

RSA Identity Governance and Lifecycle Connector Data Sheet for Zendesk



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Revision History

Revision Number	Description
Version 1.0	Zendesk Connector
Version 1.1	Added the pre-requisite details

Purpose

This data sheet provides the configuration information required to create a new Zendesk connector.

Supported Software

RSA Identity Governance and Lifecycle Version: 6.8.1, 6.9.1 and above

Application: Zendesk

Prerequisites

- You must register your organization on Zendesk to get the Company URL and admin credentials. The service account must be an administrator for the particular subscription. This is required for the Zendesk Connector, as RSA Identity Governance and Lifecycle provisions Agent accounts on Zendesk.
- Only administrator users have the privileges to create agents. For Enterprise subscriptions, Zendesk allows you to customize the roles, however, the creation of Agents falls under the administrator role.
- For basic authentication, password access must be enabled in the Zendesk Support admin interface at Admin > Channels> API.

Configuration

The Connector creation is made up of three sections:

General – General details about the connector; viz. the name, type etc.

Settings – The connection settings required to connect the RSA Identity Governance and Lifecycle and the end-point application in consideration.

Capabilities – These are the list of “verbs” or capabilities that the RSA Identity Governance and Lifecycle Connector support. For example: Create, update, delete, etc.

General

The following table helps you with the parameters on the General screen while creating a connector.

Field Name	Value
Name	Zendesk
Description	Zendesk Connector
Server	AFX Server

Connector Template	Zendesk
State	Active
Export As Template	N/A

Note: When you are satisfied your connector is configured properly change the state to Active. No automated provisioning will occur while in the Test state. It is recommended that you test all enabled commands using the Test Connector Settings and Test Connector Capabilities prior to changing to the Active state.

Settings

The following table helps you with the Parameters asked on the “Settings” screen while creating the connector.

Field Name	Value
Username	<Email Address of the admin of the domain registered on Zendesk>
Password	<Password of the admin of the domain registered with Zendesk>
Company URL	<Name of the company registered with Zendesk(e.g. https://yourdomain.zendsesk.com)>
Proxy Host	<proxy host or IP, if you are using proxy server to access internet>
Proxy Port	<proxy port, if you are using proxy server to access internet>
Proxy User Name	<proxy username, if you are using proxy server to access internet>
Proxy Password	<proxy password, if you are using proxy server to access internet>

Note: Proxy Host, Proxy Port, Proxy Username, Proxy Password are needed only if connector needs to run through a proxy server.

Capabilities

The following table(s) helps you with the parameters shown when enabling the capabilities; while creating the connector.

Following capabilities are supported by Zendesk Connector:

- Create Zendesk User
- Delete Zendesk User
- Add account to a Zendesk Group
- Delete Account from a Zendesk Group
- Enable Zendesk User
- Disable Zendesk User
- Update Zendesk Account
- Create Zendesk Group
- Delete Zendesk Group

Command Input Parameters

Following tables will help in defining the input parameters. Each table is dedicated to one parameter.

1. Create Zendesk User

Field Name	Value
Parameter Name	GivenName
Type	STRING
Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No
Display Name	Name of User
Mapping	\${User.First_Name}
Description	Zendesk GivenName

Field Name	Value
Parameter Name	Account
Type	STRING
Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No
Display Name	Account of User
Mapping	`\${User.Email_Address}`
Description	Zendesk Account

Field Name	Value
Parameter Name	role
Type	STRING
Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No
Display Name	Role
Mapping	`\${AccountTemplate.Role}`
Description	Zendesk role

Field Name	Value
Parameter Name	Verified
Type	STRING
Default Value	-
Is the parameter required?	No
Is the parameter encrypted?	No
Display Name	Verified
Mapping	NULL
Description	Zendesk verified

2. Delete Zendesk User

Field Name	Value
Parameter Name	Account
Type	STRING
Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No
Display Name	Account of User

Mapping	\${Account.Name}
Description	Zendesk Account

3. Add an account to a Zendesk group

Field Name	Value
Parameter Name	Account
Type	STRING
Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No
Display Name	Account of User
Mapping	\${Account.Name}
Description	Zendesk Account

Field Name	Value
Parameter Name	GroupName
Type	STRING
Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No

Display Name	Group Name
Mapping	\${Group.Name}
Description	GroupName

4. Delete account from a Zendesk group

Field Name	Value
Parameter Name	Account
Type	STRING
Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No
Display Name	Account of User
Mapping	\${Account.Name}
Description	Zendesk Account

Field Name	Value
Parameter Name	GroupName
Type	STRING
Default Value	-
Is the parameter required?	Yes

Is the parameter encrypted?	No
Display Name	Group Name
Mapping	\${Group.Name}
Description	GroupName

5. Enable Zendesk User

Field Name	Value
Parameter Name	Account
Type	STRING
Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No
Display Name	Account of User
Mapping	\${Account.Name}
Description	Zendesk Account

6. Disable Zendesk User

Field Name	Value
Parameter Name	Account
Type	STRING

Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No
Display Name	Account of User
Mapping	\${Account.Name}
Description	Zendesk Account

7. Update Zendesk Account

Field Name	Value
Parameter Name	Account
Type	STRING
Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No
Display Name	Account of User
Mapping	\${Account.Name}
Description	Zendesk Account

Field Name	Value
Parameter Name	GivenName

Type	STRING
Default Value	-
Is the parameter required?	No
Is the parameter encrypted?	No
Display Name	Name of User
Mapping	\${User.First_Name}
Description	Zendesk GivenName

8. Create Zendesk Group

Field Name	Value
Parameter Name	GroupName
Type	STRING
Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No
Display Name	Group Name
Mapping	\${Group.Name}
Description	GroupName

9. Delete Zendesk Group

Field Name	Value
Parameter Name	GroupName
Type	STRING
Default Value	-
Is the parameter required?	Yes
Is the parameter encrypted?	No
Display Name	Group Name
Mapping	\${Group.Name}
Description	GroupName

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