



ZENDESK - ONPAGE
INTEGRATION

Zendesk Integration With OnPage

In OnPage

- 1- Log in to the OnPage Management Console
- 2- Click on the **Integrations** tab
- 3- Click on either **ALL** or **Information Technology**
- 4- Scroll down and find **OnPage Webhooks**
- 5- Click on **Settings**
- 6- Under Incoming Webhooks, click on **Create**
- 7- Give a Webhook name (i.e., Zendesk integration)
- 8- Copy **the Secret Key and Client ID** and store it in a secure place. The Keys are only shown once.

Create Web-hook

All credentials allow your app to access the OnPage API. They are secret. Please don't share your app credentials with anyone, include them in public code repositories, or store them in insecure ways.

Web-hook name
Zendesk Integration

Client ID
-----s4277b25c1 [Copy](#)

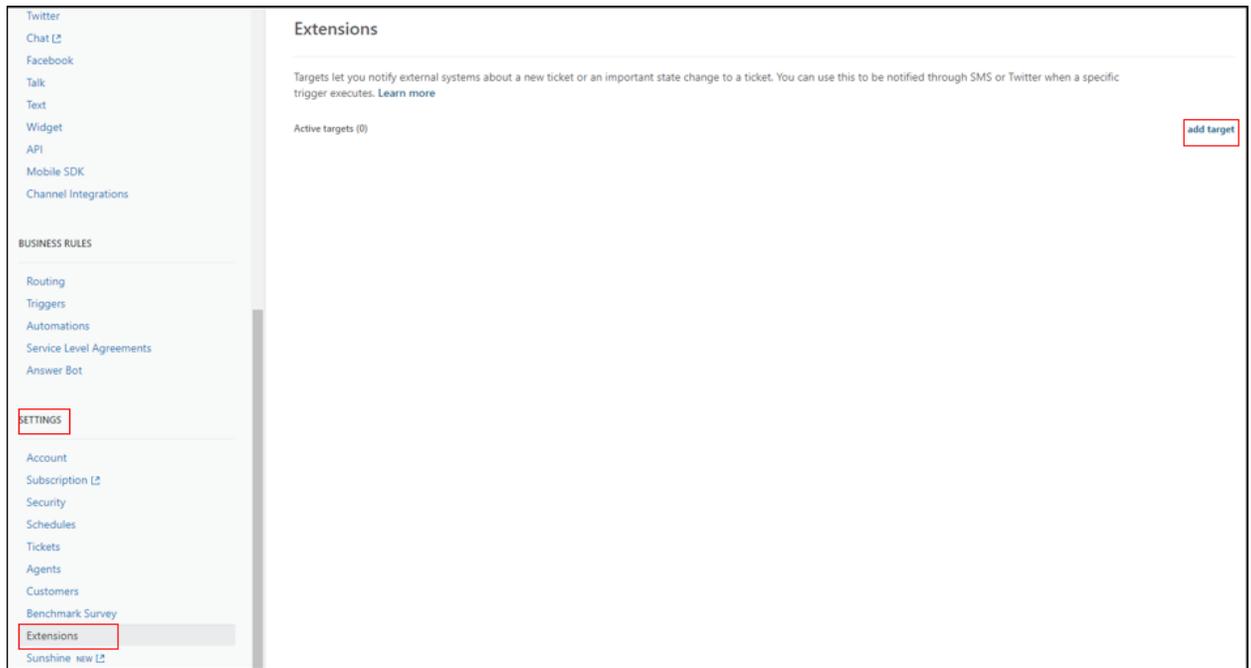
Secret Key
Shown only oncel Copy and store it in secured place.
5107f039c6d941091e1 [Copy](#)

[Save](#) [Cancel](#)

- 9- Click **Save**

In Zendesk

- 1- Under **Settings**, click on **Extensions**.
- 2- Click **add target**.



- 3- Select HTTP target

Select target to add



Campfire target >

Push updates to your Campfire account.



Clickatell target >

Send SMS messages using a Clickatell account.

http://

HTTP target >

Compose custom JSON, XML, and form-encoded HTTP requests to 3rd party services.



Yammer target >

Push updates to your Yammer account.



Email target >

Send emails to specific addresses.

- 4- Add the HTTP target details.
 - a- **Title:** OnPage Alerts
 - b- **Url:** <https://webhook.onpage.com/gw/v1/page>
 - c- **Method:** POST
 - d- **Content type:** JSON
 - e- Select **Create target** at the bottom.

HTTP target

Title

Url

The target URL, including protocol (https or http is OK) and path.
Valid examples:

- http://somedomain/a/path

Method

Content type

Basic Authentication Enabled
Add credentials if the target needs username/password authentication.

- 5- Under **Business Rules** → **Triggers** → **Add Trigger**
- 6- Provide a **Trigger name** and **Description**.
- 7- Select **Notifications** as the **Category**
- 8- Under **Conditions**, create conditions that must be met for the trigger to run.

< New critical tickets

Trigger name
New critical tickets

Description
Send an OnPage alert to newly created critical tickets

Category
▼

Conditions
Conditions that must be met for the trigger to run

Meet ALL of the following conditions

Status ▼ Is ▼ New ▼

Priority ▼ Is ▼ Urgent ▼

Add condition

Meet ANY of the following conditions

Add condition

- 9- Under **Actions**
 - a- Drop down the menu and select **Notify target** and select the created HTTP target.
 - b- Under **JSON body**
 - I. Copy JSON payload from the integrations console and paste it in the Body field.

```
{
  "clientId": "-YOUR-CLIENT-ID-",
  "secretKey": "-YOUR-SECRET-KEY-",
  "message": {
    "subject": "-YOUR-ALERT-SUBJECT-",
    "body": "*-YOUR-ALERT-MESSAGE-",
    "recipients": ["OPID1", "OPID2", ...],
    "priority": "HIGH|LOW"
  }
}
```

- II. Edit the script by inserting the **Client ID, Secret Key**
- III. Add subject and body and/or insert variables of what you would like to see as the subject and body of the message in the OnPage app. You can select to use available placeholders.
- IV. Enter Priority of message. Either HIGH or LOW
- V. Use the Tokens provided in the subject or body of the JSON to access specific information about the view or the matched lines.

Actions

Actions that will occur if global conditions are satisfied

Notify target OnPage Alerts

JSON body

```
1 {
2   "clientId": "5f375c3dae4277b25c1",
3   "secretKey": "cf0c35371af14a0ce1792",
4   "message": {
5     "subject": "{{ticket.title}}",
6     "body": "{{ticket.description}}",
7     "recipients": ["jparis"],
8     "priority": "HIGH"
9   }
10 }
```

[View available placeholders](#)

VI – Click **Create**