

# Zendesk Export Integration

Zendesk® Sunshine's modern cloud based CRM platform is used to identify customer needs and trends. You can use the Zendesk Export Integration connector to export Events data to Zendesk Sunshine.

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## Prerequisites

- Basic knowledge of Treasure Data
- Zendesk Sunshine account

## Limitations

Result output schema must match require columns (name and data type) with a target event.

`profile_identifier` can be set to a maximum of 20 columns (1 - 20 in a continuously ascending order).

Action	Target	Column required	Column requires at least 1	Column optional	Note
Create	Events for profiles	profile_source (String), profile_type (String), event_source (String), event_type (String), event_properties(JSON String)	profile_identifier_1(String), profile_identifier_2(String), profile_identifier_3(String), profile_identifier_4(String), profile_identifier_5(String), profile_identifier_6(String), profile_identifier_7(String), profile_identifier_8(String), profile_identifier_9(String), profile_identifier_10(String), profile_identifier_11(String), profile_identifier_12(String), profile_identifier_13(String), profile_identifier_14(String), profile_identifier_15(String), profile_identifier_16(String), profile_identifier_17(String), profile_identifier_18(String), profile_identifier_19(String), profile_identifier_20(String)	profile_name, profile_created_at, profile_attributes, event_description, event_created_at, event_received_at	profile_identifier_* must follow format "type,value"  ex: profile_identifier_1 : "email,example@gmail.com"
Create	Events for a profile ID	profile_id (String), event_source (String), event_type (String), event_properties(JSON String)		event_description, event_created_at, event_received_at	
Create	Events for a user ID	user_id (String), profile_source (String), profile_type (String), event_source (String), event_type (String), event_properties(JSON String)	profile_identifier_1(String), profile_identifier_2(String), profile_identifier_3(String), profile_identifier_4(String), profile_identifier_5(String), profile_identifier_6(String), profile_identifier_7(String), profile_identifier_8(String), profile_identifier_9(String), profile_identifier_10(String), profile_identifier_11(String), profile_identifier_12(String), profile_identifier_13(String), profile_identifier_14(String), profile_identifier_15(String), profile_identifier_16(String), profile_identifier_17(String), profile_identifier_18(String), profile_identifier_19(String), profile_identifier_20(String)	profile_name, profile_created_at, profile_attributes, event_description, event_created_at, event_received_at	profile_identifier_* must follow format "type,value"  ex: profile_identifier_1 : "email,example@gmail.com"

## Zendesk Sunshine Limitations

## Rate Limit

The API enforces rate limiting on standard create endpoints. Limits include requests made from the Zendesk Apps framework. The rate limits for each plan type are:

	Sunshine Lite	Sunshine Professional	Sunshine Enterprise
Custom objects	500 requests per minute	750 requests per minute	1,000 requests per minute
Profiles	Not included	250 requests per minute	500 requests per minute
Events	Not included	250 requests per minute	500 requests per minute

## Profiles Limit

The following table shows profiles hard limits. Availability and limits can vary according to Sunshine plan type.

Category	Limit
Profiles	30,000,000
Profile sources	50
Profile types	2500
Identifiers per profile	20
Profile source character length	40
Profile type character length	40
Identifier source character length	60
Identifier type character length	60

## Event Limit

The following table shows events hard limits. Availability and limits can vary according to Sunshine plan type.

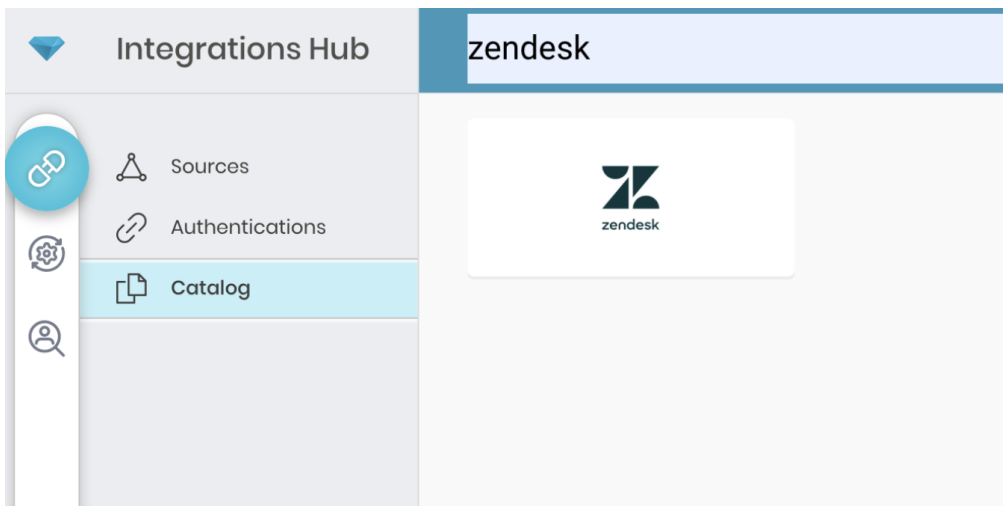
Category	Limit
Event sources	50
Event types	2500
Event source character length	40
Event type character length	40

# Use the TD Console to Create Your Connection

## Create a New Connection

In Treasure Data, you must create and configure the data connection, to be used during export, prior to running your query. As part of the data connection, you provide authentication to access the integration.

1. Open the TD Console.
2. Navigate to Integrations Hub > Catalog.
3. Search and select Zendesk.



4. Click **Create**.

You are creating an authenticated connection. The following dialog opens.

The image shows a 'New Authentication' dialog box for Zendesk. The dialog has a close button (X) in the top right corner. Below the title, there is a progress indicator with two steps: 'Credentials' (active) and 'Details'. The 'Credentials' step contains the following fields: 'Login URL for Zendesk' with the value 'https://example.zendesk.com/', 'Auth method' with a dropdown menu set to 'basic', 'Username (Email address)', and 'Password'. At the bottom right, there is a 'Continue' button and a 'Learn more' link.

5. To export event data, type the login URL for Zendesk. For example: [https://{your\\_domain}.zendesk.com](https://your_domain.zendesk.com).

6. There are different options for **Auth method**: basic, token, and OAuth.

7. Optionally, for basic authentication, type values for username and password.

8. Optionally, for token, type values for username and token.

9. Optionally, for OAuth, type values for OAuth Access Token.

10. Select **Continue**.

11. Name your new Zendesk connection.

12. Select **Done**.

## New Authentication

Zendesk

 Credentials >  Details

Name

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## Configure Export Results in Your Data Connection

Create or reuse a query.

Sometimes you need to define the column mapping in the query.

1. Open the TD Console.
2. Navigate to **Data Workbench > Queries**.
3. Select the query that you plan to use to export data. Each type of resource **requires specific columns** and **exact column names (case sensitive)** and **data types**.

Code examples that can be used to export data:

### Events for profiles

```
SELECT profile_source, profile_type, profile_identifier_1,
event_source, event_type, event_properties
FROM your_table;
```

### Events for profile ID

```
SELECT profile_id, event_source, event_type, event_properties
FROM your_table;
```

### Events for user id

```
SELECT user_id, profile_source, profile_type, profile_identifier_1,
event_source, event_type, event_properties
FROM your_table;
```

4. Select **Export Results** located at the top of your query editor.  
The Choose Integration dialog opens.  
You have two options when selecting a connection to export the results, using an existing connection or creating a new one.  
These instructions assume you are selecting an existing connection.
5. Type the connection name in the search box to filter.

- 6. Select your connection.
- 7. Select one of the following:

Create:

- Events for profiles
- Events for profiles
- Events for a profile ID
- Events for a user ID

- 8. Optionally, select Skip invalid records.
- 9. Select Done.

### Optionally Schedule the Job for Export

You can schedule the job to periodically write the output result to the target destination that you defined.

### Schedule Query

Schedule

- None
- Custom cron...
- @daily (midnight)
- @hourly (:00)
- None

Cancel Schedule

### Optionally Configure Export Results in Workflow

See [About Using Workflows to Export Data with the TD Toolbelt](#) for more information on using data connectors in a workflow to export data.

### Examples of Exporting Events for Profiles

### Using Basic Auth:

```
timezone: UTC

_export:
  td:
    database: sample_datasets

+td-result-into-target:
  td>: queries/sample.sql
  result_connection: your_connections_name
  result_settings:
    login_url: https://{example}.zendesk.com
    auth_method: basic
    username: {username}
    password: {password}
    target: event_profile
    skip_invalid_records: true
```

### Using Auth Token:

```
timezone: UTC

_export:
  td:
    database: sample_datasets

+td-result-into-target:
  td>: queries/sample.sql
  result_connection: your_connections_name
  result_settings:
    login_url: https://{example}.zendesk.com
    auth_method: token
    username: {username}
    token: {token}
    target: event_profile
    skip_invalid_records: true
```

### Using OAuth Token

```
timezone: UTC

_export:
  td:
    database: sample_datasets

+td-result-into-target:
  td>: queries/sample.sql
  result_connection: your_connections_name
  result_settings:
    login_url: https://{example}.zendesk.com
    auth_method: oauth
    access_token: {access_token}
    target: event_profile
    skip_invalid_records: true
```

## Examples of Exporting Events for Profile ID

## Using Basic Auth

```
timezone: UTC

_export:
  td:
    database: sample_datasets

+td-result-into-target:
  td>: queries/sample.sql
  result_connection: your_connections_name
  result_settings:
    login_url: https://{example}.zendesk.com
    auth_method: basic
    username: {username}
    password: {password}
    target: event_profile_id
    skip_invalid_records: true
```

## Using Basic Auth

```
timezone: UTC

_export:
  td:
    database: sample_datasets

+td-result-into-target:
  td>: queries/sample.sql
  result_connection: your_connections_name
  result_settings:
    login_url: https://{example}.zendesk.com
    auth_method: basic
    username: {username}
    password: {password}
    target: event_user_id
    skip_invalid_records: true
```