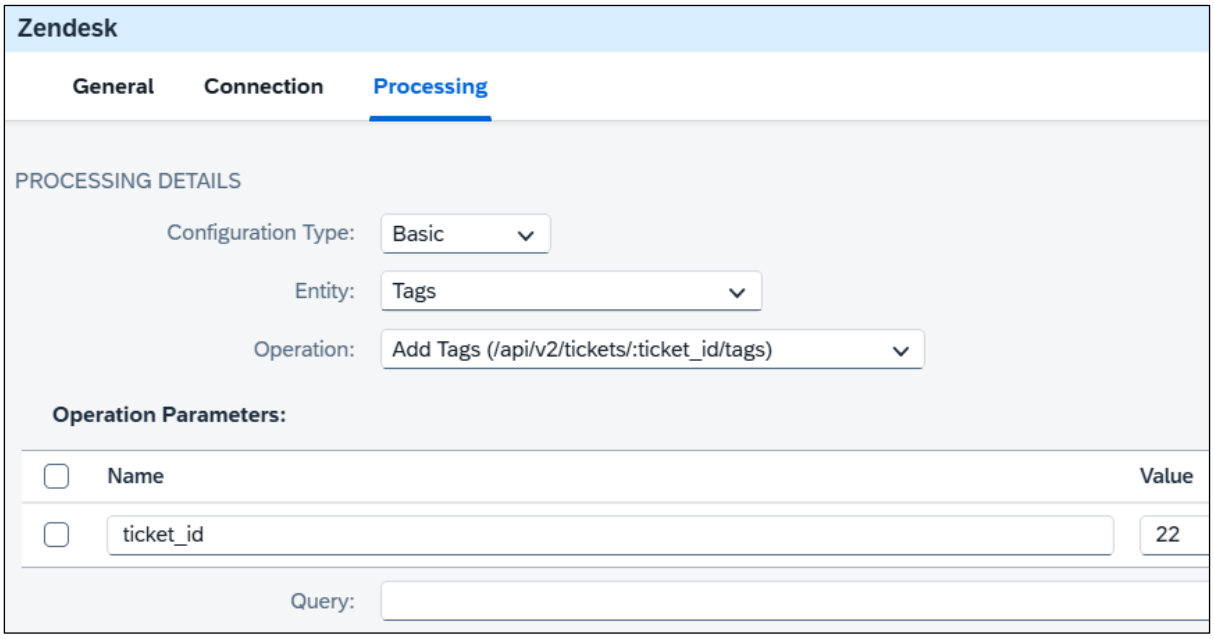
Parameter	Value
Configuration Type	Select **Advanced** as the configuration type.
HTTP Method	Select **PUT** as the entity.
Relative URL	Specify as `/api/v2/tickets/:ticket_id`
Query	Specify the query as `ticket_id=425`.

Response:


```
{
    "ticket": {
        "url": "https://                /api/v2/tickets/5.json",
        "id": 5,
        "external_id": null,
        "via": {
            "channel": "api",
            "source": {
                "from": {},
                "to": {},
                "rel": null
            }
        },
        "created_at": "2025-11-17T10:17:15Z",
        "updated_at": "2026-01-16T12:21:23Z",
        "generated_timestamp": 1768566051,
        "type": null,
        "subject": "My printer is on fire!",
        "raw_subject": "My printer is on fire!",
        "description": "The smoke is very colorful.",
        "priority": "low",
        "status": "solved",
        "recipient": null,
```


5.4 Tags: Add Tags

The **Add Tags** operation allows you to add keywords to tickets to help categorize, organize, and track issues efficiently. They enable faster ticket routing, improved reporting, automation through triggers and views, and easier identification of recurring issues. For more information, see Add Tag API Documentation.



Sample Payload:

```
{
  "tags": ["customer, high_prority”]
}
```

For the complete list of descriptions about the fields below, refer to the Processing tab.

Parameter	Value
Configuration Type	Select **Basic** as the configuration type.
Entity	Select **Tags** as the entity.
Operation	Select **Add Tags (/api/v2/tickets/:ticket_id/tags)** as operation
Operation Parameters	Specify the query parameter as key value pair. **Name** `ticket_id` **Value** `22`

Sample Response:

```
{
    "tags": [
        "customer",
        "high_prority",
        "intent__misc__unsolicited__spam",
        "intent_confidence__medium",
        "language__en",
        "language_confidence__low",
        "mobile_app",
        "sentiment__neutral",
        "sentiment_confidence__high"
    ]
}
```

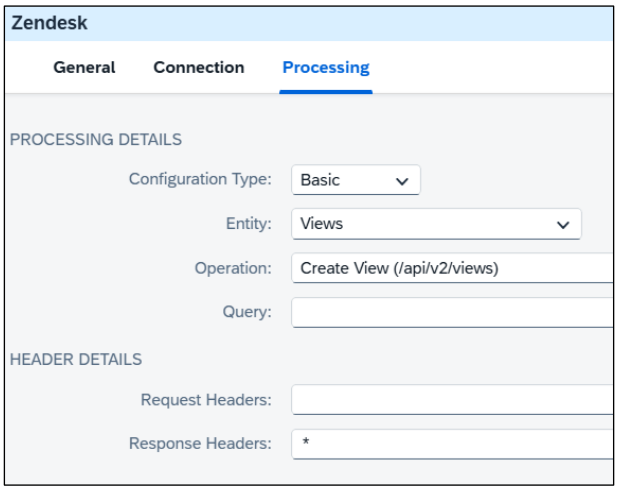
5.5 Views: Create View

Create View allows administrators to define a custom ticket list in Zendesk based on specific conditions.

By creating a view, you can automatically filter and organize tickets (for example, by status, priority, assignee, or tags) so that relevant tickets are grouped together and easily accessible.

This helps you focus on the right tickets at the right time, improves visibility, and streamlines ticket management workflows. For more information, see Create View API Documentation.

A sample screenshot of the configuration is provided below.



A sample payload is provided below.

```
{
  "view": {
    "title": "High Priority Tickets",
    "active": true,
    "conditions": {
      "all": [
        {
          "field": "status",
          "operator": "is",
          "value": "open"
        },
        {
          "field": "priority",
          "operator": "is",
          "value": "high"
        }
      ],
      "any": []
    },
    "execution": {
      "sort_by": "created_at",
      "sort_order": "asc"
    }
  }
}
```

For the complete list of descriptions about the fields below, refer to the Processing tab.

Parameter	Value
Configuration Type	Select **Basic** as the configuration type.
Entity	Select **Views** as the entity.
Operation	Select **Create View (/api/v2/Views)** as operation

Sample Response can be found on the next page:


```
{
    "view": {
        "url": "https://rojo-99584.zendesk.com/api/v2/views/42754390392337.json",
        "id": 42754390392337,
        "title": "High Priority Tickets",
        "active": true,
        "updated_at": "2026-01-12T11:45:45Z",
        "created_at": "2026-01-12T11:45:45Z",
        "default": false,
        "position": 14,
        "description": null,
        "execution": {
            "group_by": null,
            "group_order": "desc",
            "sort_by": null,
            "sort_order": "desc",
            "group": null,
            "sort": null,
            "columns": [
                {
                    "id": "subject",
                    "title": "Subject",
                    "filterable": true,
                    "sortable": true
                },
```

6 References

6.1 Zendesk Account User/Permission for Team Member

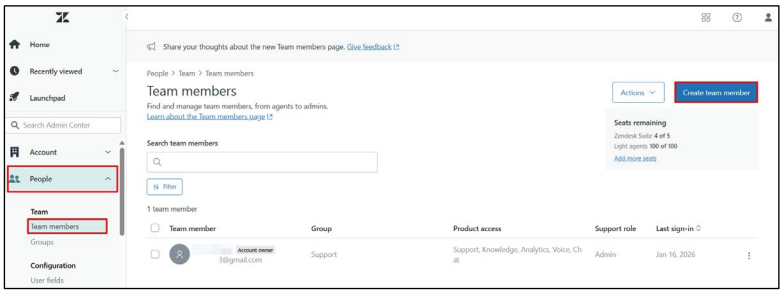
Zendesk enables you to assign a role according to a staff member's function and access needs.

Purpose

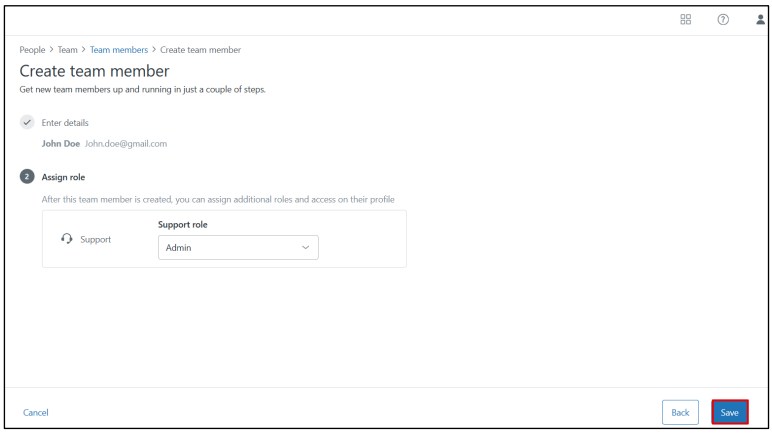
Adding Roles to a Team Member in Zendesk

Procedure

1. Log in to your Zendesk Account.
2. Click **Admin**, under that **People** > **Team members** > **Create team member**.



3. Add relevant roles to team members.



Roles	Permissions
Admin	Full API access (users, tickets, orgs, settings, triggers, etc.)
Agent	Can edit tickets within their group.
Light agent	Can view and add a private comment
Contributor	Can provide limited support

7 Appendix

This section lists and describes all the operations supported by the Zendesk adapter. For detailed information on any particular operation, see Ticketing.