



Connecting People to Zendesk

29th September 2016

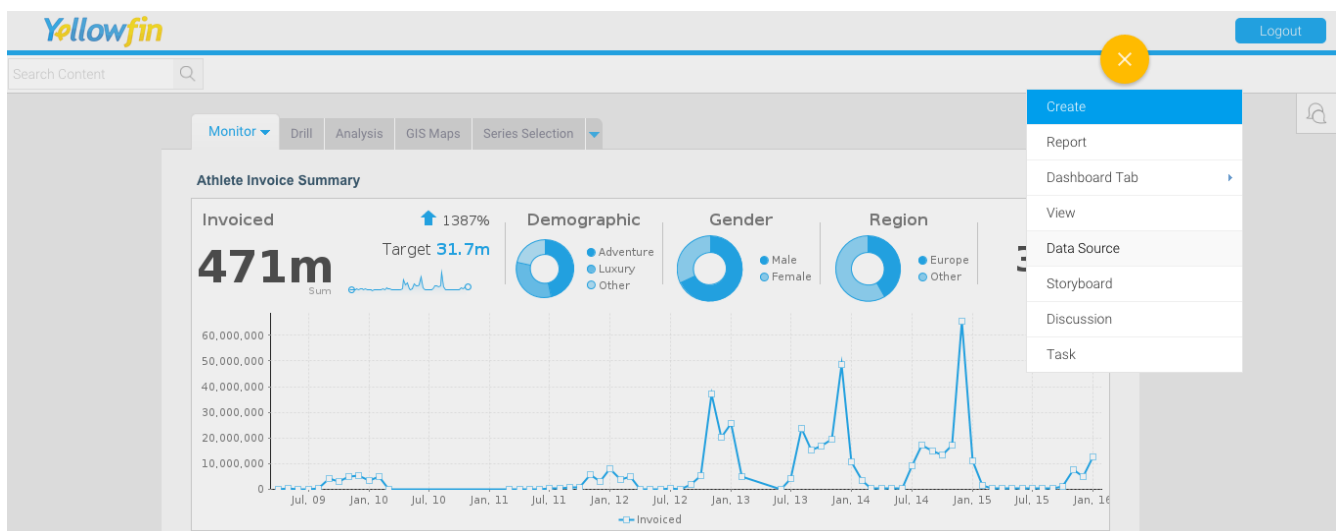
Yellowfin makes connecting to Zendesk and sharing insights easy:

1. [Install your connector](#)
2. [Connect to your account](#)

Install your Connector

Add a New Data Source

- a) Log into your Yellowfin Server
(The User must have permissions to add a new Data Source)
- b) Click **Create** and select **Data Source**

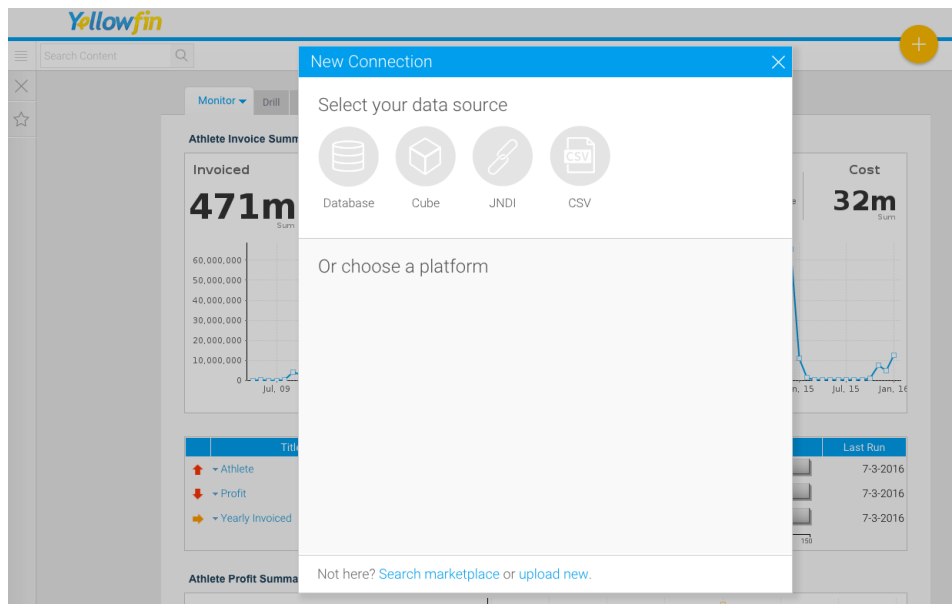


Upload new connector

If you can see the icon for the Zendesk Connector at the **New Connection** step, then you can skip to step **Connect to your Zendesk Account**. Otherwise you will need to select the **Not here?** link.

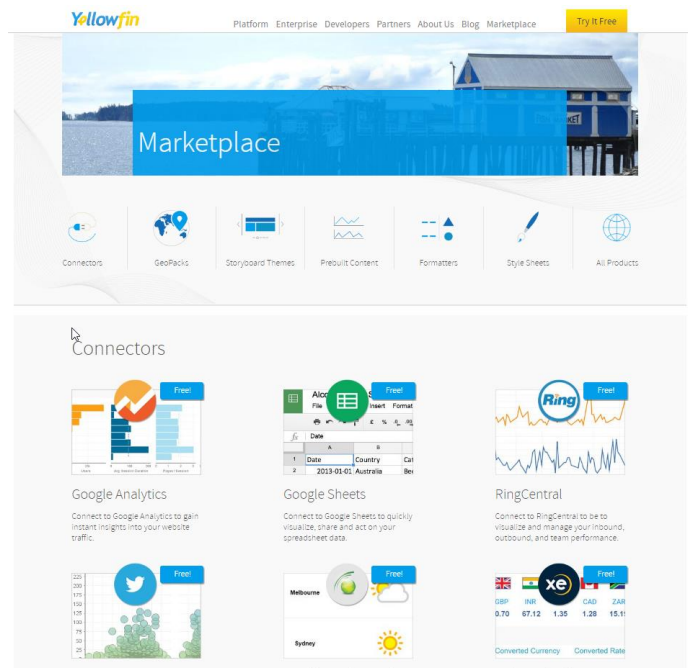
Search Marketplace - download your connector from the Yellowfin Marketplace

Upload New - upload your connector to your instance of Yellowfin



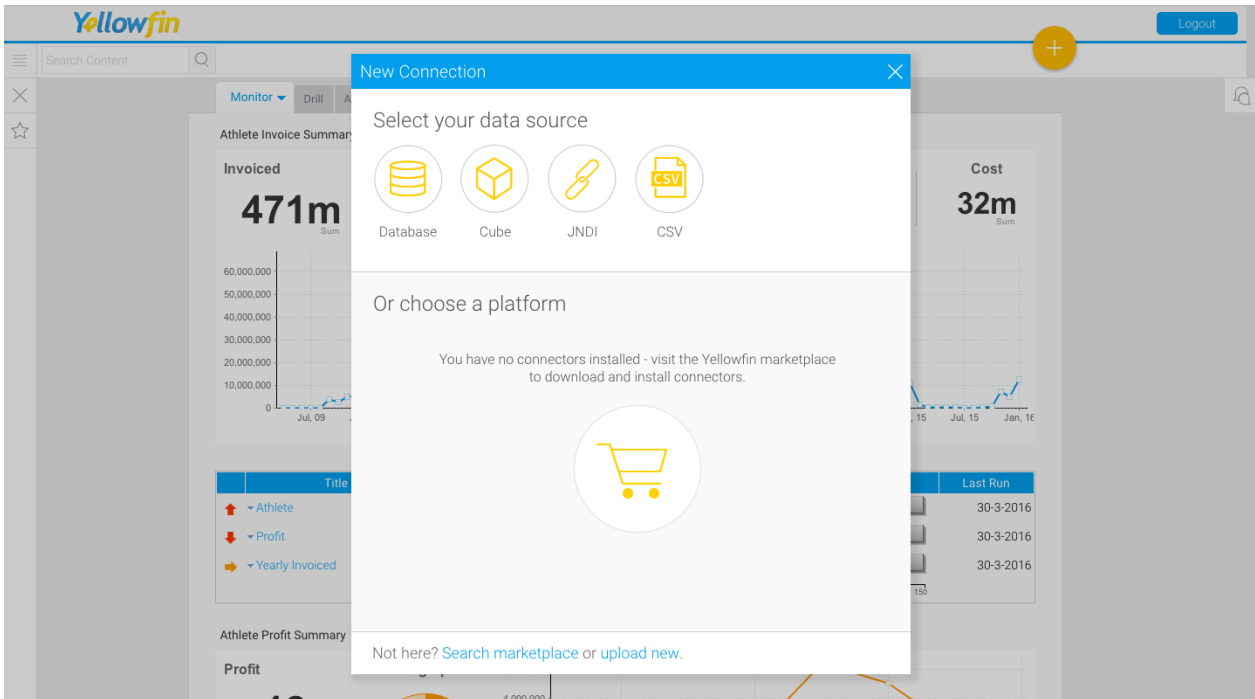
Download the connector from the Yellowfin Marketplace

- c) Go to the [Yellowfin Marketplace](#)
- d) Download the **Zendesk Connector** (it's free!)



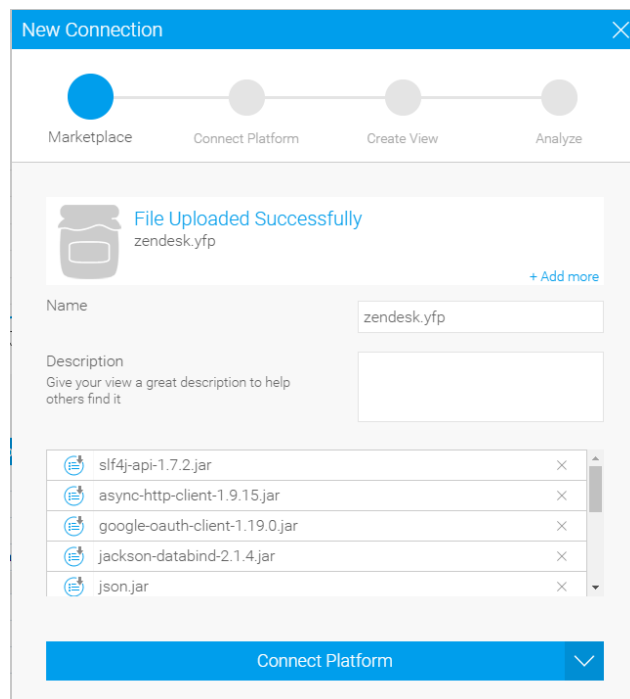
Upload your new Connector

- a) Click **Upload New**.



- b) Give your connector a **name** and **description**.
- c) Click **Connect Platform**.

Your connector will now be available under your **Data Source's** list.



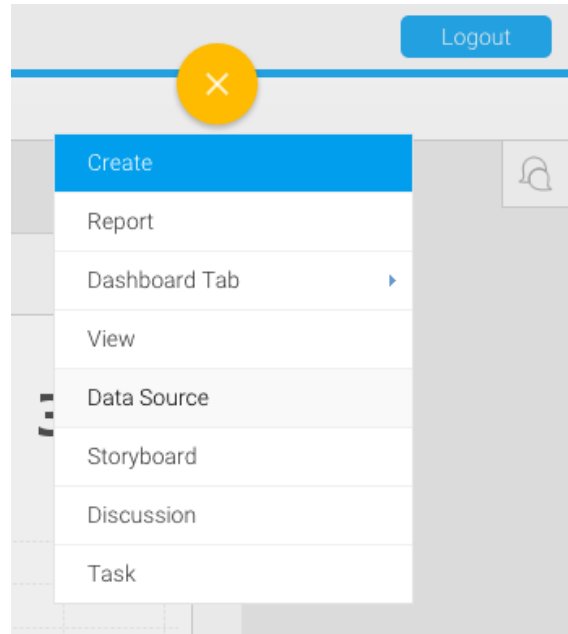
Connect to your Zendesk account

Once your Zendesk Connector is installed, you can use it to connect to your Zendesk account.

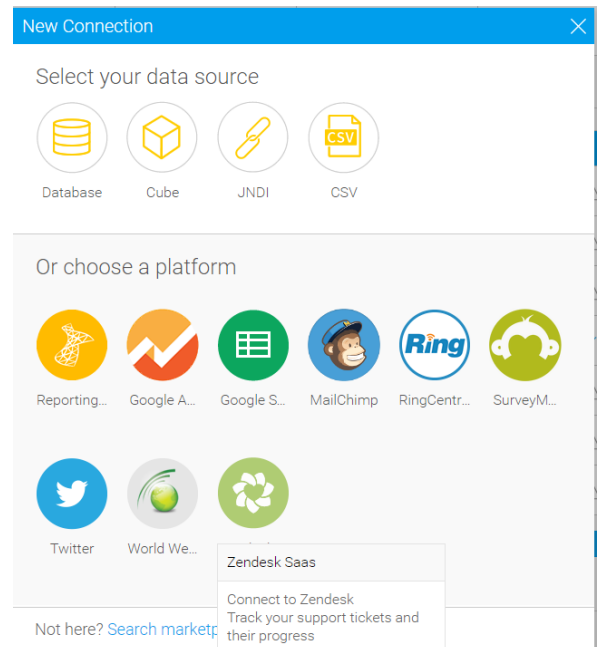
Create a new Data Source

a) Click **Create** and select **Data Source**.

(If you have just installed your connector, then you will be immediately taken to the next step)



b) Select **Zendesk**



Name your Connection and Enter your Account Details

- c) Give your connector a **name** and **description**.
- d) Register an OAuth client for your company in your zendesk account (see <https://support.zendesk.com/hc/en-us/articles/203663836-Using-OAuth-authentication-with-your-application>).

When registering the client please provide the following Redirect URL:

<https://tpconnect.yellowfin.bi/getToken.jsp>

- e) Enter the Subdomain of your Zendesk account in Yellowfin
- f) Enter the Client ID of the client that you registered in Zendesk
- g) Click **“Generate URL”** then click **“Go To Authorization Page”**
- h) Copy the **“Code”** that you see in the popped-up window to your clip board.
- i) Paste your **“Code”** into the **“Code”** box in Yellowfin.
- j) Enter the secret key of the client that you registered
- k) Click **“Verify PIN”**
- l) Click **Launch Pre-Built Content**

New Connection

Connection Setti... Create View Analyze

4. Copy and paste the pin code into the valid key field into Yellowfin, and fill in your secret key and click 'Verify PIN'

1. Enter Subdomain:

2. Enter Client ID:

3. Enter Redirect URL:

4. Generate Authorization Page:

5. Go to Authorization Page:

6. Code:

7. Enter secret key:

8. Validate Pin:

9. Access Token:

About Yellowfin

Yellowfin is a global Business Intelligence (BI) and analytics software vendor passionate about making BI easy. Founded in 2003 in response to the complexity and costs associated with implementing and using traditional BI tools, Yellowfin is a highly intuitive 100 percent Web-based reporting and analytics solution. Yellowfin is a leader in mobile, collaborative and embedded BI, as well as Location Intelligence and data visualization.

Over 10,000 organizations, and more than 2 million end-users across 70 different countries, use Yellowfin every day. For more information, visit www.yellowfinbi.com

Additional Resources

[Yellowfin Website](#)

[Yellowfin Marketplace](#)

[Yellowfin Wiki](#)

[Support Forum](#)

[YouTube Channel](#)